



9L0-412^{Q&As}

OS X Support Essentials 10.8 Exam

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QUESTION 1

You want to manage configuration profiles on a Mac that has Mountain Lion installed, but the Profiles preferences icon is NOT present in the System Preferences window. What is a likely explanation?

- A. There are no profiles installed on the Mac.
- B. Profiles have been disabled in the Security and Privacy pane of the Mac.
- C. The Mac is not enrolled with Profile Manager.
- D. You are not logged in as an administrator user.

Correct Answer: A

QUESTION 2

Along with IMAP, POP, and SMTP, which protocol does the Mail application in OS X Mountain Lion support?

- A. MAPI
- B. Exchange Web Services
- C. CalDAV
- D. WebDAV

Correct Answer: B

QUESTION 3

You upgrade a Snow Leopard Mac that has legacy FileVault encryption to Mountain Lion. If a user forgets his login password, how can you help him regain access to his encrypted home folder?

- A. Log in to the admin user account, open Keychain Access, open the user's login keychain, and then let the user view the account password.
- B. At the Login Window, enter an incorrect password three times in a row. When the "forgot your password" dialog appears, click the Arrow next to Master Password. Enter the master password, and then reset the user account password.
- C. Log in to the admin user account, open Users and Groups preferences, click Reset Password, enter the admin password, and then reset the user account password.
- D. At the Login Window, enter an incorrect password three times in a row. When the "forgot your password" dialog appears, click the Arrow next to Apple ID. Enter the user's Apple ID, and then reset the user account password.

Correct Answer: B

**QUESTION 4**

You have a user account on an OS X Mountain Lion computer that has multiple user accounts. How can you interact with another user's Dropbox folder that has default permissions?

- A. You can see its contents, but you cannot add files to it.
- B. You can neither see its contents nor add files to it.
- C. You cannot see its contents, but you can add files to it.
- D. You can see its contents and you can add files to it.

Correct Answer: C

QUESTION 5

You have a Mac OS X v10.6.8 computer that has several user accounts. If you install OS X Mountain Lion without first erasing the target volume, what will happen to the 10.6.8 operating system and the existing user accounts?

- A. The Installer archives the 10.6.8 OS and installs Mountain Lion. It maintains the user accounts.
- B. The Installer upgrades the 10.6.8 OS to Mountain Lion. It maintains the user accounts.
- C. The Installer replaces the 10.6.8 OS with Mountain Lion. It archives the user accounts, but they can be restored manually.
- D. The Installer erases the 10.6.8 OS and installs Mountain Lion. It archives the user accounts, but they can be restored manually.

Correct Answer: B

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