9L0-012 Q&As

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QUESTION 1

What is the likely cause of an iMac (21.5-inch, Late 2013) producing a single error tone at startup that repeats every five seconds.

A. The unit does not have RAM or RAM is not installed properly.

B. The logic board has failed and must be replaced.

C. The RAM does not pass data integrity tests.

D. The hard drive has failed S.M.A.R.T. status.

Correct Answer: A

Reference: https://support.apple.com/en-ca/HT202768

QUESTION 2

Linda states that the fans on her MacBook Pro are intermittently noisy. Which is the best component of AST to further isolate the issue?

A. TPT

B. IPT

C. CSD

D. VST

Correct Answer: C

QUESTION 3

Which of the following could indicate accidental damage when inspecting the inside of a Mac mini (Late 2012) before a repair?

A. Light dust in the fans

B. Third-party RAM installed

C. Lint gathered near the rear vents

D. Oxidation or discoloration of the logic board

Correct Answer: D

QUESTION 4

You are inspecting a MacBook Pro as part of your troubleshooting process. You note that two of the screws on the bottom case are damaged. There is no record of the computer being repaired on a previous occasion. If the resolution to the issue requires that you replace a part, how does your discovery of the stripped screws impact that repair?

A. You need to thoroughly question the customer on previous repairs or attempted repairs by unauthorized service providers

B. Make sure to inspect internal components and connections carefully to make sure that components were not damaged by someone tampering with the computer

C. Complete the set of three modification tests as specified in GSX prior to opening the computer

D. Classify the repair as ineligible for service and explain to the customer that you will not be able to complete any repairs

Correct Answer: C

Reference: http://tim.id.au/laptops/apple/imac/imac_27_mid10.pdf

QUESTION 5

Which component for Apple Service Toolkit is designed to help troubleshoot issues with MagSafe and MagSafe 2 power adapters?

A. NAD

B. VST

C. TPT

D. CSD

Correct Answer: A

Explanation:

Apple Service Toolkit includes:*

AudioTest — plays a series of tones through each speaker and listens for those same tones via the microphone.

Diagnostic Gateway (DG) — software that runs on a dedicated Intel-based Mac using Mac OS X Server 10.6/10.7 and serves up tools to triage computers via NetBoot, recording test results as log files.

Mac Resource Inspector (MRI) — triage tool that provides a fast check of internal hardware

components for all Intel- based computer systems.

Notebook Adapter Diagnostic (NAD) — triage tool that reports on the condition of Intel-based notebook power adapters.

Cooling System Diagnostic (CSD) – evaluates the thermal sensors, fans and heat sink in MacBook Pro (Early 2011) models and will either confirm correct operation or help diagnose a service issue.

Gateway Manager — software application used to remotely configure and manage the Diagnostic Gateway server as well as access logs created by diagnostic tools.

Test Patterns Tool (TPT) – identifies pixel anomalies in LCD panels in Apple Display, iMac, MacBook, MacBook Pro, and MacBook Air systems.

Server Bit Setter (SBS) – Repair tool used after replacing logic boards in late model Mac mini Servers or backplane boards in late model Mac Pro Servers.

Video System Test (VST) – is used to test video issues in specific MacBook Pro models.

Blank Board Serializer (BBS) – Allows technicians to set the system serial number on replacement Main Logic Board (MLB) service parts.

AST Keyboard (OS) – service tool for in-depth testing of keyboards.

AST Trackpad (OS) – service tool for in-depth testing of trackpads.

Storage Diagnostic (OS) – Repair tool for testing HDD or SSD modules.

Image Persistence Test (EFI) – triage tool for identifying image persistence anomalies on IPS displays

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