



9L0-012^{Q&As}

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QUESTION 1

To help define if an issue is in the Environmental problem space, which question can you ask your customer?

- A. Do you have this issue on all Wi-Fi networks?
- B. Could you show me how you use your Mac?
- C. Did you add any memory to this Mac?
- D. Have you updated your software?

Correct Answer: B

QUESTION 2

William states that the Ethernet ports do not function on his Mac Pro (Mid 2012) when plugged into the network at his office. He demonstrated that he knows how to connect Ethernet cables and was able to connect to the Internet on your known-good Ethernet network. You ran MRI and the computer passed all tests when run using either Ethernet port. What question should you ask the customer next?

- A. Are any other computers able to connect to Ethernet at the office?
- B. Have you installed all system software and firmware updates?
- C. How did you damage your Ethernet cable at the office?
- D. Did you change the default network settings?

Correct Answer: B

QUESTION 3

Before leaving your bench to take a logic board to a storage place, where should you place the logic board?

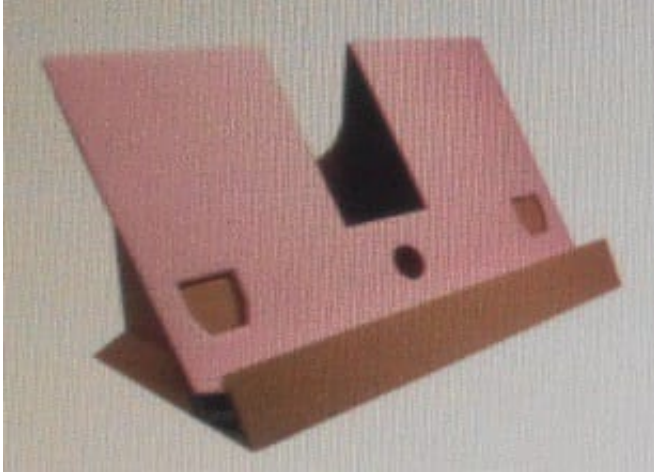
- A. On top of an ESD shielding bag
- B. Inside an ESD shielding bag
- C. Inside a cardboard box
- D. On a metal table

Correct Answer: B



QUESTION 4

Examine the image.



What is this service fixture used for when repairing an iMac (Late 2012)?

- A. It is used to protect the iMac housing from damage.
- B. It is used to support the logic board when removed from the iMac.
- C. It supports a VESA mount adapted iMac when it is being serviced.
- D. It is required for the proper alignment of the iMac LCD panel to the rear housing.

Correct Answer: C

QUESTION 5

Which of the following tools should be run after using the Trackpad Keyboard Mapper tool to verify that a keyboard language has been programmed on a MacBook Air (Early 2014)?

- A. Apple Diagnostics
- B. Trackpad Diagnostics
- C. Apple Service Diagnostics (ASD)
- D. Mac Resource Inspector (MRI)

Correct Answer: C



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