



# 9L0-066<sup>Q&As</sup>

OS X Yosemite Troubleshooting

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### QUESTION 1

Autumn is traveling for business and is attempting to complete some work on her MacBook Air while she is waiting at the airport for her next flight. She is attempting to recover an earlier version of a text file, but her computer is not connected to her backup drive. In the full-screen Time Machine browser, which of the following indicates a backup that is only available on the disconnected backup drive?

- A. When Autumn moves the pointer over a tick mark on the timeline, the tick mark is dimmed red.
- B. Files in the section labeled "Local Snapshots" in the Time Machine browser are those from the disconnected backup drive.
- C. The tick mark for an unavailable, or non-existing, backup will pulse light and dark gray when Autumn moves the pointer over it.
- D. When Autumn moves the pointer over a tick mark on the timeline, the tick mark displays a prohibitory sign.

Correct Answer: A

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### QUESTION 2

Joseph enabled FileVault 2. He then forgot the administrator password. How can you help Joseph?

- A. Ask Joseph to startup from OS X Recovery and choose
- B. Have Joseph startup from OS X Recovery and open the Firmware Password utility
- C. Explain to Joseph that he can unlock the disk using the recovery key created when FileVault 2 was enabled.
- D. Help Joseph erase the hard disk and reinstall OS X and forgotten.

Correct Answer: B

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### QUESTION 3

John states that the external hard drive he uses to store music is not visible in the Finder. Your drive is properly plugged in and listed in System Information. How should you continue troubleshooting the issue?

- A. Troubleshoot the issue using Activity Monitor.
- B. Troubleshoot the issue using Disk Utility.
- C. Troubleshoot the issue using Apple Diagnostics.
- D. Troubleshoot the issue using Console.

Correct Answer: B

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### QUESTION 4



Adam has a MacBook Pro (Retina, 15-inch, Late 2013) that he uses for video editing and graphic design. He explains that after about an hour of use, the machine seems to operate more slowly. The issue gets worse as time goes on until he has to restart the machine. After you ask some probing questions, which of the following tools or techniques would be best to further evaluate the issue?

- A. Single-user mode
- B. Verbose mode
- C. Console
- D. Activity Monitor
- E. Disk Utility

Correct Answer: DE

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#### QUESTION 5

Bradley has installed OS X on his Mac and would like to set up a Firmware Password. Where can he find the Firmware Password Utility?

- A. In the Utilities folder on the startup disk.
- B. In the Applications folder on the startup disk.
- C. In the Security and Privacy pane in System Preferences.
- D. In the Utilities menu when booted to OS X Recovery.

Correct Answer: D

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