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OS X Yosemite Troubleshooting

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QUESTION 1

John states that the external hard drive he uses to store music is not visible in the Finder. Yourdrive 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

QUESTION 2

Brandon is returning to iPhone after trying a competitor\\'s smart phone. He cannot remember the Apple ID he previously used for Apple services. How do you help?

A. Create a new Apple ID at appleid.apple.com.

B. Send an email to iforgot.apple.com.

C. Click Find your Apple ID on appleid.apple.com.

D. Answer the security questions on

Correct Answer: B

QUESTION 3

Richard purchased a new Thunderbolt drive. When tool should he use to troubleshoot the issue?

A. Console

B. Disk Utility

C. Directory Utility

D. Thunderbolt Setup Utility

Correct Answer: B

QUESTION 4

Andrew has updated his iPhone 4s to iOS 8. He has set a passcode and signed in to iCloud. Andrew is trying to Handoff an email from his Mac to his iPhone. Andrew\\'s Mac is running OS X Yosemite and Bluetooth is on. Why is the Mail app not appearing in the corner of the iPhone lock screen?

A. The passcode is preventing Mail from completing Handoff.

B. The devices are not on the same Wi-Fi network.

C. The devices are not paired.

D. The iPhone 4s does not support Handoff.

Correct Answer: D

QUESTION 5

Which of the following are features of OS X designed to enhance the security and privacy of user content? SELECT THREE,

A. Gatekeeper

B. FileVault2

C. Boot Camp 5

D. Firewall

E. Terminal

F. Console

G. Safe Boot

Correct Answer: ABD