

9L0-400^{Q&As}

Mac OS X Help Desk Essentials v10.3

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QUESTION 1

Which method below will NOT help you confirm that you have set up TCP/IP correctly?

- A. Use the Ping feature in Network Utility
- B. Transfer a file using Bluetooth File Exchange.
- C. Open Internet Explorer and view an external webpage
- D. Verify that you can successfully send mail from a configured mail account.

Correct Answer: B

QUESTION 2

The Lookup pane in Network Utility is used to _____. (Choose all that apply).

- A. Find the complete route between your computer and another computer on an IP network.
- B. Determine which ports on a computer are closed.
- C. Determine which ports on a computer are open.
- D. Resolve domain names to IP addresses.
- E. Resolve IP addresses to domain names.
- F. Display routing table information

Correct Answer: DE

QUESTION 3

On a system with Mac OS X v10.3, you see the message, "You need to restart your computer. Hold down the Power button for several seconds or press the Restart button."

What does this message indicate?

- A. A kernel panic has occurred.
- B. Mac OS X must be reinstalled
- C. The computer's firmware needs to be updated.
- D. The user activated a forced quit and restart.

Correct Answer: A

QUESTION 4

The Repair Disk Permissions feature of Disk Utility can ONLY repair permissions_____. (Choose all that apply.)

- A. on a volume with Mac OS X system software installed.
- B. If the computer is booted from the Mac OS X Install disc
- C. Of top-level directories, such as /System and /Users only
- D. Of user-created files, by restoring them to a previously saved state
- E. Of system files, by restoring their permissions to the default configuration

Correct Answer: AE

QUESTION 5

To set up PPPoE, which port must you configure?

- A. Modem
- B. Ethernet
- C. FireWire
- D. AppleTalk

Correct Answer: B

QUESTION 6

Using the Printer Setup Utility in Mac OS X v10.3, how do you enable printing to a printer Shared by a computer with a Windows operating system?

- A. Click Add, choose IP from the pop-up menu, select the Windows printer from the list, and click Add.
- B. Click Add, choose Windows Printing from the pop-up menu, type in the printer address and queue name, and click Add.
- C. Click Add, choose Windows Printing from the pop-up menu, choose LPD/LPR from the pop-up menu, select the Windows printer from the list, and click Add.
- D. Click Add, choose Windows Printing from the pop-up menu, choose the correct workgroup from the Workgroups pop-up menu, select the printer from the list, and click Add.

Correct Answer: D

QUESTION 7

The Classic pane of System Preferences lets you _____.

- A. Install Mac OS X v10.3 OS 9 applications.
- B. Run Mac OS X v10.3 OS 9 Software Updates.
- C. Prevent Mac OS 8 applications from being started.
- D. Monitor the memory usage of Classic applications and processes.

Correct Answer: D

QUESTION 8

Mac OS X v10.3 administrator named "Certkiller" can view the details of a kernel panic in _____.

- A. /Library/Logs/kp.log
- B. /Library/Logs/panic.log
- C. /Users/Certkiller/Library/Logs/kp.log
- D. /Users/Certkiller /Library/Logs/panic.log

Correct Answer: B

QUESTION 9

To confirm that a software update installed successfully, look for its receipt in the _____ folder.

- A. /Library/Receipts
- B. /System/Receipts
- C. ~/Library/SUReceipts
- D. /Applications/Software Update

Correct Answer: A

QUESTION 10

If Sandra disables AppleTalk in the Directory Access utility on her iMac running Mac OS X v10.3, what is the result?

- A. Sandra cannot print to AppleTalk printers from her iMac.
- B. Sandra's iMac no longer discovers servers via AppleTalk.
- C. Sandra cannot connect to an AFP filer server from her iMac.
- D. Users on other computers cannot connect to Sandra's iMac via AFP.

Correct Answer: B

QUESTION 11

Exhibit Owner: Read and Write Group: Write only Others: Write only You create a folder in your home directory from the Finder, and set its permissions as shown in the exhibit. When you an ls -l ~ listing, the file for this folder begins with _____.

- A. -rw--w--w-
- B. drw-w-w-
- C. drwx-wx-wx
- D. -rwx-wx-wx
- E. frwx-wx-wx-
- F. frw--w-w

Correct Answer: C

QUESTION 12

Dynamic service discovery protocols on Mac OS X v10.3 include _____. Choose all that apply.

- A. Active Directory
- B. Rendezvous
- C. AppleTalk
- D. Netinfo
- E. LDAP
- F. SMB

Correct Answer: BCF

QUESTION 13

In what order does Mac OS X v10.3 search for resources such as fonts?

- A. ~/Library,/Library,/System/Library
- B. /Library,~/Library,/System/Library
- C. /System/Library,~/Library,/Library
- D. ~/Library,/System/Library,/Library

E. /Library,/System/Library, ~/Library

Correct Answer: A

QUESTION 14

Booting Mac OS X v10.3 in verbose mode is most useful as a troubleshooting tool when _____.

- A. The system repeatedly crashes during startup
- B. You repeatedly encounter application crashes.
- C. The computer cannot communicate with a printer
- D. You repeatedly encounter system crashes after logging in

Correct Answer: A

QUESTION 15

Which is an appropriate FIRST step when performing a software update on multiple computers that have Mac OS X v10.3?

- A. Restart each computer in a single-user mode.
- B. On one computer, choose Download Checked Items from the Update menu in Software Update.
- C. On one computer, choose Copy Update to Multiple Computers from the Update menu in Software Update.
- D. Copy the Software Update preferences from a computer on which the update has been installed, to all other computers.

Correct Answer: B

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