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### Question: 1

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Patrick explains, "I am repeatedly prompted to enter my admin password when I am installing OS X( but I do not use a password. I just leave it blank. How do I get past this and get OS X installed?" How should you respond?

- A. Enter 'apple' for the password during installation. You will be prompted to change your password when installation is complete."
- B. "You can create a Standard user account on the machine, set a password, and install OS X while logged in with that user account"
- C. The OS X Installer will not accept a blank administrator password. You will need to change the password for that administrator account in the Users & Groups pane of System Preferences before you try to install OS X."
- D. "You may use your Apple ID password instead of the administrator password when prompted."

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**Answer: C**

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Explanation:

Reference:

<http://www.postseek.com/meta/a8ff6677e03e3cda6576bc771fe53013>

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### Question: 2

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Which of the following connection interfaces for external drives are supported by Time Machine? SELECT FOUR.

- A. iPad Classic in disk mode
- B. USB 2.0
- C. USB 3.0
- D. USB 2.0 Drive plugged into Airport Express
- E. SCSI-S
- F. FireWire 400/800
- G. Thunderbolt
- H. P-ATA
- I. SuperDrive

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**Answer: B, C, F, G**

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Explanation:

Reference:

[http://www.macworld.com/article/1163850/external\\_desktop\\_hard\\_drives\\_buying\\_guide.html](http://www.macworld.com/article/1163850/external_desktop_hard_drives_buying_guide.html)

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### Question: 3

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Gretchen accidentally deleted a file on her MacBook Air while traveling. She backs up regularly to Time Machine, but did not backup while she was away. From which location would you recover the deleted

file?

- A. FileVault
- B. Local Snapshots
- C. The encrypted Time Machine backup
- D. The Time Machine folder in /System/Library/

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**Answer: B**

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Explanation:

When you use a Mac notebook, you might not always be near your Time Machine backup drive. When your backup drive isn't connected, Time Machine creates copies of files you create, modify or delete and stores them on your startup disk. These local backup copies are called "local snapshots." This feature lets you revert or recover a file if you accidentally change or delete it.

When your backup device becomes available, Time Machine copies local snapshots from your startup disk to your normal backup drive. After the copy is finished, Time Machine doesn't remove your local snapshot data. This way your backup files are still available if you need to restore an item the next time you're disconnected.

Explanation:

Reference:

<https://support.apple.com/en-us/HT204015>

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#### **Question: 4**

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On a MacBook Pro (Retina, 13-inch, Late 2013) with no peripherals attached, which of the following are services that are able to be configured in Network Preferences? SELECT THREE.

- A. FireWire
- B. Thunderbolt Bridge
- C. Bluetooth
- D. Wi-Fi
- E. Ethernet
- F. Antenna

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**Answer: C, D, E**

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Explanation:

Bluetooth, Wi-Fi and Ethernet modules are part of a MacBook Pro. With or without peripherals, you can turn on and connect Bluetooth devices, Wi-Fi devices and Ethernet devices.

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#### **Question: 5**

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Sarah cannot remember the iCloud security code associated with iCloud or have access to any other devices with iCloud Keychain enabled. What can Sarah do next?

- A. Change the iCloud password to create a new iCloud security code.

- B. Reset the iCloud Keychain because Apple cannot recover a lost code.
- C. Create a new iCloud Keychain on iCloud.com.
- D. Turn iCloud Keychain off and on to create a new iCloud security code.

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**Answer: A**

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Explanation:

Reference:

<https://support.apple.com/en-ap/HT203783>

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**Question: 6**

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Francine changed Internet service providers and just set up the equipment in the home. She is calling you because she is unable to connect to the Internet from her iMac (Late 2013). You probe further to find out that her roommate is able to connect to the Internet using a PC and Francine is able to connect using the iPad 2. Which of the following troubleshooting tools or techniques would you recommend to Francine to help her further diagnose the networking issue with the iMac?

- A. Restart from the Recovery System and run Network Utility.
- B. Restart the iMac and reset NVRAM.
- C. Open System Information to verify that the Wi-Fi card is detected.
- D. Open the Network pane of System Preferences and click Assist Me.

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**Answer: D**

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Explanation:

Reference:

<https://support.apple.com/en-us/HT202222>

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