



## **9LO-061**

**(Mac OS X 10.5 Trouble Shooting Exam)**

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## Question: 1

**An application in Leopard has become unresponsive, and you wish to force the application to quit. Which THREE of the following are ways to Force Quit an unresponsive application in Leopard? SELECT THREE**

- A. Press Command-Control-Eject
- B. Press Command-Option-Escape
- C. Choose Force Quit from the Apple Menu
- D. Control-click the application's icon in the Dock
- E. Press and hold the power button for ten seconds
- F. Press and hold the mouse button for ten seconds

Answer: B, C, D

## Question: 2

**A customer would like to install Leopard onto a Mac with Mac OS X 10.2 Jaguar. What installation options will be available to this customer? SELECT ALL THAT APPLY.**

- A. Upgrade
- B. Secure Install
- C. Erase and Install
- D. Archive and Install

Answer: C, D

## Question: 3

**Which TWO of the following Macintosh Computers DO NOT support Leopard? SELECT TWO**

- A. Mac Pro
- B. iBook G3
- C. Power Mac G5
- D. Power Mac G4 Cube
- E. PowerBook G4 (12-inch)

Answer: B, D

## Question: 4

**After installing Windows on his Mac with Leopard using Boot Camp, a customer is unable to eject the Windows Installer CD from his optical drive. What should you tell this customer?**

- A. The optical drive may have failed, and should be brought in for testing.
- B. Apple does not support Boot Camp and the customer should contact Microsoft for support.

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- C. Until the customer installs the Mac drivers for Windows, he will be unable to use the eject key on his keyboard.
- D. The customer did not run the required firmware update and needs to do so before the optical drive will work with Windows.

Answer: C

Question: 5

**Which TWO of the following are valid methods for restoring a Time Machine backup in Mac OS X 10.5?**

- A. Manual restore
- B. Restore from the Time Machine menu
- C. Time Machine preferences
- D. Use the Restore button in the Time Machine window

Answer: A, B

Question: 6

**A customer using a Mac OS X 10.5 user account in a window. Which of the following is the most likely cause of the problem?**

- A. The user has a session timeout set.
- B. The user has a session timeout set to 0.
- C. The user has a session timeout set to 1.
- D. The user has a session timeout set to 2.

Answer: A

Question: 7

**Which one of the following configurations would require a static IP address?**

- A. PPPoE over Ethernet
- B. DHCP IP address over Ethernet
- C. PPP dialup IP address over Ethernet
- D. Fixed IP address with a dynamic IP address over Ethernet.

Answer: D

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Question: 8

Leopard supports the ability to have multiple user accounts.

- A. True
- B. False

Answer: A

Question: 9

Examine the exhibit

What does this symbol

- A. The Mac is unavailable
- B. The Mac cannot be accessed
- C. The Mac cannot be accessed
- D. The Mac is unavailable

Answer: A

Question: 10

A customer complains that the screen is blurry, large and distorted. Which of the following is the most likely cause?

- A. Open Display preferences

Answer: A

Question: 11

You can reinstall bundled printer software from the original installation disc.

- A. True
- B. False

Answer: A

Question: 12

**Leopard File Sharing**

**user's Public folder.**

- A. True
- B. False

Answer: A

Question: 13

**Which conditions must be met for "Back to My Mac" enabled computers to share files?**

**e "Back to My**

- A. You have a .Mac account
- B. The remote computer is on the same network
- C. Your computer is running Leopard
- D. Remote computer is running Leopard
- E. Your Time Machine is enabled

Answer: A, B, C, D

Question: 14

**Which ONE of the following file systems is supported by the Time Machine backup drive?**

**ne Machine backup**

- A. Mac OS Standard
- B. Mac OS Extended
- C. FAT-32
- D. NTFS
- E. UFS

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