

# Apple 9LO-066 Exam

Volume: 65 Questions

Question No: 1

Diane is using an app that was developed by her company for internal use. She is running the app on her MacBook Air (13-inch, Mid 2013). The app quits unexpectedly but never displays any error messages. The other apps on her machine work without issue and she has reproduced the issue with the app on another machine. She wants to help her development group isolate the issue. Which of the following troubleshooting tools or techniques would you advise that she use to best isolate the issue?

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

Answer: A

Question No: 2

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

Answer: A, B, D,

Question No: 3

## **Apple 9LO-066 Exam**

There is a way to start up your Mac so that it performs certain checks and prevents some software from automatically loading or opening. What is the name of this startup method?

- A. Restore
- B. Disk Utility
- C. Console
- D. Safe Mode

Answer: D

Question No: 4

A MacBook Pro with OS X installed is unresponsive after login. Your customer would like to search online Apple Support articles about this issue. How can she quickly accomplish this task?

- A. Startup from OS X Recovery and choose the Get Help Online option.
- B. Startup from an OS X Install DVD and choose the Get Help Online option
- C. In order to use Safari, the customer will have to restore the hard disk from a Time backup.
- D. She must first install OS X on an external disk, then use Safari to search Apple Support articles.

Answer: C

Question No: 5

Wireless Diagnostics incorporates Monitor Mode. Which of the following customer scenarios would Monitor Mode help with the most?

- A. A customer is having trouble sending and receiving Mail on a company wireless network.
- B. A customer will intermittently have a Wi-Fi connection drop. The customer cannot narrow down any specific time that it happens.
- C. A customer cannot connect to any password-protected wireless networks.
- D. A customer is experiencing slow speeds on a specific public Wi-Fi connection.

Answer: B

## **Apple 9LO-066 Exam**

Question No: 6

Bill says no matter what he tries he cannot open a specific document in Pages. Which of the following would help you effectively isolate the issue?

- A. Attempt to open a different Pages document.
- B. Quit Pages and try to open the document with Text Edit.
- C. Quit Pages and adjust the framework which may be mismatched.
- D. Restart from a different volume and try to reproduce the issue.

Answer: A

Question No: 7

John often uses his computer around his roommates. He would like to keep his information private by requiring a password each time the computer wakes from sleep. How does John enable this feature?

- A. Open System Preferences and click Desktop & Screen Saver. Click 'Require password immediately after sleep or screen saver begins.'
- B. Open Security & Privacy in System Preferences and click 'Require password immediately after sleep or screen saver begins.'
- C. In System Preferences, click Energy Saver, then click 'Require password immediately after sleep or screen saver begins.'
- D. Move the cursor to the bottom-right corner of the display and enter a password when prompted.

Answer: B

Question No: 8

A user moves a file into a folder named "my stuff" and sees this message:

'You can put items into "my stuff," but you won't be able to see them. Do you want to continue? Other users with sufficient permissions will be able to use the items.'

Which of the following states has the user's folder permissions for "my stuff" been set to?

- A. Read only
- B. Write only

## **Apple 9LO-066 Exam**

C. Read & Write

D. Execute only

Answer: B

Question No: 9

Lucy, the Family Organizer, has turned off Family Sharing. Which group purchases do previous group members still have access to?

A. All group member purchases can still be accessed.

B. Only free purchases can be accessed.

C. No content downloaded while part of a family group can be accessed

D. All content can be accessed because previous group members are instantly charged for all purchase.

E. Purchases that each member paid for themselves with gift or store credit, and purchases they initiated can be accessed.

Answer: C

Question No: 10

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.

Answer: B

Question No: 11

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?

## **Apple 9LO-066 Exam**

- A. Create a new Apple ID at [appleid.apple.com](https://appleid.apple.com).
- B. Send an email to [iforgot.apple.com](mailto:iforgot.apple.com).
- C. Click Find your Apple ID on [appleid.apple.com](https://appleid.apple.com).
- D. Answer the security questions on

Answer: B

Question No: 12

Marilyn wants to know which apps on her Mac store documents in iCloud. Where can you direct Marilyn to view apps that store documents and data in iCloud?

- A. Select iCloud Drive from the Finder sidebar and click the Applications folder.
- B. Log into [iCloud.com](https://icloud.com) and click Settings to view supports applications.
- C. Select iCloud Drive from the Applications folder.
- D. Click iCloud in System Preferences and then click on iCloud Drive Options

Answer: D

Question No: 13

What information is stored in iCloud Keychain? SELECT THREE.

- A. Touch ID and passcode used to unlock your iOS device.
- B. Safari website user names and passwords.
- C. Most Wi-Fi network names and passwords
- D. Apple ID purchase history and account balance.
- E. Credit card numbers and expiration dates.
- F. Find my iPhone locations for all enabled devices.
- G. Siri request history.