

9L0-006

BlueCoat

Apple Macintosh Service Exam

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Exam Name:	Apple Macintosh Service Exam		
Exam Type:	Apple		
Exam Code:	9L0-006	Total Questions:	93

Question: 1

How did you prepare for this exam? (Choose all that apply.)

- A. Apple Mac OS X Help Desk Essentials leader-led course
- B. Apple leader-led technician training course
- C. Self-study AppleCare Technician Training purchased from Apple
- D. Non-Apple courses or books
- E. On-the-job training / apprenticeship
- F. Self-taught
- G. None of the above

Answer: E

Question: 2

If you took an Apple leader-led course to prepare for this exam, when did you take it? (Choose the closest answer.)

- A. Last week
- B. Two or three weeks ago
- C. One month ago
- D. Two months ago
- E. Three months ago
- F. More than three months ago
- G. Did not take an Apple leader-led course

Answer: E

Question: 3

What additional Apple certifications do you have or plan to seek? (Choose all that apply.)

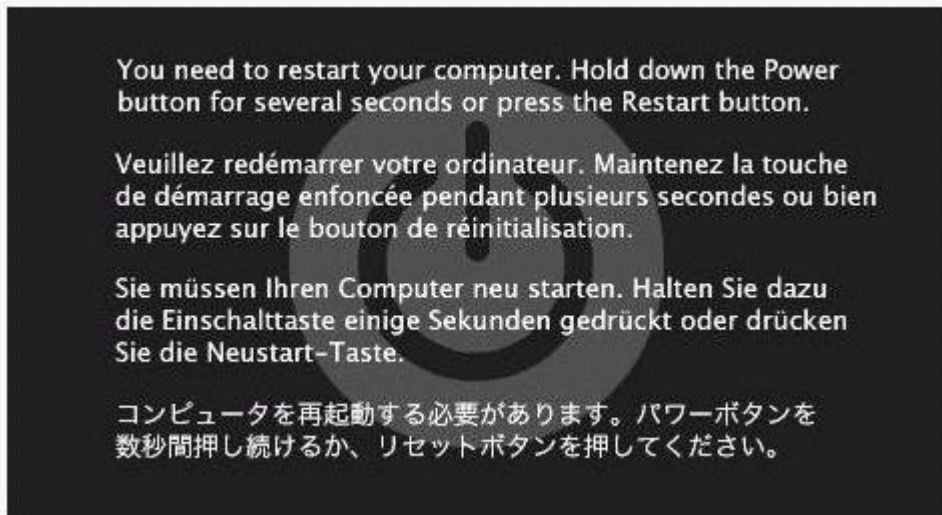
- A. Apple Certified Technical Coordinator
- B. Apple Certified System Administrator
- C. One or more of the Apple Digital Media Pro certifications
- D. None

Answer: Pending

Question: 4

Examine the exhibit. What is this message?

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- A. Kernel Panic
- B. Software Update
- C. Firmware Update
- D. Power-On Self-Test

Answer: A

Question: 5

On a MacBook Pro, Safe Sleep ensures that _____.

- A. any open IP ports from services are closed before putting the machine to sleep
- B. the machine is locked with a configured password after a specified amount of time
- C. data stored in main memory will not be lost should the system shut down due to power loss while the machine is asleep
- D. the user is prompted to save documents in any open applications before machine is put to sleep using the Sleep command from the Apple menu

Answer: C

Question: 6

What is the function of the SMC in an Intel Mac?

- A. The SMC controls all aspects of power flow.
- B. The SMC controls the speed of the hard drive.
- C. The SMC manages the amount of virtual memory used.
- D. The SMC manages all communication with attached peripherals.

Answer: A

Question: 7

Which THREE of the following symptoms would be most likely resolved by performing a SMC reset as a first step? SELECT THREE

- A. Computer does not turn on
- B. Cursor is unresponsive in Finder
- C. Network / Internet connectivity issues
- D. USB and/or FireWire port(s) do not function

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