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OS X Support Essentials 10.10

Apple 9L0-422

Version Demo

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QUESTION NO: 1

You started up a Mac from its OS X Recovery partition. When you restarted, the Mac started up from the OS X Recovery partition again. How can you configure it to start up from a different volume?

A. Choose Terminal from the Utilities menu, type startupdisk -[volume name] and press Return.

B. Choose Startup Disk from the Apple menu and select a startup volume.

C. Choose Startup Disk in the OS X Utilities window and select a startup volume.

D. Choose Disk Utility from the Apple menu and select a startup volume.

ANSWER: B

Explanation:

Choose Startup Disk from the Apple menu and select a startup volume. When a Mac is running in OS X Recovery, the Startup Disk preference pane is available from the Apple menu in the menu bar. It lets the user select an eligible system volume and then restart using that selected volume. This selection changes the Mac's persistent startup-disk setting, rather than applying only to one startup attempt. Consequently, it is the appropriate method when the Mac has continued to boot into Recovery and the goal is to designate its normal OS X installation, or another bootable system volume, as the default startup volume. The selected volume must contain a valid, compatible operating system; once selected, using Restart applies the choice and starts the Mac from it. Apple's Recovery environment is specifically designed to provide access to recovery tools and startup management when the installed system is unavailable or when Recovery was deliberately selected. Apple documents that Startup Disk is used to select which disk the Mac starts from, including changing the default startup disk. See Apple's Change your Mac startup disk guide and its overview of macOS Recovery.

QUESTION NO: 2 - (SIMULATION)

In the screenshot, click the icon of the preference pane where you create a VPN configuration for your Mac.

ANSWER: See the explanation for the answer

Explanation:

Click the **Network** preference pane icon (the globe/network icon).

VPN configurations are created in **System Preferences > Network** by clicking + at the lower-left of the network-service list and selecting **VPN** as the interface.

QUESTION NO: 3

When a user creates archive files from the Finder, which archive format does OS X use by default?

A. ZIP

B. GZIP

C. SITX

D. DMG

ANSWER: A

Explanation:

ZIP is the default archive format created by Finder in OS X Yosemite. When a user selects one or more files or folders and chooses *Compress* from the contextual menu, Finder passes the selected items to Archive Utility. Archive Utility creates a

compressed archive with the `.zip` filename extension—for example, compressing a folder named `Project` produces `Project.zip`. If multiple individually selected items are compressed together, the resulting archive is ordinarily named `Archive.zip`. ZIP is a widely supported, cross-platform archive format, allowing the resulting file to be opened on other operating systems without requiring an Apple-specific disk-image format or third-party archiving utility. Apple's macOS user guidance continues to describe the Finder command as creating a ZIP file, and its command-line documentation identifies ZIP archives as the standard format handled by the built-in archive tools. See Apple's instructions for compressing and uncompressing files and folders and the ditto command reference, which documents creation of ZIP-format archives.

QUESTION NO: 4

On a Mac with multiple user accounts, which default permission is assigned to a User's Documents folder?

A. Everyone has Read-only access.

B. Everyone has Read & Write access.

C. The Staff group has Read & Write access.

D. Only the account owner has access.

ANSWER: D

Explanation:

Only the account owner has access. In the default OS X user-folder layout, each person's Documents folder is private to that user account. The folder is owned by the user, and its normal permissions permit that owner to view folder contents, create and edit documents, rename items, and delete items. This protects personal work files from being casually opened or changed by other standard accounts that use the same Mac.

In practical terms, the Documents folder is part of the user's home-folder data and is intended to keep that user's files separate from those belonging to other local users. A user can intentionally change sharing and permissions in Finder's Get Info window, or an administrator can manage permissions when needed, but those are changes to the default configuration. The question asks for the default permission, so the expected answer reflects the owner-only access model rather than a shared folder model. Apple's guidance on managing permissions explains that ownership and permissions determine who can read, write, or otherwise access files and folders: Change permissions for files, folders, or disks on Mac. Apple also describes separate user home folders as a core part of supporting multiple users on the same Mac: Set up users, guests, and groups on Mac.

QUESTION NO: 5

On your OS X computer, you want the Finder to display filename extensions by default. How can you configure this setting?

A. Choose Show View Options from the View menu in the Finder, and select the option "Show all filename extensions."

B. Choose Preferences from the Finder menu, click Advanced, and select the option "Show all filename extensions."

C. Control-click anywhere on the Desktop, select Preferences from the pop-up menu, and select the option "Show all filename extensions."

D. Choose Get Info from the File menu; click the disclosure triangle next to Name & Extension, deselect "Hide extension," and click Change All.

ANSWER: B

Explanation:

Choose Preferences from the Finder menu, click Advanced, and select the option "Show all filename extensions." This is the Finder-wide setting in OS X Yosemite that makes filename extensions visible by default. Finder extensions are the suffixes following a file's name, such as `.jpg`, `.pdf`, or `.pages`, and showing them can make it easier to identify file formats and distinguish similarly named files. Open Finder, select **Finder > Preferences** from the menu bar, then choose the **Advanced**

pane and enable **Show all filename extensions**. The preference applies generally to files displayed in Finder rather than being limited to one folder or one individual file. Apple's OS X Yosemite user guidance documents this control in Finder's Advanced preferences, while Apple's current Finder documentation continues to describe filename-extension display as a Finder setting. See Apple Support: Show or hide filename extensions on Mac and Apple Support: Change Advanced Finder settings.

QUESTION NO: 6

Which statements about an OS X disk image are true? (Select TWO.)

A. A disk image can be mounted in the Finder as a volume.

B. A disk image can be encrypted with a password.

C. A disk image is always bootable.

D. A disk image is the default format created by Finder when files are compressed.

E. A disk image cannot contain folders.

ANSWER: A B

Explanation:

A disk image can be mounted in the Finder as a volume. and **A disk image can be encrypted with a password.** are correct. A disk image is a file that OS X can mount so that it appears and behaves like a disk or volume in Finder. Disk Utility can create disk images in several formats, including encrypted formats that require a password before the image can be opened.

A disk image is not necessarily a bootable installer, and it is not the default archive type created by Finder's Compress command. Finder normally creates ZIP archives when files or folders are compressed. See Apple Support: Create a disk image using Disk Utility.

QUESTION NO: 7

Which statement is true of ALL THREE buses: USB, FireWire, and Thunderbolt?

A. The bus can host at least 64 peripherals.

B. The bus can operate at speeds of at least 4 Gbps.

C. An Intel-based Mac can use the bus to start up in target disk mode.

D. An Intel-based Mac can use the bus to start up from a disk.

ANSWER: D

Explanation:

An Intel-based Mac can use the bus to start up from a disk. Intel-based Macs support starting macOS from a properly prepared external startup disk connected through USB, FireWire, or Thunderbolt. The external disk must contain a compatible, bootable version of macOS and be formatted appropriately for the version of macOS and Mac involved. A user can select such a disk in Startup Disk settings or invoke Startup Manager during startup by holding the Option key, then choose the connected startup volume.

This capability is about the external storage device and its connection being available early enough in the Mac startup process, rather than requiring a particular high transfer rate or a specific peripheral-count capability. Apple's documentation describes selecting an external startup disk and starting from it, including selecting the volume through Startup Disk or at startup: Change your Mac startup disk. On some later Intel Macs with the Apple T2 Security Chip, external booting may first need to be permitted in Startup Security Utility; this is a security configuration requirement and does not change the

fundamental support for booting from an external USB, FireWire, or Thunderbolt disk. See Apple's Startup Security Utility guidance.

QUESTION NO: 8

Which of these are available from the Utilities menu when you start up from the OS X Recovery partition? (Select TWO.)

A. Network Utility

B. AirPort Utility

C. Activity Monitor

D. Migration Assistant

E. Terminal

ANSWER: A E

Explanation:

When a Mac is started from its OS X Recovery partition in OS X Yosemite, the recovery environment provides a menu bar with a Utilities menu containing diagnostic and command-line tools in addition to the primary recovery-window choices. **Network Utility** is available there for examining and troubleshooting network connectivity. Its tools can display interface information and support common network tests, which is particularly useful in Recovery because an Internet connection may be needed for reinstalling OS X or obtaining recovery resources.

Terminal is also available from the Utilities menu. It opens a command-line shell in the Recovery environment, allowing an administrator to perform supported troubleshooting and maintenance tasks when the normal startup volume is unavailable or cannot start. These utilities are separate from the Disk Utility choice shown in the main OS X Recovery window. Apple describes OS X Recovery as a built-in environment for repairing disks, reinstalling the operating system, and accessing recovery tools; its menu-bar utilities provide additional administrative capabilities. See Apple's About macOS Recovery and its Terminal documentation.

QUESTION NO: 9 - (HOTSPOT)

HOTSPOT

You want to make documents available across your Mac and iOS devices. In the screenshot, click an icon of the preference pane where you can enable this feature.

Hot Area:

System Preferences
Search
General
Desktop & Screen Saver
Dock
Mission Control
Language & Region
Security & Privacy
Spotlight
Notifications
Displays
Energy Saver
Keyboard
Mouse
Trackpad
Printers & Scanners
Sound
iCloud
Internet Accounts
Extensions
Network
Bluetooth
Sharing
Users & Groups
Parental Controls
App Store
Dictation & Speech
Date & Time
Startup Disk
Time Machine
Accessibility

ANSWER:

System Preferences
Search
General
Desktop & Screen Saver
Dock
Mission Control
Language & Region
Security & Privacy
Spotlight
Notifications
Displays
Energy Saver
Keyboard
Mouse
Trackpad
Printers & Scanners
Sound
iCloud
Internet Accounts
Extensions
Network
Bluetooth
Sharing
Users & Groups
Parental Controls
App Store
Dictation & Speech
Date & Time
Startup Disk
Time Machine
Accessibility

Explanation:

The correct selection is the **iCloud** preference pane, shown by the blue cloud icon. In OS X Yosemite, iCloud is the Apple service that connects the Mac with other devices signed in to the same Apple Account. Opening this pane lets the user enable **iCloud Drive**, which stores supported documents in iCloud and makes them available from compatible apps on the Mac, iPhone, iPad, and other signed-in devices. Once iCloud Drive is enabled, apps that support document storage in iCloud can save files there automatically, allowing the same current document to be opened and edited across devices. The iCloud pane also provides controls for selecting which apps and services use iCloud storage, so the user can manage document synchronization according to their needs. Apple's overview of iCloud Drive explains that it keeps files available on devices where iCloud Drive is enabled: What is iCloud Drive?. Apple also documents the macOS iCloud settings area as the location used to turn iCloud Drive on and manage its associated services: Change iCloud settings on Mac. Therefore, selecting the cloud-shaped iCloud icon is the appropriate action for enabling cross-device document availability.

QUESTION NO: 10

Which file system formats can Disk Utility use to erase and format an external disk in OS X Yosemite? (Select TWO.)

A. Mac OS Extended (Journaled)

B. ExFAT

C. APFS

D. NTFS

E. UDF

ANSWER: A B

Explanation:

Mac OS Extended (Journaled) and **ExFAT** are correct. Disk Utility in OS X Yosemite can erase a disk and format it using Mac OS Extended, commonly called HFS Plus, which is the normal format for OS X startup and data volumes of that era. The Journaled variant records filesystem changes to help protect the volume if an interruption occurs.

ExFAT is also available as an erase format and is useful for a removable disk that must exchange large files between OS X and Windows systems. APFS was introduced after OS X Yosemite, and NTFS is not a standard writable erase format offered by Disk Utility in Yosemite. See Apple Support: Erase and reformat a storage device in Disk Utility.

QUESTION NO: 11

Which file-sharing protocols can OS X Yosemite use when File Sharing is enabled? (Select TWO.)

A. AFP

B. FTP

C. SMB

D. WebDAV

E. NFS

ANSWER: A C

Explanation:

SMB and **AFP** are correct. When File Sharing is enabled in the Sharing pane of System Preferences, OS X Yosemite can share folders with network users through SMB and AFP. SMB is the standard protocol used for modern file sharing with Windows computers and compatible Mac computers. AFP, or Apple Filing Protocol, is also available for compatible Apple file-sharing clients in this version of OS X.

FTP is a file-transfer protocol, but it is not enabled by selecting File Sharing. WebDAV is commonly used for web-based document access, and NFS is a UNIX network filesystem protocol that requires separate configuration. See Apple Support: Set up file sharing on Mac.