9L0-005

Apple Desktop Service Certification Exam

DEMO

QUESTION NO: 1

What precautions should be taken if a discharged CRT must remain exposed for any length of time?

A. You should perform a full set of video adjustments on the CRT.
B. You should reset the Power Manager Unit on the logic board.
C. You should remove the CRT from the computer or display assembly.
D. You should establish an ongoing lead between the CRT anode and ground.

Answer: D

QUESTION NO: 2

Which of the following are visual and audible cues of a normal Mac startup sequence. SELECT ALL THAT APPLY

A. Fans turn off.
B. Computer beeps three times.
C. Startup chime sounds.
D. Apple logo appears on display.
E. Flashing QUESTION NO: mark appears on display.

Answer: C,D

QUESTION NO: 3

Which of the following combination of Drive Module Status Lights and Drive Module Activity Lights should you look for before you can safely remove a module from an

Xserve G5?

A. Status light ON, activity Light OFF
B. Both lights OFF
C. Status light OFF, activity light ON
D. Both lights ON

Answer: B

QUESTION NO: 4

Which of the following would be the most appropriate to ask FIRST, when gathering information from customers about a problem with their Apple product?

A. Did you turn off the computer improperly?
B. What operating system are you using?
C. Is this the first time you have had this problem?
D. What is the issue?

Answer: D

Explanation:

QUESTION NO: 5

Why do you need to take precautions when disposing of CRT displays? SELECT TWO

A. CRT displays may contain hazardous materials.
B. CRT displays may present a fire hazard.
C. CRT displays may present a radiation hazard.
D. CRT displays may contain toxic gases.
E. CRT displays may implode if mishandled.

Answer: A,E

QUESTION NO: 6

What does Apple recommend you do before replacing or installing any internal parts in an Xserve?

A. Remove all drive modules from the Xserve.
B. Remove the Xserve from its rack.
C. Press the System Identifier button.
D. Unlock all drive module bays.

Answer: B

QUESTION NO: 7

Examine the exhibit. Will this application launch natively on a PowerPC-based Mac?

A. No
B. Yes

Answer: B

QUESTION NO: 8

Which THREE of the following items are appropriate to use for ESD prevention? SELECT THREE

A. Wrist strap and cord
B. Static-shielding bags
C. CRT discharge tool
D. Grounded work mat
E. Metal work surface