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Mac OS X 10.4 Service and Support Exam

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QUESTION NO: 1

What is required when initially configuring a Bluetooth device, such as a cell phone, to pair with a computer running Mac OS X v10.4?

- A. The computer and the device must be within line of sight of each other.
- B. The computer or the device must be set to be Discoverable.
- C. The computer or the device must be set to Require Network Authentication.
- D. The computer and the device must have the sleep function disabled.

Answer: B

QUESTION NO: 2

What does the Repair Disk Permissions feature in Disk Utility do?

- A. Restores permissions on all files from backups in the journal.
- B. Restores default permissions in two top-level directories only: /System and /Users.
- C. Restores default permissions of system files, as well as applications in the /Applications folder.
- D. Recreates the journal when Disk Utility is launched from the Mac OS X Installation disc.

Answer: C

QUESTION NO: 3

Which TWO options should be used when Disk Utility can't repair a disk in Mac OS X 10.4?

- A. Back up the data, and erase and install Mac OS X
- B. Archive and Install Mac OS X preserving user and network settings
- C. Click Repair Disk one more time to see if a second attempt resolves the issue
- D. Archive and Install Mac OS X WITHOUT preserving user and network settings
- E. Back up the data and use a Mac OS X 10.4-compatible third-party utility to repair the disk

Answer: A,E

QUESTION NO: 4

Starting up a Mac OS X v10.4 computer in verbose mode is a useful FIRST troubleshooting step when _____.

- A. System Profiler cannot identify the startup device
- B. you suspect a font might be corrupted

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- C. the system repeatedly crashes during startup
 - D. applications are crashing frequently

Answer: C

QUESTION NO: 5

You have just completed a default installation of Mac OS X v10.4 (an "easy install"). Which THREE types of applications can run without requiring additional software installations?

- A. BSD
- B. DOS
- C. Java
- D. Windows
- E. Mac OS 9
- F. Native Carbon and Cocoa

Answer: A,C,F

QUESTION NO: 6

The Lookup tool in Network Utility _____.

- A. finds the complete route between your computer and another computer on an IP network
- B. determines which ports are open on a remote computer
- C. resolves host names to IP addresses
- D. resolves IP addresses to host names
- E. looks up routing table information

Answer: C,D

QUESTION NO: 7

Mac OS X v10.4 can only be installed on volumes formatted as _____ or _____.

- A. Mac OS Extended (Journaled)
- B. Mac OS Standard
- C. FAT32
- D. NTFS
- E. UFS

Answer: A,E

QUESTION NO: 8

Which utility can gather information about a wide range of system components?

- A. Keychain Access
- B. Internet Connect
- C. Setup Assistant
- D. System Profiler
- E. Network Diagnostics

Answer: D

QUESTION NO: 9

How can you identify who is talking during a multi-way audio conference in Mac OS X 10.4?

- A. By watching the sound-level meter
- B. The buddy's line is marked with a "speaking" flag
- C. The buddy's icon is highlighted
- D. All other participants are dimmed

Answer: A

QUESTION NO: 10

Mac OS X 10.4 Disk Utility lets you run Verify Disk on the current startup volume.

- A. True
- B. False

Answer: B

QUESTION NO: 11

What happens when Mac OS X 10.4's Safe Relaunch feature sets aside an application's preference file?

- A. It is renamed `application.plist.saved`