



# 9L0-415<sup>Q&As</sup>

OS X Support Essentials 10.9

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**QUESTION 1**

You want to manage configuration profiles on a Mac that has Mountain Lion installed, but the Profiles preferences icon is NOT present in the System Preferences window. What is a likely explanation?

- A. There are no profiles installed on the Mac.
- B. Profiles have been disabled in the Security and Privacy pane of the Mac.
- C. The Mac is not enrolled with Profile Manager.
- D. You are not logged in as an administrator user.

Correct Answer: A

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**QUESTION 2**

In OS X, Disk Utility can create file archives in which format?

- A. zip
- B. dmg
- C. sitx
- D. gzip

Correct Answer: B

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**QUESTION 3**

Why might a previously backed-up item no longer be available in Time Machine?

- A. A previously backed-up item won't be available if your backup volume filled up and Time Machine had to start deleting older items to make room for newer items.
- B. The default folders in a user's home folder are Desktop, Documents, Downloads, Library (hidden), Movies, Music, Pictures, and Public. Optional home folder items include Applications and Sites folders.
- C. Any item downloaded using one of the built-in OS X applications will be marked for quarantine. Third-party applications may not mark downloaded items for quarantine.
- D. To verify a specific service is available from a service provider, first use the Network Utility Ping tab to verify basic connectivity. Then use the Network Utility Port Scan tab to verify the specific service port(s) are open. You should always limit the port scan to the specific ports required for the network service you're testing.

Correct Answer: A

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**QUESTION 4**



Which IP address could a Mac assign to itself if no DHCP services were available on the network?

- A. 192.168.100.100
- B. 169.254.100.100
- C. 172.16.100.100
- D. 127.0.0.1

Correct Answer: B

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#### QUESTION 5

It depends on the printer. From Printing and Scanning preferences, sometimes you can simply select a new printer driver from the Options and Supplies dialog. In many cases though, to select a new printer driver for a configured printer you must delete and then re- add the printer.

- A. How can you identify if a Mac requires a firmware update?
- B. How can you reset a user's home folder permissions?
- C. How can you select a new printer driver for a configured printer?
- D. How can you identify duplicate fonts?

Correct Answer: C

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