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**Vendor:**Apple

**Exam Code:**9L0-400

**Exam Name:**Mac OS X Help Desk Essentials v10.3

**Version:**Demo

**QUESTION 1**

By default in Mac OS X v10.3, the contents of which folders in a user's home directory can be accessed by all other user accounts? Choose all that apply.

- A. Documents
- B. Library
- C. Public
- D. Music
- E. Sites

Correct Answer: CE

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**QUESTION 2**

You can use \_\_\_\_\_ to create disk image files.

- A. CpMac
- B. Image Disk
- C. Disk Utility
- D. Image Capture

Correct Answer: C

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**QUESTION 3**

When printing from the Classic Environment, you can use the \_\_\_\_\_ to select the printer.

- A. Chooser
- B. Printer Setup Utility
- C. Mac OS X v10.3 OS 9 Print Tools
- D. Printers control panel

Correct Answer: A

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**QUESTION 4**

A Mac OS X v10.3 user can view a file ownership and access permissions by \_\_\_\_\_. (Choose all that apply.)

- A. viewing the file in Column View
- B. using the ls -l command in the Terminal utility.
- C. Pressing the Verify Permissions button in Disk Utility.
- D. Selecting the file and choosing Get Info from the File menu.
- E. Selecting the Permissions tab in the Apple System Profiler utility

Correct Answer: BD

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#### QUESTION 5

Booting Mac OS X v10.3 in verbose mode is most useful as a troubleshooting tool when \_\_\_\_\_.

- A. The system repeatedly crashes during startup
- B. You repeatedly encounter application crashes.
- C. The computer cannot communicate with a printer
- D. You repeatedly encounter system crashes after logging in

Correct Answer: A

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#### QUESTION 6

How do you configure Mac OS X v10.3 to print to a networked IP printer?

- A. In the Printer Setup Utility, click on Add, choose IP Printing from the pop-up, menu, enter the IP address of the printer, and click Add.
- B. In the Printer Setup Utility, click on Add, choose IP from the pop-up menu, select the printer from the list, and click Add.
- C. Open the Choose, select the LaserWrite printer driver icon, and select the printer you want to configure.
- D. Open the printer you wish to configure from the list of printers in the /Library/Printers/PPDs folder

Correct Answer: A

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#### QUESTION 7

Which Mac OS X v10.3 utility is helpful when troubleshooting a computer's Ethernet connectivity?

- A. Network Utility
- B. Activity Monitor
- C. Network Monitor

D. Internet Connect

Correct Answer: A

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**QUESTION 8**

Suppose you are an administrator named "sandra". To make a font available for all local users to access, install the font file in \_\_\_\_\_.

A. /Users/Sandra/Library/Fonts

B. /System/Library/Fonts

C. /Users/Library/Fonts

D. /Library/Fonts

Correct Answer: D

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**QUESTION 9**

Mac OS X v10.3 supports which kinds of VPN connections? (Choose all that apply.)

A. PPOE

B. L2TP

C. PPTP

D. NAT

E. P2P

Correct Answer: BC

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**QUESTION 10**

To set up PPPoE, which port must you configure?

A. Modem

B. Ethernet

C. FireWire

D. AppleTalk

Correct Answer: B

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**QUESTION 11**

Which statement about FileVault is TRUE?

- A. Once a user enables FileVault, it cannot be disabled.
- B. FileVault can only be enabled for non-administrator user accounts.
- C. There is no way to recover a FileVault-protected account user's data if the password is lost.
- D. When a user enables FileVault, that user's home directory is transferred into an encrypted disk image.

Correct Answer: D

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**QUESTION 12**

To confirm that a software update installed successfully, look for its receipt in the \_\_\_\_\_ folder.

- A. /Library/Receipts
- B. /System/Receipts
- C. ~/Library/SUReceipts
- D. /Applications/Software Update

Correct Answer: A