



Mac OS X Support Essentials v10.4 Sample Test

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The Mac OS X Support Essentials v10.4 Exam (Prometric exam no. 9L0-401) is a computer-based test offered at Authorized Prometric Testing Centers. The exam is the only required exam in the Apple Certified Help Desk Specialist (ACHDS) 10.4 track.

This Sample Test presents eleven test questions similar in style and content to those presented in the actual Mac OS X Support Essentials v10.4 Exam. Reviewing these questions can familiarize you with the type of questions posed in the actual exam. Actual questions on the exam will vary in content and may be more or less difficult than these.

Please visit the Apple Certified Help Desk Specialist page (train.apple.com/certification/achds) and download the Mac OS X Support Essentials v10.4 Exam Skills Assessment Guide for a detailed description of the exam, including objectives, number of questions, time limit, and required score.

To use this sample test, answer the questions below, then refer to the answer key at the end of this document. Please note that UNIX commands and processes are shown in `monospace` in this Sample Test and in the actual exam.

Sample Questions

1. How does an administrator user delete another user in Mac OS X v10.4?
 - A. Run the `chown` command in Terminal, specifying a user to delete.
 - B. Open Network Utility, click Connected Users, select any connected user, and click the Delete button.
 - C. Open the Accounts preferences, select a user to delete, and click the Delete (minus sign) button.
 - D. Open the `/Users` folder, select a user's folder to delete, drag the folder to the Trash, and choose Empty Trash from the Finder menu.
2. You are troubleshooting a volume that is connected to your computer in target disk mode. What could present a problem?
 - A. Target disk mode volumes are locked by default.
 - B. Target disk mode volumes have no file system journal.
 - C. Keychains and preferences must be unencrypted before they can be viewed.
 - D. Volume ownership is overridden in target disk mode, so it is possible to delete vital system files.

3. **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 of system files and specific applications.
 - C. Restores default permissions in two top-level directories only: /System and /Users.
 - D. Recreates the journal when Disk Utility is launched from the Mac OS X Install DVD.

4. **UNIX-based applications that require the X Window System can be opened in Mac OS X v10.4 using _____.**
 - A. FreeX98 for Mac OS X
 - B. WIN-X for Mac OS X
 - C. X11 for Mac OS X
 - D. Console

5. **Which tool can you use to find out the number of hops between your computer and another computer on an IP network?**
 - A. Traceroute
 - B. Lookup
 - C. Whois
 - D. Ping

6. **You are using DHCP to distribute IP addresses on your corporate network. One of your computers has a self-assigned IP address. How can you force this computer to attempt to acquire a DHCP address? (Choose TWO.)**
 - A. Turn off Bonjour in the Services pane of Directory Access.
 - B. Enter a new DHCP Client ID in the Network preferences and click Apply.
 - C. Open the AirPort Settings utility and choose Reset Dynamic IP Networking from the Tools menu.
 - D. Set a manual IP address in the Network preferences and click Apply, then change to Configure Using DHCP and click Apply.
 - E. Open Network Utility and click the NetStat tool, then click "Purge and Renew" to reset all dynamic IP addresses on this computer.

7. **Which step must you perform to let you access your computer remotely via SSH?**
 - A. Enable SSH in the Keychain Access utility.
 - B. Enable the Remote Login option in Sharing preferences.
 - C. Enable SSH in the Login Options pane of Accounts preferences.
 - D. Add Console to the Login Items for the Admin account in Accounts preferences.

8. About which three system components will System Profiler provide information?
(Choose THREE.)
- A. installed PCI cards
 - B. configured share points
 - C. connected USB devices
 - D. fax modem configuration
 - E. connected FireWire devices
9. Chris is unable to print using a Mac OS X v10.4 computer. While examining Chris's computer, you find that the printing system is misconfigured, and lists printers that do not exist. What is a valid step to resolve Chris's printing problems?
- A. Click Reset Print Queues in Print & Fax preferences.
 - B. Open a print queue in Printer Setup Utility and choose Reset from the Print Queue menu.
 - C. Use the Reset Printing System command in Printer Setup Utility and add the needed printers.
 - D. Use Printer Setup Utility to add an IP printer with the IP address of 127.1.1.1:63, then examine print jobs sent to it.
10. When Maria logs in on her Mac OS X v10.4 computer, a utility she recently installed launches automatically and disables her mouse and keyboard. How can Maria prevent the utility from automatically launching when she logs in?
- A. Hold down the V key while the computer starts up.
 - B. Hold down the Shift key immediately after logging in.
 - C. Hold down the Option key while the computer starts up.
 - D. Log in as another user, and use Disk Utility to fix permissions on the boot volume.
11. The Console utility _____.
- A. displays log files
 - B. enables root access
 - C. invokes the command line
 - D. controls monitor configuration

Answer Key

1. C
2. D
3. B
4. C
5. A
6. BD
7. B
8. ACE
9. C
10. B
11. A

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