



Mac OS X Support Essentials 10.6 Sample Test

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The Mac OS X Support Essentials 10.6 Exam (Prometric exam no. 9L0-403) is a computer-based test offered at Apple Authorized Training Centers and Prometric Testing Centers.

The exam is the only required exam in the Apple Certified Support Professional (ACSP) 10.6 certification track. You must pass this exam to earn ACSP 10.6 certification.

This Sample Test presents ten questions similar in style and content to those presented in the Mac OS X Support Essentials 10.6 Exam. Reviewing these Sample Test questions can familiarize you with the type of questions posed in the exam. Questions on the exam will vary in content and may be more or less difficult than these.

Please visit the Mac OS X Certifications page (training.apple.com/certification/macosex) and download the Mac OS X Support Essentials 10.6 Exam Skills Assessment Guide for a detailed description of the exam, including reference text title, learning 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 font` in this Sample Test and in the actual exam.

Sample Questions

1. Which TWO Mac OS X v10.6 applications are most helpful when troubleshooting Ethernet connectivity? (Select 2 answers. Partial credit available)
 - A. Port Monitor
 - B. Network Utility
 - C. Internet Connect
 - D. Process Manager
 - E. Network Diagnostics
2. You are logged in as an administrator on a Mac OS X v10.6 computer. You try to drop an application into the computer's Applications folder, but an alert message tells you that you do not have permissions to modify the folder. Which stem is most likely to resolve the issue?
 - A. Repair the volume's permissions using Disk Utility.

- B. Change the owner of the Applications folder to root.
 - C. Add the admin user to the wheel group on the computer.
 - D. Log in with the master password and disable Parental Controls for the admin user.
3. Why might you choose to install Mac OS X v10.6 on a volume formatted as Mac OS Extended (Journaled) rather than on a volume formatted as Mac OS Extended (Case-Sensitive, Journaled)?
- A. Because some native applications are case-preserving.
 - B. Because Finder performs more slowly on case-sensitive volumes.
 - C. Because case-sensitive volumes allow for document titles that differ only by case.
 - D. Because case sensitivity increases the size and time required to create the journal.
 - E. Because case-sensitive volumes allow for documents with the same title, differing only by creator code.
4. An application you try to open quits immediately, although it was opening properly yesterday. Which troubleshooting step will help determine if corrupt preferences are causing the application to quit, while being as non-intrusive as possible?
- A. Remove, then reinstall the application.
 - B. Log in as another user and open the application.
 - C. Open Property List Editor and choose Consistency Check from the Tools menu.
 - D. Restart the computer from the Mac OS X v10.6 Install DVD, then open Disk Utility and click Verify Permissions.
5. What security risk arises while using fast user switching on a Mac OS X computer?
- A. Managed preferences are disabled for all concurrently logged-in users.
 - B. The boot drive is available without restrictions to all concurrently logged-in users.
 - C. FileVault-protected home folders are available without restrictions to all concurrently logged-in users.
 - D. External volumes that are connected directly to the Mac are available without restrictions to all concurrently logged-in users.
6. Review the following file permissions, then answer the question below:
drwxr-xr-x
- Which statements accurately reflect the permissions above? (Select all answers that apply. No partial credit.)
- A. Group can read.
 - B. Group can write.

- C. Owner can read.
 - D. Owner can write.
 - E. Others can read.
 - F. Others can write.
 - G. The entry is for a directory.
7. How do you use a file service's TCP port number to troubleshoot issues with the service?
- A. Verify that the service's TCP port number is available on the client computer.
 - B. Run `traceroute` to trace all traffic coming from the service's TCP port number.
 - C. Verify that the port with the service's TCP port number, is available and in use.
 - D. Verify that clients' Sharing preferences are configured with the correct TCP port number.
8. What does a Postscript Printer Description (PPD) file do?
- A. Describes the PostScript printer connection protocol.
 - B. Describes the PostScript output for specific applications.
 - C. Describes the Mac OS X v10.6 implementation of PostScript to the printer.
 - D. Describes printer features that can be used by the Mac OS X v10.6 print system.
9. When you perform a Safe Boot on a Mac OS X v10.6 computer, which items load?
- A. Detailed logging rules in `/etc/audit/`
 - B. Required `cron` jobs in `/etc/crontab/`
 - C. Required startup items in `/System/Library/StartUpItems/`
 - D. Required kernel extensions in `/System/Library/Extensions/`
10. You create a document using a third-party word processing application, *Writer*. You close the file, and do a Spotlight search for a word that occurs in the document, but the *Writer* document is not found by Spotlight. What could explain this?
- A. The file's metadata has become corrupt.
 - B. The *Writer* application does not include a Spotlight plug-in.
 - C. The *Writer* application does not reside on the local hard disk.
 - D. The *Writer* application is not communicating file metadata to Spotlight when it opens.

Answer Key

1. BE
2. A
3. C
4. B
5. D
6. ACDEG
7. C
8. D
9. D
10. B

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