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Exam : **9L0-422**

Title : OS X Support Essentials 10.10

Version : DEMO

1.A user enables FileVault. Which methods for unlocking the disk does FileVault present to the user? (Select TWO.)
A. Create a recovery key.
B. Save the recovery key in the System Keychain.
C. Store the recovery key with Apple Support.
D. Store the recovery key on the OS X Recovery system partition.
E. Allow an iCloud account to unlock the disk.
Answer: A, E

2.Along with IMAP, POP, and SMTP, which protocol does the Mail application in OS X support?
A. Exchange Web Services (EWS)
B. WebDAV
C. MAPI
D. Exchange ActiveSync (EAS)
Answer: A

3.When you're starting up a Mac, which keyboard shortcut can you use to display detailed information about the startup process?
A. Shift
B. Command-V
C. Command-S
D. Option
Answer: B

4.Which steps can you take to retrieve a file from a Time Machine backup on an external hard drive connected to your Mac?
A. Control-click the icon of the folder where you want the restored file to appear, open Time Machine from the shortcut menu, choose "Restore from the Time Machine backup," use the timeline to reach the appropriate date and time, select the file, and click Restore.
B. Open Time Machine, use the timeline to reach the appropriate date and time, select the file, and click Restore.
C. In System Preferences, click the Time Machine icon, click Retrieve, use the timeline to reach the appropriate date and time, select the file, and click Restore.
D. In the Finder, enter a search term in the Spotlight search field, click the Add (+) button to add a search criterion, and choose Search Time Machine, then use the timeline to reach the appropriate date and time, select the file, and click Restore.
Answer: B

5.You're troubleshooting a Mac. Which is a valid reason for shutting down AND THEN starting up a Mac instead of selecting Restart from the Apple menu?
A. Mac does a full POST on startup only after a shutdown.
B. Mac loads a clean user session on startup only after a shutdown.
C. Mac performs disk checks on startup only after a shutdown.
D. Mac archives errors from the session to the log only during a shutdown.

Answer: A