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Exam Code: Apple Device Support

Exam Name: Apple Device Support

Exam A

QUESTION 1
Which IP address might indicate a DHCP issue?

A. 10.0.1.17
B. 169.254.47.72
C. 192.168.17.12
D. 172.27.13.47

Correct Answer: B
Section:
Explanation:
An IP address that starts with 169.254 is called a link-local address. It is assigned by the operating system when the DHCP client cannot contact a DHCP server to obtain a valid IP address. This may indicate a problem with the DHCP server, the network connection, or the DHCP client configuration. A link-local address is not routable and cannot communicate with devices outside the local network segment.Reference: =Troubleshoot problems on the DHCP server,Windows 10 not getting IP address from DHCP,Fix duplicate IP address conflicts on a DHCP network,DHCP client may fail to obtain a DHCP-assigned IP address,Setting IP Address Using DHCP Server

QUESTION 2
What are three reasons that a warning icon might appear in the Security Recommendation window for a password in Passwords settings?

A. The password hasn't been updated in the last 90 days.
B. The password is reused on another website.
C. The password appeared in a data leak.
D. It's a commonly used password or it's easily guessed.
E. You have multiple or duplicate passwords listed for the website.

Correct Answer: B, C, D
Section:
Explanation:
A warning icon might appear in the Security Recommendation window for a password in Passwords settings if the password meets any of the following criteria:
The password is reused on another website. This means that the same password is used for more than one saved password across different domains.This can make the accounts vulnerable to credential-stuffing attacks, where attackers try the same credentials on other services to compromise additional accounts1.
The password appeared in a data leak. This means that the password has been compromised by a data breach and exposed online.This can allow attackers to access the accounts that use the leaked password or try to guess other passwords based on the leaked one1.
It's a commonly used password or it's easily guessed. This means that the password is weak and may be easily cracked by an attacker. This can happen if the password uses words found in a dictionary, common character substitutions, patterns found on a keyboard, or repeated sequences.These patterns are often used to create passwords that satisfy minimum password requirements for services, but are also commonly used by attackers attempting to obtain a password using brute force1.Reference:1: Password security recommendations - Apple Support

QUESTION 3
HOTSPOT
Select the setting in the sidebar that you should use to turn on Find My on your Mac.

Hot Area:

Andre Lorico

Andre Lorico
andre.loric0@icloud.com

Name, Phone, Email		>
Password & Security		>
Payment & Shipping		>

iCloud		>
Media & Purchases		>
Family Sharing	Set Up	>

Devices

Virtual Reality Air Force This MacBook Air		>

Sign Out...   About Apple ID & Privacy...   ?

Sidebar:

Q Search

Andre Lorico
Apple ID ✓

- Wi-Fi
- Bluetooth
- Network

- Notifications
- Sound
- Focus
- Screen Time

- General
- Appearance
- Accessibility
- Control Center
- Siri & Spotlight
- Privacy & Security

- Desktop & Dock
- Displays
- Wallpaper
- Screen Saver
- Battery

- Lock Screen
- Touch ID & Password
- Users & Groups

- Passwords
- Internet Accounts
- Game Center
- Wallet & Apple Pay
- Keyboard

Section:
Explanation:

QUESTION 4
Which two types of Activation Lock are available to organizations?

A. Individual-linked

B. Device-linked

C. User-linked

D. Personal

E. Organization

Correct Answer: B, C
Section:
Explanation:
Activation Lock is a feature that prevents unauthorized use of an Apple device after it has been erased. It is enabled automatically when a user turns on Find My on their device. However, for devices that are owned or managed by an organization, there are two types of Activation Lock available: device-linked and user-linked. Device-linked Activation Lock requires Apple School Manager, Apple Business Manager, or Apple Business Essentials and an MDM solution. It allows the MDM solution to control turning Activation Lock on and off through server-side interactions, without depending on the user's Apple ID or Find My settings. The MDM solution creates and sends a bypass code to Apple servers when it needs to lock or unlock the device. User-linked Activation Lock requires the user to have a personal Apple ID (not a Managed Apple ID) and to turn on Find My on their device. This method allows the user to lock an organization-linked device to their personal Apple ID if the MDM solution has allowed Activation Lock. The MDM solution should request and store a bypass code from the device before allowing the user to turn on Activation Lock. This bypass code can be used to turn off Activation Lock remotely with MDM, or directly on the device, if the user is unable to authenticate with their Apple ID.Reference:
Activation Lock on Apple devices - Apple Support
Activation Lock: How Apple Admins Can Manage It - Kandji
Disable Activation Lock on Apple devices with Intune

QUESTION 5
Which action in Apple Configurator for Mac should you select to retain user data (if recoverable) if iPhone or iPad devices are unresponsive or in recovery mode?

A. Restore

B. Revive

C. Update

D. Erase all Content and Settings

Correct Answer: B
Section:
Explanation:
Revive is an action in Apple Configurator for Mac that allows you to restore the latest version of iOS or iPadOS on an iPhone or iPad device, while preserving user data (if recoverable). Revive is useful when a device is unresponsive or in recovery mode, and you want to try to fix it without erasing the user's data. Revive does not require the device to be supervised or enrolled in MDM, and it does not affect the activation lock status of the device. Revive is different from Restore, which erases the device and installs the latest version of iOS or iPadOS. Restore also requires the device to be supervised or enrolled in MDM, and it removes the activation lock from the device. Update is another action that installs the latest version of iOS or iPadOS on the device, but it does not work when the device is unresponsive or in recovery mode. Erase all Content and Settings is a device setting that erases the device and removes the activation lock, but it does not install the latest version of iOS or iPadOS.Reference: =Apple Configurator User Guide for Mac, section ''Revive an iPhone, iPad, or Apple TV'';Apple Device Support Exam Prep Guide, page 9.
Shareplay is the feature that allows you to share your screen in Facetime. It is a new feature introduced in iOS 15 and macOS Monterey that lets you watch, listen, and play together with your friends and family over FaceTime. You can share your screen to show apps, webpages, photos, and more, while seeing and hearing the reactions of others on the call. You can also stream online content from supported apps, such as Apple TV, Disney+, and Spotify, and control the playback and volume for everyone. Shareplay works across iPhone, iPad, Mac, and Apple TV, and you can join or leave the session at any time. To use Shareplay, you need to have a device that meets the minimum system requirements, an Apple ID, and a Wi-Fi or cellular connection.Reference:SharePlay - Apple,Share your screen in FaceTime on your iPhone or iPad - Apple Support

QUESTION 6

DRAG DROP

Match the Apple Configurator actions on the left to the descriptions on the right by dragging the responses to the correct target areas. Responses may be used once, more than once, or not at all.

Select and Place:

Answer Area

Revive	Erase All Content and Settings

Restore	Update

Prepare	Restart

Blueprints

	Unresponsive devices may be recovered and user data may be retained
	Allows you to update apps, the version of the operating system, or both
	Reinstalls the latest version of the operating system and all content on the device is erased
	Maintains the version of the operating system and all content on the device is erased
	Adds a device to Apple School Manager or Apple Business Manager, or supervises the device

Correct Answer:

		Revive	Unresponsive devices may be recovered and user data may be retained
		Update	Allows you to update apps, the version of the operating system, or both
Prepare		Restore	Reinstalls the latest version of the operating system and all content on the device is erased
Blueprints		Erase All Content and Settings	Maintains the version of the operating system and all content on the device is erased
		Restart	Adds a device to Apple School Manager or Apple Business Manager, or supervises the device

Section:
Explanation:

QUESTION 7
What happens when you restore a Mac with Apple silicon with Apple Configurator?

A. It updates the firmware and recoveryOS, and erases and installs macOS.
B. It restores the system state from before a corrupted battery drain.
C. It recovers data from a Time Machine snapshot on the internal storage.
D. It forces the Mac to perform any pending software updates.

Correct Answer: A
Section:
Explanation:
Restoring a Mac with Apple silicon using Apple Configurator is a process that updates the firmware, updates recoveryOS to the latest version, and erases and installs the latest version of macOS on the internal storage. When this process is complete, any data on any internal volumes is unrecoverable.You must restore the firmware and erase the internal flash storage if reviving the firmware is unsuccessful or if you can't start the Mac from the startup volume or the recoveryOS1.Reference:Revive or restore a Mac with Apple silicon using Apple Configurator, Apple Support.
eSIM Swap is the feature on iPhone that allows you to convert your physical SIM card to an eSIM on the same iPhone, if your carrier supports it. This feature lets you free up the physical SIM slot for another SIM card, such as when you travel or switch carriers. To use eSIM Swap, you need to go to Settings > Cellular and tap Convert to eSIM. Then follow the instructions to complete the conversion process.Reference: =About eSIM on iPhone - Apple Support, Convert a physical SIM to an eSIM;How to convert a physical SIM to eSIM on iPhone 14 - iThinkDifferent.

QUESTION 8
Where should you go in macOS to limit AirPlay Receiver ONLY to devices signed in to your Apple ID?

A. Go to System Settings > General > AirDrop & Handoff, then select Current User for the 'Allow AirPlay for' option.
B. Open the AirPlay app from the Utilities folder, then select Current User for the 'Allow AirPlay for' option.
C. Go to System Settings > Privacy & Security, then select Apple ID for the 'Allow AirPlay for' option.
D. Go to System Settings, then select Apple ID for the 'Allow AirPlay for' option in the Sharing settings.

Correct Answer: D
Section:
Explanation:
To limit AirPlay Receiver to devices signed in to your Apple ID, you need to go to System Settings, then select Apple ID. In the Apple ID settings, you will see a section called Sharing. There, you can enable or disable AirPlay Receiver, and choose who can use it. You can select Current User, Everyone, or Specific Users. If you select Current User, only devices signed in to your Apple ID can use AirPlay Receiver.This option helps you prevent unauthorized access to your Mac from other devices on the same network1.Reference:Apple Device Support Exam Prep Guide, page 11.

QUESTION 9
How should you schedule an email to send in Mail on iPhone?

A. Tap Settings > Mail > Schedule and configure the send date and time.
B. Touch and hold the mail body and configure the send date and time.
C. Touch and hold the send button and set the send date and time.
D. Tap the calendar icon in the mail menu bar and configure the send date and time.
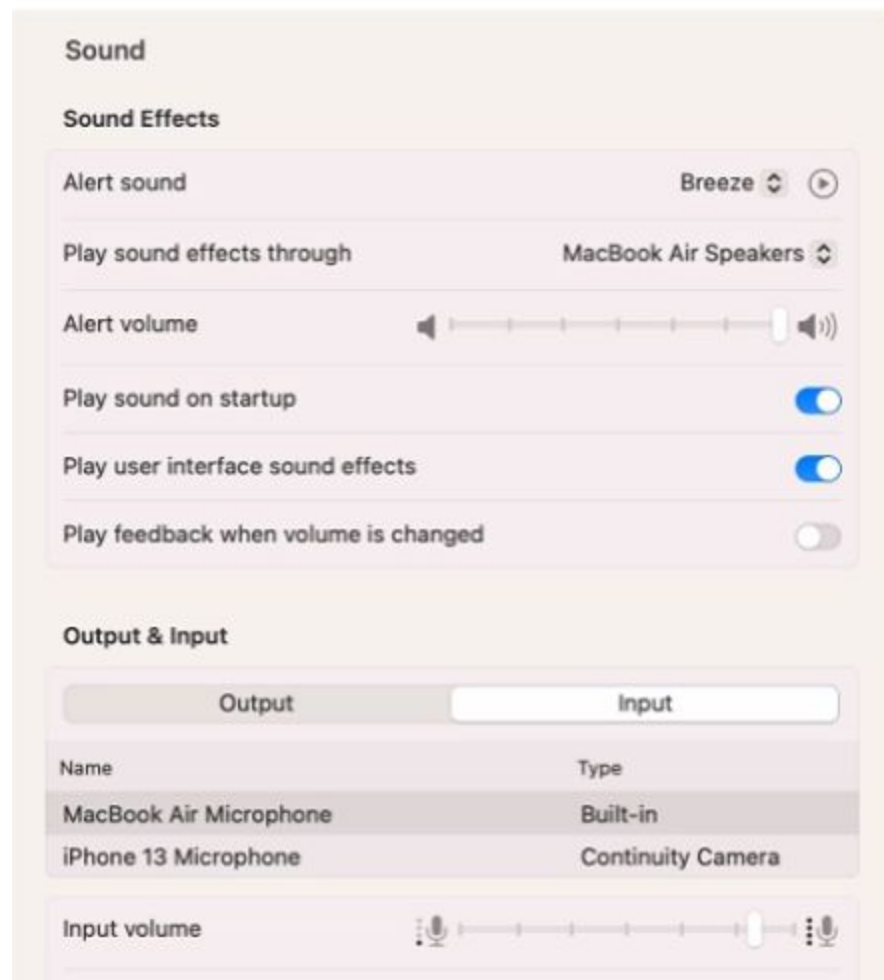
Correct Answer: C
Section:
Explanation:
This is the correct way to schedule an email in the Mail app on iPhone, as introduced in iOS 16. You can compose your email as usual, and then long-press the send button (an upward arrow) to see the options for scheduling. You can choose from the suggested times, or tap ''Send Later'' to set a custom date and time. The scheduled email will appear in a separate mailbox called ''Send Later'', where you can view or delete it. The email will be sent automatically at the scheduled time, as long as your iPhone is on.Reference:How to Schedule Emails on Your iPhone - How-To Geek,Schedule an Email in Apple Mail on Your iPhone (iOS 16),How to schedule emails on iPhone, iPad, and Mac to send later,How to Schedule Email in the Mail App on iPhone - Guiding Tech,How to Schedule Emails on an iPhone - groovyPost

QUESTION 10
Scenario
You're trying to connect a podcasting microphone to your MacBook Air. You're using the Apple USB-C Digital AV Multiport Adapter connected to a standard USB A to B cable that connects to the microphone. You open Sound in System Settings and click the input tab. but the microphone doesn't appear in the sound input device list.

Sound

Sound Effects

Alert sound	Breeze ⇅ ⓟ
Play sound effects through	MacBook Air Speakers ⇅
Alert volume	🔈———————◼——🔊
Play sound on startup	🔵
Play user interface sound effects	🔵
Play feedback when volume is changed	⚪

Output & Input

Output	Input

Name	Type
MacBook Air Microphone	Built-in
iPhone 13 Microphone	Continuity Camera

Input volume	🎙———————◻——🎙

What should you use to verify that your Mac has successfully connected to the microphone?

A. The microphone's power light
B. VoiceOver Utility > Sound > Input Device > USB CODEC
C. System Information > Hardware > USB
D. The device driver settings

Correct Answer: C
Section:
Explanation:
To verify that your Mac has successfully connected to the microphone, you should use the System Information app to check the USB devices connected to your Mac. The System Information app provides detailed information about your Mac hardware, software, and devices. You can access the System Information app by choosing Apple menu > About This Mac, then clicking System Report. In the System Information window, select Hardware > USB from the sidebar. You should see your microphone listed under the USB Device Tree, along with its product ID, vendor ID, speed, and other details. If you don't see your microphone, try disconnecting and reconnecting it, or using a different USB port or cable.Reference:How to use System Information on your Mac - Apple Support,USB-C Digital AV Multiport Adapter - Apple

QUESTION 11
Scenario
You were asked to prepare to upgrade your organization's entire iPhone inventory to iOS 17. Your current inventory includes these devices:
* iPhone SE (2nd generation)
* iPhoneX
* iPhone SE (3rd generation)
* iPhone 6s
* iPhone 7
* iPhone 8

Select two responses.
Which two iPhone models should you replace to prepare for the iOS 17 upgrade?

A. iPhone X
B. iPhone7
C. iPhone 6s
D. iPhone SE (2nd generation)
E. iPhone SE (3rd generation)
F. iPhone8

Correct Answer: B, C
Section:
Explanation:
iOS 17 is the latest version of the operating system for iPhone, and it brings new features and enhancements to the devices that support it. However, not all iPhone models are compatible with iOS 17. According to Apple, iOS 17 is compatible with the iPhone XS and newer, meaning that support has been dropped for the iPhone 8, iPhone 8 Plus, and iPhone X. Additionally, some web sources suggest that the iPhone 7 and iPhone 6s are also not compatible with iOS 17, although this has not been officially confirmed by Apple. Therefore, to prepare for the iOS 17 upgrade, you should replace the iPhone 6s and iPhone 7 models in your organization's inventory, as they are likely to be incompatible with the new software. The iPhone SE (2nd generation) and iPhone SE (3rd generation) are compatible with iOS 17, as they have the same processor as the iPhone 11 and iPhone 13, respectively. The iPhone X is also compatible with iOS 17, as it has the same processor as the iPhone XS.Reference:iPhone models compatible with iOS 17 - Apple Support,Will My iPhone Run iOS 17? - MacRumors,iOS 17 and iPadOS 17 Are Now Available - How-To Geek,iOS 17 Release Date, Compatibility and Confirmed Features from WWDC23

QUESTION 12
Use this image to answer the question.

Which iPad model is compatible with Apple Pencil (2nd generation)?
A)

iPad (9th generation)

B)

iPad Pro (10.5-inch)

C)

iPad mini (6th generation)

D)

iPad Air (3rd generation)

A. Option A
B. Option B
C. Option C
D. Option D

Correct Answer: B
Section:
Explanation:
Option B shows an image of the iPad Air (4th generation), which is compatible with the Apple Pencil (2nd generation). The other options show images of the iPad Air (3rd generation), which is compatible with the Apple Pencil (1st generation). The iPad Air (4th generation) has a USB-C port, a 10.9-inch Liquid Retina display, and a Touch ID sensor on the top button. The iPad Air (3rd generation) has a Lightning port, a 10.5-inch Retina display, and a Touch ID sensor on the Home button. The Apple Pencil (2nd generation) has a flat edge that attaches magnetically to the side of the iPad for pairing and charging. The Apple Pencil (1st generation) has a round shape and a

removable cap that covers a Lightning connector for pairing and charging.Reference:Apple Pencil compatibility - Apple Support,Identify your iPad model - Apple Support,iPad Air - Technical Specifications - Apple

QUESTION 13
Select three responses.
Which three steps should you take if your iPad stops responding to your keyboard or trackpad that's connected with the Smart Connector?

A. Go to Settings > General > Trackpad & Mouse > Reset.

B. Restart your iPad.

C. Remove any other iPad case or cover.

D. Contact AppleCare.

E. Update your iPad to the latest version of iPadOS.

Correct Answer: B, C, E
Section:
Explanation:
The Smart Connector is a magnetic port that allows you to connect compatible accessories, such as the Smart Keyboard or the Magic Keyboard, to your iPad. Sometimes, your iPad may stop responding to your keyboard or trackpad that's connected with the Smart Connector. This could be due to various reasons, such as software issues, dirt or debris on the connectors, or interference from other cases or covers.According to the Apple Device Support Reference Materials1, the following steps can help you troubleshoot the problem:
Restart your iPad. This can resolve many software glitches that may prevent your iPad from recognizing your accessory. To restart your iPad, press and hold the Top button and either volume button until the power off slider appears. Drag the slider, then wait for 30 seconds for your device to turn off. To turn your device back on, press and hold the Top button until you see the Apple logo.
Remove any other iPad case or cover. Some cases or covers may interfere with the Smart Connector or the accessory's magnets, causing connection issues. Make sure you remove any other case or cover from your iPad before attaching your accessory. Also, make sure the Smart Connector and the accessory's connectors are clean and free of any dirt or debris. You can use a soft, lint-free cloth to gently wipe the connectors.
Update your iPad to the latest version of iPadOS. Updating your iPad can ensure that you have the latest features and bug fixes that may improve the compatibility and performance of your accessory. To update your iPad, go to Settings > General > Software Update and follow the onscreen instructions.
Allow USB and other accessories to connect to your iPhone, iPad, or iPod touch.

QUESTION 14
Which wireless feature allows you to use your iPhone to provide wireless internet access to your Mac without a password?

A. Preferred Networks

B. Auto Locations

C. Instant Hotspot

D. Carrier Services

Correct Answer: C
Section:
Explanation:
Instant Hotspot is a wireless feature that allows you to use your iPhone to provide wireless internet access to your Mac without a password. It is one of the Continuity features that Apple provides for its devices. Instant Hotspot uses Wi-Fi, Bluetooth, and iCloud to automatically connect your Mac to your iPhone's cellular internet when Wi-Fi is not available. You just need to click the Wi-Fi icon on your Mac and choose your iPhone from the list of available networks. You don't need to enter a password or set up a Wi-Fi hotspot manually. Instant Hotspot requires a Mac running OS X Yosemite or later and an iPhone with iOS 8.1 or later and a cellular data plan. Both devices must be signed in with the same Apple ID and have Bluetooth and Wi-Fi turned on.Reference:Share your internet connection from iPhone - Apple Support,How To Tether iPhone Data To A Mac When There's No Wi-Fi Or Internet

QUESTION 15
How many incorrect password attempts does a Managed Apple ID allow before you're locked out of the account?

A. Seven

B. Five

C. Three

D. Ten

Correct Answer: C
Section:
Explanation:
A Managed Apple ID is a type of Apple ID that is created and managed by an organization, such as a school or a business. It allows users to access Apple services, such as iCloud, iTunes U, and Apple School Manager. A Managed Apple ID has different password policies than a regular Apple ID. According to the Apple Business Manager User Guide, one of the password policies for a Managed Apple ID is that ''after three incorrect attempts, the account is locked for one hour.'' This means that if a user enters the wrong password three times in a row, they will not be able to sign in with their Managed Apple ID for the next 60 minutes. This policy is designed to prevent unauthorized access and protect the user's data and privacy.Reference:Use Managed Apple IDs in the Apple Business Manager User Guide

QUESTION 16
Which Wi-Fi authentication settings does Apple recommend for better security for Wi-Fi routers and access points?

A. WPA3 Personal or WPA Personal

B. WPA3 Personal or WPA/WPA2

C. WPA3 Personal or WPA2/WPA3 Transitional

D. WPA2/WPA3 Transitional or WEP Transitional Security Network

Correct Answer: C
Section:
Explanation:
According to Apple, the security setting defines the type of authentication and encryption used by your router, and the level of privacy protection for data transmitted over its network. WPA3 Personal is the newest, most secure protocol currently available for Wi-Fi devices. It works with all devices that support Wi-Fi 6 (802.11ax), and some older devices. WPA2/WPA3 Transitional is a mixed mode that uses WPA3 Personal with devices that support that protocol, while allowing older devices to use WPA2 Personal (AES) instead. This mode offers better security and compatibility than WPA2 Personal (AES) alone, and avoids the weak security and performance of WEP and WPA/WPA2 modes.Reference:Recommended settings for Wi-Fi routers and access points - Apple Support

QUESTION 17
Which feature allows you to share your screen during a FaceTime Call?

A. Stage Manager

B. SideCar

C. SharePlay

D. AirPlay Receiver

Correct Answer: C
Section:
Explanation:
SharePlay is a feature that lets you share your screen, watch videos, listen to music, or work out together with others in a FaceTime call. You can use SharePlay to bring apps, webpages, and more into the conversation. To share your screen in a FaceTime call, you need to tap the Share Content button and then tap Share My Screen. Everyone in the call can see what's on your screen until you stop sharing, but they can't control anything on your device. If you get any notifications while sharing your screen, others won't be able to see them. SharePlay requires iOS or iPadOS 15.1 or later on your iPhone or iPad, or macOS Monterey or later on your Mac.Reference:
Apple Device Support Exam Prep Guide, page 6
Share your screen in FaceTime on your iPhone or iPad
Share your screen in a FaceTime call on iPhone

QUESTION 18
Which setting should you check to find out if ACME manages her iPhone?

A. Privacy & Security > Device Management
B. Control Center > Device Profile
C. General > Software Update
D. General > VPN & Device Management
E. General > Profile & Device Management

Correct Answer: E
Section:
Explanation:
This is the correct setting to check if an iPhone is managed by an organization, such as ACME. A profile is a file that contains settings and policies that can be installed on an iPhone to control its features and behavior. A profile can be installed by an organization to manage the device remotely, or by the user to customize the device. A profile can also indicate that the device is supervised, which means that the organization has more control over the device and can apply extra restrictions. To see if an iPhone has a profile installed, go to Settings > General > Profile & Device Management. If there is no profile, this section will not appear. If there is a profile, tap on it to see what type of changes are made. To learn more about the features changed for your specific organization, ask your administrator whether these settings are enforced.Reference:Delete unknown configuration profiles from your iPhone or iPad,Get started with a supervised iPhone or iPad,See who has access to your iPhone or iPad,How to check if an iPhone is locked or unlocked

QUESTION 19
HOTSPOT
Select the setting in the sidebar that you should use to automatically keep your Mac up to date.

Hot Area:

Answer Area

Andre Lorico

Q Search

Andre Lorico
Apple ID

📶 Wi-Fi
🔵 Bluetooth
🌐 Network

🔔 Notifications
🔊 Sound
🌙 Focus
⏳ Screen Time

▶️ General ✅

⚙️ Appearance
♿ Accessibility
🎛️ Control Center
🎙️ Siri & Spotlight
✋ Privacy & Security

🖥️ Desktop & Dock
☀️ Displays
🌸 Wallpaper
🖼️ Screen Saver
🔋 Battery

🔒 Lock Screen
👆 Touch ID & Password
👥 Users & Groups

🔑 Passwords
@ Internet Accounts
🎮 Game Center
💳 Wallet & Apple Pay

Andre Lorico
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Name, Phone, Email   >
Password & Security   >
Payment & Shipping   >

☁️ iCloud   >
📱 Media & Purchases   >
👨‍👩‍👧 Family Sharing   Set Up   >

Devices

Virtual Reality Air Force   >
This MacBook Air

Sign Out...   About Apple ID & Privacy...   ?

Section:
Explanation:

QUESTION 20
Which disk format should you use to create a bootable macOS installer that includes macOS Recovery on an external storage device?

A. APFS (Encrypted)

B. Mac OS Extended (Encrypted)

C. APFS

D. MacOS Extended

Correct Answer: D
Section:
Explanation:
To create a bootable macOS installer that includes macOS Recovery on an external storage device, you need to use the Mac OS Extended format, also known as HFS+. This is because the createinstallmedia command, which is used to create the bootable installer, requires the volume to be formatted as Mac OS Extended. APFS (Apple File System) is not supported by createinstallmedia, and neither are the encrypted versions of APFS or Mac OS Extended. Therefore, the correct answer is D. Mac OS Extended.Reference:Create a bootable installer for macOS,How to create a bootable USB macOS installer,How to format the startup drive for a Mac

QUESTION 21
Scenario
ACME, Inc. suffered a power loss while you were upgrading to a major version of macOS on your Mac Studio. The Mac now shows only a black screen. You tried to revive the computer using Apple Configurator for Mac, but the revive was unsuccessful.
Which Apple Configurator action should you try next on your Mac Studio?

A. Erase All Content and Settings

B. Update

C. Revive Device

D. Prepare

E. Restore

Correct Answer: E
Section:
Explanation:
If a revive is unsuccessful, you can use Apple Configurator to restore the Mac. A restore updates the firmware, updates recoveryOS to the latest version, and erases and installs the latest version of macOS on your internal storage. When this process is complete, any data on any internal volumes is unrecoverable. You must restore the firmware and erase the internal flash storage if reviving the firmware is unsuccessful or if you can't start the Mac from the startup volume or the recoveryOS.Reference:Revive or restore a Mac with Apple silicon using Apple Configurator - Apple Support

QUESTION 22
ACME, Inc. wants all users to see mounted servers in the Finder by default.
Which terminal command should you use to modify the Finder preferences to display mounted servers?

A. defaults read com.apple.finder ShowMountedServersOnDesktop true

B. defaults cat com.apple.finder ShowMountedServersOnDesktop true

C. defaults write com.apple.finder ShowMountedServersOnDesktop true

D. defaults append ShowMountedServersOnDesktop com.apple.finder true

Correct Answer: C
Section:

Explanation:
The terminal commanddefaults write com.apple.finder ShowMountedServersOnDesktop truesets the Finder preference to show mounted servers on the desktop. This is equivalent to checking the box for ''Connected Servers'' in the Finder settings under the General tab. The other commands are either invalid or do not change the preference value.
defaults read com.apple.finder ShowMountedServersOnDesktop truereads the current value of the preference, but does not modify it.
defaults cat com.apple.finder ShowMountedServersOnDesktop trueis not a valid command, ascatis not a valid subcommand fordefaults.
defaults append ShowMountedServersOnDesktop com.apple.finder trueappends the valuetrueto the preference keyShowMountedServersOnDesktop, which is not a valid operation, as the preference value should be a boolean, not a list.Reference:
Apple Device Support Exam Prep Guide, page 11
Change Finder settings on Mac
How to show Hard Disk icon on Desktop via Terminal?

QUESTION 23
You're reviewing the manual page for the defaults command in Terminal.
What should you do to exit a manual page in the Terminal window?

A. Press the Esc key

B. Press the Control-X keys

C. Type Exit and Press the Return key

D. Press the Q key

Correct Answer: D
Section:
Explanation:
The Q key is the universal shortcut to quit or exit a manual page in the Terminal window. The manual page, or man page, is a document that provides information about a command or utility in the Unix-like operating systems. The man command is used to display the man page for a given command or topic. The man command uses a pager program, such as less or more, to display the man page in the Terminal window. A pager program allows the user to scroll through the text file one page, line, or half-page at a time. To exit the pager program and return to the shell prompt, the user needs to press the Q key. This is the same for any other program that invokes the pager program, such as git log or git diff. The Q key stands for quit, and it is easy to remember for Mac users who are familiar with the Command + Q shortcut to quit an application.Reference: =How to escape out of the MAN screen or page in UNIX?,How to Exit the MAN Command and Quit Man Pages Properly,How to Quit the MAN Command and Exit Man Pages Properly,How to jump to the end of a 'man' page

QUESTION 24
What are two features of two-factor authentication for a personal Apple ID?

A. It uses a four-digit passcode to access a user's account.

B. It ensures that only the account's owner can access the account.

C. It requires a special app on the trusted device.

D. It doesn't require the Apple ID password.

E. It can be accessed on trusted devices.

Correct Answer: B, E
Section:
Explanation:
Two-factor authentication is an extra layer of security for your Apple ID, designed to make sure that you're the only one who can access your account---even if someone else knows your password1.When you sign in with your Apple ID for the first time on a new device or on the web, you need both your password and the six-digit verification code that's automatically displayed on your trusted devices1.A trusted device is a device that you've already signed in to with your Apple ID and that can receive verification codes1.You can also add or remove trusted devices and phone numbers from your Apple ID account page1. Two features of two-factor authentication for a personal Apple ID are:
It ensures that only the account's owner can access the account.This is because you need to verify your identity with both your password and a verification code that is sent to a device or phone number that only you have access to1.This prevents unauthorized access to your account even if your password is compromised or stolen1.
It can be accessed on trusted devices.This means that you can sign in to your Apple ID account on devices that you've already verified with two-factor authentication without needing to enter a verification code again1.This

makes it easier and faster to access your account on devices that you use frequently and trust1.

QUESTION 25
Which device can you use to unlock your Mac computer's screen saver and approve authentication requests from macOS and other apps?

A. HomePod
B. iPhone
C. iPad
D. Apple Watch

Correct Answer: D
Section:
Explanation:
You can use your Apple Watch to unlock your Mac computer's screen saver and approve authentication requests from macOS and other apps, without having to enter a password. This feature is called Auto Unlock and Approve with Apple Watch, and it requires that you have an Apple Watch with watchOS 6 or later, a Mac with macOS Catalina or later, and that both devices are signed in with the same Apple ID using two-factor authentication. To turn on this feature, you need to go to System Preferences > Touch ID & Password > Apple Watch and enable the option next to the name of your watch. Then, whenever you wake your Mac from its idle state or an app requires authentication, you can double-click the side button of your Apple Watch to unlock or approve the task.Reference:
Unlock your Mac and approve requests with Apple Watch - Apple Support
Authentication Services | Apple Developer Documentation
Approve App Authentication Requests with Your Apple Watch in Catalina

QUESTION 26
What does Find My use to locate lost or missing devices?

A. Bluetooth
B. Cellular Data
C. Built in trackers
D. Wi-Fi

Correct Answer: A
Section:
Explanation:
Find My uses Bluetooth signals from nearby Apple devices to locate lost or missing devices, even when they're offline. This feature is called Find My network, and it creates a secure and anonymous network of hundreds of millions of Apple devices that can help find each other. When you mark your device as lost, it sends out a secure Bluetooth beacon that can be detected by other Apple devices nearby. Those devices relay the location of your device to iCloud so you can see it on a map. Find My network respects your privacy and does not reveal any personal information or location data to anyone. Find My also uses Wi-Fi and cellular data to locate devices that are online and have Location Services enabled.Reference:Find My network overview - Apple Support,Locate a device in Find My on iPhone - Apple Support

QUESTION 27
At what Wi-Fi signal level will trigger iPhone or iPad to search for a stronger Wi-Fi network?

A. -50 dBm
B. -100 dBm
C. -70 dBm
D. -80 dBm

Correct Answer: D
Section:
Explanation:

Wi-Fi signal level, also known as Received Signal Strength Indicator (RSSI), is a measure of how well your device can receive the wireless signal from the router or access point. It is usually expressed in decibel-milliwatts (dBm), which is a logarithmic scale that ranges from -30 dBm (very strong signal) to -100 dBm (very weak signal). The higher the negative value, the weaker the signal.

According to the Apple Device Support Reference Materials1, iPhone and iPad will search for a stronger Wi-Fi network when the signal level drops below -80 dBm. This is because a weak signal can affect the performance, reliability, and security of your Wi-Fi connection. A weak signal can also drain your device's battery faster, as it requires more power to maintain the connection.

To check the Wi-Fi signal level on your iPhone or iPad, you can use the following steps23:

Open the Settings app on your device.

Go to Wi-Fi.

Under the Wi-Fi network list, locate the name of the Wi-Fi network or wireless router you want to check the signal strength for.

Tap the information icon (i) next to the network name.

Look for the RSSI value, which shows the signal level in dBm.

Alternatively, you can also use third-party apps that can display the Wi-Fi signal level on your device, such as Wi-Fi Sweetspots or Network Analyzer.

Recommended settings for Wi-Fi routers and access points.

How to View Wi-Fi Networks Signal Strength on iPhone or iPad.

How to View Wi-Fi Networks Signal Strength on iPhone or iPad | Guide.

QUESTION 28
Which of the following IP address suggests there may be a problem with DHCP?

A. 172.25.143.2

B. 169.254.194.49

C. 10.31.209.58

D. 192.168.6.75

Correct Answer: B
Section:
Explanation:
An IP address that starts with 169.254 suggests there may be a problem with DHCP. This is because 169.254 is the prefix for a link-local address, which is an address that is automatically assigned by the device when it cannot obtain an IP address from a DHCP server. A link-local address allows the device to communicate with other devices on the same local network, but not with devices on other networks. A link-local address indicates that either the DHCP server is not available, not configured properly, or not reachable by the device. To resolve this issue, the device should try to renew its IP address from the DHCP server, or the DHCP server should be checked for any errors or misconfigurations. The other IP addresses are valid addresses that can be assigned by a DHCP server, and do not indicate any problem with DHCP.Reference:DHCP Error: What It Is and How to Fix It - Lifewire,7.4.4 Module Quiz - DHCPv4 (Answers) - ITExamAnswers

QUESTION 29
How do you quit out of a man page in Terminal Mac?

A. less

B. clear

C. q

D. esc

Correct Answer: C
Section:
Explanation:
To quit out of a man page in Terminal Mac, you need to press the q key on your keyboard. A man page is a manual page that shows the usage and syntax of a command or a program. The man command uses a pager program to display the man page on the screen. A pager program is a program that lets you view a text file one page at a time, or scroll up and down. The default pager program for the man command is less, which is a more advanced version of the more program. The q key is the command to quit the less program and return to the shell prompt. The other options, less, clear, and esc, are not valid ways to quit out of a man page in Terminal Mac. Less is the name of the pager program, not a command. Clear is a command to clear the screen, not to quit the pager program.Esc is a key to escape from certain modes or commands, not to quit the pager program.Reference:1How to Exit the MAN Command and Quit Man Pages Properly - OS X Daily2How to escape out of the MAN screen or page in UNIX?- Stack Overflow3How to use the command manual in Terminal | Macworld4How to Quit the MAN Command and Exit Man Pages Properly - Bollyinside

QUESTION 30
You are trying to connect a podcast mic to your mac. You go into Sounds, but the mic isn't appearing an as option. Where else can you check to see if the mic is properly connected to your mac?

A. System Information > Hardware
B. System Information > Devices
C. System Settings > Printers & Devices
D. System Settings > Hardware

Correct Answer: A
Section:
Explanation:
System Information > Hardware is the place where you can check to see if your podcast mic is properly connected to your Mac. System Information is an app that shows detailed information about your Mac hardware, software, and network. You can access System Information from the Utilities folder in the Applications folder, or by choosing About This Mac from the Apple menu and clicking System Report. Under the Hardware section, you can find information about your audio devices, such as the manufacturer, model, and connection type. If your podcast mic is connected to your Mac, it should appear under the Audio section.If it does not appear, you may need to troubleshoot the connection or try a different port or cable12.Reference: =Apple - Support - Manuals, macOS User Guide, System Information;How do I connect a microphone to my MacBook? | ZDNET.

QUESTION 31
You're ready to transfer a sysdiagnose from your iPad to your Mac.
Where in System Settings can you locate the log file on iPad?

A. Logging > Debug Logging
B. General > Analytics & Improvements > Analytics Data
C. Privacy & Security > Analytics & Improvements > Analytics Data
D. Analytics > Analytics Data

Correct Answer: C
Section:
Explanation:
Sysdiagnose is a tool that extracts information from iOS or iPadOS devices and captures it in a log file. You can use sysdiagnose to troubleshoot general issues or report them to AppleCare. To run sysdiagnose, you can either press and hold both volume buttons and the side or top button on iPad for 1 to 1.5 seconds, or use AssistiveTouch to select Analytics from the Top Level Menu. After sysdiagnose finishes, you can find the log file in Settings > Privacy & Security > Analytics & Improvements > Analytics Data. The log file name starts with ''sysdiagnose'' and includes the date and time of the capture. You can then transfer the log file to your Mac via AirDrop or USB.Reference: =Using Sysdiagnose to Troubleshoot iOS or iPadOS;Gathering a Sysdiagnose from an iPadOS or iOS device;Apple Device Support Exam Prep Guide, page 10.

QUESTION 32
You're experiencing odd behavior with a Custom App on your iPad.
How should you gather information about the app issue?

A. Turn on debug logging.
B. Open Apple Configurator for iPhone and run diagnostics.
C. Turn on advanced analytics.
D. Gather a sysdiagnose.

Correct Answer: D
Section:
Explanation:
A sysdiagnose is a comprehensive report that contains information about the system state, logs, and diagnostic files from your iPad. You can use a sysdiagnose to troubleshoot issues with a custom app or any other app on your iPad. To gather a sysdiagnose, you need to press and quickly release the volume up button, then press and quickly release the volume down button, then press and hold the top button until the screen flashes.Then you can find the sysdiagnose file in the Settings app under Privacy & Security > Analytics & Improvements > Analytics Data1.Reference:Apple Device Support Exam Prep Guide, page 10.How to collect a sysdiagnose for iOS, Apple

Developer.

QUESTION 33
Which folders normally appear at the root level of the storage volume in the Finder on a Mac?

A. Applications, Documents, System, and Users

B. Library, Network, System, and Volumes

C. Documents, Library, System, and Users

D. Applications, Library, System, and Users

Correct Answer: D
Section:
Explanation:
This is the correct answer because these are the four folders that normally appear at the root level of the storage volume in the Finder on a Mac. The root level is the topmost level of the filesystem hierarchy, denoted by /. The Applications folder contains all the applications installed on the Mac, the Library folder contains system and user preferences, the System folder contains the operating system files, and the Users folder contains the home folders of each user account. These folders are essential for the functioning and organization of the Mac, and they should not be modified or deleted without a good reason.Reference:Access the Root Directory in Mac OS X in 4 Ways Quickly,Unix filesystem - Wikipedia,Working with APFS Volume Groups | Carbon Copy Cloner - Bombich

QUESTION 34
How many days do you have to recover deleted files from iCIoud Drive?

A. 15

B. 45

C. 60

D. 30

Correct Answer: D
Section:
Explanation:
You can recover files you deleted from iCloud Drive within the last 30 days, whether you deleted them on iCloud.com or another device that has iCloud Drive turned on. However, you can't recover or restore files you permanently remove. To recover files from iCloud Drive, you can use the Recently Deleted folder in iCloud Drive or the Restore Files option in Account Settings on iCloud.com. For instructions, see the references below.Reference:Recover deleted files on iCloud.com,Recover recently deleted iCloud Drive files in iCloud for Windows,How to Recover Deleted Files from iCloud Drive

QUESTION 35
ACME, Inc. wants to ensure that iPhone and iPad backups created with Apple Configurator on a Mac are encrypted and protected with a password. Which action in Apple Configurator should you select to create password encrypted backups?

A. Actions > Prepare, then select Encrypt Backups

B. Actions > Apply > Backup Password

C. Actions > Advanced > Encrypt

D. Actions > Advanced > Enable Encrypted Backups

Correct Answer: D
Section:
Explanation:
To create password encrypted backups with Apple Configurator, you need to enable encrypted backups for the devices or Blueprints that you want to back up. This option is available under the Actions > Advanced menu, and it requires you to enter and verify a password for the backups. Once enabled, encrypted backups save users' passwords and provide more security for the data. Encrypted backups can be restored only to devices or Blueprints that have the same encryption settings and password.Reference:Enable encrypted backups in Apple Configurator

QUESTION 36
You are using Apple Configurator for Mac to restore an iPad backup and notice that the restore process is taking longer than you expect. Which menu option should you choose to see current activity in Apple Configurator?

A.   View > Activity

B.   View > Show Status Bar

C.   Actions > Open Activity

D.   Window > Activity

Correct Answer: D
Section:
Explanation:
To view Apple Configurator activity, such as when Apple Configurator connects to the internet to obtain specific information, you should choose Window > Activity from the menu bar. This will open a separate window that shows the current and recent activities, such as restoring a backup, preparing a device, or downloading software updates. You can resize the window to the size you want and close it when you are done. The other menu options are not related to viewing activity in Apple Configurator.
View > Activity is not a valid menu option in Apple Configurator.
View > Show Status Bar toggles the visibility of the status bar at the bottom of the Apple Configurator window, which shows the number of connected devices and the available disk space. It does not show the activity of Apple Configurator.
Actions > Open Activity is not a valid menu option in Apple Configurator.Reference:
Apple Device Support Exam Prep Guide, page 9
View log messages and activity in Apple Configurator
Apple Configurator User Guide for Mac

QUESTION 37
Which four storage formats can the Files app read and write to on iPhone and iPad devices?

A.   MS-DOS (FAT)

B.   Mac OS Extended (HFS+)

C.   NTFS

D.   APFS

E.   ExFAT

F.   ZFS

Correct Answer: A, B, D, E
Section:
Explanation:
The Files app can read and write to four storage formats on iPhone and iPad devices: MS-DOS (FAT), Mac OS Extended (HFS+), APFS, and ExFAT. These are the formats that are supported by macOS and iOS, and can be used with external storage devices such as USB flash drives, hard disks, and SD cards. The Files app cannot read or write to NTFS or ZFS formats, as they are not compatible with Apple devices. NTFS is a proprietary format used by Windows, and ZFS is a file system developed by Sun Microsystems. To use these formats, the user would need to reformat the external storage device to one of the supported formats, or use a third-party app that can access them.Reference: =Find files on your iPhone or iPad in the Files app - Apple Support,The Files App on Your iPhone: Everything You Need to Know - MUO,The Complete Guide to Using External Storage on iOS and iPadOS - Gizmodo,What is the (file) format of iOS/iPhone apps? - Stack Overflow,How Apple's Files app is getting better in iOS 16 & iPadOS 16
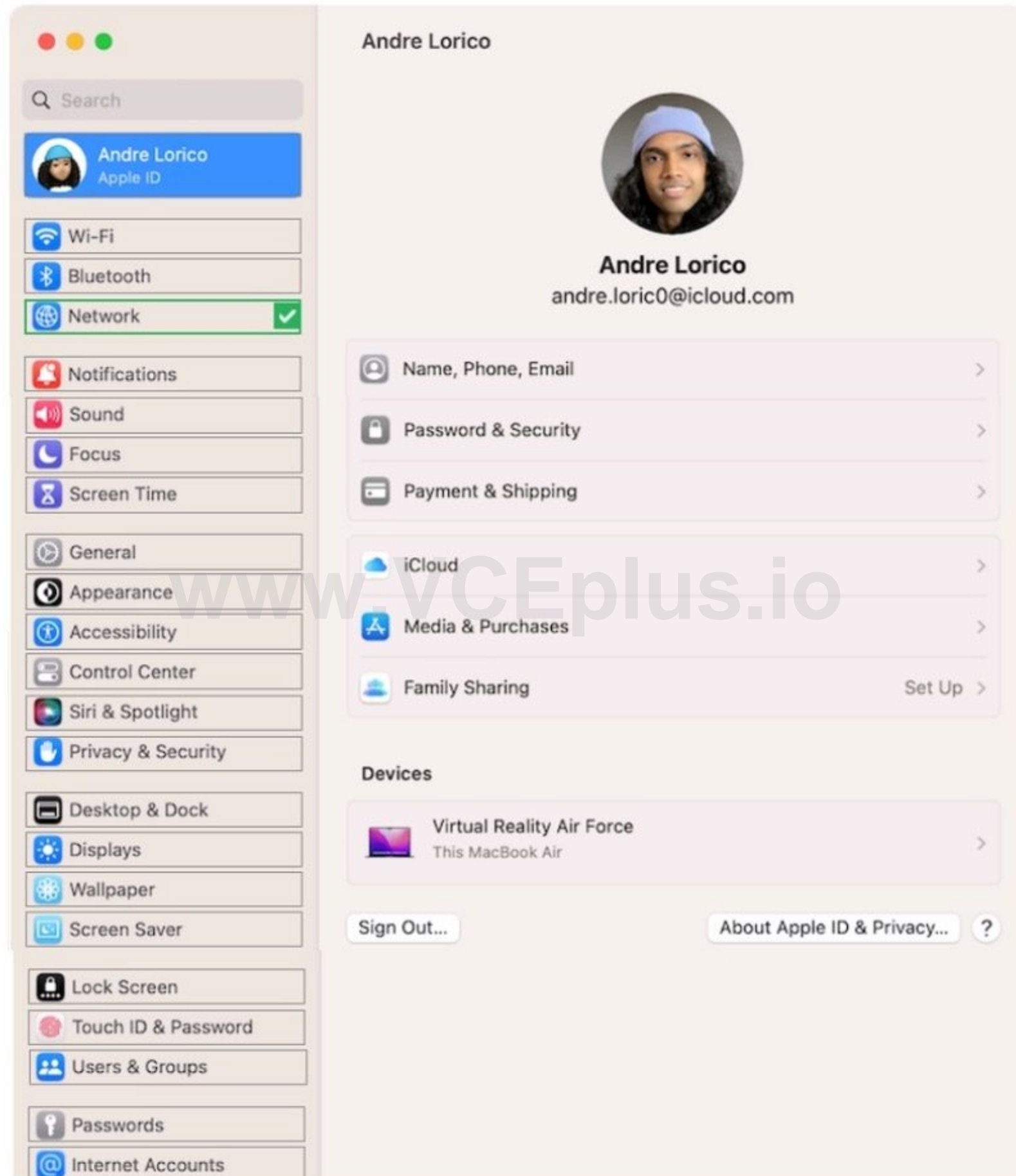
QUESTION 38
HOTSPOT
Scenario
Andre created a Keynote presentation on his iPad that he wants to access on the desktop of his MacBook Air.
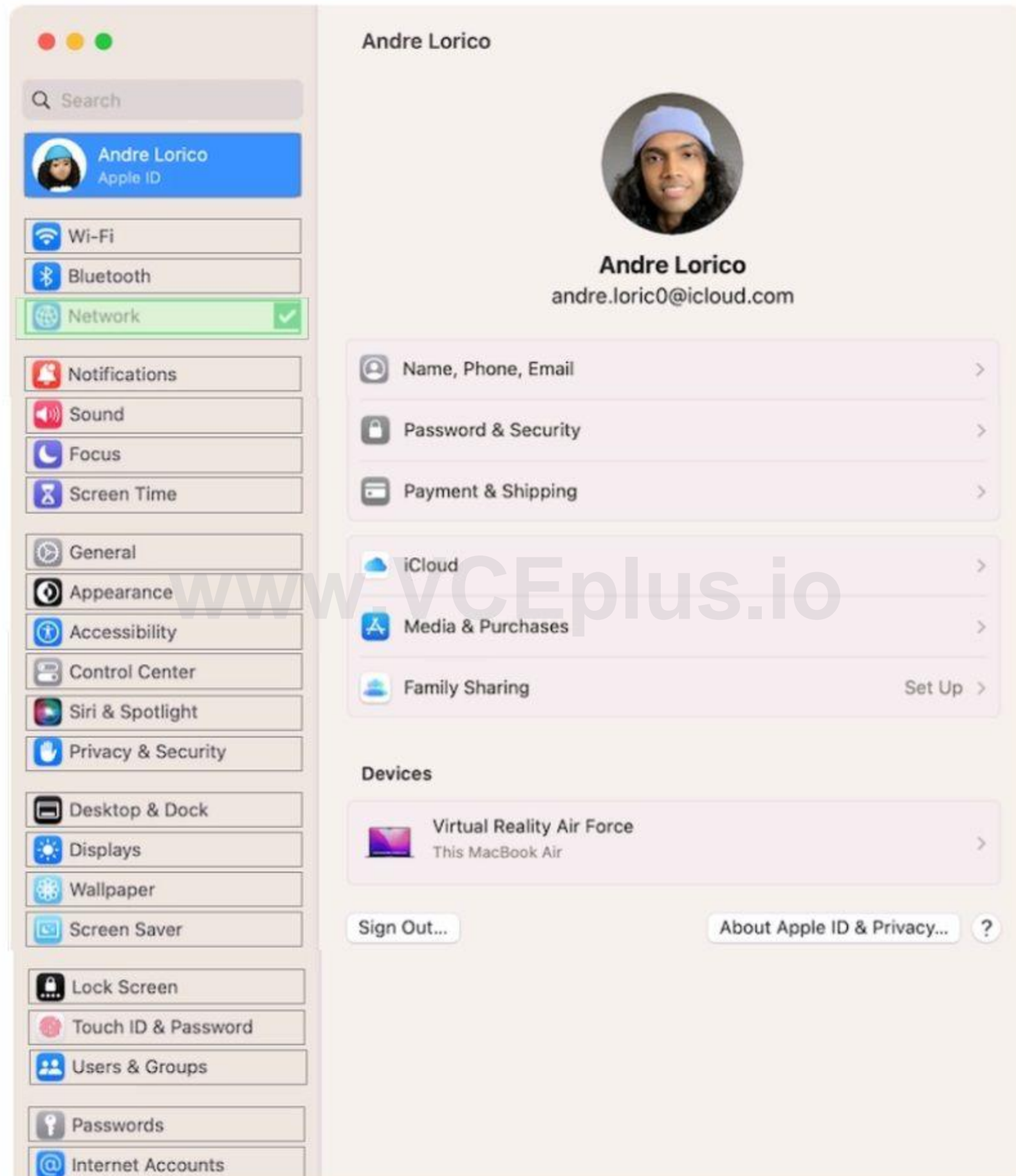Select the setting in the sidebar that Andre should turn on to access iCloud Drive on his Mac.

Hot Area:

Answer Area

Answer Area:

Answer Area

Section:

Explanation:

QUESTION 39
Scenario
You would like to access files stored in iCloud Drive on your Windows PC at work.
What should you do to access these files on your PC?

A. Download iCloud Drive from the Windows App Store and set it up using your Apple ID.

B. Download iCloud for Windows and set it up with your Apple ID.

C. Copy the content of iCloud Drive from your Mac to an external drive, and connect the external drive to your Windows PC.

Correct Answer: B
Section:
Explanation:
To access files stored in iCloud Drive on your Windows PC, you need to download iCloud for Windows and set it up with your Apple ID1.This will allow you to view, add, or remove iCloud Drive files and folders directly on your Windows computer in File Explorer or Windows Explorer2.You can also choose a different location for your iCloud Drive files and folders on your PC2.Downloading iCloud Drive from the Windows App Store or copying the content of iCloud Drive from your Mac to an external drive are not valid options, as they will not sync your files across your devices or let you access them online345.Reference:1: Set up iCloud Drive on your Windows computer - Apple Support.2: View, add, or remove iCloud Drive files in iCloud for Windows - Apple Support.3: [Step-by-Step] How to Sync iCloud Drive on PC?- MultCloud.4: How to Access iCloud Drive on Windows PCs in 3 Easy Ways - MultCloud.5: How to Access iCloud Drive Files from Windows PC - OS X Daily.

QUESTION 40
Which App Store app should you use to reset your Apple ID password when you use a friend's or family member's iPhone or iPad?

A. Apple ID Manager

B. Apple Reset

C. Apple ID Support

D. Apple Support

Correct Answer: D
Section:
Explanation:
Apple Support is a free app that helps you access personalized solutions for all of your Apple products and services, including AppleCare+ plans. You can also talk to a real person, book a reservation, find a nearby store, and manage your subscriptions. One of the features of the app is to reset your Apple ID password with the Apple Support app on a borrowed device. If you don't have an Apple device but have access to your trusted phone number, you can borrow an Apple device from a friend or family member, or use one at an Apple Store. You can open the Apple Support app on the borrowed device, scroll down to Support Tools, tap Reset Password, tap ''A different Apple ID'', enter your Apple ID, and follow the onscreen instructions to reset your password. Any information that you enter will not be stored on the device.Reference:
Apple Support on the App Store
If you forgot your Apple ID password - Apple Support

QUESTION 41
HOTSPOT
Select the setting in the sidebar that you should use to delete a user on your Mac.

Hot Area:

Answer Area

Answer Area

Andre Lorico

Q Search

Andre Lorico
Apple ID

🛜 Wi-Fi
Bluetooth
Network

Notifications
Sound
Focus
Screen Time

General
Appearance
Accessibility
Control Center
Siri & Spotlight
Privacy & Security

Desktop & Dock
Displays
Wallpaper
Screen Saver
Battery

Lock Screen
Touch ID & Password
Users & Groups ✓

Passwords
Internet Accounts
Game Center
Wallet & Apple Pay

Andre Lorico
andre.loric0@icloud.com

Name, Phone, Email >

Password & Security >

Payment & Shipping >

iCloud >

Media & Purchases >

Family Sharing   Set Up >

Devices

Virtual Reality Air Force
This MacBook Air >

Sign Out...   About Apple ID & Privacy...   ?

Section:
Explanation:

QUESTION 42
DRAG DROP
Match the user types on the left to the descriptions on the right by dragging the responses to the correct target areas. Responses may be used once, more than once, or not at all.

Select and Place:

Group

Guest

Standard

Sharing Only

Administrator

System Administrator (root)

Answer Area

	A special account with which anyone with physical access to a Mac can log in
	An account with which you can share files with someone on a different computer, but not log in to a Mac
	A user account that can perform tasks that require greater privileges than an administrator user account
	A user account that can add and manage other users, install apps, and change settings that affect all users on a Mac
	A user account that has full control over its own home folder and can install apps in it and has read access to most items, preferences, and apps

Correct Answer:

Group

Answer Area

Guest	A special account with which anyone with physical access to a Mac can log in

Sharing Only	An account with which you can share files with someone on a different computer, but not log in to a Mac

System Administrator (root)	A user account that can perform tasks that require greater privileges than an administrator user account

Administrator	A user account that can add and manage other users, install apps, and change settings that affect all users on a Mac

Standard	A user account that has full control over its own home folder and can install apps in it and has read access to most items, preferences, and apps

Section:
Explanation:

QUESTION 43
How do you view log messages grouped by activity in Console on a Mac?

A. Click the Activities button in the Console toolbar.
B. Control-click the process window and select Group by Activity.
C. Add:activity to a search string in the Console search field.

Correct Answer: A
Section:
Explanation:
Activities is a feature in Console that allows you to view log messages grouped by the activity they are associated with. This helps you focus on specific log messages and allows for a more complete analysis of your Mac. To view activities in Console, you need to click the Activities button in the toolbar (or use the Touch Bar). If the Activities button is dimmed, you need to click Start in the toolbar first. You can then select an activity to see the log messages for that activity, expand or collapse child activities, and view the details of an activity.Reference: =View activities in Console on Mac;Apple Device Support Exam Prep Guide, page 11.

QUESTION 44
How should you view live log messages using Console on your Mac?

A. Select Log Reports in the sidebar, click the log message, and choose View > Expand Selected Row.
B. Select system.log in the sidebar, click the log message, and choose View > Expand Selected Row.
C. Select Mac in the sidebar, then click info from the toolbar.
D. Select Mac in the sidebar, then click Start Streaming.

Correct Answer: D
Section:
Explanation:
To view live log messages using Console on your Mac, you need to select Mac in the sidebar, then click Start Streaming in the toolbar. This will display the log messages for your Mac as they are generated. You can also use the Touch Bar to start or stop streaming.The type of log message is indicated by a dot in the Type column: red for faults, yellow for errors, dark gray for debug messages, and light gray for info messages1.Reference:View log messages in Console on Mac, Apple Support.

QUESTION 45
Which tool should you use to determine if an app is causing your Mac to be sluggish or unresponsive?

A. Console
B. Disk Utility
C. System Information
D. Activity Monitor

Correct Answer: D
Section:
Explanation:
This is the correct answer because Activity Monitor is a built-in macOS utility that allows you to see how much CPU, memory, disk, and network resources are being used by each app and process on your Mac. You can use Activity Monitor to identify and quit apps that are consuming a large percentage of your CPU or memory, or that are not responding. This can help you improve the performance and responsiveness of your Mac. To launch Activity Monitor, you can use Spotlight (Command+Spacebar) and search for it, or find it under Applications > Utilities. You can sort the apps and processes by clicking on the column headers, such as ''% CPU'' or ''Memory''. You can also use the search field to filter the list by name. To quit an app or process, select it and click on the ''X'' button at the top of the window. You can also use the View menu to see more information about the app or process, such as its open files and ports, its memory usage, or its energy impact.Reference:How to See Which Program Is Using All Your CPU on Mac,If your Mac runs slowly - Apple Support,How to Fix Crashing Apps on a Mac - How-To Geek

QUESTION 46
How should you check the progress of an installation and error entries when troubleshooting an application installation issue on a Mac?

A. Choose Terminal from the Utilities menu.
B. Choose Startup Security Utility from the Utilities menu.
C. Choose Enter Full Screen from the Window menu.
D. Choose Install Log from Console > Log Reports.

Correct Answer: D
Section:
Explanation:
When you install an application on a Mac, the installer creates a log file that records the progress and any errors that occur during the installation process. You can use the Console app to view the install log and troubleshoot any issues that may prevent the installation from completing successfully. To access the install log, you need to launch the Console app from the Applications > Utilities folder, or use Spotlight to search for it. Then, in the Console app, choose Install Log from the Log Reports section in the sidebar. You will see a list of install log files, each with a date and time stamp. You can select the most recent one or the one that corresponds to the installation you are having trouble with. The install log file will show you the details of the installation, such as the source, destination, package name, version, size, and status. It will also show you any errors or warnings that

occurred during the installation, such as permission issues, network issues, or corrupted files. You can use the information in the install log to identify the cause of the installation failure and take appropriate actions to resolve it.Reference:Use the Console app on your Mac,How to view the install log on a Mac,Fix Installation Failed the Installer Encountered an Error on Mac

QUESTION 47
What should you do in the app's Get Info window if your Mac with Apple silicon doesn't recognize a needed app plug-in when you open the app?

A. Select the 'Open using Rosetta' checkbox for the plug-in.
B. Select the 'Open using Rosetta' checkbox for the app.
C. Choose Universal from the Kind pull-down menu for the app.
D. Choose Universal from the Kind pull-down menu for the plug-in.

Correct Answer: B
Section:
Explanation:
Some universal apps (apps that don't need Rosetta) include the setting ''Open using Rosetta.'' This setting enables a universal app such as a web browser to use plug-ins, extensions, or other add-ons that do need Rosetta, because they haven't been updated to support Apple silicon. If a universal app doesn't recognize an add-on that you installed for the app, you can quit the app, select this setting, and try again. To do this, you need to open the app's Get Info window and check the box labeled ''Open using Rosetta''.Reference:If you need to install Rosetta on your Mac - Apple Support,How to force universal Mac apps to run under Rosetta emulation,How to Launch the Intel Version of a Universal Apple Silicon App

QUESTION 48
What should you do if an app on your iPhone stops responding?

A. Delete the app, then redownload from the App Store.
B. Reset all settings.
C. Restart the device.
D. Force the app to close and reopen the app.

Correct Answer: D
Section:
Explanation:
If an app on your iPhone stops responding, closes unexpectedly, or won't open, one of the possible solutions is to force the app to close and reopen the app. This can help clear any temporary issues that may cause the app to malfunction. To force the app to close, you need to swipe up from the bottom of the screen until all running app cards appear, then swipe up on the app card to quit the app. To reopen the app, you need to tap the app icon on the Home Screen or in the App Library. The other options are not recommended as the first steps to troubleshoot an unresponsive app, as they may have unwanted consequences or not address the root cause of the problem.
Deleting the app and redownloading it from the App Store may result in losing data that was stored in the app, and it may not fix the problem if the app is incompatible with your device or software version.
Resetting all settings will erase all your customized settings, such as network, privacy, accessibility, and general preferences, and restore them to the default values. This may not fix the problem if the app is corrupted or has a bug.
Restarting the device may help resolve some minor glitches, but it may not fix the problem if the app is conflicting with another app or service, or if the app needs an update.Reference:
Apple Device Support Exam Prep Guide, page 9
If an app on your iPhone or iPad stops responding, closes unexpectedly, or won't open

QUESTION 49
DRAG DROP
Match the macOS library resources listed on the left to the descriptions on the right by dragging responses to the correct target areas. Responses may be used once, more than once, or not at all.

Select and Place:

Application
Support

Frameworks

Keychains

LaunchAgents

Containers

Services

Answer Area

| | Contains resources for sandboxed apps |
	Processes that need to start up only when a user is logged in
	Includes ancillary data that an app needs, such as help files or templates
	Repositories of shared code that different parts of the operating system or apps use
	Securely stores sensitive information, including passwords, certificates, keys, Safari AutoFill information, and notes

Correct Answer:

Answer Area

Application Support	Contains resources for sandboxed apps
LaunchAgents	Processes that need to start up only when a user is logged in
Containers	Includes ancillary data that an app needs, such as help files or templates
Frameworks	Repositories of shared code that different parts of the operating system or apps use
Keychains	Securely stores sensitive information, including passwords, certificates, keys, Safari AutoFill information, and notes

Services
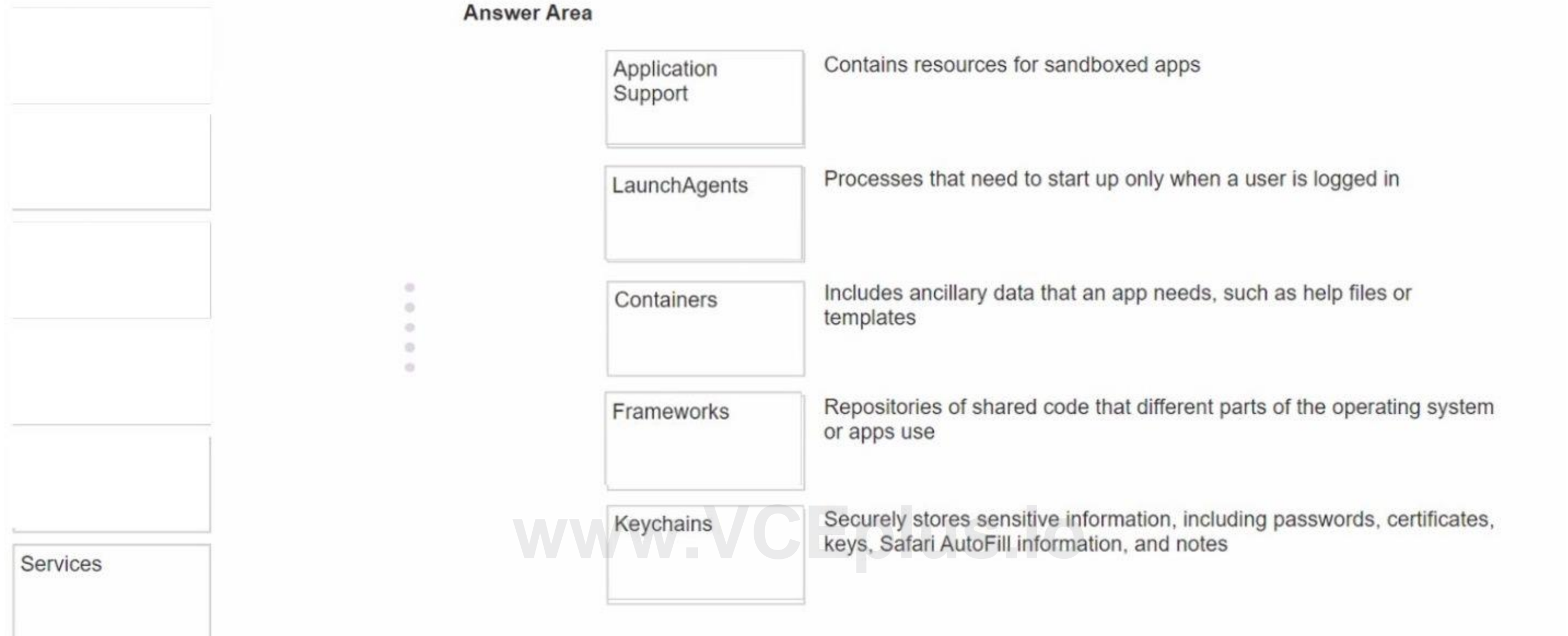
Section:
Explanation:

QUESTION 50
What allows a Mac with Apple silicon to use apps and other software like plug-ins, add-ons, and extensions that were written for Intel-based Mac computers in macOS?

A. Mac Catalyst
B. Rhapsody
C. Rosetta 2
D. Universal Binary

Correct Answer: C
Section:
Explanation:
Rosetta 2 is the translation layer that enables a Mac with Apple silicon to use apps and other software that were written for Intel-based Mac computers in macOS. Rosetta 2 automatically translates the x86_64 code to run on the arm64 architecture at the first launch of the app, and optimizes the translation over time. Rosetta 2 also supports the translation of code that must run at the time of installation, such as installer packages, kernel extensions, and virtual machine software. Rosetta 2 is transparent to the user and does not require any configuration or intervention.Reference: =About the Rosetta Translation Environment,Porting Your macOS Apps to Apple Silicon,How to Launch the Intel Version of a Universal Apple Silicon App,Running X86_64 apps on Apple silicon processors

QUESTION 51
Scenario
You're troubleshooting a third-party app that frequently quits on your Mac. You've determined that the issue occurs across all user accounts.
What should be your next step in troubleshooting the app's issue?

A. Create a new file.
B. Upgrade to the latest version of the app.
C. Remove the -/Library/Preferences/application name preference file.
D. Reinstall or upgrade macOS.
E. Troubleshoot application preferences.

Correct Answer: B
Section:
Explanation:
The next step in troubleshooting the app's issue is to upgrade to the latest version of the app.This can help resolve any compatibility issues, bugs, or performance problems that the app may have with your version of macOS1.You can check for updates to your software by opening the App Store and looking at the Updates section for apps that you got from the App Store, or by visiting the app developer's website for apps.that you got from another source1.Upgrading to the latest version of the app may also provide new features or enhancements that can improve your user experience2.
Creating a new file, removing the preference file, reinstalling or upgrading macOS, or troubleshooting application preferences are not the best options for this scenario, as they may not address the root cause of the app's issue, or they may be too drastic or time-consuming.Creating a new file may not help if the app quits regardless of the file type or content3.Removing the preference file may delete your custom settings or preferences for the app, and it may not fix the issue if the app has a problem with its code or resources4.Reinstalling or upgrading macOS may erase your data or settings, and it may not be necessary if the issue is specific to the app and not the operating system5. Troubleshooting application preferences may be useful if the app has a problem with its configuration or options, but it may not work if the app has a problem with its compatibility or functionality.

QUESTION 52
Which two locations are app preference files typically stored on a Mac?

A. /Users/Preferences
B. -/Library/Preferences
C. -/Library/Logs
D. /Library/Application Support/Preferences
E. /Library/Preferences

Correct Answer: B, E
Section:
Explanation:
App preference files are files that store the rules or parameters that tell your apps how they should work. They usually have the .plist extension and are associated with a specific app's bundle identifier. App preference files are typically stored in two locations on a Mac: the user library and the system library. The user library is located at -/Library/Preferences and contains the preference files for the current user. The system library is located at /Library/Preferences and contains the preference files for all users. These locations are different from the root library, which is located at /System/Library/Preferences and contains the preference files for the operating system and its components. You can access these locations by using the Finder, the Terminal, or the defaults command line utility. You can also edit, delete, or reset the preference files using various methods, but you should be careful not to damage or corrupt them, as they may affect the functionality of your apps.Reference:
Where are the application preference files location on Mac
What are Mac system preferences files, and how do I fix them?
How to change the default apps used to open files in macOS

QUESTION 53
Which iPadOS feature should you configure to hide your personal email in the Mail app while you're at work?

A. Do Not Disturb
B. Focus filter

C. Shortcut automation

D. Focus schedules

Correct Answer: B
Section:
Explanation:
Focus filter is a feature in iPadOS that allows you to customize your notifications and home screen based on what you want to focus on. You can create different focus modes for different scenarios, such as work, personal, sleep, or gaming. When you enable a focus mode, you can choose which apps and people can notify you, and which home screen pages you want to see. You can also use Hide My Email with a focus mode to keep your personal email address private in the Mail app. Hide My Email lets you create unique, random email addresses that forward to your real email account, so you can send and receive emails without revealing your real email address. To use Hide My Email with a focus mode, you need to do the following:

Create a focus mode for work in Settings > Focus. Tap the plus icon and choose Work, then customize the settings as you like. You can also set a schedule or location for your focus mode to turn on automatically.

Subscribe to iCloud+ and enable Hide My Email in Settings > Apple ID > iCloud > Hide My Email. Tap Create New Address to generate a random email address, and choose a label and a forwarding address for it. You can also create more addresses as needed.

Open the Mail app and tap the Compose button. Tap the From field and select Hide My Email. Choose the random email address you created for work. Type your email as normal and send it. The recipient will see the random email address instead of your real one.

When you receive an email to your random email address, you can reply using the same address. The Mail app will automatically use Hide My Email when you reply to an email that was sent to a random email address.

To manage your random email addresses, go to Settings > Apple ID > iCloud > Hide My Email. You can deactivate, reactivate, or delete any address you created. You can also change the label, the forwarding address, or the signature for each address.