

*APPLE*

*MAC-16A  
Mac Service Certification Exam*

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### Question: 1

Select the tools used to view the number of attached hard disks, volumes, and types. SELECT TWO.

- A. Apple Diagnostics
- B. Console
- C. SystemInformation
- D. Recovery Disk Assistant
- E. Disk Utility

**Answer: C,E**

### Question: 2

Norman purchased an Airport Extreme. What utility will help him setup his new wireless network?

- A. Airport Utility
- B. Network Utility
- C. Wireless Diagnostics
- D. Noutility is needed. The Airport Extreme will self-configure.

**Answer: A**

### Question: 3

System Preferences contains App Store preference. Which options are provided when the computer is set to automatically check for updates? SELECT FOUR.

- A. Install OS X updates
- B. Download newly available updates in the background
- C. Do not restart computer after updates are download
- D. Disable all third-party app updates
- E. Install app updates
- F. Prompt for my Apple ID password when any updates are available
- G. Install system data files and security updates
- H. Ignore any updates that are older than seven days

**Answer: A,B,E,G**

### Question: 4

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John states that the external hard drive he uses to store music is not visible in the Finder. Your drive is properly plugged in and listed in System Information. How should you continue troubleshooting the issue?

- A. Troubleshoot the issue using Activity Monitor.
- B. Troubleshoot the issue using Disk Utility.
- C. Troubleshoot the issue using Apple Diagnostics.
- D. Troubleshoot the issue using Console.

**Answer: B**

### Question: 5

Angela is having trouble with fonts installed in her user account. Where are these fonts located?

- A. /Users/Fonts
- B. /System/Library/Fonts
- C. /Library/Fonts
- D. -/Library/Fonts

**Answer: B**

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