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ACMT 2016 Mac Service Certification Exam

Apple MAC-16A

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QUESTION NO: 1

Which startup key combinations can be used on an Intel-based Mac? SELECT FOUR.

A. Option

B. Command-R

C. Shift

D. T

E. Command-P

F. Command-L

ANSWER: A B C D

Explanation:

Option, **Command-R**, **Shift**, and **T** are valid startup key combinations for Intel-based Macs. Option starts Startup Manager so the user can select an available startup disk. Command-R starts OS X Recovery. Shift starts Safe Boot, which loads a limited set of required software for troubleshooting. T starts Target Disk Mode. Command-P and Command-L are not standard Intel Mac startup key combinations. Apple provides a list of startup keys in its Mac startup key combinations guide.

QUESTION NO: 2

Randall is using OS X Yosemite v10.10 on a MacBook Air (Late 2010). He would like to AirDrop a 7GB file to a colleague. The colleague is using OS X Mountain Lion v10.8.5 on an iMac (Early 2009). Randall cannot locate the colleague's iMac in AirDrop. Which of the following is preventing this transfer?

A. AirDrop does not support files larger than 5G

B. The iMac (Early 2009) does not support AirDrop.

C. On the MacBook Air, Randall must first click "Don't see who you're looking for?"

D. OS X Yosemite cannot AirDrop with OS X Mountain Lion.

ANSWER: C

Explanation:

On the MacBook Air, Randall must first click "Don't see who you're looking for?" because Yosemite uses a newer AirDrop discovery method by default, while the colleague's Mac is running Mountain Lion and uses the earlier, Wi-Fi-based AirDrop implementation. Selecting this control in the Yosemite AirDrop window enables discovery of Macs using the older AirDrop protocol, allowing the compatible Mountain Lion iMac to appear as an available recipient. This is a discovery and compatibility-mode issue rather than a file-size limitation: AirDrop does not impose the stated 5 GB maximum, and the requested 7 GB file can be transferred when adequate storage is available. Apple's Yosemite documentation specifically instructs users who cannot find an older Mac in AirDrop to select "Don't see who you're looking for?" The MacBook Air (Late 2010) and iMac (Early 2009) are also among the hardware generations that support the applicable AirDrop functionality. See Apple's AirDrop user guide and Apple's AirDrop system requirements for AirDrop operation and compatibility guidance.

QUESTION NO: 3

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

Explanation:

Airport Utility is the correct tool for setting up and managing an AirPort Extreme base station. Apple designed it specifically to guide users through configuring a new wireless network, including naming the network, selecting wireless security, setting a base-station password, and configuring internet/WAN connection settings. The utility can discover an available AirPort Extreme on the local network and presents the appropriate setup workflow, making it the standard service and support tool for initial configuration. It also supports later administrative tasks such as reviewing network status, changing wireless settings, configuring guest networking where supported, updating firmware, and troubleshooting base-station configuration. On Macs, AirPort Utility was included with macOS and is also available as a dedicated utility; Apple also provided an iOS version for compatible devices. For an ACMT service context, directing the customer to AirPort Utility follows Apple's intended configuration process for AirPort base stations rather than using general-purpose network diagnostic tools. Apple's AirPort setup guidance identifies AirPort Utility as the application used to set up and administer an AirPort base station. See Apple's AirPort Utility User Guide and Apple Support: Set up an AirPort base station.

QUESTION NO: 4

What information is stored in iCloud Keychain? SELECT THRE

E.

A. Touch ID and passcode used to unlock your iOS device.

B. Safari website user names and passwords.

C. Most Wi-Fi network names and passwords.

D. Apple ID purchase history and account balance.

E. Credit card numbers and expiration dates.

F. Find my iPhone locations for all enabled devices.

G. Siri request history.

ANSWER: B C E

Explanation:

iCloud Keychain securely synchronizes selected sensitive information among a user's approved Apple devices, making it available for authentication and online purchases without requiring the user to enter it again on every device. Safari website user names and passwords are stored as saved passwords (and, on current systems, passkeys where applicable), so they can be filled automatically when the user returns to a website. Most Wi-Fi network names and passwords are also synchronized, allowing devices signed in to the same Apple Account to join previously saved compatible Wi-Fi networks. In addition, iCloud Keychain stores credit card numbers and expiration dates for Safari AutoFill; the card security code is handled separately and may need to be entered rather than retained. This information is protected using end-to-end encryption, meaning Apple cannot read the data protected by iCloud Keychain. Apple documents the categories of data iCloud Keychain can keep, including website credentials, Wi-Fi information, and payment-card details, in its iCloud Keychain User Guide. Apple's iCloud data security overview also identifies iCloud Keychain as end-to-end encrypted data.

QUESTION NO: 5

Adam has a MacBook Pro (Retina, 15-inch, Late 2013) that he uses for video editing and graphic design. He explains that after about an hour of use, the machine seems to operate more slowly. The issue gets worse as time goes on until he has to

restart the machine. After you ask some probing questions, which of the following tools or techniques would be best to further evaluate the issue?

A. Single-user mode

B. Verbose mode

C. Console

D. Activity Monitor

E. Disk Utility

ANSWER: C D

Explanation:

Activity Monitor is appropriate because the symptom develops during normal use and progressively worsens. It lets a technician observe CPU utilization, memory pressure, swap activity, energy impact, and disk activity while the slowdown is occurring. For a video-editing and graphics workflow, this is especially useful for identifying a process that is consuming excessive processor time, steadily growing in memory use, or causing significant disk paging. Apple describes Activity Monitor as the utility for viewing how processes affect CPU, memory, energy, disk, and network resources.

Console is also appropriate because it provides access to system logs and diagnostic reports generated during the period of degraded performance. Reviewing messages as the condition develops can reveal repeating application failures, resource-related warnings, GPU or storage errors, kernel messages, and other events that help correlate a slowdown with a specific component, process, or service. The technician can reproduce the issue, then inspect and filter the available logs for relevant timestamps and recurring entries. Together, these tools support observation of both current resource consumption and recorded system behavior without requiring an immediate restart. See Apple's documentation for Activity Monitor and Console User Guide.

QUESTION NO: 6

Melanie does not want search results from an external drive to appear in Spotlight searches on her Mac. Where should she configure this setting?

A. System Preferences > Security & Privacy > Privacy

B. System Preferences > Spotlight > Privacy

C. System Preferences > Sharing > File Sharing

D. System Preferences > Time Machine > Options

ANSWER: B

Explanation:

System Preferences > Spotlight > Privacy is correct. The Privacy tab in the Spotlight preference pane lets a user add a disk, folder, or other location that Spotlight should not index or include in search results. After Melanie adds the external drive to this list, Spotlight excludes the drive from future indexing and searches. This approach is preferable to changing permissions or erasing the drive because it affects only Spotlight search behavior. Apple describes excluding disks and folders from Spotlight searches in its Spotlight privacy settings guide.

QUESTION NO: 7

Where is Keychain Access located in OS X Yosemite?

A. /Applications/Utilities

B. /System/Library/CoreServices

C. /Library/Preferences

D. /Applications/System Preferences

ANSWER: A

Explanation:

Keychain Access is located in the **Utilities** folder within the Applications folder. The utility allows a technician or user to view and manage keychains, saved passwords, certificates, secure notes, and related authentication items. It is not located in System Preferences because it is a utility application rather than a preference pane. Apple documents Keychain Access in the Keychain Access User Guide.

QUESTION NO: 8

Which of the following connection interfaces for external drives are supported by Time Machine? SELECT FOUR.

A. iPad Classic in disk mode

B. USB 2.0

C. USB 3.0

D. USB 2.0 Drive plugged into Airport Express

E. SCSI-S

F. FireWire 400/800

G. Thunderbolt

ANSWER: B C F G

Explanation:

Time Machine can use a directly attached external storage device that is formatted appropriately for use with Time Machine. In the Mac hardware and macOS versions relevant to the ACMT 2016 exam, the supported directly connected transport types include USB, FireWire, and Thunderbolt. Therefore, **USB 2.0** and **USB 3.0** are supported USB-connected backup-drive interfaces; USB 3.0 drives are backward compatible with USB 2.0 ports where applicable. **FireWire 400/800** is also a supported direct-attach interface for external backup disks on Macs equipped with FireWire or an appropriate adapter. **Thunderbolt** supports external storage and provides a valid direct connection for a Time Machine backup volume. The relevant requirement is that the backup disk be available to the Mac as a suitable local external volume, rather than merely being an unsupported peripheral or a disk attached to a non-Time-Machine network-sharing device. Apple's Time Machine documentation identifies external disks connected to the Mac as valid backup destinations and describes selecting and preparing a backup disk. See Apple: Back up your files with Time Machine and Apple: Back up your Mac with Time Machine.