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Mac Service Certification

Apple 9L0-012

Version Demo

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QUESTION NO: 1

Which THREE of the following items are appropriate to use for ESD prevention?

- A. Metal work surface
- B. Power supply discharge tool
- C. Grounded work mat
- D. Wrist strap and cord
- E. Wireless wrist strap
- F. Static-shielding bags

ANSWER: C D F

QUESTION NO: 2

Janine explains that WI-FI connectivity from her MacBook Pro is intermittent when she is at home. Which of the following questions would help you further evaluate this WI-FI issue?

Select two.

- A. What web browser are you using?
- B. Are all wireless computers affected?
- C. Is FileVault 2 on?
- D. How much RAM do you have installed?
- E. Are you experiencing billing issues with your service provider?
- F. Are any hubs, routers, or other computers connected to the network?

ANSWER: E F

QUESTION NO: 3

Which of the following tools should be run after using the Trackpad Keyboard Mapper tool to verify that a keyboard language has been programmed on a MacBook Air (Early 2014)?

- A. Apple Diagnostics
- B. Trackpad Diagnostics

- C. Apple Service Diagnostics (ASD)
- D. Mac Resource Inspector (MRI)

ANSWER: C

QUESTION NO: 4

A customer brings his MacBook Pro (15-inch, Mid 2012) in for servicing. It is not functioning correctly and you suspect the machine has been damaged by the customer. As you inspect for accidental damage, you should open the lid and confirm that the hinges are working smoothly and inspect the LCD for cracks in the glass. Which of the following should you also do? Select two.

- A. Disassemble the SuperDrive to check for debris or dust inside.
- B. Look for cracks, dents, or scratches on the exterior of the system.
- C. Connect the system to external speakers to check for sound output.
- D. Erase all of the customer's data and reinstall OS X to test the hard drive.
- E. Check for any unusual odors coming from the system, which might indicate spill damage.

ANSWER: B D

QUESTION NO: 5

Francine states that she does not see anything on her iMac display when she turns it on. Which of the following should you use first to isolate as either a backlight issue or a video signal issue?

- A. A flashlight
- B. A replacement LCD panel
- C. A replacement logic board
- D. A replacement backlight power board

ANSWER: B

QUESTION NO: 6

Which two components inside an iMac are energized if the computer is plugged in, even when the computer is turned off? SELECT TWO.

- A. Logic board
- B. Hard drive

- C. Memory
- D. Speakers
- E. Power supply
- F. LCD

ANSWER: E F

QUESTION NO: 7

Which component for Apple Service Toolkit is designed to help troubleshoot issues with MagSafe and MagSafe 2 power adapters?

- A. NAD
- B. VST
- C. TPT
- D. CSD

ANSWER: A

Explanation:

Apple Service Toolkit includes:*

- AudioTest — plays a series of tones through each speaker and listens for those same tones via the microphone.
- Diagnostic Gateway (DG) — software that runs on a dedicated Intel-based Mac using Mac OS X Server 10.6/10.7 and serves up tools to triage computers via NetBoot, recording test results as log files.
- Mac Resource Inspector (MRI) — triage tool that provides a fast check of internal hardware components for all Intel-based computer systems.
- Notebook Adapter Diagnostic (NAD) — triage tool that reports on the condition of Intel-based notebook power adapters.
- Cooling System Diagnostic (CSD) – evaluates the thermal sensors, fans and heat sink in MacBook Pro (Early 2011) models and will either confirm correct operation or help diagnose a service issue.
- Gateway Manager — software application used to remotely configure and manage the Diagnostic Gateway server as well as access logs created by diagnostic tools.
- Test Patterns Tool (TPT) – identifies pixel anomalies in LCD panels in Apple Display, iMac, MacBook, MacBook Pro, and MacBook Air systems.
- Server Bit Setter (SBS) – Repair tool used after replacing logic boards in late model Mac mini Servers or backplane boards in late model Mac Pro Servers.
- Video System Test (VST) – is used to test video issues in specific MacBook Pro models.
- Blank Board Serializer (BBS) – Allows technicians to set the system serial number on replacement Main Logic Board (MLB) service parts.

- AST Keyboard (OS) – service tool for in-depth testing of keyboards.
- AST Trackpad (OS) – service tool for in-depth testing of trackpads.
- Storage Diagnostic (OS) – Repair tool for testing HDD or SSD modules.
- Image Persistence Test (EFI) – triage tool for identifying image persistence anomalies on IPS displays

QUESTION NO: 8

Apple recommends a DIMM installation scheme for the Mac Pro (Late 2013) that:

- A. Increases processing power
- B. Enhances graphics processing
- C. Optimizes system cooling
- D. Enables use of special memory modules

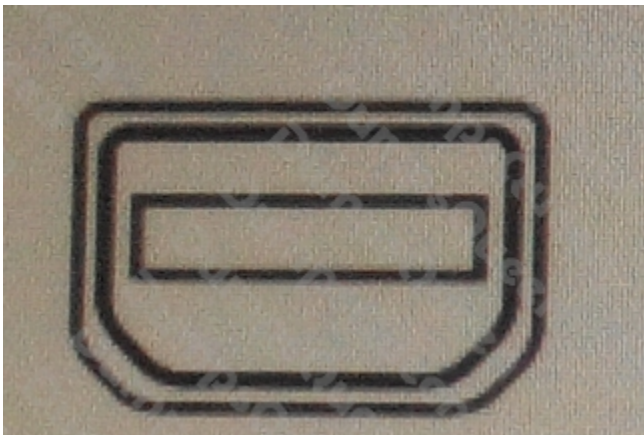
ANSWER: D

Explanation:

Apple recommends that you use Apple-approved DIMMs. You shouldn't use DIMMs from older Mac Pro computers in your new Mac Pro. You can purchase Apple-branded memory online from the Apple Store or by visiting an Apple Retail store or Apple Authorized Reseller .

Reference: <https://support.apple.com/en-us/HT6054>

QUESTION NO: 9



Examine the image. You have a cable with a connector of this shape. What type of cable might this be? SELECT TWO.

- A. Thunderbolt
- B. Mini DisplayPort

- C. USB 2.0
- D. FireWire800
- E. Mini DVI

ANSWER: A B

QUESTION NO: 10

You are about to replace a MacBook Air (11-inch, Mid 2013) logic board. Which of the following is the most important step you should take immediately after removing the bottom case?

- A. Remove the thermal module.
- B. Install the battery cover.
- C. Remove the SSD carrier
- D. Remove the battery.

ANSWER: D