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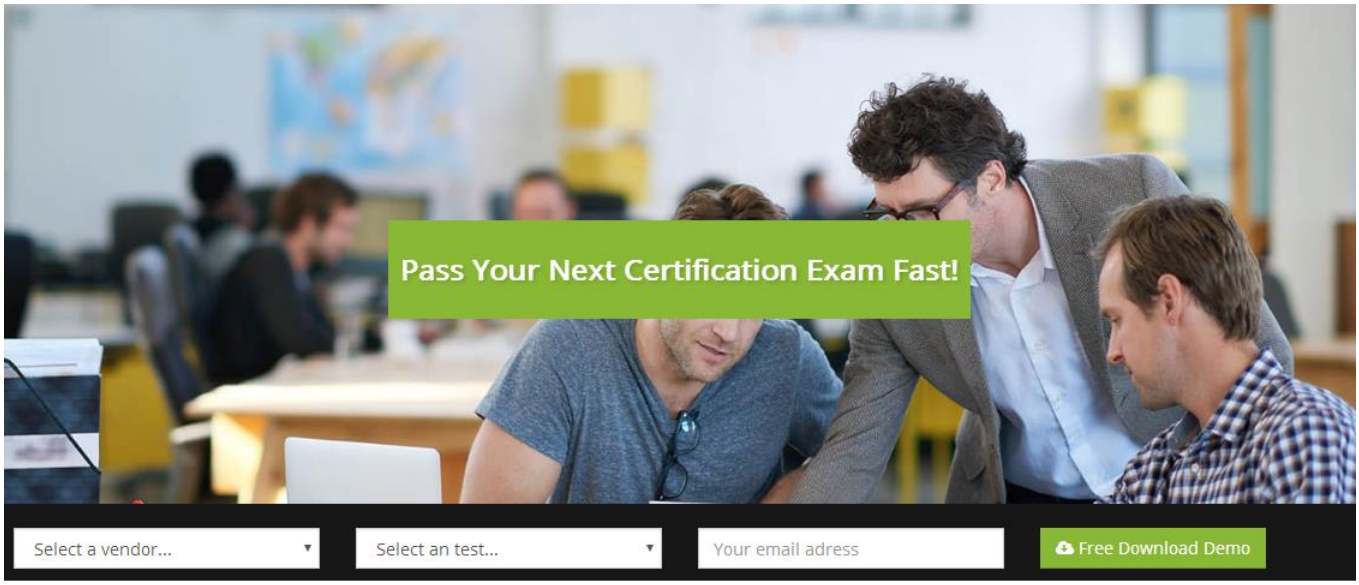

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Exam : **Apple-Device-Support-JPN**

Title : Apple Device Support Exam (Apple-Device-Support日本語版)

Vendor : Apple

Version : DEMO

QUESTION NO: 1
ユーザーがゴミ箱内に複数の「回復されたファイル」フォルダを見つけました。ユーザーにどのような対応をアドバイスすればよいでしょうか?
A. 何もしません。マルウェアが検出されました。
B. 必要なファイルを取得して、ゴミ箱を空にします。
C. 設定ファイルを変更します。
D. すべてのフォルダーを直ちに削除します。
Answer: B
Explanation:
Recovered Files folders appear in Trash after a crash or improper shutdown, containing temporary files. Users should check for useful data (e.g., unsaved work) and then empty Trash to free space.
* Option A: Not malware-related.
* Option C: Preference files aren't involved.
* Option D: Immediate deletion risks data loss.
* Option B: Correct-safe and practical.References: Apple Support - "If files appear in Trash" (support.
apple.com/HT202121).

QUESTION NO: 2
ターミナルで defaults コマンドのマニュアル ページを確認しています。
ターミナル ウィンドウでマニュアル ページを終了するにはどうすればよいでしょうか?
A. Escキーを押す
B. Control-Xキーを押す
C. Exitと入力し、Returnキーを押します。
D. Qキーを押す
Answer: D
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. References:
= 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

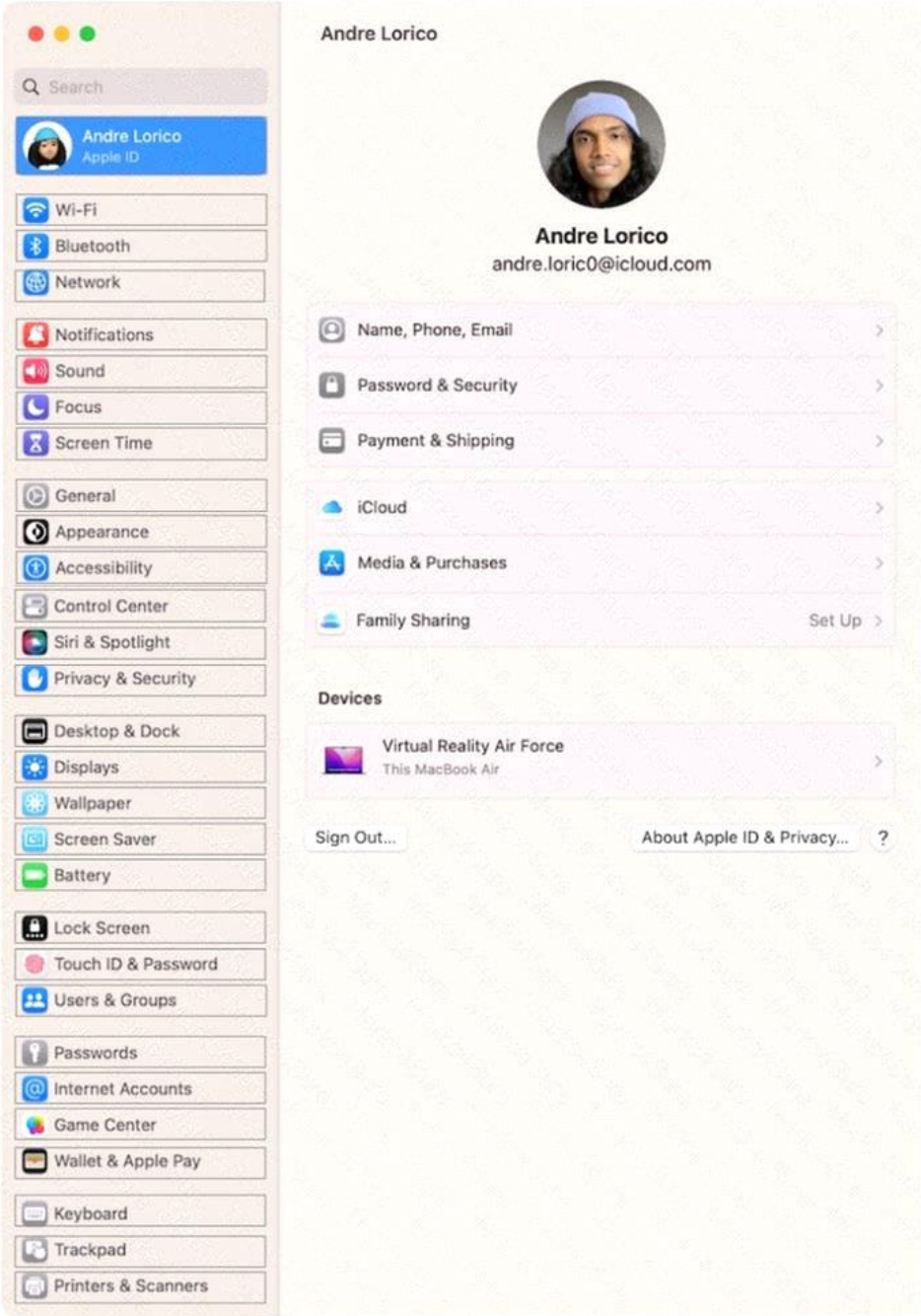
QUESTION NO: 3

あなたが亡くなった後、他の人に Apple
アカウントへのアクセスを許可するにはどのサービスを利用すべきでしょうか?
A. Apple ID プロキシ
B. レガシー連絡先
C. アカウント後継者
D. 永遠の Apple ID
Answer: B
Explanation:
Legacy Contact is a new feature introduced by Apple in iOS 15.2, iPadOS 15.2, and macOS 12.1 that allows users to designate up to five people who can access their Apple account and data after they pass away. Legacy Contacts need to have the unique access key that the user created when they added them as a Legacy Contact, and a copy of the user's death certificate, to request access to the user's account. Legacy Contacts can access data stored in iCloud, such as photos and documents, but not services that require subscriptions, such as Apple Music or Apple TV+. The other options are not valid services offered by Apple.
References: How to request access to a deceased family member's Apple account, How to set up Apple account access so people can get in after you die

QUESTION NO: 4
ドライバーをダウンロードしたりインストールしたりせずにプリンターにワイヤレスで接続できる Apple のテクノロジーはどれですか?
A. エアプリント
B. プリンタ共有
C. eプリント
Answer: A
Explanation:
AirPrint is an Apple technology that lets you print full-quality photos and documents from your Mac, iPhone, or iPad without the need to download or install drivers. AirPrint features include easy discovery, automatic media selection, and enterprise-class finishing options. AirPrint is compatible with most popular printer models, including the printers and print servers listed on the Apple Support website1. References: About AirPrint - Apple Support, Printers & Scanners - All Accessories - Apple

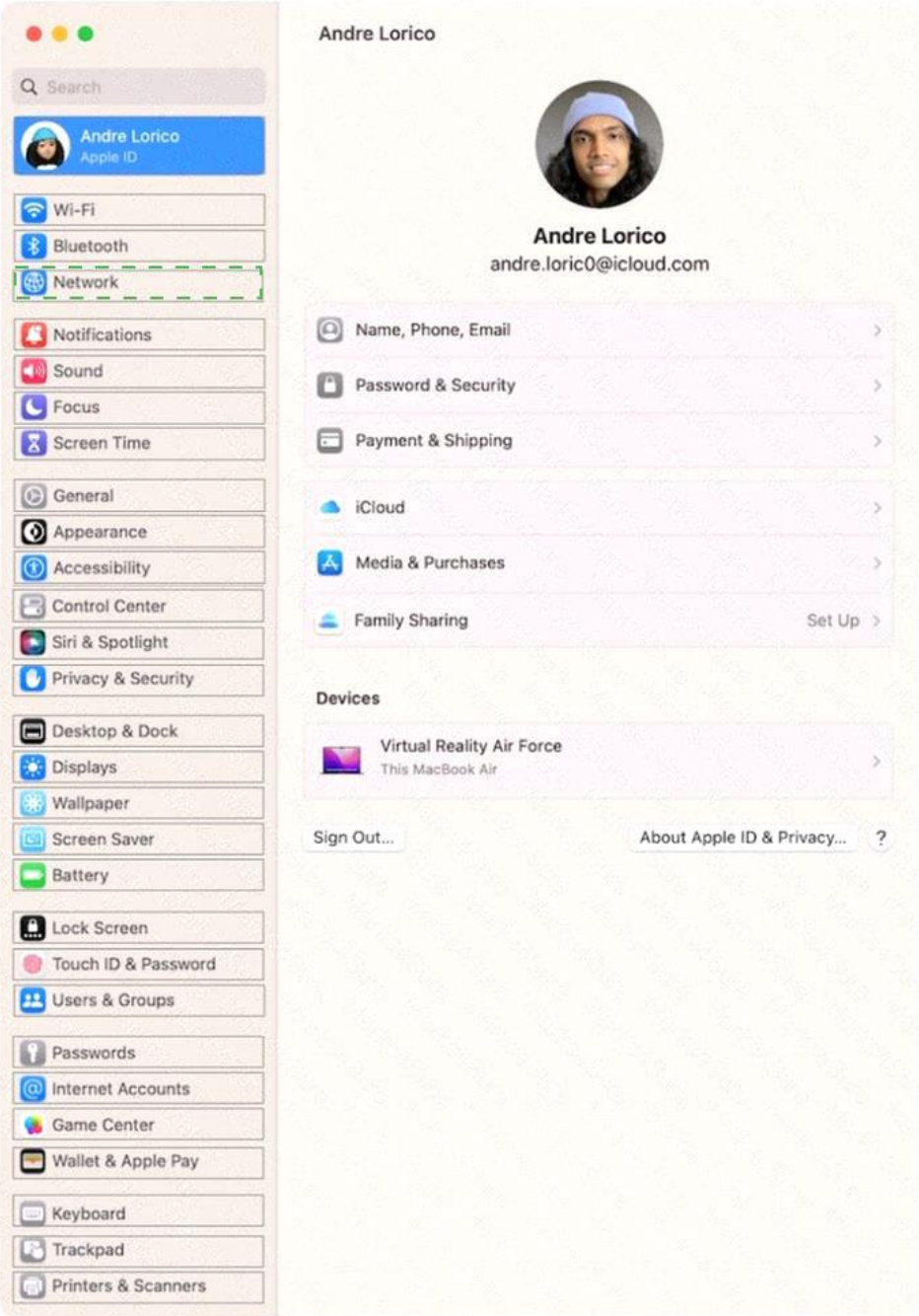
QUESTION NO: 5
macOS で VPN 構成を追加できる場所はどこですか?

Answer Area



Answer:

Answer Area



Explanation:
System Settings > Network > VPN & Filters > Add VPN Configuration

QUESTION NO: 6
次の IP アドレスのうち、DHCP
に問題がある可能性があることを示唆するものはどれですか?

A. 172.25.143.2

B. 169.254.194.49

C. 10.31.209.58

D. 192.168.6.75

Answer: B

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. References: DHCP Error: What It Is and How to Fix It - Lifewire, 7.4.4 Module Quiz - DHCPv4 (Answers) - ITExamAnswers

QUESTION NO: 7
3つの回答を選択してください。
Face ID を使用する代わりにパスコードの入力が必要になる可能性がある 3 つの条件は何ですか?
A. パスコードが5回間違って入力されました。
B. デバイスは 8 時間以上スリープ状態でした。
C. デバイスの電源がオンになったか、再起動されました。
D. 過去 6 日半以内にパスコードを使用してデバイスのロックを解除しておらず、過去 4 時間以内に Face ID を使用してデバイスのロックを解除していません。
E. デバイスのロックが 48 時間以上解除されていません。
Answer: C D E
Explanation:
Face ID is a biometric authentication method that allows you to securely unlock your iPhone or iPad, authenticate purchases, sign in to apps, and more, all with just a glance. However, there are situations where Face ID is not permitted and you need to enter your passcode instead. According to the Apple Device Support Reference Materials1, these situations include:
* The device has just been turned on or restarted.
* The user hasn't used their passcode or password to unlock their device for 156 hours (six and a half days), and the user hasn't used a biometric to unlock their device in 4 hours.
* The device hasn't been unlocked for more than 48 hours.
Therefore, the correct answer is C, D, and E.
References:
* Face ID, Touch ID, passcodes, and passwords

QUESTION NO: 8
Mac のコンソールを使用してライブ ログ メッセージを表示するにはどうすればよいでしょうか?
A. サイドバーでログ レポートを選択し、ログ メッセージをクリックして、[表示] > [選択した行を展開] を選択します。
B. サイドバーで system.log を選択し、ログ メッセージをクリックして、[表示] > [選択した行を展開] を選択します。

C. サイドバーで Mac を選択し、ツールバーから情報をクリックします。
D. サイドバーで Mac を選択し、「ストリーミングを開始」をクリックします。
Answer: D
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 theyare 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. References: View log messages in Console on Mac, Apple Support.

QUESTION NO: 9
アカウントが無効になる前に、iPhone のパスコードを何回間違って入力できますか?
A. 5
B. 10
C. 3
D. 6
Answer: B
Explanation:
You can enter your iPhone passcode wrong up to ten times before your account is disabled. After six failed attempts, your iPhone will be disabled for one minute. After seven attempts, it will be disabled for five minutes. After eight attempts, it will be disabled for 15 minutes. After nine attempts, it will be disabled for 60 minutes. After ten attempts, it will be disabled until you connect it to a computer and restore it using iTunes or Finder12. References: = If you forgot your iPhone passcode - Apple Support; What to do when your iPhone is disabled | Tom's Guide.

QUESTION NO: 10
iPhone の「設定」>「一般」>「ソフトウェア・アップデート」に最新の iOS リリースが表示されないのはなぜですか?
A. MDM はソフトウェアの更新とアップグレードを管理します。
B. ロックダウンモードがオンになっています。
C. アップグレードに必要なローカル ストレージが不足しています。
D. Wi-Fi ネットワークは MDM によって構成されました。
Answer: A
Explanation:
MDM can defer or block iOS updates, hiding them fromSettings > General > Software Updateon managed devices.
* Option B: Lockdown Mode restricts features, not updates.
* Option C: Storage affects install, not visibility.
* Option D: Wi-Fi config doesn't hide updates.
* Option A: Correct-MDM control.References: Apple Support - "MDM software updates" (support.
apple.com/HT204142).

QUESTION NO: 11
設定のどこで構成プロファイルを確認できますか?
A. 一般 > プライバシーとセキュリティ
B. プロファイル > リモート管理
C. 一般 > VPN とデバイス管理
D. プライバシーとセキュリティ > プロファイル
Answer: C
Explanation:
Configuration profiles (e.g., MDM settings) are reviewed inSettings > General > VPN & Device Managementon iOS. This section lists installed profiles, allowing users to view or remove them (if permitted).
* Option A: Privacy & Security handles app permissions, not profiles.
* Option B: No "Profiles > Remote Management" exists.
* Option D: Profiles aren't under Privacy & Security.
* Option C: Correct location on iOS 18 (2025).References: Apple Support - "Manage configuration profiles on iPhone" (support.apple.com/HT202030).

QUESTION NO: 12
管理対象 Apple ID
では、アカウントがロックされるまでに何回間違ったパスワードを入力できますか?
A. 7つ
B. 5つ
C. 3つ
D. 10
Answer: C
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. References: Use Managed Apple IDs in the Apple Business Manager User Guide

QUESTION NO: 13
MacBook Pro を macOS Recovery で起動するにはどうすればよいですか?
A. 「起動オプションを読み込んでいます」と表示されるまで、Command + Option + R キーを押し続けます。管理者パスワードを入力し、macOS
リカバリアイコンをクリックします。
B. 「スタートアップ
オプションを読み込んでいます」と表示されるまで電源ボタンを押し続けて、「オプション

」をクリックし、「続行」をクリックします。
C. Power-Shift-Control-Option キーを押したまま、macOS リカバリを選択します。
D. 電源ボタンを押し、すぐに Command-R キーを押し続けます。
Answer: B
Explanation:
On Apple silicon Macs (e.g., recent MacBook Pros), hold the power button until "Loading startup options" appears, then select "Options" > "Continue" to enter macOS Recovery.
* Option A: Command-Option-R is for Internet Recovery, not standard.
* Option C: Power-Shift-Control-Option isn't valid.
* Option D: Command-R works on Intel Macs, not always silicon.
* Option B: Correct for 2025 silicon Macs.References: Apple Support - "Use macOS Recovery on Mac" (support.apple.com/HT201314).

QUESTION NO: 14
先週、ユーザーの個人用 Mac が最新バージョンの macOS
にアップデートされました。仕事用の Mac
ではアップデートが利用可能として表示されません。ユーザーの仕事用の Mac
でアップデートが利用できないのはなぜですか?
A. 組織の MDM ソリューションは、Mac にブートストラップ トークンを展開しました。
B. 組織の MDM ソリューションは更新を延期しています。
C. ユーザーは個人の Apple アカウントでサインインしています。
D. ユーザーは Mac 上で管理者アカウントを持っていません。
Answer: B
Explanation:
MDM solutions can defer macOS updates (e.g., for 90 days) to ensure compatibility with organizational software. This explains why the work Mac lags behind the personal Mac.
* Option A: Bootstrap tokens enable MDM features, not deferrals.
* Option C: Personal account sign-in doesn't block updates.
* Option D: Admin rights aren't required to see updates.
* Option B: Correct-MDM deferral is common in managed environments.References: Apple Support -
"MDM software updates" (support.apple.com/HT204142).

QUESTION NO: 15
ユーザーは AirDrop を使用してアイテムを送信したいと考えています。ユーザーが AirDrop を使用できない理由は何ですか?
A. Bluetooth がオフになりました。
B. AirDrop をインストールしませんでした。
C. Handoff をオンにしました。
D. パーソナルホットスポットがオフになりました。
Answer: A
Explanation:
AirDrop requires both Wi-Fi and Bluetooth. IfBluetooth is off, AirDrop fails as it can't discover nearby devices.

* Option B: AirDrop is built-in, not installed.
* Option C: Handoff doesn't disable AirDrop.
* Option D: Hotspot doesn't affect AirDrop.
* Option A: Correct-Bluetooth is essential.References: Apple Support - "Use AirDrop" (support.apple.
com/HT204144).

QUESTION NO: 16
ユーザーが iPhone でアプリを開くことができません。アプリを開くのに役立つ 2 つの方法はどれですか? (2 つ選択してください。)
A. アプリを強制的に閉じて再度開きます。
B. [設定] > [アプリ] > [アプリ名] のエラーを修正します。
C. アプリを長押しし、ショートカット メニューから [再起動] を選択します。
D. アプリを削除してから再度ダウンロードします。
E. アプリの位置情報アクセス設定を編集します。
Answer: A D
* A:Force close (swipe up from App Switcher) and reopen refreshes the app.
* D:Delete and reinstall (from App Store) fixes corruption.
* Option B: No "Settings > Apps" path exists on iOS.
* Option C: "Relaunch" isn't a shortcut option.
* Option E: Location settings don't fix opening issues.References: Apple Support - "If an app stops responding" (support.apple.com/HT201398).

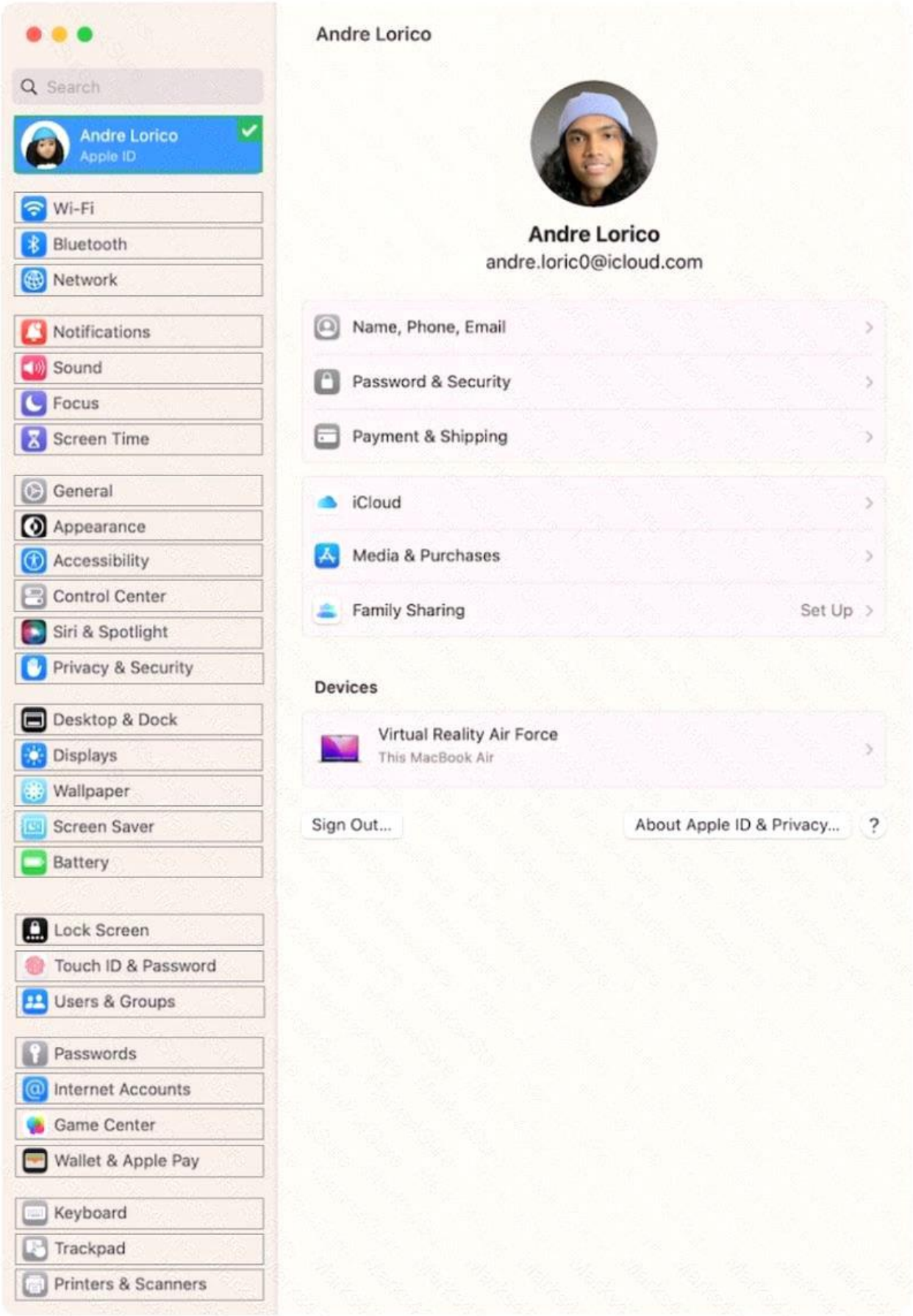
QUESTION NO: 17
Mac でシステム診断を実行するにはどうすればいいですか?
A. アクティビティ モニターで、[表示] > [システム診断の実行] に移動します。
B. コンソールで、[表示] > [システム診断の実行] に移動します。
C. フィードバック アシスタントで、ポップアップ メニューから「システム診断」を選択します。
D. Diagnostic Reporter で、ポップアップ メニューから [システム診断] を選択します。
Answer: A
Explanation:
Activity Monitorallows running system diagnostics viaView > Run System Diagnostics, generating a report for troubleshooting (saved in /var/tmp).
* Option B: Console views logs, not runs diagnostics.
* Option C: Feedback Assistant submits issues, not runs diagnostics directly.
* Option D: Diagnostic Reporter isn't a macOS app.
* Option A: Correct per macOS tools.References: Apple Support - "Use Activity Monitor on your Mac" (support.apple.com/HT201464).

QUESTION NO: 18
シナリオ
アントニオは最近iPhone 14 Pro
Maxを購入しました。この充電器で50%まで充電するのに1時間以上かかります。
以前の iPhone に付属していた 5W USB 電源アダプタ。

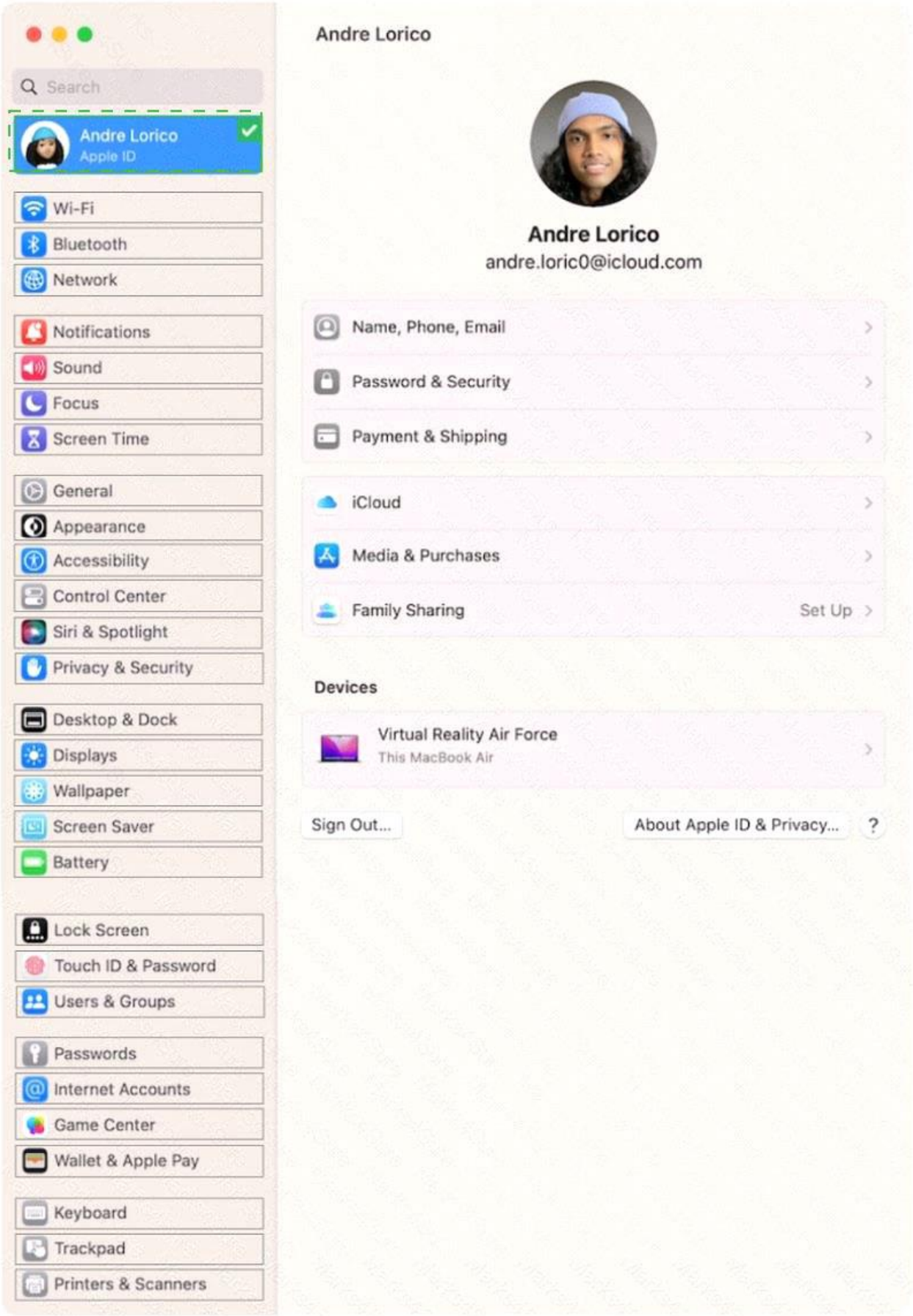
アントニオはなぜ iPhone を急速充電できないのでしょうか?
A. iPhone 14 Pro Max を 50% まで急速充電するには 60 分以上かかります。
B. 急速充電には 61W 以上の電源アダプターが必要です。
C. 急速充電には 20W 以上の電源アダプターが必要です。
D. iPhone 14 Pro Maxでは急速充電はサポートされていません。
Answer: C
Explanation:
Antonio can't fast charge his iPhone 14 Pro Max using his 5W USB power adapter because it doesn't support the USB Power Delivery (USB-PD) protocol that enables fast charging. To fast charge his iPhone 14 Pro Max, he needs a 20W or higher power adapter that supports USB-PD, such as the Apple 20W USB-C Power Adapter1 or a comparable third-party adapter. With a 20W or higher power adapter, he can charge his iPhone
14 Pro Max up to 50% battery in around 30 minutes2. Fast charging is supported on all iPhone 14 models, as well as iPhone 13, iPhone 12, iPhone 11, iPhone SE (2nd generation), iPhone X, iPhone 8, and later models2. References: Apple 20W USB-C Power Adapter - Apple, Fast charge your iPhone - Apple Support

QUESTION NO: 19
Apple シリコン搭載の Mac で FileVault またはアクティベーション
ロックがオンになっている場合、macOS リカバリ
オプションに到達する前に必ず行う必要があることは何ですか?
A. スタートアップ セキュリティ ユーティリティにアクセスし、管理者の 6
桁のパスコードを入力してシステムのロックを解除します。
B. FileVault 回復キーを入力し、管理者ユーザー アカウントを選択します。
C. 管理者の Apple ID と 2 要素認証を使用してログインします。
D. 表示された管理者アカウントの 1 つを選択し、アカウントのパスワードを入力します。
Answer: D
Explanation:
Before you can access the macOS Recovery options on a Mac with Apple silicon that has FileVault or Activation Lock turned on, you must first authenticate as an administrator. This is because FileVault and Activation Lock are security features that encrypt your data and prevent unauthorized access to your Mac. To authenticate as an administrator, you need to select one of the displayed administrator accounts on the startup options screen, then enter the account's password. This will unlock the system and allow you to use the macOS Recovery apps and utilities. The other options are not correct. You do not need to access the Startup Security Utility or enter the FileVault recovery key or the Apple ID and two-factor authentication to reach the macOS Recovery options. References: Use macOS Recovery on a Mac with Apple silicon - Apple Support, How to Enter macOS Recovery on an Apple Silicon Mac - MUO

QUESTION NO: 20
Mac で「探す」をオンにするために使用するサイドバーの設定を選択します。


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
Trackpad
Printers & Scanners
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...
?

Answer:



Explanation:
Turn on Find My Mac in iCloud settings so you can locate, lock, or erase your Mac.

* On your Mac, choose Apple menu > System Settings, then click [your name] at the top of the sidebar. ...
* Click iCloud on the right, then click Find My Mac.
https://support.apple.com/guide/findmy-mac/set-up-fmm53101237/mac

QUESTION NO: 21
3つ選択してください。
APFS ボリューム上の MacOS では、FileVault 暗号化キーはいつ生成されますか?
A. ユーザーが削除されたとき
B. Macのユーザーによる最初のログイン時
C. ユーザーがFileVaultをオンにすると
D. 最初のユーザーのパスワードを設定する
E. ユーザー作成中
Answer: B C E
Explanation:
FileVault is a feature that encrypts the entire APFS volume on a Mac using the AES-XTS data encryption algorithm. FileVault encryption keys are generated at different times depending on the scenario. According to the Apple Support documents12, FileVault encryption keys are generated in the following situations:
* During the first login by a user on the Mac: This happens when FileVault is turned on during the initial Setup Assistant process. The user's password and the hardware UID are used to protect the class key, which wraps the volume encryption key. The user's password is also usedto generate a personal recovery key, which can be used to unlock the volume if the user forgets their password or their account is deleted.
* When a user turns on FileVault: This happens when FileVault is turned on later from the System Settings. The user's password and the hardware UID are used to protect the class key, which wraps the volume encryption key. The user's password is also used to generate a personal recovery key, which can be used to unlock the volume if the user forgets their password or their account is deleted. An anti- replay mechanism prevents the old key (based on hardware UID only) from being used to decrypt the volume.
* During user creation: This happens when a new user is added to the Mac after FileVault is turned on.
The new user's password and the hardware UID are used to protect the class key, which wraps the volume encryption key. The new user's password is also used to generate a personal recovery key, which can be used to unlock the volume if the user forgets their password or their account is deleted.
The other options are not correct because FileVault encryption keys are not generated in those situations.
When a user is deleted, their FileVault encryption key is removed from the Mac, but the volume encryption key remains the same. Setting the first user's password does not generate FileVault encryption keys unless FileVault is turned on during the Setup Assistant process or later from the System Settings. References: Intro to FileVault - Apple Support, Volume encryption with FileVault in macOS - Apple Support

QUESTION NO: 22

互換性のある iPad を最新の iPadOS にアップデートできない理由は何でしょうか?
A. iPad はセルラー回線にのみ接続されています。
B. iPad のバッテリー残量が 50 パーセント未満です。
C. iPad に十分な空き容量がありません。
D. 最新の iPadOS にアップデートするために使用された Apple アカウントの購入履歴に iPadOS がありません。
Answer: C
Explanation:
Insufficient storage (e.g., <5GB free) prevents iPadOS updates, as they require space for download and installation (check inSettings > General > iPad Storage).
* Option A: Cellular can work if "Use Cellular Data" is on.
* Option B: <50% battery prompts charging, not blocks visibility.
* Option D: Purchase History isn't tied to updates.
* Option C: Correct-common issue.References: Apple Support - "Update your iPad" (support.apple.com
/HT204204).