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QUESTION 1

A customer is logged in to the network but cannot print to the network printer. How do you determine if the issue is related to the PC or the network printer?

A. Replace the network cable from the PC and try to print.

B. Get the IP address from the printer and try to ping the address.

C. Change the drivers for the network printer and resend the print job.

D. Get the IP address of the NIC for the PC and try to ping the address.

Correct Answer: B

QUESTION 2

You should use the hpsetcfg tool after replacing which component?

A. hard drive

B. system memory

C. system board

D. keyboard

Correct Answer: C

QUESTION 3

What minimum configuration is required in order to access the embedded SATA RAID configuration tools? (Select two.)

A. The minimum required memory must be installed.

B. RAID/AHCI SATA emulation must be enabled.

C. System firmware must be updated.

D. A second SATA hard drive must be added.

E. RAID must be enabled in the BIOS.

Correct Answer: DE

QUESTION 4

A customer calls HP support saying his account is locked out, and the HP Credential Manager will not unlock his account. What should be the first thing you ask the customer about his user account?

A. Is it an administrator account?

B. Is the computer a member of the correct domain?

C. Is it the only account on the computer?

D. Is he using the correct user name?

Correct Answer: D

QUESTION 5

Which HP utility is used for testing SATA hard drives on HP workstations?

A. Array Configuration Utility (ACU)

B. Vision Diagnostics

C. Built-In Self Test (BIST)

D. Disk Defragmenter

Correct Answer: C

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