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QUESTION 1

Which utility should be used to configure a WWAN device on an HP notebook?

- A. HP Connection Manager
- B. F10 Computer Setup Utility
- C. Windows XP Zero Configuration Utility
- D. HP Software Update Utility

Correct Answer: A

QUESTION 2

Which diagnostics tool should you use to qualify a memory issue?

- A. HP Help and Support
- B. HP Memory Manager
- C. BIOS diagnostics
- D. Windows Memory Test

Correct Answer: C

QUESTION 3

Which statement about SATA technology is correct?

- A. SAS hard drives can be connected to a SATA controller.
- B. SATA hard drives can be connected directly to a SCSI controller.
- C. SATA hard drives can be connected to a SAS controller.
- D. SATA hard drives can be installed in a daisy chain configuration.

Correct Answer: C

QUESTION 4

You have replaced a video adapter in a customer's workstation, but now the network PCI card is no longer recognized by the system. What is the first step you should take to resolve the customer's issue?

- A. Upgrade the firmware.

- B. Replace the network adapter.
- C. Check the network adapter drivers.
- D. Reseat the network adapter.

Correct Answer: D

QUESTION 5

Which step is a required HP procedure for troubleshooting a hard drive?

- A. Use the hpsetcfg tool.
- B. Run the Drive Protection System (DPS) tool.
- C. Run the HP Backup and Recovery Manager.
- D. Run a memory check on the system RAM.

Correct Answer: C

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