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QUESTION 1

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 2

What is the recommended electrostatic discharge (ESD) precaution that you should take before starting work on a computer?

- A. Use a power outlet to ground the computer.
- B. Store all electronic parts in a plastic bag.
- C. Touch a metallic portion of the case to establish ground.
- D. Put on a grounded wrist strap.

Correct Answer: D

QUESTION 3

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 4

What is the maximum recommended distance between two devices when communicating using Bluetooth?

- A. 5 meters (15 feet)

- B. 10 meters (30 feet)
- C. 20 meters (65 feet)
- D. 15 meters (50 feet)

Correct Answer: B

QUESTION 5

What can you do with an HP MultiBay or Upgrade Bay?

- A. Install an additional hard drive or optical drive.
- B. Install additional RAM memory.
- C. Daisy chain up to two SCSI hard drives.
- D. Install Bluetooth or wireless LAN devices.

Correct Answer: A

QUESTION 6

What is an advantage of DDR3 RAM?

- A. ECC memory correction is a standard feature.
- B. It is asynchronous dynamic RAM, which improves performance.
- C. It is more power efficient than DDR2 memory.
- D. It is compatible with DDR2 memory, which enables easy upgrades.

Correct Answer: C

QUESTION 7

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 8

You have been asked to install BIOS updates over the network on all HP clients to reduce the administrative burden. You are using a Microsoft management agent to send the updates. What is the appropriate file to use to update the BIOS over the network?

- A. Bios cab file
- B. ROMPAQ file
- C. HPQflash file
- D. MSConfig file

Correct Answer: C

QUESTION 9

You are trying to recover a password on an HP notebook PC with HP Startup Support Environment installed. Which key do you press to enter the HP SpareKey window?

- A. F1
- B. F4
- C. F7
- D. F12

Correct Answer: C

QUESTION 10

A customer purchases an HP notebook that is sold only in their region, but does not buy an HP Worldwide Care Pack. A problem with the notebook occurs while traveling in a foreign country. What should the customer do to repair the notebook under warranty coverage?

- A. The customer can bring the notebook to any service center in any country.
- B. The customer should check with the service center in the foreign country.
- C. The customer must return the product to a country where the product is supported.
- D. The customer has invalidated the warranty by traveling outside their region.

Correct Answer: C

QUESTION 11

Which technology does the monitor need to support to play a Blu-ray movie through a DVI connection?

- A. DVI-I
- B. HDCP
- C. DVI-D
- D. VGA

Correct Answer: B

QUESTION 12

Identify two BIOS security features introduced with the HP BIOS based on Unified Extensible Firmware Interface (UEFI). (Select two.)

- A. system recovery
- B. BIOS user accounts
- C. boot device options
- D. SpareKey
- E. DriveLock

Correct Answer: BD

QUESTION 13

Which types of drive encryption does HP ProtectTools support? (Select two.)

- A. folder level
- B. master boot level
- C. full volume level
- D. BIOS level
- E. operating system level

Correct Answer: CE

QUESTION 14

HP Disk Sanitizer (Shredder) is part of which HP security suite?

- A. SecurityTools

B. ProtectTools

C. DefenciTools

D. SafeGuarclTools

Correct Answer: A

QUESTION 15

An HP computer might display a microcode error after you replace which component?

A. hard drive

B. memory

C. system board

D. CMOS battery

Correct Answer: C

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