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QUESTION 1

You are at a customer site and need to locate a replacement part number. You are not able to access the Internet from the site. Where can you find the part number?

- A. HP Parts Reference Guide DVD
- B. HP Parts Surfer DVD
- C. Product QuickSpecs
- D. HP Service Media Library DVD

Correct Answer: A

QUESTION 2

What is the difference between a frontside bus (FSB) and Intel QuickPath?

- A. QuickPath connects the memory controller to the I/O controller; FSB connects the CPU to the chipset.
- B. QuickPath is a peripheral data bus; FSB is a CPU data bus.
- C. QuickPath is a graphics controller bus; FSB is a CPU data bus.
- D. QuickPath provides faster CPU data transfer speeds than the FSB.

Correct Answer: A

QUESTION 3

Which tool is used to update desktops and notebooks proactively with select HP software and drivers?

- A. HP SoftPaq Download
- B. HP Update Manager for Vista
- C. HP Client Management Software Updates
- D. HP Software Update

Correct Answer: A

QUESTION 4

A user's notebook battery drains and never charges while docked. When an AC adapter is directly connected to the notebook, the battery charges normally. What should you do first to troubleshoot this issue?

- A. Replace the battery under warranty.

- B. Verify that the docking station AC adapter has the correct wattage.
- C. Replace the notebook system board.
- D. Check the battery with the Battery Health Check Utility.

Correct Answer: B

QUESTION 5

During which step of the HP Six-Step Troubleshooting Methodology does part replacement occur?

- A. Develop and optimize an action plan
- B. Determine if the problem is solved
- C. Implement preventive measures
- D. Execute the action plan

Correct Answer: D

QUESTION 6

Bluetooth is an example of which networking technology?

- A. Wireless PAN
- B. Wireless LAN
- C. Wireless MAN
- D. Wireless WAN

Correct Answer: B

QUESTION 7

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 8

A customer has installed a NIC. but it has no network connectivity. What is the first step in resolving this issue?

- A. Replace the network card.
- B. Reseat the network card.
- C. Run the ipconfig utility.
- D. Check the network card IRQ.

Correct Answer: D

QUESTION 9

Where can you find the latest BIOS for an HP personal computer?

- A. HP Support Forums
- B. HP Support and Drivers website
- C. HP PartSurfer
- D. HP IT Resource Center (ITRC)

Correct Answer: B

QUESTION 10

Which key should you press during bootup to access the HP BIOS Setup Configuration Utility?

- A. F2
- B. F10
- C. F1
- D. F12

Correct Answer: B

QUESTION 11

You have determined that a computer has a defective hard drive. What is the next step in the HP Six-Step Troubleshooting Methodology process that you should take?

- A. Collect additional data

- B. Implement preventive measures
- C. Evaluate the data
- D. Develop an action plan

Correct Answer: D

QUESTION 12

After installation of a new PC, the customer reports that it is running very slow over the network. What is the most likely cause?

- A. The IP address is incorrect.
- B. DHCP is disabled.
- C. The memory needs to be replaced.
- D. The Ethernet card has autonegotiated 10Mb speed.

Correct Answer: D

QUESTION 13

Why should you validate the serial number on an HP notebook or desktop? (Select two.)

- A. to verify the original computer configuration
- B. to activate pre-installed software
- C. to reactivate the operating system
- D. to ensure that the product is covered under warranty
- E. to enable HP applications

Correct Answer: AD

QUESTION 14

Which first step does HP recommend that you take to resolve compatibility and performance issues?

- A. Replace the hard drive.
- B. Update HP software.
- C. Update the BIOS.
- D. Replace the system board.

Correct Answer: C

QUESTION 15

Your customer wants better security for sensitive data on their hard drives and asks for help enabling HP DriveLock. Where should you look to enable this?

- A. Windows Disk Management
- B. Security menu in BIOS
- C. Regedit32: Hkey_Local_Machine
- D. HP ProtectTools Security Manager

Correct Answer: B

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