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QUESTION 1

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 2

You are at a customer site to repair a computer and have determined that the replacement part is DOA. What should you do?

- A. Call HP technical support.
- B. Open a new support case with HP.
- C. Replace the part as assigned.
- D. Cancel the onsite service.

Correct Answer: B

QUESTION 3

Which tool should you use to set and change the Smart Card PIN on an HP notebook?

- A. Smart Card Security for HP ProtectTools
- B. Security Center in Windows Control Panel
- C. Credential Manager for HP ProtectTools
- D. F10 Computer Setup Utility

Correct Answer: C

QUESTION 4

The system warranty has expired and the customer is requesting support. The customer no longer has proof of purchase. Which support option is available to the customer?

- A. No option is available; the system is no longer supportable.

- B. The customer must pay for service and any parts required.
- C. The customer must purchase an additional HP Care Pack.
- D. The customer should call HP to arrange a warranty extension.

Correct Answer: B

QUESTION 5

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

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