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QUESTION 1

When is it safe to power on a power supply that is disconnected from the other computer components?

- A. when the power supply has a Built-in Self-Test (BIST)
- B. when the power supply is removed from the desktop or workstation
- C. when the power supply is properly installed in the desktop or workstation
- D. when the power supply is connected through a UPS

Correct Answer: A

QUESTION 2

What is the function of the HP Support Assistant?

- A. to run diagnostics on a computer that will not boot
- B. to reinstall an operating system to the factory default state
- C. to access any and all diagnostics utilities available on a particular platform
- D. to test the availability of the operating system

Correct Answer: C

QUESTION 3

Where can you confirm an HP spare part number?

- A. HP Instant Reference Guide
- B. HP Technology Center
- C. HP PartSurfer
- D. IT Resource Center

Correct Answer: C

QUESTION 4

A customer is having trouble connecting a notebook to a Wi-Fi access point. What is the first thing that you should check to resolve this problem?

- A. that the Wi-Fi devices can detect the access point

- B. that the access point has an SSID
- C. that the Wi-Fi device can obtain an IP address
- D. that the Wi-Fi devices are enabled and turned on

Correct Answer: D

QUESTION 5

Which function does the Wireless LAN 802.11 n standard provide?

- A. uses the same antenna to receive and transmit simultaneously
- B. operates in the 2.4GHz frequency range only
- C. uses two or more transmitter and receiver antennas
- D. provides more security features than 802.11

Correct Answer: C

QUESTION 6

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 7

What should you do to view details of the graphics driver?

- A. Click the Driver Signing button in the hardware tab of System Properties.
- B. Press F10 during bootup and access the Advanced option in the system BIOS.
- C. Click the Advanced button of Display Properties in Control Panel.
- D. Click the Hardware Profiles button in System Properties.

Correct Answer: C

QUESTION 8

What does AMT technology enable you to do? (Select two.)

- A. use Wake On Wireless LAN to power up a remote computer
- B. manage a computer without network connectivity
- C. manage a computer even if the operating system is not running
- D. create and manage virtual machines
- E. manage a computer even if it is powered off

Correct Answer: CE

QUESTION 9

A customer has performed a memory upgrade. After restarting the computer, the customer experiences a memory dump. What should you do first to resolve this?

- A. Replace the hard drive.
- B. Restore the factory defaults on the computer.
- C. Verify that memory supported by HP is installed.
- D. Access the BIOS setup and ensure that the memory is being seen.

Correct Answer: C

QUESTION 10

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 11

What information does the HP Battery Health Check utility provide about the battery?

- A. warranty ID

- B. number of charges remaining
- C. name of the manufacturer
- D. serial number

Correct Answer: A

QUESTION 12

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 13

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 14

Which component has failed when the Power-On LED blinks red and beeps six times?

- A. system board
- B. system memory
- C. video card
- D. power supply

Correct Answer: C

QUESTION 15

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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