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QUESTION 1

How does ESD preventive equipment reduce the risk of damage from ESD?

- A. by storing the charge
- B. by increasing the charge
- C. by eliminating the charge
- D. by minimizing the charge

Correct Answer: C

QUESTION 2

Other than on the serial number label, where can you access the serial number for an HP notebook or desktop?

- A. F2 Utility
- B. Drive Protection System (DPS) test
- C. BIOS Setup Utility
- D. Bootlog file

Correct Answer: C

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

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 5

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

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