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QUESTION 1

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 2

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 3

What is an important step you should take when replacing a processor?

A. Install an activation strip.

B. Install processor drivers.

C. Use a protector plate.

D. Replace the thermal grease.

Correct Answer: D

QUESTION 4

Which HP product for post-warranty support is available to HP customers?

A. Help Pack Services

B. Care Pack Services

C. Assistant Services

D. Service Pack Option

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

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