



# HP2-H08<sup>Q&As</sup>

Servicing HP Desktops , Workstations , and Notebooks

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### QUESTION 1

Match each label with the correct port. NOTICE: Scroll down to see all available items.



place here



place here



place here



place here

- DVI
- DisplayPort
- VGA
- HDMI

Select and Place:

Correct Answer:



place here



place here



place here



place here

- DVI
- DisplayPort
- VGA
- HDMI



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#### 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

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#### QUESTION 3

In the HP Six-Step Troubleshooting Methodology, what is an example of evaluating data?

- A. asking the customer to describe the symptoms of the problem
- B. downloading a maintenance guide
- C. deciding whether the problem is caused by hardware or software failure
- D. installing service packs

Correct Answer: A

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#### QUESTION 4



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

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#### QUESTION 5

A customer complains that the HP QuickLook 2 feature is not working on their notebook running Windows Vista. Which application must be installed to support this feature?

- A. HP Assistant
- B. Microsoft Aero
- C. HP Help and Support
- D. Microsoft Office

Correct Answer: D

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#### QUESTION 6

What should you do before installing a replacement part in an HP workstation?

- A. Validate the issue.
- B. Reload the operating system.
- C. Confirm the warranty.
- D. Format the drive.

Correct Answer: A

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#### QUESTION 7

A customer is interested in purchasing an HP mobile computer with a quad-core processor. Which product should you recommend?

- A. notebook
- B. mobile workstation



- C. netbook
- D. mobile thin client

Correct Answer: B

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#### QUESTION 8

What are two primary uses of the HP Insight Diagnostic tool? (Select two.)

- A. software diagnostics
- B. third-party device diagnostics
- C. hardware diagnostics
- D. performance diagnostics
- E. hardware configuration display

Correct Answer: CE

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#### QUESTION 9

What is the main function of a DisplayPort to DVI Adapter?

- A. to convert the output of a graphics card from VGA to DVI
- B. to convert DisplayPort output to DVI for use with a Single Link DVI-D monitor
- C. to enable 3D graphics to be rendered more clearly on a CRT monitor
- D. to enable S-Video support in order to view HDTV content

Correct Answer: D

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#### QUESTION 10

What is a function of High-bandwidth Digital Content Protection (HDCP)?

- A. It enables you to view and store secure high-definition video and audio.
- B. It provides the software to play secure high-definition content on non-HDCP compliant monitors.
- C. It provides full surround sound audio and high-definition video capabilities to DVI connections.
- D. It enables you to play secure high-definition content on a DVI monitor that is HDCP compliant.

Correct Answer: D

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#### QUESTION 11

A customer has reported intermittent lockups on a computer kept inside an enclosed cabinet. What is the most likely cause?

- A. electrostatic discharge (ESD)
- B. radio frequency interference (RFI)
- C. high temperature
- D. excessive vibration

Correct Answer: C

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#### QUESTION 12

What minimum configuration is required in order to access the embedded SATA RAID configuration tools? (Select two.)

- A. The minimum required memory must be installed.
- B. RAID/AHCI SATA emulation must be enabled.
- C. System firmware must be updated.
- D. A second SATA hard drive must be added.
- E. RAID must be enabled in the BIOS.

Correct Answer: DE

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#### QUESTION 13

You are trying to recover a password on an HP notebook PC with HP Startup Support Environment installed. Which key do you press to enter the HP SpareKey window?

- A. F1
- B. F4
- C. F7
- D. F12

Correct Answer: C

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#### QUESTION 14

Which statements about the HP DriveLock password are correct? (Select two.)

- A. It is stored in the system BIOS.



- B. It cannot be reset if the password is forgotten.
- C. It can be reset through User Accounts in the Control Panel.
- D. It protects the data on the hard drive using encryption.
- E. It can be reset by removing and reseating the real-time clock battery.

Correct Answer: BD

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#### QUESTION 15

According to HP best practices, where should you verify the service history for a specific computer?

- A. customer-supplied service records
- B. Channel Services Network (CSN)
- C. Microsoft Windows System Information
- D. The Service Media Library (SML)

Correct Answer: B

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