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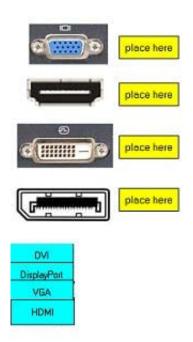


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QUESTION 1

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



Select and Place:

Correct Answer:



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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

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

QUESTION 4

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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
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
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

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



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C. netbook

D. mobile thin client

Correct Answer: B

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

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

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

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

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

QUESTION 14

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

A. It is stored in the system BIOS.



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- 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

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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