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QUESTION 1

What do you need to remember about thermal grease after replacing an AMD processor?

- A. You should clean the CPU and heat sink and carefully apply the entire syringe of grease in an even layer.
- B. You should clean the CPU and heat sink and apply 50% of the grease in the syringe evenly over the processor.
- C. If the heat sink and the CPU show no signs of wear, you do not need thermal grease.
- D. Currently shipping AMD CPUs do not need thermal grease.

Correct Answer: A

QUESTION 2

An HP desktop computer with an external hard drive attached is unable to boot to the internal hard drive after restart. What must you do to boot the computer to the internal drive?

- A. Set the internal hard drive setting to master.
- B. Enable USB legacy support.
- C. Set the external hard drive setting to slave.
- D. Change the boot order.

Correct Answer: D

QUESTION 3

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

QUESTION 4

Where can you enable hardware RAID on an HP workstation?

- A. from the Device Manager
- B. in the system Bios
- C. at the Control Panel
- D. on the hard drive jumpers

Correct Answer: B

QUESTION 5

You are working on a computer that does not detect any USB devices. You suspect that USB support is not enabled. Where do you verify this setting?

- A. hardware profiles
- B. on the USB device
- C. BIOS setup utility
- D. add/remove hardware option

Correct Answer: C

QUESTION 6

Which HP product supports a RAID 5 configuration?

- A. notebook
- B. desktop workstation
- C. slimline desktop
- D. mobile workstation

Correct Answer: B

QUESTION 7

Which HP utility should you use to check hard drive and memory health?

- A. HP Connection Manager
- B. hpsetcfg utility
- C. HP Performance Tuning Framework (PTF)
- D. HP BIOS diagnostics

Correct Answer: D

QUESTION 8

Which key should you press during bootup to access the HP BIOS Setup Configuration Utility?

- A. F2
- B. F10
- C. F1
- D. F12

Correct Answer: B

QUESTION 9

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 10

What should be the first step in troubleshooting a component that is not recognized by the system?

- A. Exchange the component with a "known good" component.
- B. Reseat the component.
- C. Reinstall all drivers related to this component.
- D. Remove the component from the system.

Correct Answer: A

QUESTION 11

An application on a customer's HP desktop has failed. Where can you find the application log file?

- A. root directory
- B. MPS report
- C. temp directory
- D. system dump report

Correct Answer: D

QUESTION 12

When you finished replacing a processor and rebooted, you received an error message stating CPU microcode is not found. What is the first action you should take to find the cause?

- A. Check the CPU driver for the latest version.
- B. Replace the defective processor.
- C. Check the HP website for latest BIOS or microcode update.
- D. Set the CMOS microcode settings to the default.

Correct Answer: C

QUESTION 13

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 14

Which HP utility is used for testing SATA hard drives on HP workstations?

- A. Array Configuration Utility (ACU)
- B. Vision Diagnostics
- C. Built-In Self Test (BIST)

D. Disk Defragmenter

Correct Answer: C

QUESTION 15

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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