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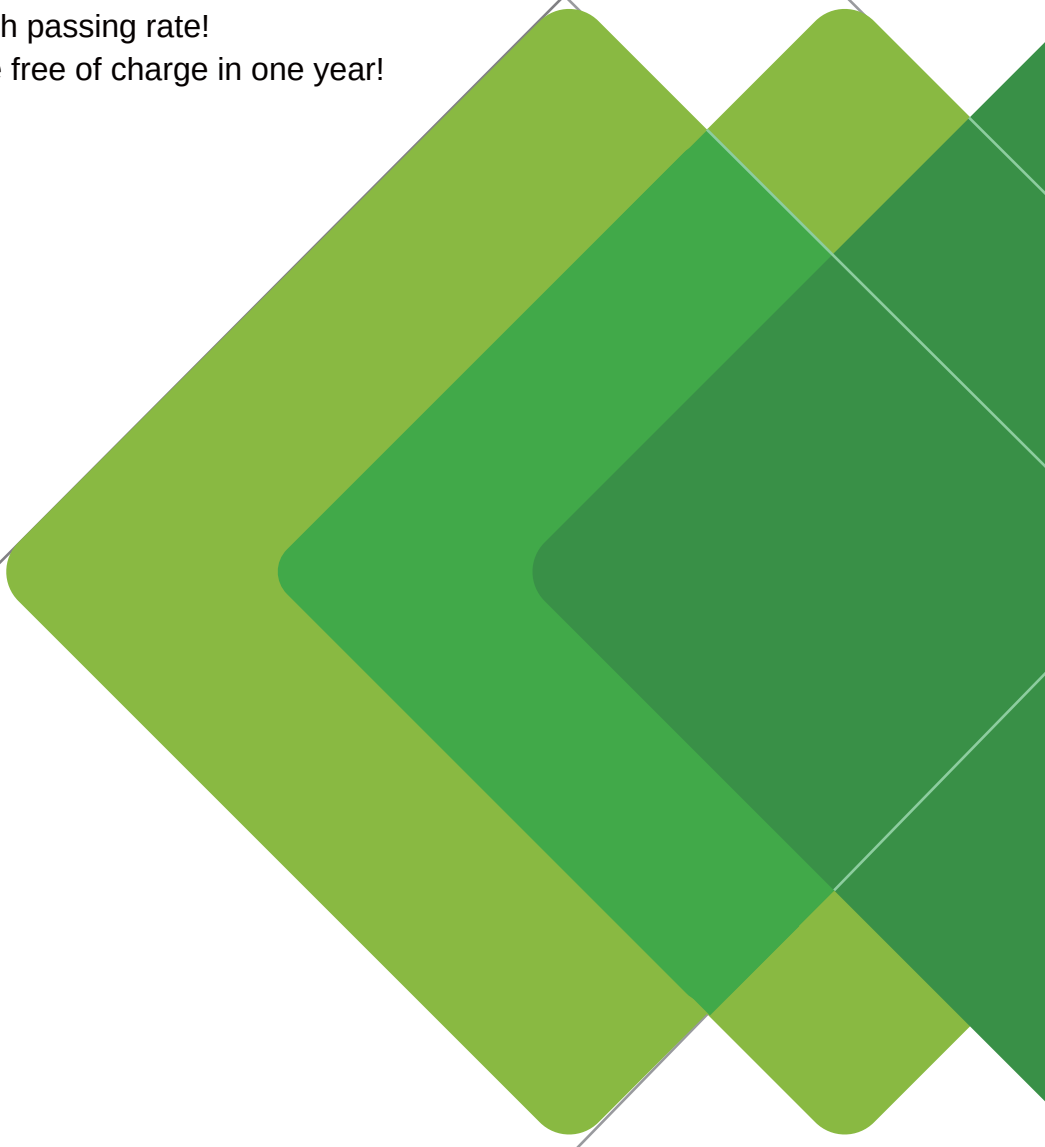

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Exam : **HP2-H27**

Title : Servicing HP Desktops, Workstations and Notebooks

Version : DEMO

1.What are the supported operating systems for HP Support Assistant?
A.Windows Vista, Windows 7, and Linux
B.Windows Vista, Windows 7, and Windows 8
C.Windows XP, Windows Vista, and Windows 7
D.Windows 7, Windows 8, and Linux
Answer: B

2.What kind of functionality do Mini PCI cards typically provide for HP commercial notebooks?
A.Wireless Display (WiDi) connectivity
B.WWAN capabilities
C.Wi-Fi connectivity
D.Bluetooth communication
Answer: C

3.What protocol must the graphics controller support to enable HP Display Assistant (HPDA) to control and set the monitor for best picture quality?
A.the Display Control Calibration Interface protocol
B.the Display Data Channel Command Interface protocol
C.the Monitor Control Calibration Interface protocol
D.the Monitor Data Channel Command protocol
Answer: B

4.Which statement best describes self-encrypting drive (SED) technology?
A.SEDs can support hardware-based encryption, software-based encryption, and a combination of the two configured using HP ProtectTools.
B.The hardware-based encryption in a SED uses a 256-bit Advanced Encryption Standard algorithm that surpasses the Trusted Computing Group's OPAL Security standard.
C.SEDs that use hardware-based encryption encrypt all files on the disk other than operating system files.
D.SEDs can support hardware-based encryption or software-based encryption configured using HP ProtectTools.
Answer: D

5.Which statement best describes the Restriction of Hazardous Substance (RoHS) environment standard to which HP is committed?
A.RoHS regulates the supply and return of notebook batteries.
B.RoHS regulates the supply and return of parts containing restricted or controlled materials.
C.RoHS defines the process for a compliant processor upgrade.
D.RoHS defines the policy for the disposal of obsolete equipment.
Answer: D

6.What tag do certain HP workstations have (in addition to the service tag) that provides the build ID and the feature byte, which are required for replacing a system board?
A.the support label
B.the flexbuild label

C.the technician data label
D.the system board label
Answer: B

7.Why is an antistatic mat important for controlling electrostatic discharge? (Select two.)
A.provides a soft surface to prevent scratches on the case or outer shell of the computer.
B.provides a dissipative connection for a wrist strap that must be worn by the service technician.
C.drains power quickly with a surface that provides real ground potential with a very low electrical impedance.
D.provides electrostatic protection for sensitive equipment without requiring the mat to be connected to a ground.
E.provides a surface that gradually bleeds electrical energy instead of collapsing to real ground potential.
Answer: D

8.What is a good reason to download and install the latest driver updates and software patches when servicing HP computers (remember to ask the customer before upgrading)?
A.Software patches and driver updates are integrated into the products and automatically installed as soon as the computer recognizes the new device.
B.Software patches and driver updates can improve USB performance with an increase equal to USB 2.0 ports performing at the same level that UBS 3.0 ports do.
C.Software patches and driver updates provide code necessary for the computer hardware to remain compatible with changing technologies and to enhance performance.
D.Software patches and driver updates increase compatibility with specific programs, and reviewing technical bulletins before installing updates is critical.
Answer: C

9.Which I/O port can support quad output at OXGA resolution and 30-bit color?
A.HDMI
B.DVI
C.DisplayPort
D.S-Video
Answer: C

10.Which parts in HP notebooks are customer replaceable in the Customer Self Repair program? (Select two.)
A.liquid crystalline display (LCD)
B.finger print reader
C.memory
D.Bluetooth module
E.wireless antenna
Answer: C, E