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Exam : **HP2-Q01**

Title : Servicing HP Desktops, Workstations, and Notebooks

Version : Demo

1 .You upgrade the BIOS to the current version. Customers logs in and discover that a specific software application does not work.

A. Downgrade the BIOS to the previous version

B. Contact HP for a replacement system board

C. Contact HP for a replace BIOS chip

D. Upgrade the affected software application

Answer: A

2 .Your customer's computer reboots with no warning. What should you try first to help isolate this? (Select two)

A. Replace the system board and test

B. Remove any third party hardware

C. Check system event log

D. Restore the unit and reinstall

Answer: B,C

3 .Your customer indicates that Windows in not recognizing their MultiBay hard disk drive. What can be done first to isolate this problem?

A. Set the MultiBay hard disk drive as a slave

B. Reinstal the factory image

C. MultiBay is not an HP supported configuration

D. Reseat the MultiBay hard disk drive

Answer: D

4 .What can you do with a MultiBay hard disk drive?

A. Increase the size of the existing hard disk drive

B. Attach a SCSI drive

C. Install an additional hard disk drive

D. Daisy chain multiple hard disk drives

Answer: C

5 .Where would you confirm a spare part number?

A. HP PartSurfer

B. device manager

C. HP parts library

D. Windows Control Panel

Answer: A

6 .What tool do you use to test ESD equipment?

A. volt meter

B. osciloscope

C. ohm meter

D. amp meter

Answer: C

7 .Your customer is having problems after installing memory in their computer. What should they do?

A. DPS test

B. Event Viewer

C. Device Manager

D. Task Manager

Answer: A

8 .What is the primary benefit of HP 3D DriveGuard?

A. it protects hard drive from moisture damage

B. it detects sudden motion and temporarily stops hard disk

C. it encrypts the hard disk drive data

D. it enhances Windows Aero security performance

Answer: B

9 .The operating system doesn't load. What is the first step you should take to determine if a third-party component is related to the problem?

A. Replace the third party component

B. Remove the third party component

C. Call the third party vendor's support line

D. Update the component drivers/software

Answer: B

10 .Your customer is experiencing intermittent lockups on a computer kept inside. What is most likely cause?

A. vibration

B. temperature

C. ESD

D. altitude

Answer: B

11 .Your customer is trying to configure extended monitor support across two monitors and ******

A. OSD settings

B. Display BIOS

C. display proprieties

D. system BIOS

Answer: C

12 .When a processor display a temperature warning, what do you do first?

A. Replace the cache

B. Reseat the processor

C. Check the environment

D. Install a new processor fan

Answer: C

13 .Prior to creating a set of recovery disks, using the HP Backup and Recovery Manager, a customer's.

A. The new hard drive will come with the OS already installed

B. HP can provide a set of recovery disks

C. Use the recovery media created on another PC of the same model

D. Use the recover OS option within the BIOS

Answer: B,C

14 .Windows XP computer stops responding during startup. How could you isolate the cause with minimal impact to the customer?

A. Replace the hard drive

B. Restore the factory image

C. Examine the win.ini file

D. Enable boot logging

Answer: D

15 .What is an adequate ESD precaution?

A. Touch a metallic portion of the case to establish ground

B. Plug the computer into a power outlet

C. Put on a grounded wrist strap

D. Carry electronic parts in a plastic bag

Answer: C

16 .Your customer complains about a short battery life on their notebook. What do you do first?

A. Fully drain and charge the battery

B. Tell them to use power only

C. Replace the battery

D. Order a high capacity battery

Answer: A

17 .Where can the embedded SATA RAID be configured on desktops and workstations?

A. with controller configuration software

B. in the embedded controller BIOS

C. in the system BIOS

D. F12 RAID configuration

Answer: C

18 .After creating an OS Restore CD with Backup and Recovery Manager, you are unable to create an OS Restore ISO image

A. The OS must be validated and regenerated by calling HP

B. Once a set of Recovery Media iscreated, the OS vendor must provide an ISO code

C. Once a set of Recovery Media is created, you can no longer create ISO image

D. The OS must be validated and regenerated on HP web site

Answer: C

19 .You are performing a service call to replace a failed hard disk drive in a factory. Water form the factory's manufacturing process has cover the hard disk drive. How does this environmental condition affect the system warranty?

A. The warranty does not cover damage due to environmental conditions

B. An accidental damage warranty must be purchase after damage occurs

C. The warranty is unaffected by environmental issues

D. Environmental issues void warranty of diskette drives, mice and keyboards only

Answer: A

20 .Which devices can be used in the external USB port? (Select two)

A. PCI card

B. monitor

C. CD/DVD

D. hard disk

Answer: C,D