

HP2-Q01 – Servicing HP Desktops, Workstations and Notebooks

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HP2-Q01 Practice Exam Questions Demo

QUESTION: 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

QUESTION: 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

QUESTION: 3

Your customer indicates that Windows is 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. Reinstall the factory image
- C. MultiBay is not an HP supported configuration
- D. Reseat the MultiBay hard disk drive

Answer: D

QUESTION: 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

QUESTION: 5

Where would you confirm a spare part number?

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- A. HP PartSurfer
- B. device manager
- C. HP parts library
- D. Windows Control Panel

Answer: A

QUESTION: 6

What tool do you use to test ESD equipment?

- A. volt meter
- B. oscilloscope
- C. ohm meter
- D. amp meter

Answer: C

QUESTION: 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

QUESTION: 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

QUESTION: 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

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D. Update the component drivers/software

Answer: B

QUESTION: 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

QUESTION: 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

QUESTION: 12

When a processor displays a temperature warning, what do you do first?

- A. Replace the cache
- B. Reseat the
- C. Check the environment
- D. Install a new processor fan

Answer: C

QUESTION: 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

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QUESTION: 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

QUESTION: 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

QUESTION: 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

QUESTION: 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

QUESTION: 18

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

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- A. The OS must be validated and regenerated by calling HP
- B. Once a set of Recovery Media is created, 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

QUESTION: 19

You are performing a service call to replace a failed hard disk drive in a factory. Water from the factory's manufacturing process has covered 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 purchased 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

QUESTION: 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

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