Vendor:HP

Exam Code:HP2-H08

Exam Name: Servicing HP Desktops , Workstations , and Notebooks

Version: Demo

QUESTION 1

Which statement about SATA II is correct?

A. SATA II supports native command queuing (NCQ).

B. SATA II is more power-efficient than SATA I devices.

C. SATA II cables can be folded safely.

D. SATA II can daisy chain up to six drives.

Correct Answer: A

QUESTION 2

A customer reports they are unable to dock dozens of new notebooks. As the onsite technician, you have opened multiple cases with HP but are still unable to resolve. What should you do next?

A. Advise the customer to contact their HP sales manager.

B. Contact HP to escalate for further investigation.

C. Advise the customer to purchase an extended warranty.

D. Order replacement docking stations.

Correct Answer: B

QUESTION 3

A computer does not boot from a bootable USB storage device, although the computer can access the files on the storage device in Windows Explorer. What is the cause of this?

A. The USB port is defective.

B. An incorrect boot order is set in the BIOS.

C. The device is locked from user access.

D. Incorrect USB drivers are installed.

Correct Answer: B

QUESTION 4

After installation of a new PC, the customer reports that it is running very slow over the network. What is the most likely cause?

A. The IP address is incorrect.

B. DHCP is disabled.

C. The memory needs to be replaced.

D. The Ethernet card has autonegotiated 10Mb speed.

Correct Answer: D

QUESTION 5

You have determined that a computer has a defective hard drive. What is the next step in the HP Six-Step Troubleshooting Methodology process that you should take?

A. Collect additional data

B. Implement preventive measures

C. Evaluate the data

D. Develop an action plan

Correct Answer: D

QUESTION 6

Why should you validate the serial number on an HP notebook or desktop? (Select two.)

A. to verify the original computer configuration

B. to activate pre-installed software

C. to reactivate the operating system

D. to ensure that the product is covered under warranty

E. to enable HP applications

Correct Answer: AD

QUESTION 7

A customer has performed a memory upgrade. After restarting the computer, the customer experiences a memory dump. What should you do first to resolve this?

A. Replace the hard drive.

B. Restore the factory defaults on the computer.

C. Verify that memory supported by HP is installed.

D. Access the BIOS setup and ensure that the memory is being seen.

Correct Answer: C

QUESTION 8

Which action should you suggest to a customer before you go onsite to replace an intermittently failing hard drive?

A. Print all relevant error logs.

B. Create a user ID.

C. Back up important data.

D. Provide the login password.

Correct Answer: C

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

Which hardware support service is available as an HP Care Pack Service?

A. 24-Hour Call to Repair

B. 4-Hour 24x7 Same Day

C. 8-Hour Same Business Day

D. PC Unit Exchange

Correct Answer: A

QUESTION 11

You are trying to determine the original default specification of an HP workstation. Where would you find this information?

A. BIOS

B. asset tag

C. product number

D. serial number

Correct Answer: C

QUESTION 12

During which step of the HP Six-Step Troubleshooting Methodology does part replacement occur?

A. Develop and optimize an action plan

B. Determine if the problem is solved

C. Implement preventive measures

D. Execute the action plan

Correct Answer: D