Vendor: HP

Exam Code: HP2-H27

Exam Name: Servicing HP Desktops, Workstations and Notebooks

Version: Demo

QUESTION 1
What are the supported operating systems for HP Support Assistant?

A. Windows Vista, Windows 7, and Linux
B. Windows 7, and Windows 8
C. Windows XP, Windows Vista, and Windows 7
D. Windows 7, Windows 8, and Linux

Correct Answer: B

QUESTION 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

Correct Answer: C

QUESTION 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

Correct Answer: B

QUESTION 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.

Correct Answer: D

QUESTION 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.

Correct Answer: B

QUESTION 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

Correct Answer: A

QUESTION 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.

Correct Answer: AB

QUESTION 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.

Correct Answer: C

QUESTION 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

Correct Answer: C

QUESTION 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

Correct Answer: CD

QUESTION 11
Which HP resource provides product-rich service information, such as Field Replaceable Unit (FRU) removal and replacement procedures, parts locators, and system diagnostics?

A. HP Warranty Lookup
B. HP Services Media Library
C. HP Channel Services Network
D. HP Technical Support
E. HP Support Center (formerly IT Resource Center)

Correct Answer: B

QUESTION 12
How do you clear the system password on an HP notebook computer manufactured in 2009 or later? (Select two.)

A. Replace the system board, or escalate to HP Support.
B. Run BiosConfigUtility.exe, and use the password reset function (if HP ProtectTools was used to create the BIOS account and the notebook can boot past POST without the password).
C. Restart the notebook from a USB drive that contains HP ProtectTools, and select the option to clear the system password.
D. Flash the BIOS to upgrade it to the latest version. This also resets the system password.
E. Follow the steps to clear the CMOS password. This also resets the system password.

Correct Answer: DE

QUESTION 13
Some HP business products provide additional USB power options. Which voltages and associated colors are correct for USB power provisioning?

A. 5V (ivory), 10V (green), and 12V (teal)
B. 5V (ivory), 10V (green), and 20V (purple)
C. 5V (ivory), 12V (teal), and 20V (purple)
D. 5V (ivory), 12V (teal), and 24V (red)

Correct Answer: A

QUESTION 14
PCIe cards have a maximum allowable power consumption of 25 Watts although some x16 slots support higher wattages. What is the best way to verify that the PCI slot supports the device power requirements?

A. Search the Internet for information from anyone who has performed the same installation you are performing.
B. Install the device, and see if the device works as specified.
C. Check the power supply for additional PCI devices with which to add additional power.
D. Check the product QuickSpecs for product support information.

Correct Answer: D

QUESTION 15
Which disclosure level is specified in EF0012J according to the support communication code for indicating audiences?

A. The E is for external partners specifying that this communication is restricted from the general public and end users but is available to all external HP partners.

C. The technician must prove hardware functionality and must work with the network administrator to configure the device network adapter.

D. The technician must prove hardware functionality of any HP networking device that is included in the computer.

Correct Answer: C

QUESTION 30
Where should you look for warnings and instructions regarding safety precautions when servicing HP products?

A. in the service manual only because it is the only accepted source for accurate knowledge
B. on the computer and on HP service blog posts
C. on the computer and on any replacement parts
D. in the service manual and on HP service blog posts

Correct Answer: D

QUESTION 31
What should you remember about running disk defragmenter on an operating system that is running slow but has fully functional hard drives as verified by one of HPs hard drive diagnostic tests? (Select two.)

A. Disk defragmenter cannot be used on SCSI drives.
B. Disk defragmenter should not be used on solid-state drives (SSD).
C. Disk defragmenter should be the only program running while the disk is defragmenting.
D. Disk defragmenter does not increase the responsiveness of the operating system.
E. Disk defragmenter cannot be used with drives in RAID configuration.

Correct Answer: CE

QUESTION 32
You are having difficulty diagnosing a problem. You suspect a firmware issue that might be solved by a BIOS upgrade.

What should you do before performing the upgrade?

A. Check the HP Website to see whether the BIOS update addresses the specific issue, and make sure the customer is okay with upgrading their BIOS.
B. Download the HP BIOS compatibility utility, and run BIOS diagnostics.
C. Export the certificates and encryption keys from the Trusted Platform Module (TPM) because a BIOS upgrade removes all certificates and keys.
D. Upgrade the BIOS right away because that tends to solve most problems in less time.

Correct Answer: B

QUESTION 33
Which Linux operating system is typically installed on HP commercial notebooks?

A. Red Hat Linux, because it has the best technical paid and unpaid support
B. Ubuntu Linux, because it has the widest user adoption of all Linux distributions
C. FreeBSD, because it is the same operating system that Apple modified to create OS X
D. SuSE Linux, because it is user friendly, well documented, and compact

Correct Answer: A

QUESTION 34
What happens to systems that use the non-UEFI based HP BIOS when the Real-Time Clock (RTC) battery is replaced?

A. The system date and time, saved passwords, and customized settings are cleared.
B. The system date and time, saved passwords, and customized settings are backed up.
C. The system date and time are cleared, but passwords and customized settings are backed up.
D. The system date and time are backed up, but passwords and customized settings are cleared.

Correct Answer: A

QUESTION 35
How do the automatic Power-On Self-Tests (POST) notify you of errors discovered during computer startup? (Select three.)

A. a beep code
B. a PXE message on the PXE server
C. a message on a USB-connected computer
D. an on-screen error message
E. an LED code
F. an email message

Correct Answer: ABD

QUESTION 36
Which two Web sites provide information to locate replacement part numbers?

A. HP Replacement Parts and HP Warranty Lookup
B. HP PartSurfer and HP Services Media Library
C. HP Replacement Parts and HP Services Media Library
D. HP Channel Services Network and HP PartSurfer

Correct Answer: A

QUESTION 37
Which removable and replaceable wireless connectivity service modules are often found in HP products? (Select two.)

A. Bluetooth module
B. HP ePrint wireless direct mobile printing
C. Wireless keyboard module
D. Logitech wireless mouse module
E. Wi-Fi (WLAN) module

Correct Answer: AE

QUESTION 38
What is the correct order of steps in the HP six-step troubleshooting process?

A. Collect data, evaluate data, develop action plan, implement action plan, problem solved, and implement preventative measures.
B. Collect data, evaluate data, implement preventative measures, develop action plan, implement action plan, and problem solved.
C. Develop action plan, implement action plan, implement preventative measures, collect data, evaluate data, and problem solved.
D. Develop action plan, implement action plan, collect data, evaluate data, problem solved, and implement preventative measures.

Correct Answer: A

QUESTION 39
Which statement best describes how the switchable graphics feature functions in HP notebooks?

A. The switchable graphics feature is an Intel-only technology that enables the GPU to enhance processor-intensive applications by switching some of the application threads to GPU threads using the less power-intensive GPU for processing data.
B. When configured in the BIOS, the switchable graphics feature determines whether the notebook is connected to the power supply and automatically uses only the discrete GPU for all graphics processing.
C. The switchable graphics feature uses the discrete GPU for graphics-intensive applications and the UMA graphics controller for other applications.
D. The switchable graphics feature is an AMD-only technology for adding up to three external displays through the DisplayPort, HDMI, and VGA ports.

Correct Answer: C

QUESTION 40
Which troubleshooting technique is useful for issues in all of these areas: system memory, system software, and system lockup?

A. Run a BIOS system check.
B. Check and remove third-party hardware, software, or peripherals.
C. Install HP Advanced System Diagnostics from a USB drive.
D. Replace suspected malfunctioning components with known working components.

Correct Answer: A

QUESTION 41
What is the correct way to back-up the BIOS on HP desktops and workstations?

A. Launch HP ProtectTools, run the BIOS back-up utility from the ProtectTools back-up options menu, and insert a USB drive into the computer. When the computer restarts, it saves the BIOS settings to the USB drive.
B. Run the HP BIOS Browser utility from the Windows command line to export the BIOS settings to an installed USB drive. The USB drive is automatically formatted and prepared for the BIOS recovery process.
C. Execute the HP Setup Utility, and run the Save to Diskette or Replicated Setup feature to save to a 1.44 MB diskette or to another storage device that can replicate a diskette.
D. Configure the HP Backup and Protect suite to include BIOS backup in the System Configuration tab. This stores the latest successful boot BIOS to the boot block ROM in case of BIOS failure.

Correct Answer: D

QUESTION 42
Why should you identify the model and version of the computer before performing service?

A. The hardware might have changed between different versions of the same computer model.
B. You might find an updated service manual for the product you are servicing, which can only be determined by searching for the exact model and version.
C. The model and version together can be decoded to show you exactly what shipped in the initial configuration of the product.
D. The computer model is the only important information because each component has a replacement part number.

Correct Answer: B

QUESTION 43
Which software application for HP commercial notebooks helps customers tailor system functions to maximize notebook capabilities and meet their needs?

A. HP QuickLook
B. HP QuickSync
C. HP Power Assistant
D. HP Performance Advisor

Correct Answer: D

QUESTION 44
What is the correct way to clear the CMOS memory on an HP notebook?

A. Disconnect all power sources (cable and battery), remove the CMOS jumper access panel, move the jumper to the third position (the reset position), reconnect power, turn on the notebook, move the CMOS jumper back to the normal position, disconnect power, reassemble the notebook, and reconnect power.
B. Disconnect all power sources (cable and battery), remove the RTC battery, short the RTC battery connectors with a screwdriver, reconnect the RTC battery, reassemble the notebook, and reconnect power.
C. Disconnect all power sources (cable and battery), remove the CMOS button access panel, press and hold the CMOS button for five seconds, replace all components, and reconnect power.
D. Disconnect all power sources (cable and battery), remove the RTC battery, wait five minutes, replace the RTC battery, reassemble the notebook, and reconnect power.

Correct Answer: D

QUESTION 45
Which statement is true about the similarities between DMIFIT (2009-2010) and WNDMIFIT (2011 and later), which can be used to flash the Direct Media Interface (DMI) on HP notebooks?

A. Both have command-line interfaces to type the information into the CMOS.
B. Both are part of the BOIS update and can be run natively from the HP notebook.
C. Both can be loaded and run from the command line while Windows is running.
D. Both can be loaded and run from a USB drive.

Correct Answer: C

QUESTION 46
What is the purpose of the committing step that is part of the required Direct Media Interface (DMI) updating process for commercial notebooks?

A. Committing is enabling HP proprietary software to catalog the unique ID for each component installed in the system and to register each component with HP once the computer is online.
B. Committing is registering a board for a specific customer organization in the BIOS. This ensures that the computer can be recovered if stolen.
C. Committing is enabling or disabling an integrated Trusted Platform Module (TPM) along with certain Intel security features.
D. Committing is enabling or disabling an integrated Trusted Platform Module (TPM) along with certain AMD security features.

Correct Answer: A

QUESTION 47
Which service descriptions are true of HP's self-repair service? (Select two.)

A. HP provides remote diagnosis, remote remedy, and shipping of necessary repair parts to the customer. The customer is responsible for installing the parts and returning all defective and unused parts to HP.
B. The customer can choose to install the replacement parts and return the defective parts to HP, or the customer can have HP install and return parts for a fee.

C. HP provides remote diagnosis, picks-up the product for repair, and returns the product to the customer
D. HP pays for all parts and shipping.
E. HP pays for shipping the replacement parts, and the customer pays for return shipping of unused and defective parts.

Correct Answer: A

QUESTION 48
Which HP business computer service tag item is no longer included on new HP notebook service tags?

A. product name
B. serial number
C. model key
D. SKU number

Correct Answer: C

QUESTION 49
What can result from a computer losing power during a BIOS upgrade if the computer does not have a FailSafe Boot Block?

A. The computer reverts to the earlier version of BIOS because HP BIOS updates are fully redundant and include built-in backup and restore in case of power loss during upgrade.
B. The update fails, but HP BIOS updates can always be re-run to return the computer to a working state even if power is lost during a BIOS update.
C. The system ROM can become corrupt causing the system board to fail requiring replacement of the system board.
D. The system memory can become corrupt requiring replacement of the memory.

Correct Answer: C

QUESTION 50
How can you gain access to a system that is secured with a solenoid lock if you do not have the setup utility password?

A. Clear the CMOS by pressing and holding the CMOS button for three to five seconds.
B. Remove the solenoid hood lock from the chassis using a FailSafe key available from HP support.
C. Call HP Support, and request the HP authorized service provider override password for the device.
D. Clear the password using HP ProtectTools running from a USB drive.

Correct Answer: B

QUESTION 51
What does Intel's vProTM technology enable with AMT?

A. capability to run diagnostics from the hard disk drive or from a bootable USB key taking full advantage of the error detection capabilities of Intel's system diagnostics suite
B. capability to use a SATA solid state drive (SSD) as disk cache for a conventional hard disk drive or a RAID volume
C. capability to use self-encrypting drives with Intel-based motherboards by offloading some of the encryption algorithms to the dedicated vPro chip
D. remote management and security configuration of PCs that are Out of Band when PC power is off the OS is unavailable, or hardware has failed

Correct Answer: A

QUESTION 52
How should you tighten screws while servicing HP notebooks?

A. Tighten screws as much as possible to ensure that they stay tight in tough situations where screws fall out and become lost
B. Tighten screws minimally because notebooks must remain flexible to avoid breaking internal components
C. Tighten screws only until they are snug because over-tightening can strip threads or stress plastic components causing parts or boards to misalign
D. Place screws using a small amount of thermal grease to ensure that heat transfer does not cause the screws to expand and fuse to the rest of the assembly

Correct Answer: C

QUESTION 53
Which HP support communication type is the most urgent level and requires immediate attention upon receipt?

A. bulletin
B. advisory
C. statement
D. notice

Correct Answer: D

QUESTION 54
You have run the ipconfig utility. What information generated by the utility would tell you that the computer IP address is assigned via DHCP?

A. If the IP address is 127.0.0.1 or any other IP address between 127.254.0.2 and 127.254.255.255, it is DHCP.
B. See the line labeled 'DHCP enabled'.
C. If the default gateway is 0 0.0.0. It is DHCP.
D. If the subnet mask is 0.0.0.0, it is DHCP

Correct Answer: B

QUESTION 55
What can you do to optimize communication over a wireless LAN?

A. Place the antennas facing away from the user and free of obstructions.
B. Shut-down unused computers to open additional bandwidth for the troubled computers.
C. Use HP Wireless Assistant (HPWA) to boost the connection to the wireless adapter.
D. Configure the wireless router for dual band 802.11n communication

Correct Answer: D

QUESTION 56
Which services does HP handle (rather than the service provider) for WWAN module issues? (Select two)

A. Initial hardware setup
B. Account settings configuration
C. Network issues
D. Hardware configuration
E. Billing issues

Correct Answer: AD

QUESTION 57
What is a Stock Keeping Unit (SKU)?

A. A number that identifies the entire preconfigured package as purchased by a customer
B. A number that identifies a unit that includes only standard configurations that are unchangeable and remain the same across regions
C. A number that identifies a unit with all the options added but does not include service warranty 01 software
D. The factory basic build with all fixed components (modules) installed

Correct Answer: B

QUESTION 58
All HP commercial computers come with a basic software technical support warranty of what length?

A. 90 days
B. 180 days
C. 1 year
D. The length of the hardware warranty

Correct Answer: A

QUESTION 59
What is different about USB 3.0 ports that allows USB 3.0 devices to communicate at higher speeds?

A. USB 3.0 provides parallel processing techniques for optimal speeds.
B. USB 3.0 provides and accepts greater voltage increasing overall performance
C. USB 3.0 implements packet compression for fast data transfer
D. USB 3.0 receptacles and plugs have twice as many contacts

Correct Answer: B

QUESTION 60
How can you determine if an inaccessible drive is enabled?

A. Press F8 during start up to access safe mode, and run diagnostics.
B. Replace the storage device with a verified working device. If it works, the drive is enabled.
C. Download HP Drive Diagnostic Utility onto a USB thumb drive, and run Drive Check.
D. Press F10 during start-up to access the BIOS, and ensure that the port or device is enabled

Correct Answer: C

QUESTION 61
What must the customer do to ensure recovery of encrypted data before replacing a system board that contains a Trusted Platform Module (TPM)?

A. Run the HP TPM export utility to save the encrypted information to an FTP site.
B. Back up the certificates and encryption keys that are stored in the TPM chip to an external device.
C. Export the TPM embedded MySQL database to an external device.
D. Export the username and password that are associated with the desktop TPM application that accesses the encrypted data.

Correct Answer: B

QUESTION 62
A technician visiting a customer site finds spilled coffee on a malfunctioning HP notebook computer. The notebook has a standard warranty and requires new parts to complete the repair. How does this condition affect the warranty? (Select two)

A. This condition voids the standard warranty.

B. The warranty covers this type of accidental damage protection.
C. The warranty is unaffected if the customer has purchased accidental damage protection.
D. Contamination issues void the warranty only for mouse devices and keyboards.

Correct Answer: C

QUESTION 63
What must you do to make an HP business desktop operational when it has a boot block ROM and the BIOS flash fails?

A. The boot block notifies that the BIOS upgrade failed, and then it allows installation of the BIOS from any USB drive.
B. The boot block notifies that the BIOS upgrade failed, and it enables the integrated network card driver to allow you to install a good BIOS from a network share via the command prompt.
C. The boot block notifies that the BIOS upgrade failed, and then it allows booting from a diskette drive, a USB disk-on-key, or a CD-ROM drive.
D. The boot block notifies that the BIOS upgrade failed, and then it automatically restarts using the last known good BIOS from the 64KB archive.

Correct Answer: C

QUESTION 64
A customer has purchased the HP EliteBook 8560w notebook because he needs to use the biometric features to secure his top secret data. What HP Protect Tools module should the customer use to manage the biometric security on his notebook? Select the correct answer,

A. Credential Manager
B. Embedded Security
C. BIOS configuration
D. Password Manager

Correct Answer: B

QUESTION 65
You have installed an optional part in an HP notebook that has two years remaining on its original warranty.
What is the length of the warranty on the optional part?

A. It assumes the remainder of the notebook's warranty.
B. It maintains its 90-day warranty.
C. It maintains its one-year warranty.
D. The warranty is void on the optional part once installed.

Correct Answer: C

QUESTION 66
What should you do if your customer complains of a blurry display? (Select two.)

A. Verify that ClearType is configured to on.
B. Scan for viruses that can affect the display.
C. Check for screensaver applications that can affect the display.
D. Ensure that the display resolution is configured correctly.
E. Ensure that HP AutoSharpen is enabled in the BIOS.

Correct Answer: CD

QUESTION 67
What is a Stock Keeping Unit (SKU)?

A. a number that identifies a unit that includes only standard configurations that are unchangeable and remain the same across regions
B. a number that identifies the entire preconfigured package as purchased by a customer
C. the identification code to track what is available to sell
D. a number that identifies a unit with all the options added but does not include service warranty or software

Correct Answer: C

QUESTION 68
A customer has High-Bandwidth Digital Content Protection (HDCP), sometimes called High- Definition Copy Control, on a computer, but is unable to view the protected media. What troubleshooting steps should you take before replacing the optical drive?

A. Flash the BIOS to ensure that the latest version of HDCP is configured for the device.
B. Make sure the entire chain (devices and cable) support HDCP and that it is enabled properly.
C. Download HP HDCP Counter Agent to bypass HDCP, and verify that the media is working properly.
D. Try reading the protected media on a standard definition device to ensure that the media is working properly.

Correct Answer: B

QUESTION 69
How does the Intel Smart Response Technology caching feature of Intel Rapid Storage Technology provide faster access to stored data?

A. It creates a hidden partition on the disk to store cached application data that is defragmented during low drive use.
B. It partitions a configurable segment of the RAM as disk cache.
C. It uses a Solid-State Drive (SSD) or mSATA drive as a disk cache by placing frequently-used blocks of disk data on the SSD or the mSATA drive.
D. It contains a built-in disk defragmentation utility that runs during low drive use to ensure quick sequential reads.

Correct Answer: C

QUESTION 70
What is the correct procedure to clear the CMOS memory on an HP business desktop or workstation?

A. Disconnect all power sources, remove the RTC battery, short the RTC battery connectors using a screwdriver, replace the RTC battery, reassemble the computer, and reconnect power.
B. Disconnect all power sources, access the CMOS button, press and hold the CMOS button for five seconds, reassemble the computer, and reconnect power.
C. Disconnect all power sources, move the CMOS reset jumper to the reset position, connect power, turn on the computer, move the CMOS jumper back to the normal position, shut down the computer, disconnect power, reassemble the computer, and reconnect power.
D. Disconnect all power sources, remove the RTC battery, wait five minutes, replace the RTC battery, reassemble the computer, and reconnect power.

Correct Answer: D

QUESTION 71
How can electrostatic discharge harm computer equipment?

A. The discharge can contain enough power to alter the device parameters or melt silicon junctions.
B. The discharge can modify critical ground points causing other components inside the computer to malfunction.

C. Electrostatic shock can cause the CPU to overclock and overheat the computer.
D. Electrostatic shock can travel through the device to an external ground point and start the circuit board on fire.

Correct Answer: B

QUESTION 72
Which critical BIOS functions must you perform when replacing the system board? (Select two.)

A. Access the BIOS to configure the system board for the correct memory and processor speed for optimal performance.
B. Access the BIOS to configure the version of Windows that the system will use.
C. Access the BIOS to disable Virtualization Technology (VT) for the initial startup, and then re-enable it.
D. Access the BIOS to reset the system ID and/or device serial number.
E. Update the BIOS to the latest revision or to the revision requested by the customer.

Correct Answer: CE

QUESTION 73
What should a customer ship to HP when required to return a product for repair?

A. the entire product along with the username and password so user information can be migrated to a new unit if the product cannot be repaired
B. the entire product, including power supply, mouse, and case, so HP can ensure full functionality and product protection
C. all components of the product including storage drives unless the storage includes sensitive data and the problem is not caused by the storage drives
D. the product with the hard drive, memory, and removable media removed as long as the removed parts are not defective

Correct Answer: C

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