

# 100% Money Back Guarantee

**Vendor:** HP

**Exam Code:** HP2-H08

**Exam Name:** Servicing HP Desktops, Workstations, and Notebooks

**Version:** Demo

**QUESTION 1**

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 2**

A customer complains that the HP QuickLook 2 feature is not working on their notebook running Windows Vista. Which application must be installed to support this feature?

- A. HP Assistant
- B. Microsoft Aero
- C. HP Help and Support
- D. Microsoft Office

**Correct Answer:** D

**QUESTION 3**

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 4**

What should you do to view details of the graphics driver?

- A. Click the Driver Signing button in the hardware tab of System Properties.
- B. Press F10 during bootup and access the Advanced option in the system BIOS.
- C. Click the Advanced button of Display Properties in Control Panel.
- D. Click the Hardware Profiles button in System Properties.

**Correct Answer:** C

**QUESTION 5**

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 6**

Which operating system is supported by HP on HP desktop PCs?

- A. Ubuntu Linux
- B. Windows Server 2008
- C. Windows Vista
- D. Windows 2000

**Correct Answer: C**

**QUESTION 7**

Which types of drive encryption does HP ProtectTools support? (Select two.)

- A. folder level
- B. master boot level
- C. full volume level
- D. BIOS level
- E. operating system level

**Correct Answer: CE**

**QUESTION 8**

What should you do if you find missing keys on a customer's keyboard?

- A. Replace the keyboard under warranty.
- B. Order the missing keys.
- C. Explain that replacing the keys is not covered under warranty.
- D. Run the HP Insight Diagnostics tool.

**Correct Answer: C**

**QUESTION 9**

What are two primary uses of the HP Insight Diagnostic tool? (Select two.)

- A. software diagnostics
- B. third-party device diagnostics
- C. hardware diagnostics
- D. performance diagnostics
- E. hardware configuration display

**Correct Answer: CE**

**QUESTION 10**

You are trying to recover a password on an HP notebook PC with HP Startup Support Environment installed. Which key do you press to enter the HP SpareKey window?

- A. F1
- B. F4
- C. F7
- D. F12

**Correct Answer: C**

**QUESTION 11**

What is the first step you should take when a customer complains that the optical disk drive is not reading specific media?

- A. Update the BIOS.
- B. Reload the operating system.
- C. Check the media in another device.

D. Update the firmware.

**Correct Answer: C**

**QUESTION 12**

What is the main function of a DisplayPort to DVI Adapter?

- A. to convert the output of a graphics card from VGA to DVI
- B. to convert DisplayPort output to DVI for use with a Single Link DVI-D monitor
- C. to enable 3D graphics to be rendered more clearly on a CRT monitor
- D. to enable S-Video support in order to view HDTV content

**Correct Answer: D**

**QUESTION 13**

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 14**

What is the difference between SATA and eSATA?

- A. SATA has more drive options.
- B. eSATA uses an external port.
- C. SATA has lower power consumption.
- D. eSATA uses a faster bus speed.

**Correct Answer: B**

**QUESTION 15**

What is an important step you should take when replacing a processor?

- A. Install an activation strip.
- B. Install processor drivers.
- C. Use a protector plate.
- D. Replace the thermal grease.

**Correct Answer: D**

**QUESTION 16**

After installing new software, a customer reports an operating system failure that results in random blue screens.

What is the first option you should recommend for this customer?

- A. Restore the operating system from the operating system CD/DVD.
- B. Replace the hard drive.
- C. Use Microsoft System Restore to return to a previous known working state.
- D. Repair the operating system using the operating system CD/DVD.

**Correct Answer: A**

**QUESTION 17**

You have replaced a video adapter in a customer's workstation, but now the network PCI card is no longer recognized by the system. What is the first step you should take to resolve the customer's issue?

- A. Upgrade the firmware.
- B. Replace the network adapter.
- C. Check the network adapter drivers.
- D. Reseat the network adapter.

**Correct Answer:** D

**QUESTION 18**

Which HP product for post-warranty support is available to HP customers?

- A. Help Pack Services
- B. Care Pack Services
- C. Assistant Services
- D. Service Pack Option

**Correct Answer:** B

**QUESTION 19**

What is the difference between a frontside bus (FSB) and Intel QuickPath?

- A. QuickPath connects the memory controller to the I/O controller; FSB connects the CPU to the chipset.
- B. QuickPath is a peripheral data bus; FSB is a CPU data bus.
- C. QuickPath is a graphics controller bus; FSB is a CPU data bus.
- D. QuickPath provides faster CPU data transfer speeds than the FSB.

**Correct Answer:** A

**QUESTION 20**

What is the recommended electrostatic discharge (ESD) precaution that you should take before starting work on a computer?

- A. Use a power outlet to ground the computer.
- B. Store all electronic parts in a plastic bag.
- C. Touch a metallic portion of the case to establish ground.
- D. Put on a grounded wrist strap.

**Correct Answer:** D

**QUESTION 21**

One out of ten identically configured computers at a customer's site is exhibiting random lockups. What is the first component you should swap with another working unit to determine whether this is a software or hardware problem?

- A. memory
- B. system board
- C. hard drive
- D. processor

**Correct Answer:** C

**QUESTION 22**

Which devices are used to write data to removable media? (Select two.)

- A. CD drive

- B. DVD-RW drive
- C. DVD drive
- D. USB flash drive
- E. Blu-ray drive

**Correct Answer:** BD

**QUESTION 23**

What information does the HP Battery Health Check utility provide about the battery?

- A. warranty ID
- B. number of charges remaining
- C. name of the manufacturer
- D. serial number

**Correct Answer:** A

**QUESTION 24**

What should be the first step in troubleshooting a component that is not recognized by the system?

- A. Exchange the component with a "known good" component.
- B. Reseat the component.
- C. Reinstall all drivers related to this component.
- D. Remove the component from the system.

**Correct Answer:** A

**QUESTION 25**

What is an advantage of DDR3 RAM?

- A. ECC memory correction is a standard feature.
- B. It is asynchronous dynamic RAM, which improves performance.
- C. It is more power efficient than DDR2 memory.
- D. It is compatible with DDR2 memory, which enables easy upgrades.

**Correct Answer:** C

**QUESTION 26**

A customer reports that the power supply in an HP desktop has had repeated failures. Although it has been replaced several times, the power supply continues to fail.

What is the first step you should take to identify the root cause?

- A. Upgrade the power supply to one with greater capacity.
- B. Replace the system board and the power supply.
- C. Recommend a power audit of the facility.
- D. Replace the complete desktop.

**Correct Answer:** C

**QUESTION 27**

What should you do first when a customer reports low battery capacity?

- A. Test the battery using EFI Diagnostics.
- B. Run the HP Battery Health Check.
- C. Run HP Vision Field diagnostics.
- D. Replace the battery under warranty.

**Correct Answer:** B

**QUESTION 28**

Which statement is true about HP thin clients?

- A. They run Linux operating systems only.
- B. They have no system BIOS.
- C. They use an embedded operating system.
- D. They have no network functionality.

**Correct Answer:** C

**QUESTION 29**

What is a benefit of HP DreamColor technology?

- A. It automatically locates and hides defective pixels by changing their color.
- B. It allows the use of a digitizer for point-and-click display functionality.
- C. It produces consistent color across digital devices and applications.
- D. It adjusts the color of the display according to the external light sources.

**Correct Answer:** C

**QUESTION 30**

Which utility should be used to configure a WWAN device on an HP notebook?

- A. HP Connection Manager
- B. F10 Computer Setup Utility
- C. Windows XP Zero Configuration Utility
- D. HP Software Update Utility

**Correct Answer:** A

**QUESTION 31**

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 32**

HP Disk Sanitizer (Shredder) is part of which HP security suite?

- A. SecurityTools
- B. ProtectTools
- C. DefencTools
- D. SafeGuardTools

**Correct Answer:** A

**QUESTION 33**

What is the function of the HP Support Assistant?

To Read the [Whole Q&As](#), please purchase the [Complete Version](#) from [Our website](#).

# Trying our product !

- ★ **100%** Guaranteed Success
- ★ **100%** Money Back Guarantee
- ★ **365 Days** Free Update
- ★ **Instant Download** After Purchase
- ★ **24x7** Customer Support
- ★ Average **99.9%** Success Rate
- ★ More than **69,000** Satisfied Customers Worldwide
- ★ Multi-Platform capabilities - **Windows, Mac, Android, iPhone, iPod, iPad, Kindle**

## Need Help

Please provide as much detail as possible so we can best assist you.

To update a previously submitted ticket:



 <b>One Year Free Update</b> <p>Free update is available within One Year after your purchase. After One Year, you will get 50% discounts for updating. And we are proud to boast a 24/7 efficient Customer Support system via Email.</p>	 <b>Money Back Guarantee</b> <p>To ensure that you are spending on quality products, we provide 100% money back guarantee for 30 days from the date of purchase.</p>	 <b>Security &amp; Privacy</b> <p>We respect customer privacy. We use McAfee's security service to provide you with utmost security for your personal information &amp; peace of mind.</p>
---	---	--

## [Guarantee & Policy](#) | [Privacy & Policy](#) | [Terms & Conditions](#)

Any charges made through this site will appear as Global Simulators Limited.

All trademarks are the property of their respective owners.

Copyright © 2004-2015, All Rights Reserved.