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Vendor: HP

Exam Code: HP3-X09

Exam Name: Servicing HP Advanced Desktop Products

Version: Demo

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QUESTION NO: 1

Which part on an HP Compaq dx7400 Business Desktop PC requires the least technical ability to replace?

- A. ReadyBoost module
- B. fan duct
- C. hard drive
- D. optical drive

Answer: C

Explanation:

QUESTION NO: 2

You are servicing an HP Pro 2000 Business Desktop PC when you see the power LED indicator flash red and beep five times (once per second) followed by a two-second pause. Which condition does this indicate?

- A. system board failure
- B. system overheating
- C. pre-video graphics error
- D. pre-video memory error

Answer: C

Explanation:

QUESTION NO: 3

The Power LED indicator on an HP Pro 3005 Microtower is flashing red, and beeps a sound eight times, once per second, followed by a two-second pause. What does this indicate?

- A. CPU thermal shutdown resulting from a weak CPU fan.
- B. memory modules that have been installed incorrectly or incorrect modules being used
- C. System board failure or invalid ROM basing on checksum.
- D. unsuccessful BIOS recovery that must be reinitiated

Answer: C

Explanation:

QUESTION NO: 4

An HP Compaq dc5850 Microtower PC has a total of 4GB RAM installed, but the operating system only sees 3GB. What is the probable cause?

- A.** The operating system only supports applications that require a maximum of 3GB of memory.
- B.** A 32-bit Windows system is limited to addressing 4GB of memory, and some of the space is used by I/O devices.
- C.** The memory modules are not the correct type or speed to support 4GB or they are not seated properly.
- D.** The memory is not configured properly in Windows Device Manager.

Answer: B

Explanation:

QUESTION NO: 5

You are troubleshooting a problem with an HP Compaq dc5800 Business Desktop PC when you see the power LED blink red seven times (once per second) followed by a two-second pause.

Which issue does this indicate?

- A.** system board failure
- B.** thermal shutdown
- C.** processor not installed
- D.** pre-video memory error

Answer: A

Explanation:

QUESTION NO: 6

A user reports that an HP Compaq dx7500 Business Desktop PC seems locked up and will not power off, even when the power button is pressed. What is the probable cause?

- A.** Software control of the power switch is not functional.
- B.** The computer is in standby mode and operation must be resumed before powering down.
- C.** The processor is overheating and power to the computer has been suspended.

D. Memory is installed incorrectly or is bad.

Answer: B

Explanation:

QUESTION NO: 7

What is the proper order for tightening the four screws on the heatsink of an HP Compaq dx7400 Business Desktop PC?

- A. clockwise starting at the top
- B. counter-clockwise starting at the bottom
- C. incrementally tighten diagonally opposing pairs
- D. incrementally tighten the top two before the bottom two

Answer: D

Explanation:

QUESTION NO: 8

During POST operations on an HP Compaq dx7500 Business Desktop PC, you hear one short beep and one long beep followed by a three-second pause. Which component has failed?

- A. graphics card
- B. CPU
- C. hard drive
- D. memory

Answer: D

Explanation:

QUESTION NO: 9

You serviced an HP rp5700 Point of Sale System, but when you powered it back on, the power LED turned red and remained that way. What is the cause?

- A. The computer is in standby mode.
- B. The memory modules are not seated correctly.
- C. The processor is not seated correctly.
- D. The hard disk has reached capacity.

Answer: B

Explanation:

QUESTION NO: 10

What is the correct way to handle the processor in an HP desktop PC during removal?

- A. by its sides
- B. by its corners
- C. by its underside
- D. by its top

Answer: C

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