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# HP2-Q01

## HP

*Servicing HP Desktops, Workstations, and Notebooks*

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<b>Exam Name:</b>	<b>Servicing HP Desktops, Workstations, and Notebooks</b>		
<b>Exam Type:</b>	<b>HP</b>	<b>Exam Code:</b>	<b>HP2-Q01</b>
<b>Certification:</b>	<b>Accredited Systems Engineer (ASE)</b>	<b>Total Questions:</b>	<b>75</b>

**Question: 1**

What is the name of the extended support option available to HP costumers?

- A. Help Pack Services
- B. Care Pack Services
- C. ROM Pack Services
- D. Service Pack Services

**Answer: B**

**Question: 2**

What are HP notebook security features? (Select two)

- A. TPM
- B. monitor sensor
- C. integrated alarm
- D. processor change alert
- E. Biometric Fingerprint Reader

**Answer: A, E**

**Question: 3**

The operating system detects 64MBs less memory than is actually installed. What should you check first?

- A. shared video memory
- B. third-party memory installed
- C. disabled memory slot in BIOS
- D. disabled memory hole in system BIOS

**Answer: A**

**Question: 4**

After replacing a processor, you get the error message "CPU microcode is not found" . What is the first action you should do?

- A. Check the CPU driver for latest driver
- B. Test the processor in a known good PC
- C. Set CMOS microcode settings to default
- D. Check the HP web site for latest BIOS or microcode update

**Answer: D**

**Question: 5**

Where is the boot log file located under Windows XP?

- A. Log directory
- B. PXE directory
- C. Root directory
- D. Temp directory

**Answer: C**

**Question: 6**

What is an example of evaluating data?

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- A. installing services packs
- B. downloading a maintenance guide
- C. advising the customer of the problems
- D. deciding whether the problem is caused by hardware or software malfunction

**Answer: D**

**Question: 7**

What is an adequate ESD precaution?

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

**Answer: A**

**Question: 8**

A field technician needs to upgrade the system BIOS on a computer which does not have an optical drive.

- A. Press F12 and load image from network
- B. Load the image file onto the hard disk and access it from BIOS
- C. Load the BIOS image file onto a USB drive and access it from the BIOS
- D. Launch the embedded web browser in the BIOS and start the web upgrade

**Answer: C**

**Question: 9**

You have determined that the power supply fan has failed. How should you proceed?

- A. Replace the power supply
- B. Upgrade power supply drivers
- C. Run computer environment test
- D. Replace the faulty component inside the power supply

**Answer: A**

**Question: 10**

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. Update the component drivers/software
- D. Call the third party vendor's support line

**Answer: B**

**Question: 11**

A customer's computer reboots with no warning. What should you try first to help isolate this? (Select two)

- A. Check system event log



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