

HP_PrepKing_HP2-896_v2011-06-15_73q_By-Hilton



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Exam Code: HP2-896

Version - 2011-06-15

Total questions: 73

We are providing latest study material.

Good Luck

By - Hilton

Exam A**QUESTION 1**

Third party pre-installed applications on HP systems are generally _____.

- A. activated with separately purchased licence key
- B. full product with a limited trial period
- C. must be upgraded after one year of use
- D. full product, with an unlimited support period

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

?

QUESTION 2

Which HP product is available with integrated SCSI?

- A. thin-client
- B. desktop
- C. workstation
- D. notebook

Correct Answer: C

Section: (none)

Explanation

QUESTION 3

A unit has both a serial number and a product identification number. How many characters are in the serial number?

- A. 10 or 12
- B. 11 or 13
- C. 12 or 14
- D. 10 or 15

Correct Answer: A

Section: (none)

Explanation**QUESTION 4**

What is the difference between a Mobile Expansion Unit (MEU) and a simple port replicator?

- A. port replicator has internal MultiBay ports
- B. MEU has internal MultiBay ports
- C. port replicator has active components
- D. MEU is not portable

Correct Answer: B

Section: (none)

Explanation

QUESTION 5

HP Care Pack is _____.

- A. prepaid extended warranty
- B. payable on service repair
- C. included in the product price
- D. provided free of charge on request

Correct Answer: A

Section: (none)

Explanation

QUESTION 6

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

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

Correct Answer: C

Section: (none)

Explanation

QUESTION 7

What does an HP Care Pack provide?

- A. increased level of support service
- B. software patches and updates
- C. increased software functionality
- D. additional sales assistance

Correct Answer: A

Section: (none)

Explanation

QUESTION 8

A notebook MultiBay battery can be charged in _____.

- A. all MultiBay configurations
- B. Advanced Port Replicator MultiBay
- C. external MultiBay
- D. notebook internal MultiBay

Correct Answer: D

Section: (none)

Explanation

QUESTION 9

Which MultiBay devices can be used in the external USB MultiBay? Select TWO.

- A. hard disk
- B. battery
- C. CD/DVD
- D. tape drive
- E. PCI card

Correct Answer: AC

Section: (none)

Explanation

QUESTION 10

A thin client is _____.

- A. a workstation with reduced client management features
- B. an ultra-slim desktop with a flat screen monitor
- C. an intelligent terminal with local processing capability
- D. an ultra-slim desktop configured for remote manageability

Correct Answer: C

Section: (none)

Explanation

QUESTION 11

What is the advantage of using HP approved memory?

- A. speed
- B. improved error correction
- C. reliability and warranty
- D. parity

Correct Answer: C

Section: (none)

Explanation

QUESTION 12

Which card will NOT fit in a standard PC Card socket?

- A. dual-voltage card
- B. fixed-voltage card
- C. low-voltage card
- D. high-voltage card

Correct Answer: C

Section: (none)

Explanation

QUESTION 13

How can you save the system configuration to a diskette on a desktop or workstation unit?

- A. from an HP website download
- B. in HP Diagnostics for Windows
- C. from QuickRestore CD-ROM
- D. in the BIOS Setup

Correct Answer: D

Section: (none)

Explanation

QUESTION 14

After replacing a SCSI hard disk in a system with two SCSI drives, neither drive is recognized by the controller. What is the most likely cause?

- A. ontroller has failed
- B. both drives are defective
- C. replacement drive is defective
- D. both drives are set to the same ID

Correct Answer: D

Section: (none)

Explanation

QUESTION 15

Where do you enable DriveLock?

- A. Desk Management Utility
- B. Windows Control Panel
- C. Security Tab in BIOS
- D. MSCONFIG Utility

Correct Answer: C

Section: (none)

Explanation

QUESTION 16

Which tool can be used to update/install drivers?

- A. Component Services
- B. Add/Remove Hardware
- C. Computer Management
- D. Device Manager

Correct Answer: BD

Section: (none)

Explanation

QUESTION 17

Which combination of factors determine the maximum amount of addressable RAM? Select TWO.

- A. hard drive capacity
- B. system chipset
- C. software applications
- D. operating system
- E. memory drivers

Correct Answer: BD

Section: (none)

Explanation

QUESTION 18

How can you test your ESD equipment?

- A. high current meter
- B. high voltage meter
- C. there are no tests available
- D. resistance meter

Correct Answer: D

Section: (none)

Explanation

QUESTION 19

A technician is replacing an SDRAM module. The replacement memory is the same size and speed of the module being replaced. When the technician attempts to install the new memory, the module does not fit in the slot. What is the cause?

- A. technician did not use the appropriate adapter
- B. replacement memory is from a vendor that is not HP authorized
- C. voltage for the replacement memory does not match the system
- D. replacement module is ECC

Correct Answer: C

Section: (none)

Explanation

QUESTION 20

After replacing the system board, the operating system detects new hardware. What action do you take first?

- A. check if the network address has to be reset
- B. see if the chassis fan is connected correctly to the system board
- C. check if the new system board has the same assembly number
- D. see if the boot order is set correctly in the unit BIOS

Correct Answer: C

Section: (none)

Explanation

QUESTION 21

What does Quick Boot mode do?

- A. boots directly to the network
- B. disables all POST tests
- C. disables some POST tests
- D. disables the POST beep codes

Correct Answer: C

Section: (none)

Explanation

QUESTION 22

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

- A. check driver for latest version
- B. test processor in a known good PC
- C. check the HP website for latest BIOS version
- D. set CMOS settings to default

Correct Answer: C

Section: (none)

Explanation

QUESTION 23

What does a technician need to do after replacing a failed drive in a RAID 5 solution?

- A. restore data from tape backup
- B. nothing, the system will rebuild itself
- C. set the new disk to online
- D. reconfigure the RAID

Correct Answer: B

Section: (none)

Explanation

QUESTION 24

A customer has recently upgraded memory in a unit that supports RAMBUS. The system is not detecting the new memory. What is a possible cause?

- A. CMOS has not been configured to accept the additional memory
- B. system firmware needs to be upgraded to support over 256 MB of memory
- C. RIMM/CRIMM placement is not correct on the system board
- D. operating system has not been configured to accept the additional memory

Correct Answer: C

Section: (none)

Explanation

QUESTION 25

A computer often crashes after several hours of use. What is the most likely reason?

- A. hard drive is defective
- B. processor is defective
- C. airflow of the unit is hindered
- D. indoor air pressure is too high

Correct Answer: C

Section: (none)

Explanation

QUESTION 26

The unit is unable to print while on the wireless network although it is able to print locally on the same printer. What needs to be changed in order to print through the wireless connection?

- A. update the printer driver
- B. add the printer to a wireless access point
- C. add the printer as a network printer
- D. reinstall network protocol

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

?

QUESTION 27

Which tool is used to calibrate a battery ?

- A. Windows CD-ROM
- B. System BIOS
- C. Battery Conservation Utility
- D. Windows Safe Mode

Correct Answer: B

Section: (none)

Explanation

QUESTION 28

Where is the boot log file located under Windows XP?

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

Correct Answer: C

Section: (none)

Explanation

QUESTION 29

A memory upgrade is installed properly. After restarting, a memory dump error occurs. What do you do first?

- A. replace the hard disk drive
- B. restore factory defaults on unit
- C. verify that supported HP memory is installed
- D. access BIOS Setup and ensure memory is being seen

Correct Answer: C

Section: (none)

Explanation

QUESTION 30

What can cause a system to reboot unexpectedly from the operating system? Select TWO?

- A. driver conflict
- B. incorrect boot order setting
- C. loss of network connectivity
- D. memory module defect
- E. shorted hood lock

Correct Answer: AD

Section: (none)

Explanation

QUESTION 31

A customer is logged into the network but cannot print to the network printer. How do you determine if the issue is related to the unit or the network printer?

- A. get IP address of adapter for unit and try to ping address
- B. replace network cable from unit and try to print
- C. change drivers for network printer and resend print job
- D. get IP address from printer and try to ping address

Correct Answer: D

Section: (none)

Explanation

QUESTION 32

Place the HP Troubleshooting steps in the correct order.

Select and Place:

Order	Steps in Order
1	(place step one here)
2	(place step two here)
3	(place step three here)
4	(place step four here)
5	(place step five here)
6	(place step six here)

Develop Action Plan	Collect Data	Implement Preventative Measures	Problem Solved
Implement Action Plan	Evaluate Data		

Correct Answer:

Order	Steps in Order
1	Collect Data
2	Evaluate Data
3	Develop Action Plan
4	Implement Action Plan
5	Problem Solved
6	Implement Preventative Measures

Develop Action Plan	Collect Data	Implement Preventative Measures	Problem Solved
Implement Action Plan	Evaluate Data		

Section: (none)

Explanation

Explanation/Reference:

QUESTION 33

The customer can no longer boot to the SCSI HDD after installing an IDE HDD in the system. What is the cause of the problem?

- A. IDE and SCSI can not be mixed
- B. the SCSI drive is defective
- C. IDE defaults to primary
- D. the IDE drive is incompatible

Correct Answer: C

Section: (none)

Explanation

QUESTION 34

The function key F12 sets the computer to boot from the ____.

- A. diskette drive
- B. hard drive
- C. network
- D. CD-ROM drive

Correct Answer: C

Section: (none)

Explanation

QUESTION 35

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

- A. reinstall all drivers related to this component
- B. identify at what level the component is not recognized
- C. remove the component from the system
- D. exchange component with "known good" component

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

?

QUESTION 36

What is the problem when a system suspends and locks up after every 15 minutes of inactivity?

- A. memory errors
- B. overheating CPU
- C. screen saver set in the operating system
- D. conflicting power management parameters

Correct Answer: D
Section: (none)
Explanation

QUESTION 37

When a processor overheat message appears, what do you do first?

- A. replace the cache
- B. install a new CPU fan
- C. reseal the processor
- D. check the environment

Correct Answer: D
Section: (none)
Explanation

QUESTION 38

You are unable to log into a TCP/IP network. Using IPconfig, you receive the subnet mask 0.0.0.0. What is the cause?

- A. network cable does not support cross over
- B. the network adapter is defective
- C. a duplicate IP address was found
- D. network driver needs to be updated

Correct Answer: C
Section: (none)
Explanation

QUESTION 39

After adding a MultiBay hard drive on a mobile unit, the customer is unable to boot from the original hard drive. What must be changed in order to boot from the original hard drive?

- A. original hard drive is set to master
- B. boot order is set incorrectly
- C. USB legacy support in BIOS
- D. MultiBay hard drive is set to slave

Correct Answer: B
Section: (none)
Explanation

QUESTION 40

Which step would you take first to determine if a third-party component is related to a reported problem?

- A. replace the third party component
- B. update component drivers/software
- C. remove the third party component
- D call the third party vendor's support line

Correct Answer: C
Section: (none)
Explanation

QUESTION 41

A PC card is still using power when not in use.What is done to prevent this?

- A. swap slots
- B. update PC card chipset
- C. replace PC card
- D. stop/disable the device in the OS

Correct Answer: D
Section: (none)
Explanation

QUESTION 42

Which PC Card service must be started in the OS?

- A. Port service
- B. APM service
- C. Socket service
- D. POST service

Correct Answer: D

Section: (none)

Explanation

QUESTION 43

A customer reports that they must reboot a system after it has been unattended. The technician notices that the monitor LED is flashing. What is the first thing the technician should do?

- A. replace the monitor with a known good spare
- B. check power management settings
- C. update the system BIOS
- D. replace the video graphics adapter

Correct Answer: B

Section: (none)

Explanation

QUESTION 44

After installing an external monitor on the mobile unit, the display is very distorted and has horizontal lines. However, the LCD display provides a clear picture. What is the first thing you would look at?

- A. monitor is not supported on the computer
- B. monitor refresh rate needs to be adjusted
- C. LCD lid has to be closed
- D. monitor resolution must match LCD resolution

Correct Answer: B

Section: (none)

Explanation

QUESTION 45

The customer has 10 identical units. Only one unit is exhibiting random lockups. What component do you swap with one of the other working units to determine whether this is a software or hardware problem?

- A. memory
- B. processor
- C. hard drive
- D. video card

Correct Answer: C

Section: (none)

Explanation

QUESTION 46

Which should be the first step for troubleshooting a known good component that is not recognized?

- A. reinstall the operating system and drivers
- B. determine the point of failure
- C. flash back the revision of BIOS
- D. exchange component

Correct Answer: B

Section: (none)

Explanation

QUESTION 47

"Driver, Patch, Security and Support alerts" provide ____.

- A. online access to HP support professionals
- B. instant alert about hardware changes on the computer
- C. information about HP bundled software
- D. automatic patch installation to clients

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

?

QUESTION 48

What information would help you find the correct hardware drivers on the HP Support website? Select TWO.

- A. serial number
- B. model number
- C. spares number

- D. product number
- E. purchase date
- F. FCC ID

Correct Answer: BD

Section: (none)

Explanation

Explanation/Reference:

?

QUESTION 49

The customer has installed a retail version of the OS and has no access to the programmable buttons. What needs to be installed?

- A. factory image CD
- B. Softpack
- C. BIOS update
- D. utility package

Correct Answer: B

Section: (none)

Explanation

QUESTION 50

What is the reason for installing BIOS updates?

- A. increase the processor speed
- B. the warranty will be refreshed
- C. ensure optimum system stability
- D. increase display resolution

Correct Answer: C

Section: (none)

Explanation

QUESTION 51

After a system recovery, who is responsible for restoring the customer data under HP standard warranty?

- A. technician
- B. customer
- C. internet service provider
- D. software vendor

Correct Answer: B

Section: (none)

Explanation

QUESTION 52

To download the latest HP drivers from the web on startup, you must ____.

- A. use the files and settings transfer wizard
- B. enable automatic Windows updates
- C. install the System Software Manager (SSM)
- D. install the critical updates softpaq

Correct Answer: C

Section: (none)

Explanation

QUESTION 53

What reference material can a technician use to decode error messages?

- A. Top Tools 2000
- B. HP white papers
- C. QuickSpecs/Quick Reference Guide
- D. On-site Agents Reference Set (OARS)

Correct Answer: D

Section: (none)

Explanation

QUESTION 54

Where would you find the DPS?

- A. Windows Control Panel

- B. HP Utilities
- C. System BIOS Utility
- D. Smart Start CD

Correct Answer: C

Section: (none)

Explanation

QUESTION 55

You must disassemble an HP notebook that you are unfamiliar with. Which HP resource will provide you with video instruction?

- A. System Maintenance Library
- B. Quick Reference Guide
- C. Service Media Library
- D. Instant Reference Guide

Correct Answer: C

Section: (none)

Explanation

QUESTION 56

The system warranty has expired and the customer is requesting support. What support option is available to the customer?

- A. the customer will have to buy a new system
- B. pay for service and any parts required
- C. no option, parts are unavailable
- D. purchase a Help Pack

Correct Answer: B

Section: (none)

Explanation

QUESTION 57

Which utility are you required to run before ordering a new hard drive?

- A. DPS Test
- B. Power on self test

- C. Disk Array Diagnostic
- D. Drive Configuration utilitie

Correct Answer: A

Section: (none)

Explanation

QUESTION 58

Which HP communication details new HP accessories and options?

- A. Windows Updates
- B. Information Reference Guide
- C. customer advisories
- D. service and support announcements

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

?

QUESTION 59

When the technician arrives on site to repair a notebook, he discovers that the customer has dropped the notebook. This voids the customer warranty. What do you do?

- A. initiate the selling of an HP Care Pack and wait for Care Pack number
- B. leave the part with the customer for self repair
- C. repair the unit for customer satisfaction
- D. initiate a repair that requires the customer to pay

Correct Answer: D

Section: (none)

Explanation

QUESTION 60

HP Customer Advisories provide ____.

- A. warranty documentation
- B. unit service history
- C. issue resolution documentation
- D. advice on where to buy hardware

Correct Answer: C

Section: (none)

Explanation

QUESTION 61

Which utility is used for testing an internal IDE hard drive?

- A. Disk Cleanup
- B. DPS
- C. Disk Defragmenter
- D. QRS

Correct Answer: B

Section: (none)

Explanation

QUESTION 62

What is the function of HP StorageWorks Library and tape tools?

- A. offline version from product and spare part library "HP partfinder"
- B. spare part library with a knowledge base for known errors
- C. diagnostic software for tape drives
- D. diagnostic software for tape drives with a spare part library

Correct Answer: C

Section: (none)

Explanation

QUESTION 63

The customer only has the serial number for an HP notebook or desktop PC. Where can you go to find the configuration of the unit as shipped from HP?

- A. IT Resource Centre
- B. Warranty lookup site
- C. Partsurfer
- D. Google.com

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

???

QUESTION 64

Global warranty coverage applies to ____.

- A. the country of purchase and the owner's residence
- B. every HP partner and contract holder
- C. a unit that moves from one country to another
- D. third-party components and options in the purchased unit

Correct Answer: B

Section: (none)

Explanation

QUESTION 65

What is the Channel Service Network?

- A. support site for home customers
- B. support site only for service partners
- C. website for internet service provider support
- D. peer based support group for internal HP staff

Correct Answer: B

Section: (none)

Explanation

QUESTION 66

While onsite you discover the serial number you have in the service order is NOT the same as the serial number on the defective unit. What do you do?

- A. check the serial number on device for warranty entitlement
- B. continue repair, a released service order is obligatory
- C. cancel the service order and request that the customer log a new call.
- D. customer has lost the warranty for this unit, ask him for trade repair

Correct Answer: A

Section: (none)

Explanation

QUESTION 67

After a system recovery, who is responsible for restoring the customer data under HP standard warranty?

- A. technician
- B. customer
- C. internet service provider
- D. software vendor

Correct Answer: B

Section: (none)

Explanation

QUESTION 68

What reference material can a technician use to decode error messages?

- A. Top Tools 2000
- B. HP white papers
- C. QuickSpecs/Quick Reference Guide
- D. On-site Agents Reference Set (OARS)

Correct Answer: D

Section: (none)

Explanation

QUESTION 69

The system warranty has expired and the customer is requesting support. What support option is available to the customer?

- A. the customer will have to buy a new system
- B. pay for service and any parts required
- C. no option, parts are unavailable
- D. purchase a Help Pack

Correct Answer: B

Section: (none)

Explanation

QUESTION 70

The customer only has the serial number for an HP notebook or desktop PC. Where can you go to find the configuration of the unit as shipped from HP?

- A. IT Resource Centre
- B. Warranty lookup site
- C. Partsurfer
- D. Google.com

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

???

QUESTION 71

Third party pre-installed applications on HP systems are generally _____.

- A. activated with separately purchased licence key
- B. full product with a limited trial period
- C. must be upgraded after one year of use
- D. full product, with an unlimited support period

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

?

QUESTION 72

What does an HP Care Pack provide?

- A. increased level of support service
- B. software patches and updates
- C. increased software functionality
- D. additional sales assistance

Correct Answer: A

Section: (none)

Explanation

QUESTION 73

Which card will NOT fit in a standard PC Card socket?

- A. dual-voltage card
- B. fixed-voltage card
- C. low-voltage card
- D. high-voltage card

Correct Answer: C

Section: (none)

Explanation