

Exam : HP HP2-Q01

**Title : Servicing HP Desktops,
Workstations, and
Notebooks**

Version : Demo

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1. What are two methods to flash the BIOS before loading OS? (Select two)

- A. bootable USB or CDROM
- B. HP SSM (System Software Manager)
- C. HP CSM (Client Management Software)
- D. from F10 setup using removable media

Answer: AD

2. Where can you find the current Windows video driver version? (Select two)

- A. System BIOS
- B. Device Manager
- C. Display Properties
- D. System Properties

Answer: BC

3. Which Windows XP utility will display installed driver version?

- A. HPINFO32
- B. MSINFO32
- C. Task Manager
- D. Windows Update

Answer: B

4. What are possible locations for OS updates? (Select two)

- A. HP restore media
- B. HP instant Support
- C. HP support website
- D. Microsoft Windows Update

Answer: CD

5. 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: AE

6. A system boots from a SCSI drive. An IDE hard disk has added to the system will no longer boot what is the cause?

- A. IDE drive is not terminated properly
- B. system has defaulted to the IDE drive as bootable
- C. IDE drive has the same id as the SCSI drive
- D. SCSI and IDE devices cannot coexist in the same system

Answer: B

7. A computer with embedded SATA RAID has a function RAID array. During startup *****

- A. Enable POST Messages
- B. Enable RAID/AHCI SATA Emulation
- C. Modify boot options in the operating system RAID utility
- D. Modify boot options in the Array Configuration Utility (ACU)

Answer: D

8. Your HP Workstation has one SATA hard drive installed. What must be done first in order to install Windows XP?

- A. Enable POST Messages
- B. Enable RAID/AHCI SATA Emulation
- C. Obtain and update system firmware
- D. Add a second SATA hard disk drive

Answer: B

9. A customer is experiencing intermittent lockups on a computer kept inside. What is most likely cause?

- A. ESD
- B. altitude
- C. vibration
- D. temperature

Answer: D

10. Where can you find specific information on removal and replacement procedure?

- A. Care Pack guide
- B. HP Product Buletin
- C. Quick Reference Buletin
- D. Maintenance and Service Guide

Answer: D

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