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QUESTION 1

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 2

You are trying to locate a part number for warranty replacement of a faulty component.

Which part number should you use?

- A. option part number
- B. warranty part number
- C. assembly part number
- D. spare part number

Correct Answer: D

QUESTION 3

An HP computer might display a microcode error after you replace which component?

- A. hard drive
- B. memory
- C. system board
- D. CMOS battery

Correct Answer: C

QUESTION 4

A customer has reported intermittent lockups on a computer kept inside an enclosed cabinet. What is the most likely cause?



- A. electrostatic discharge (ESD)
- B. radio frequency interference (RFI)
- C. high temperature
- D. excessive vibration

Correct Answer: C

QUESTION 5

A customer has performed a memory upgrade. After restarting the computer, the customer experiences a memory dump. What should you do first to resolve this?

- A. Replace the hard drive.
- B. Restore the factory defaults on the computer.
- C. Verify that memory supported by HP is installed.
- D. Access the BIOS setup and ensure that the memory is being seen.

Correct Answer: C

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