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QUESTION 1

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 2

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

QUESTION 3

A customer complains that the HP QuickLook 2 feature is not working on their notebook running Windows Vista. Which application must be installed to support this feature?

- A. HP Assistant
- B. Microsoft Aero
- C. HP Help and Support
- D. Microsoft Office

Correct Answer: D

QUESTION 4

You are trying to determine the original default specification of an HP workstation. Where would you find this



information?

- A. BIOS
- B. asset tag
- C. product number
- D. serial number

Correct Answer: C

QUESTION 5

What should you do before installing a replacement part in an HP workstation?

- A. Validate the issue.
- B. Reload the operating system.
- C. Confirm the warranty.
- D. Format the drive.

Correct Answer: A

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