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QUESTION 1

What is true regarding HP DriveLock if a user has forgotten the master password?

A. The system board must be replaced.

B. The BIOS must be reset.

C. The security jumper on the system board must be replaced.

D. The drive cannot be recovered; the user data is lost.

Correct Answer: D

QUESTION 2

The maximum amount of usable RAM in Microsoft Vista is limited by which factors? (Select two.)

A. processor manufacturer

B. SyStem chipset

C. operating system

D. memory drivers

E. hard drive capacity

Correct Answer: BC

QUESTION 3

A customer calls because several of their newer model notebooks cannot boot when a third-party USB device is installed. Older models of the notebooks boot with the same device installed. You have already updated the BIOS to the latest available, but this does not resolve the issue.

What should you do?

A. Tell the customer that the third-party device is not supported.

B. Call HP technical support.

C. See if there is a BIOS update available for the USB device.

D. Remove and replace the system board.

Correct Answer: A

QUESTION 4

The operating system installed on an HP desktop computer does not 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. Call the third-party vendor\\'s support line.

D. Update the component drivers/software.

Correct Answer: B

QUESTION 5

Which tool should you use to set and change the Smart Card PIN on an HP notebook?

A. Smart Card Security for HP ProtectTools

B. Security Center in Windows Control Panel

C. Credential Manager for HP ProtectTools

D. F10 Computer Setup Utility

Correct Answer: C

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