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QUESTION 1

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 2

A computer does not boot from a bootable USB storage device, although the computer can access the files on the storage device in Windows Explorer. What is the cause of this?

A. The USB port is defective.

B. An incorrect boot order is set in the BIOS.

C. The device is locked from user access.

D. Incorrect USB drivers are installed.

Correct Answer: B

QUESTION 3

Where can you confirm an HP spare part number?

A. HP Instant Reference Guide

B. HP Technology Center

C. HP PartSurfer

D. IT Resource Center

Correct Answer: C

QUESTION 4

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

A. Exchange the component with a "known good" component.

B. Reseat the component.

C. Reinstall all drivers related to this component.

D. Remove the component from the system.

Correct Answer: A

QUESTION 5

What can you do with an HP MultiBay or Upgrade Bay?

A. Install an additional hard drive or optical drive.

B. Install additional RAM memory.

C. Daisy chain up to two SCSI hard drives.

D. Install Bluetooth or wireless LAN devices.

Correct Answer: A

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