



# HP2-H08<sup>Q&As</sup>

Servicing HP Desktops , Workstations , and Notebooks

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#### QUESTION 1

Which type of communication from HP is designated for HP internal use?

- A. Service Advisory
- B. Engineering Advisory
- C. Product Bulletin
- D. Service Bulletin

Correct Answer: B

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#### QUESTION 2

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

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#### QUESTION 3

Where can you find the latest BIOS for an HP personal computer?

- A. HP Support Forums
- B. HP Support and Drivers website
- C. HP PartSurfer
- D. HP IT Resource Center (ITRC)

Correct Answer: B

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#### QUESTION 4

Which statement is correct regarding third-party applications pre-installed on HP systems?

- A. Only Microsoft applications are supported.
- B. Full product support is available for a fixed period.



- C. The applications are not upgradable.
- D. The full application can be downloaded from HP.com.

Correct Answer: B

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#### QUESTION 5

Which tool is used to update desktops and notebooks proactively with select HP software and drivers?

- A. HP SoftPaq Download
- B. HP Update Manager for Vista
- C. HP Client Management Software Updates
- D. HP Software Update

Correct Answer: A

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