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QUESTION 1

After installing new software, a customer reports an operating system failure that results in random blue screens.

What is the first option you should recommend for this customer?

- A. Restore the operating system from the operating system CD/DVD.
- B. Replace the hard drive.
- C. Use Microsoft System Restore to return to a previous known working state.
- D. Repair the operating system using the operating system CD/DVD.

Correct Answer: A

QUESTION 2

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 3

Bluetooth is an example of which networking technology?

- A. Wireless PAN
- B. Wireless LAN
- C. Wireless MAN
- D. Wireless WAN

Correct Answer: B

QUESTION 4

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 5

Which types of drive encryption does HP ProtectTools support? (Select two.)

- A. folder level
- B. master boot level
- C. full volume level
- D. BIOS level
- E. operating system level

Correct Answer: CE

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