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QUESTION 1

You have replaced a video adapter in a customer's workstation, but now the network PCI card is no longer recognized by the system. What is the first step you should take to resolve the customer's issue?

- A. Upgrade the firmware.
- B. Replace the network adapter.
- C. Check the network adapter drivers.
- D. Reseat the network adapter.

Correct Answer: D

QUESTION 2

Which benefit does HP DriveGuard add to a notebook?

- A. It protects the hard drive from moisture damage.
- B. It detects sudden motion and temporarily stops the hard drive.
- C. It enhances Windows Aero security performance.
- D. It encrypts the hard drive data and password-protects it.

Correct Answer: B

QUESTION 3

What is the definition of multi-core technology?

- A. a system board with more than one CPU socket
- B. a single CPU that has multiple execution cores
- C. a processor that runs at multiple speeds
- D. a processor that has the ability to hyperthread

Correct Answer: B

QUESTION 4

A customer has reported intermittent lockups on a computer kept inside an enclosed cabinet. What is the most likely cause?

- A. electrostatic discharge (ESD)



- B. radio frequency interference (RFI)
- C. high temperature
- D. excessive vibration

Correct Answer: C

QUESTION 5

For what purpose is the command Repset.exe:/cpqsetup.txt used?

- A. to restore factory settings
- B. to load a saved BIOS configuration
- C. to delete a previous BIOS configuration
- D. to erase a DriveLock password at the BIOS level

Correct Answer: B

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