



Vendor: HP

Exam Code: HP2-H27

Exam Name: Servicing HP Desktops, Workstations and Notebooks

Version: Demo

QUESTION 1

What are the supported operating systems for HP Support Assistant?

- A. Windows Vista, Windows 7, and Linux
- B. Windows Vista, Windows 7, and Windows 8
- C. Windows XP, Windows Vista, and Windows 7
- D. Windows 7, Windows 8, and Linux

Correct Answer: B

QUESTION 2

What kind of functionality do Mini PCI cards typically provide for HP commercial notebooks?

- A. Wireless Display (WiDi) connectivity
- B. WWAN capabilities
- C. Wi-Fi connectivity
- D. Bluetooth communication

Correct Answer: C

QUESTION 3

What protocol must the graphics controller support to enable HP Display Assistant (HPDA) to control and set the monitor for best picture quality?

- A. the Display Control Calibration Interface protocol
- B. the Display Data Channel Command Interface protocol
- C. the Monitor Control Calibration Interface protocol
- D. the Monitor Data Channel Command protocol

Correct Answer: B

QUESTION 4

Which statement best describes self-encrypting drives (SED) technology?

- A. SEDs can support hardware-based encryption, software-based encryption, and a combination of the two configured using HP ProtectTools.
- B. The hardware-based encryption in a SED uses a 256-bit Advanced Encryption Standard algorithm that surpasses the Trusted Computing Group's OPAL Security standard.
- C. SEDs that use hardware-based encryption encrypt all files on the disk other than operating system files.
- D. SEDs can support hardware-based encryption or software-based encryption configured using

HP ProtectTools.

Correct Answer: D

QUESTION 5

Which statement best describes the Restriction of Hazardous Substance (RoHS) environment standard to which HP is committed?

- A. RoHS regulates the supply and return of notebook batteries.
- B. RoHS regulates the supply and return of parts containing restricted or controlled materials.
- C. RoHS defines the process for a compliant processor upgrade.
- D. RoHS defines the policy for the disposal of obsolete equipment.

Correct Answer: D

QUESTION 6

What tag do certain HP workstations have (in addition to the service tag) that provides the build ID and the feature byte, which are required for replacing a system board?

- A. the support label
- B. the flexbuild label
- C. the technician data label
- D. the system board label

Correct Answer: B

QUESTION 7

Why is an antistatic mat important for controlling electrostatic discharge? (Select two.)

- A. provides a soft surface to prevent scratches on the case or outer shell of the computer.
- B. provides a dissipative connection for a wrist strap that must be worn by the service technician.
- C. drains power quickly with a surface that provides real ground potential with a very low electrical impedance.
- D. provides electrostatic protection for sensitive equipment without requiring the mat to be connected to a ground.
- E. provides a surface that gradually bleeds electrical energy instead of collapsing to real ground potential.

Correct Answer: D

QUESTION 8

What is a good reason to download and install the latest driver updates and software patches when servicing HP computers (remember to ask the customer before upgrading)?

- A. Software patches and driver updates are integrated into the products and automatically installed as soon as the computer recognizes the new device.
- B. Software patches and driver updates can improve USB performance with an increase equal to USB 2.0 ports performing at the same level that USB 3.0 ports do.
- C. Software patches and driver updates provide code necessary for the computer hardware to remain compatible with changing technologies and to enhance performance.
- D. Software patches and driver updates increase compatibility with specific programs, and reviewing technical bulletins before installing updates is critical.

Correct Answer: C

QUESTION 9

Which I/O port can support quad output at QXGA resolution and 30-bit color?

- A. HDMI
- B. DVI
- C. DisplayPort
- D. S-Video

Correct Answer: C

QUESTION 10

Which parts in HP notebooks are customers replaceable in the Customer Self Repair program? (Select two.)

- A. liquid crystalline display (LCD)
- B. finger print reader
- C. memory
- D. Bluetooth module
- E. wireless antenna

Correct Answer: CE

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