



Vendor: HP

Exam Code: HP3-X10

Exam Name: X10 - Servicing HP Essential Desktop
Products

Version: DEMO

QUESTION 1

Which tasks does the HP Support Assistant enable you to perform? (Select three.)

- A. reinstalling the software image
- B. connecting to the HP support agent
- C. changing the boot order
- D. viewing a computer's action history
- E. clearing the BIOS passwords
- F. scheduling periodic tune-ups

Answer: BCE

Explanation:

<http://h10025.www1.hp.com/ewfrf/wc/document?docname=c03033620&lc=en&cc=uk&dlc=en>

QUESTION 2

Which memory configurations cannot be fully addressed by an HP PC running the 32-bit Windows 7 Home Premium operating system?

- A. 2048MB (1024MB x 2)
- B. 2048MB (2048MB x 1)
- C. 3072MB (3072MB x 1)
- D. 4096MB (2048MB x 2)

Answer: C

QUESTION 3

How many pins are on a DIMM module for an HP Compaq d220/d230 desktop computer?

- A. 168
- B. 184
- C. 200
- D. 240

Answer: B

QUESTION 4

Your customer has an HP desktop PC and is not sure if the hard drive is corrupt or failing. What should you do to diagnose the problem?

- A. Run Drive Protection System (DPS)
- B. Perform a virus scan
- C. Run chkdsk
- D. Perform a CMOS test

Answer: C

Explanation:

chkdsk is normally used to check hard drive status and whether there are any corrupt sectors on the disk.

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