Vendor: HP

Exam Code: HP2-H27

Exam Name: Servicing HP Desktops, Workstations and Notebooks

Version: DEMO

QUESTION 1
PCIe cards have a maximum allowable power consumption of 25 Watts although some x16 slots support higher wattages. What is the best way to verify that the PCI slot supports the device power requirements?

A. Search the Internet for information from anyone who has performed the same installation you are performing.
B. Install the device, and see if the device works as specified.
C. Check the power supply for additional PCI devices with which to add additional power.
D. Check the product QuickSpecs for product support information.

Answer: D

QUESTION 2
Which disclosure level is specified in EF0012J according to the support communication code for indicating audiences?

A. The E is for external partners specifying that this communication is restricted from the general public
   and end users but is available to all external HP partners.
B. E is for engineering specifying that this communication is HP confidential and limited to HP (badged) employees.
C. E is for everyone specifying that this communication is available to the general public and end users.
D. E is for enterprise specifying that this communication is available to enterprise-level customers (major accounts), enterprise-level service providers, HP employees, and channel partners.

Answer: B

QUESTION 3
Which statement is true about HP products that carry a global warranty?

A. Products serviced outside the country or region of original purchase are not delayed due to parts availability.
B. Extended warranties are not honored outside the country or region of original purchase.
C. Products under warranty must be serviced in the country or region where they are originally purchased,
   and no warranties are honored outside the country or region of original purchase.
D. A product warranty may be transferred to another country or region as long as HP or an HP Authorized Service Provider (ASP) offers warranty service for the product model number.

Answer: D

QUESTION 4
What must you remember when servicing the flush glass displays on an HP notebook?

A. The webcam module might contain an HP nightlight, and you must order the correct part number
B. The display might contain an Ambient Light Sensor (ALS), which can be damaged during replacement.
C. A flush glass display is a Whole Unit Replacement (WUR) part because it must be opened only in

a
clean room.
D. The display likely contains the Wi-Fi and WWAN antennas requiring extra care to avoid damaging
parts during replacement.

Answer: B

QUESTION 5
What is important to remember when troubleshooting HP notebooks that support Smart AC
adapters?

A. The Smart AC adapter output must be at or above the recommended input level of the HP
notebook
before the HP notebook can start up.
B. The Smart AC adapter output must be at or below the recommended input level of the HP
notebook
before the HP notebook can start up.
C. The Smart AC adapter output is compatible with any notebook, but output wattage below the
recommended level for the notebook can cause limited functionality.
D. The Smart AC adapter output is compatible with any notebook, but output wattage above the
recommended level for the notebook can result in excessive internal heat causing fans to run
continually.

Answer: C

QUESTION 6
To prevent receiving memory modules that test with no fault found, what diagnostic test must be
performed before HP authorizes replacement of memory modules under warranty?

A. HP Support Assistant memory diagnostic test
B. BIOS memory test
C. HP Vision diagnostics memory test
D. HP USB diagnostics memory test

Answer: A

QUESTION 7
You have configured the SATA RAID controller to IDE Emulation mode to perform hard disk self-
tests. What happens if you forget to configure the controller back to RAID mode before loading
the operating system?

A. If the system is configured for RAID 5. it starts up normally, but it recognizes other drives only as
logical
drives requiring reconfiguration of the RAID.
B. The system tries to load the wrong storage driver causing permanent damage and possible data
loss.
C. The BIOS detects existing RAID bytes on the hard drives and sends an error code and a
message to
place the drives back into array mode.
D. The BIOS detects existing RAID bytes on the hard drives and automatically switches the
controller back

to ACHI/RAID mode.

Answer: C

QUESTION 8
As of 2012, to which offline diagnostic tool did HP commercial desktops and workstations begin to transition?

A. UEFI diagnostics
B. HP Advanced BIOS diagnostics
C. HP Advanced POST diagnostics
D. HP Insight diagnostics

Answer: D

QUESTION 9
Which statement is true about replacing system boards?

A. You must back up the encryption keys, passwords, and other user credentials before replacing system
    boards that include the Trusted Platform Module (TPM).
B. Replacing the system board typically includes moving items, such as CPUs, memory modules,
    heat sinks, fans, and RTC batteries, from the old board to the new board.
C. You must update the BIOS with the correct licensing information when replacing system boards that are
    tied to individual or group licenses.
D. The system board replacement part includes the processor and the heat sink and must be
    replaced as a complete unit.

Answer: B

QUESTION 10
Which biometric security functions are included with HP commercial notebooks? (Select two.)

A. fingerprint readers
B. retina scans
C. voice recognition
D. facial recognition
E. gesture recognition for touch-enabled notebooks

Answer: AD

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