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**Exam** : **HP2-H27**

**Title** : Servicing HP Desktops,  
Workstations and  
Notebooks

**Version** : DEMO

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

**Answer: B**

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

**Answer: C**

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

**Answer: B**

4.Which statement best describes self-encrypting drive (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.

**Answer: D**

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.

**Answer: D**

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

**Answer: B**

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.

**Answer: D**

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 UBS 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.

**Answer: C**

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

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

**Answer: C**

10.Which parts in HP notebooks are customer 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

**Answer: C, E**