



# HP2-H08<sup>Q&As</sup>

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**QUESTION 1**

An HP computer might display a microcode error after you replace which component?

- A. hard drive
- B. memory
- C. system board
- D. CMOS battery

Correct Answer: C

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**QUESTION 2**

A customer calls because several of their newer model notebooks cannot boot when a third-party USB device is installed. Older models of the notebooks boot with the same device installed. You have already updated the BIOS to the latest available, but this does not resolve the issue.

What should you do?

- A. Tell the customer that the third-party device is not supported.
- B. Call HP technical support.
- C. See if there is a BIOS update available for the USB device.
- D. Remove and replace the system board.

Correct Answer: A

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**QUESTION 3**

What is last step in the HP Six-Step Troubleshooting Methodology procedure?

- A. Contact technical support
- B. Check the warranty status
- C. Implement preventive measures
- D. Collect data from the error log

Correct Answer: C

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**QUESTION 4**

A system boots from a SCSI drive but after the addition of an IDE hard drive, the system no longer boots. What is the



probable cause?

- A. The IDE drive has defaulted to the first boot device in the system boot order.
- B. The SCSI drive is not terminated properly.
- C. SCSI and IDE devices cannot coexist in the same system.
- D. The IDE drive and SCSI drive have the same device ID.

Correct Answer: C

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#### QUESTION 5

You are trying to locate a part number for warranty replacement of a faulty component.

Which part number should you use?

- A. option part number
- B. warranty part number
- C. assembly part number
- D. spare part number

Correct Answer: D

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