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QUESTION 1

Other than on the serial number label, where can you access the serial number for an HP notebook or desktop?

- A. F2 Utility
- B. Drive Protection System (DPS) test
- C. BIOS Setup Utility
- D. Bootlog file

Correct Answer: C

QUESTION 2

A customer reports a computer that locks up at the HP Invent logo screen at POST. What could be causing this? (Select two.)

- A. third-party hardware
- B. monitor
- C. power management settings
- D. corrupted operating system
- E. incorrectly seated memory

Correct Answer: AE

QUESTION 3

An application on a customer's HP desktop has failed. Where can you find the application log file?

- A. root directory
- B. MPS report
- C. temp directory
- D. system dump report

Correct Answer: D

QUESTION 4

A customer wants additional memory installed on a computer. Where can you find the appropriate part number for supported memory on this computer? (Select two.)



- A. Maintenance and Service Guide
- B. Channel Service Network (CSN)
- C. Product User Guide
- D. Product QuickSpecs
- E. Product Troubleshooting Guide

Correct Answer: CD

QUESTION 5

A customer reports no sound after Windows XP loads. What is the first step you should take to identify the cause?

- A. Replace the system board.
- B. Check the Device Manager.
- C. Check for errors in the BIOS.
- D. Start Windows in Safe Mode.

Correct Answer: B

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