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QUESTION 1

What information does the HP Battery Health Check utility provide about the battery?

- A. warranty ID
- B. number of charges remaining
- C. name of the manufacturer
- D. serial number

Correct Answer: A

QUESTION 2

Which component has failed when the Power-On LED blinks red and beeps six times?

- A. system board
- B. system memory
- C. video card
- D. power supply

Correct Answer: C

QUESTION 3

When is it safe to power on a power supply that is disconnected from the other computer components?

- A. when the power supply has a Built-in Self-Test (BIST)
- B. when the power supply is removed from the desktop or workstation
- C. when the power supply is properly installed in the desktop or workstation
- D. when the power supply is connected through a UPS

Correct Answer: A

QUESTION 4

What is true regarding HP DriveLock if a user has forgotten the master password?

- A. The system board must be replaced.
- B. The BIOS must be reset.



- C. The security jumper on the system board must be replaced.
- D. The drive cannot be recovered; the user data is lost.

Correct Answer: D

QUESTION 5

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 6

Which statement is correct regarding third-party applications pre-installed on HP systems?

- A. Only Microsoft applications are supported.
- B. Full product support is available for a fixed period.
- C. The applications are not upgradable.
- D. The full application can be downloaded from HP.com.

Correct Answer: B

QUESTION 7

A computer does not boot from a bootable USB storage device, although the computer can access the files on the storage device in Windows Explorer. What is the cause of this?

- A. The USB port is defective.
- B. An incorrect boot order is set in the BIOS.
- C. The device is locked from user access.
- D. Incorrect USB drivers are installed.

Correct Answer: B



QUESTION 8

Which hardware support service is available as an HP Care Pack Service?

- A. 24-Hour Call to Repair
- B. 4-Hour 24x7 Same Day
- C. 8-Hour Same Business Day
- D. PC Unit Exchange

Correct Answer: A

QUESTION 9

Which step is a required HP procedure for troubleshooting a hard drive?

- A. Use the hpsetcfg tool.
- B. Run the Drive Protection System (DPS) tool.
- C. Run the HP Backup and Recovery Manager.
- D. Run a memory check on the system RAM.

Correct Answer: C

QUESTION 10

Which technology does the monitor need to support to play a Blu-ray movie through a DVI connection?

- A. DVI-I
- B. HDCP
- C. DVI-D
- D. VGA

Correct Answer: B

QUESTION 11

Which HP product supports a RAID 5 configuration?

- A. notebook
- B. desktop workstation
- C. slimline desktop



D. mobile workstation

Correct Answer: B

QUESTION 12

Where can you enable hardware RAID on an HP workstation?

A. from the Device Manager

B. in the system Bios

C. at the Control Panel

D. on the hard drive jumpers

Correct Answer: B

QUESTION 13

What should you do before installing a replacement part in an HP workstation?

A. Validate the issue.

B. Reload the operating system.

C. Confirm the warranty.

D. Format the drive.

Correct Answer: A

QUESTION 14

A customer has performed a memory upgrade. After restarting the computer, the customer experiences a memory dump. What should you do first to resolve this?

A. Replace the hard drive.

B. Restore the factory defaults on the computer.

C. Verify that memory supported by HP is installed.

D. Access the BIOS setup and ensure that the memory is being seen.

Correct Answer: C

QUESTION 15



Which types of drive encryption does HP ProtectTools support? (Select two.)

- A. folder level
- B. master boot level
- C. full volume level
- D. BIOS level
- E. operating system level

Correct Answer: CE

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