

# 100% Money Back Guarantee

**Vendor:** HP

**Exam Code:** HP3-X10

**Exam Name:** Servicing HP Essential Desktop Products

**Version:** Demo

**QUESTION NO: 1**

You are using the HP Drive Protection System to run tests on an HP Compaq business desktop. Which type of test does not require user interaction?

- A. Complete
- B. Custom
- C. Quick
- D. Advanced

**Answer: A**

**QUESTION NO: 2**

Which type of battery should you use to replace the real-time clock battery in an HP Compaq business desktop?

- A. AA
- B. AAA
- C. 3 volt lithium
- D. 9 volt

**Answer: C**

**QUESTION NO: 3**

You are replacing the real-time clock battery on a system that is using more than one type of system password. What should you back up to ensure that the primary system password remains intact?

- A. firmware
- B. application data
- C. user profiles
- D. CMOS

**Answer: D**

**QUESTION NO: 4**

You are attempting to replace the power supply on an HP Compaq d220 business desktop but are having difficulty disconnecting the power cables from the system board. What should you do?

- A. Remove the lower drive cage.
- B. Remove the system board.
- C. Use a small screwdriver to access the connections.
- D. Turn the retention thumb-screws counter-clockwise.

**Answer: D**

**QUESTION NO: 5**

Which standard precautions should you take when disassembling HP business desktops? (Select three.)

- A. Remove any media from installed optical drives.
- B. Wear a grounded ESD wrist strap.
- C. Place the system on a stable surface.
- D. Disconnect all USB devices.
- E. Disconnect the VGA cable from the computer.
- F. Disconnect the power cord from the computer.

**Answer: B,E,F**

**QUESTION NO: 6**

What is the correct sequence of steps to remove the heatsink on an HP Compaq dc5000 business desktop?

- A. Disconnect heatsink fan cable; lift retaining lever; then remove retaining clips.
- B. Disconnect heatsink fan cable; remove retaining clips; then lift retaining lever.
- C. Lift retaining lever; disconnect heatsink fan cable; then remove retaining clips.
- D. Lift retaining lever; remove retaining clips; then disconnect heatsink fan cable.

**Answer: A**

**QUESTION NO: 7**

Why is it important to disconnect the power cord from the power supply before disconnecting or installing cables, disassembling the computer, or removing any parts?

- A. It resets the computer and enables the changes to take effect.
- B. It prevents the power supply unit from getting damaged.
- C. The power supply still supplies voltage to the board.
- D. The system might accidentally switch on.

**Answer: C**

**QUESTION NO: 8**

The diskette drive eject button on an HP Compaq d220 desktop sticks to the bezel after ejecting a disk from the drive. Which part needs to be replaced?

- A. the front bezel
- B. the two guide pins behind the button
- C. the eject button
- D. the entire diskette drive

**Answer: B**

**QUESTION NO: 9**

What does HP Insight Diagnostics enable you to do?

- A. view information about installed software updates
- B. tune network performance
- C. view information about installed hardware
- D. perform system backups

**Answer: C**

Reference: <http://bizsupport2.austin.hp.com/bc/docs/support/SupportManual/c00293061/c00293061.pdf>(introduction, page 5)

**QUESTION NO: 10**

You are attempting to replace the heatsink on an HP Compaq business desktop and from the processor. Which step should you take to ensure proper heatsink removal?

- A. Shut down the system for 10 minutes to let the processor cool.
- B. Run the system for 10 minutes to let the processor heat up.
- C. Remove the system board before removing the heatsink
- D. Remove the power supply before removing the heatsink.

**Answer: B**

Reference:[http://www.ehow.com/how\\_8046678\\_can-upgrade-processor.html](http://www.ehow.com/how_8046678_can-upgrade-processor.html)(tips and warnings)

**QUESTION NO: 11**

You want to enable all users to access an HP Compaq d330 desktop, but you must limit who can access the F10 settings during startup. Which password should you use?

- A. Power-on
- B. Restore
- C. Setup
- D. Network

**Answer: A**

**Explanation:**

References:<http://h20000.www2.hp.com/bizsupport/TechSupport/Document.jsp?lang=en&cc=us&taskId=115&prodSeriesId=5081352&prodTypeId=12454&objectID=c02840420>(9th bulleted point)

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