

# HP

## Exam HP2-H27

### Servicing HP Desktops, Workstations and Notebooks

Version: 7.0

[ Total Questions: 73 ]

**Question No : 1**

Which two Web sites provide information to locate replacement part numbers?

- A. HP Replacement Parts and HP Warranty Lookup
- B. HP PartSurfer and HP Services Media Library
- C. HP Replacement Parts and HP Services Media Library
- D. HP Channel Services Network and HP PartSurfer

**Answer: D**

**Explanation:** \* HP Channel Services Network

Official HP site for genuine HP parts and Compaq parts. Search through thousands of replacement parts for HP printers, and HP and Compaq computers.

\* HP PartSurfer

You can order HP-certified replacement parts for your notebook computer by using the HP PartSurfer. HP PartSurfer has a complete list of parts and can help you find the part you need.

Incorrect:

Not A: HP Support Center, Check your warranty status (but not locate replacement parts)  
Serial number lookup

The form below allows you to enter serial number information and retrieve warranty status. Enter up to twenty serial numbers in the fields below and click "Submit".

Reference: HP Notebook PCs - Ordering HP Certified Replacement Parts

<http://support.hp.com/us-en/document/c00372736>

**Question No : 2**

What is different about USB 3.0 ports that allows USB 3.0 devices to communicate at higher speeds?

- A. USB 3.0 provides parallel processing techniques for optimal speeds.
- B. USB 3.0 provides and accepts greater voltage increasing overall performance
- C. USB 3.0 implements packet compression for fast data transfer
- D. USB 3.0 receptacles and plugs have twice as many contacts

**Answer: D**

**Explanation:** USB 2.0 Connector Pinout

Pin	Name	Cable color	Description
1	VCC	Red	+5 VDC
2	D-	White	Data -
3	D+	Green	Data +
4	GND	Black	Ground

### USB 3.0 Connector Pinouts

Pin	Color	Signal name ("A" Connector)	Signal name ("B" Connector)	Description
Shell	N/A	Shield		Metal housing
1	Red	VBUS		Power
2	White	D-		USB 2.0 differential pair
3	Green	D+		
4	Black	GND		Ground for power return
5	Blue	StdA_SSRX-	StdB_SSTX-	SuperSpeed transmitter differential pair
6	Yellow	StdA_SSRX+	StdB_SSTX+	
7	N/A	GND_DRAIN		Ground for signal return
8	Purple	StdA_SSTX-	StdB_SSRX-	SuperSpeed receiver differential pair
9	Orange	StdA_SSTX+	StdB_SSRX+	

Reference: [http://en.wikipedia.org/wiki/USB\\_3.0](http://en.wikipedia.org/wiki/USB_3.0)

**Question No : 3**

What must you do to make an HP business desktop operational when it has a boot block ROM and the BIOS flash fails?

- A. The boot block notifies that the BIOS upgrade failed, and then it allows installation of the BIOS from any USB drive.
- B. The boot block notifies that the BIOS upgrade failed, and it enables the integrated network card driver to allow you to install a good BIOS from a network share via the command prompt.
- C. The boot block notifies that the BIOS upgrade failed, and then it allows booting from a diskette drive, a USB disk-on-key, or a CD-ROM drive.
- D. The boot block notifies that the BIOS upgrade failed, and then it automatically restarts using the last known good BIOS from the 64KB archive.

**Answer: C**

**Explanation:** The FailSafe Boot Block ROM enables system recovery in the unlikely event of a ROM flash failure. For example, if a power failure occurs during a ROM upgrade, the Boot Block uses a flash-protected section of the ROM to verify a valid system ROM flash when power is restored to the computer.

If the system ROM is valid, the computer starts normally.

If the system ROM fails the validation check, the FailSafe Boot Block ROM provides enough support to start the computer from a BIOS image CD created from a SoftPaq. The BIOS image CD programs the system ROM with a valid image.

Reference: HP Z200 Workstation - FailSafe Boot Block ROM

[http://h20564.www2.hp.com/hpsc/doc/public/display?docId=emr\\_na-c02016036](http://h20564.www2.hp.com/hpsc/doc/public/display?docId=emr_na-c02016036)

#### Question No : 4

What can result from a computer losing power during a BIOS upgrade if the computer does not have a FailSafe Boot Block?

- A. The computer reverts to the earlier version of BIOS because HP BIOS updates are fully redundant and include built-in backup and restore in case of power loss during upgrade.
- B. The update fails, but HP BIOS updates can always be re-run to return the computer to a working state even if power is lost during a BIOS update.

- C. The system ROM can become corrupt causing the system board to fail requiring replacement of the system board.
- D. The system memory can become corrupt requiring replacement of the memory.

**Answer: C**

**Explanation:** The FailSafe Boot Block ROM enables system recovery in the unlikely event of a ROM flash failure. For example, if a power failure occurs during a ROM upgrade, the Boot Block uses a flash-protected section of the ROM to verify a valid system ROM flash when power is restored to the computer.

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Reference: HP Z200 Workstation - FailSafe Boot Block ROM

[http://h20564.www2.hp.com/hpsc/doc/public/display?docId=emr\\_na-c02016036](http://h20564.www2.hp.com/hpsc/doc/public/display?docId=emr_na-c02016036)

### Question No : 5

Which statement is true about the similarities between DMIFIT (2009-2010) and WNDMIFIT (2011 and later), which can be used to flash the Direct Media Interface (DMI) on HP notebooks?

- A. Both have command-line interfaces to type the information into the CMOS.
- B. Both are part of the BOIS update and can be run natively from the HP notebook.
- C. Both can be loaded and run from the command line while Windows is running.
- D. Both can be loaded and run from a USB drive.

**Answer: C**

**Explanation:** DMIFIT must be loaded and run from an USB drive, while WNDMIFIT can be run both from Windows and be loaded and run from an USB drive

Note: DMIFIT

How to Fix "System Board OOA" or "Missing System Information" or "Product Information Not Valid" HP

This happens when a motherboard loses the information that's "tattooed" onto it, or burned onto it.

1. First, download the Rufus utility. It can quickly and easily makes bootable flash drives, which is how we are going to run the HP tattooing utility.
2. Download HPBQ138.exe. This is the utility HP service technicians use to burn system information to the motherboard. Sometimes this is called the DMIFIT tool.
3. Now create a bootable USB thumb drive using Rufus.
4. Now open the flash drive and drag HPBQ138.exe (not zipped) into the main directory.
5. Now reboot your computer and boot from the USB drive.
6. Once in the DOS environment, type: "HPBQ138.exe" without the quotes. This should start the DMIFIT utility.

Etc.

Incorrect:

Not C: WNDMIFIT can be run within, while DMIFIT cannot be run within Windows.

Reference: <http://14phoenix.blogspot.se/2013/07/fix-missing-serialproduct-numbers-for.html>

<http://h30499.www3.hp.com/t5/Notebook-HP-ProBook-ZBook/DMI-tools-for-CSR-replacement-of-system-board-on-ProBook-6560/m-p/6219659#M174600>

**Question No : 6**

What can you do to optimize communication over a wireless LAN?

- A. Place the antennas facing away from the user and free of obstructions.
- B. Shut-down unused computers to open additional bandwidth for the troubled computers.
- C. Use HP Wireless Assistant (HPWA) to boost the connection to the wireless adapter.
- D. Configure the wireless router for dual band 802.11n communication

**Answer: D**

**Explanation:** IEEE 802.11n-2009, commonly shortened to 802.11n, is a wireless networking standard that uses multiple antennas to increase data rates.

Reference: [http://en.wikipedia.org/wiki/IEEE\\_802.11n-2009](http://en.wikipedia.org/wiki/IEEE_802.11n-2009)

**Question No : 7**

Which statement is true about HP products that carry a global warranty?

- A. Products serviced outside the country or region of original purchase are not delayed due to parts availability.
- B. Extended warranties are not honored outside the country or region of original purchase.
- C. Products under warranty must be serviced in the country or region where they are originally purchased, and no warranties are honored outside the country or region of original purchase.
- D. A product warranty may be transferred to another country or region as long as HP or an HP Authorized Service Provider (ASP) offers warranty service for the product model number.

**Answer: D**

**Explanation:** HP Global Warranty covers HP products at the level of standard warranty offered in the country in which it is used. For example, a product purchased in country "A" and moved to country "B" receives the current warranty coverage provided by country "B" (if that product is marketed or supported in country B).

Reference: HP - Global Warranty and FAQs

<http://support.hp.com/us-en/document/bpr01266>

**Question No : 8**

Which removable and replaceable wireless connectivity service modules are often found in HP products? (Select two.)

- A. Bluetooth module
- B. HP ePrint wireless direct mobile printing
- C. Wireless keyboard module
- D. Logitech wireless mouse module
- E. Wi-Fi (WLAN) module

**Answer: A,E**

**Explanation:** Both Wi-Fi and Bluetooth are wireless solutions supported by HP.

**Question No : 9**

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: B**

**Explanation:** The Restriction of Hazardous Substances Directive 2002/95/EC, (RoHS 1), short for Directive on the restriction of the use of certain hazardous substances in electrical and electronic equipment, was adopted in February 2003 by the European Union. HP fully complies with and supports the aims of the EU Restriction of Hazardous Substances Directive (RoHS).

Reference: [http://en.wikipedia.org/wiki/Restriction\\_of\\_Hazardous\\_Substances\\_Directive](http://en.wikipedia.org/wiki/Restriction_of_Hazardous_Substances_Directive)

**Question No : 10**

What is the correct way to back-up the BIOS on HP desktops and workstations?



## HP HP2-H27 : Practice Test

- A.** Launch HP ProtectTools, run the BIOS back-up utility from the ProtectTools back-up options menu, and insert a USB drive into the computer. When the computer restarts, it saves the BIOS settings to the USB drive.
- B.** Run the HP BIOS Browser utility from the Windows command line to export the BIOS settings to an installed USB drive. The USB drive is automatically formatted and prepared for the BIOS recovery process.
- C.** Execute the HP Setup Utility, and run the Save to Diskette or Replicated Setup feature to save to a 1.44 MB diskette or to another storage device that can replicate a diskette.
- D.** Configure the HP Backup and Protect suite to include BIOS backup in the System Configuration tab. This stores the latest successful boot BIOS to the boot block ROM in case of BIOS failure.

**Answer: B**

**Explanation:** To Back-up the Current BIOS, please go to BIOS setup, under File >> Replicated Setup and press F10 key Save the BIOS configuration into Removable media.

Later you use the Restore from Removable Media to restore the old settings back.

### Question No : 11

How can you determine if an inaccessible drive is enabled?

- A.** Press F8 during start up to access safe mode, and run diagnostics.
- B.** Replace the storage device with a verified working device. If it works, the drive is enabled.
- C.** Download HP Drive Diagnostic Utility onto a USB thumb drive, and run Drive Check.
- D.** Press F10 during start-up to access the BIOS, and ensure that the port or device is enabled

**Answer: D**

**Explanation:** You use F10 key at startup to access the BIOS. Within the BIOS software you check the status of port and devices.

Incorrect:

Not C: You can't diagnose a drive that has been disabled. It would not be accessible.

Reference: HP PC F10 Setup overview 2012, 2013, and 2014 Business Notebooks, Desktop PCs, and Workstations

<http://h20195.www2.hp.com/V2/GetPDF.aspx/4AA5-2078ENW.pdf>

**Question No : 12**

Which biometric security functions are included with HP commercial notebooks? (Select two.)

- A. fingerprint readers
- B. retina scans
- C. voice recognition
- D. facial recognition
- E. gesture recognition for touch-enabled notebooks

**Answer: A,D**

**Explanation:** A: Reference: HP Notebook PCs - Troubleshooting a Fingerprint Reader

D: HP's newest business laptops let you authenticate your identity with face recognition via a webcam.

**Question No : 13**

What should a customer ship to HP when required to return a product for repair?

- A. the entire product along with the username and password so user information can be migrated to a new unit if the product cannot be repaired
- B. the entire product, including power supply, mouse, and case, so HP can ensure full functionality and product protection
- C. all components of the product including storage drives unless the storage includes sensitive data and the problem is not caused by the storage drives
- D. the product with the hard drive, memory, and removable media removed as long as the removed parts are not defective

**Answer: C**

**Explanation:** Notebook: Include the AC Adapter, power cord, and battery. Do not include any other accessories.

All Other Products: Do not include any accessories, peripherals, software, or 3rd party hardware.

Incorrect: