



HP3-X10

Servicing HP Essential Desktop Products

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Question: 1

Which tasks does the HP Support Assistant enable you to perform? (Select three.)

- A. reinstalling the software image
- B. connecting to the HP support agent
- C. changing the boot order
- D. viewing a computer's action history
- E. clearing the BIOS passwords
- F. scheduling periodic tune-ups

Answer: ACE

Question: 2

Which memory configurations cannot be fully addressed by an HP PC running the 32-bit Windows 7 Home Premium operating system?

- A. 2048MB (1024MB x 2)
- B. 2048MB (2048MB x 1)
- C. 3072MB (3072MB x 1)
- D. 4096MB (2048MB x 2)

Answer: D

Question: 3

How many pins are on a DIMM module for an HP Compaq d220/d230 desktop computer?

- A. 168
- B. 184
- C. 200
- D. 240

Answer: B

Question: 4

Your customer has an HP desktop PC and is not sure if the hard drive is corrupt or failing. What should you do to diagnose the problem?

- A. Run Drive Protection System (DPS).
- B. Perform a virus scan.
- C. Run chkdsk.
- D. Perform a CMOS test.

Answer: D

Question: 5

Which hardware part is classified as a Field Replaceable Unit (FRU) in an HP Compaq desktop?

- A. RTC battery
- B. memory
- C. heatsink
- D. primary hard drive

Answer: B

Question: 6

Which HP Compaq desktop models support Diagnostics for Windows? (Select two.)

- A. d220
- B. d230
- C. d240
- D. 500B MT
- E. 505B MT

Answer: AB

Question: 7

Which utility on an HP Compaq dx2000 ST desktop provides a web browser interface to Diagnostics for Windows?

- A. Windows Remote Diagnostics
- B. Remote Diagnostics Enabling Agent
- C. Remote Diagnostics for Windows
- D. Real-time Diagnostics Enabling Component

Answer: B

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