

# QUESTIONS & ANSWERS

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**HP**

## **HP2-896**

*Servicing HP Desktop, Workstation, and Notebook products*

Question: 63

Which HP product is available with integrated SCSI?

- A. thin-client
- B. desktop
- C. workstation
- D. notebook

Answer: C

Question: 64

A unit has both a serial number and a product identification number. How many characters are in the serial number?

- A. 10 or 12
- B. 11 or 13
- C. 12 or 14
- D. 10 or 15

Answer: A

Question: 65

What is the difference between a Mobile Expansion Unit (MEU) and a simple port replicator?

- A. port replicator has internal MultiBay ports
- B. MEU has internal MultiBay ports
- C. port replicator has active components
- D. MEU is not portable

Answer: B

Question: 66

HP Care Pack is \_\_\_\_\_.

- A. prepaid extended warranty
- B. payable on service repair
- C. included in the product price
- D. provided free of charge on request

Answer: A

Question: 67

What is the name of the extended support option available to HP customers?

- A. Help Pack
- B. ROM Pack
- C. Care Pack

## D. Service Pack

Answer: C

### Question: 68

What does an HP Care Pack provide?

- A. increased level of support service**
- B. software patches and updates**
- C. increased software functionality**
- D. additional sales assistance**

Answer: A

### Question: 69

A notebook MultiBay battery can be charged in \_\_\_\_\_.

- A. all MultiBay configurations**
- B. Advanced Port Replicator MultiBay**
- C. external MultiBay**
- D. notebook internal MultiBay**

Answer: D

### Question: 70

Which MultiBay devices can be used in the external USB MultiBay? Select TWO.

- A. hard disk**
- B. battery**
- C. CD/DVD**
- D. tape drive**
- E. PCI card**

Answer: A,C

### Question: 71

A thin client is \_\_\_\_\_.

- A. a workstation with reduced client management features**
- B. an ultra-slim desktop with a flat screen monitor**
- C. an intelligent terminal with local processing capability**
- D. an ultra-slim desktop configured for remote manageability**

Answer: C

### Question: 72

What is the advantage of using HP approved memory?

- A. speed**
- B. improved error correction**
- C. reliability and warranty**
- D. parity**

Answer: C

Question: 73

Third party pre-installed applications on HP systems are generally \_\_\_\_\_.

- A. activated with seperately purchased licence key**
- B. full product with a limited trial period**
- C. must be upgraded after one year of use**
- D. full product, with an unlimited support period**

Answer: D



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