Purpose of the Exam Prep Guide

The intent of this guide is to set expectations about the content and the context of the exam and to help candidates prepare. In this guide, you will find recommended HP training courses, and reference material to help you achieve a passing score.

Studies conducted by HP and Prometric show that a combination of course attendance and self-study maximizes the likelihood of passing the exam on the first attempt.

Audience

The HP0-500 exam is targeted for warranty level support personnel with 3 to 6 months of job experience servicing Intel-based servers such as:

- HP Authorized Service Partner technicians
- HP Service technicians
- Service Personnel at customer sites who service their own equipment (self-maintainers)
- Service Call Center technicians
- Customer help desk personnel

General areas of content include: systems technology fundamentals, knowledge of HP product lines, proficiency with HP diagnostic tools and resources, troubleshooting methodology, configuration, key hardware differentiators, system start-up and shut down.

Certification Requirements

This HP ProLiant Server Maintenance Exam is one of the core requirements to be certified as an Accredited Platform Specialist.
The Accredited Platform Specialist designation provides a certification of Remedial Maintenance and Warranty Level Support skills for warranty trained technicians.

Pre-Requisite: (for APS hp ProLiant Server Maintenance Exam)
- CompTIA Server+ Certification

Exam Details
At the beginning of the exam, you will be asked to answer several survey questions. The survey questions are designed to assist the exam development team in accurately profiling test results and to improve future exams.

The following are details about the exam:
- **Number of items:** 68
- **Item types:** Multiple Choice
- **Time commitment:** 75 minutes
- **Passing Score:** 63%
- **Reference Material:** No on-line or hard copy reference material will be allowed at the testing site.

Comments on the Exam and Survey
After the exam has been completed, there is additional 15 minutes allotted for the participant to make specific comments about the test or survey items (i.e., accuracy, appropriateness to audience, etc). Hp welcomes these comments as part of our continuous improvement process.

Exam Content
The following outline represents the specific areas of content covered in the exam. Use this outline to guide your study and to check your readiness for the exam. The exam measures your understanding of these areas. The approximate percentage of exam questions dedicated to each major content area is included in parenthesis. The higher the percentage, the more questions will be on the exam.
1. Explain and recognize the fundamental architectures and technologies related to HP Industry Standard Servers 13%
   1.1 Architecture and Technology
2. Recognize and describe HP Industry standard server products 9%
   2.1 Server Products
4. Install, configure, setup and upgrade systems and options
   4.1 Install and configure storage 6%
5. Performance-tune and optimize solution 9%
   5.1 Storage - Array
6. Perform troubleshooting of server 32%
   6.1 Troubleshooting a server
7. Use HP management and serviceability tools and resources 18%
   7.1 Service tools and resources
8. Perform administrative and operational tasks 13%
   8.1 Perform RAID migration and software updates

Recommended Training and Study References

This section lists training courses and documents that can help you acquire a majority of the knowledge and skills needed to pass the exam. You must also gain the practical experience outlined in this guide.

You are not required to take the courses listed in this section. However, hp strongly recommends that you attend the classes, participate in class labs, and thoroughly review all course material and documents before taking the exam, even if you believe you have sufficient on-the-job experience.

Instructor-Led Training

Use the information in this guide and the practical experience you have gained to determine your need for the instructor-led training.

<table>
<thead>
<tr>
<th>Title</th>
<th>Course Number</th>
<th>How to Enroll</th>
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### Web-based Training

Self-paced training and technical documentation may provide appropriate learning alternatives to instructor-led training for more experienced candidates.

<table>
<thead>
<tr>
<th>Title</th>
<th>Course Number</th>
<th>How to Order/Obtain</th>
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<tbody>
<tr>
<td>Hp ProLiant Server Family Web-based Training CD</td>
<td>ECG003/03200</td>
<td><a href="http://www.hp.com/go/onlinelearning">www.hp.com/go/onlinelearning</a></td>
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### Documentation

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<th>Title</th>
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<th>Source/Order Number</th>
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<td>Quick Find (QRG)</td>
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<td><a href="http://partsurfer.hp.com/cgi-bin/spi/main">http://partsurfer.hp.com/cgi-bin/spi/main</a></td>
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### Other Reference Material

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Sample Test Items

The sample test items give you a preview of what the actual test items will look like. It is important to note that these items WILL NOT be on the exam itself. However, they are representative of the actual items, and they should help you become familiar with the format and complexity of the test items. These sample test items are not a check for readiness.

1. Where do you find the information to decode a POST error?
   a. Operating System Manual
   b. Installation and Setup Guide
   c. Maintenance and Service Guide
   d. Quick Reference Guide.

2. What is the first troubleshooting step when the system displays, “Non-system disk” or “disk error”?
   a. Upgrade system firmware
   b. Replace array controller
   c. Check boot order in system configuration utility.
   d. Restore system from the most recent backup.

3. What key is pressed to enter the Rom Based Setup Utility (RBSU)?
   a. F2
   b. F9
   c. F10
   d. F12

4. What should be done after completing service on a Hp server with external storage?
   a. Power on the Hp server first.
   b. Power on the storage cabinet first.
   c. Run the ACU to reconfigure storage.
   d. Let the customer boot the system later.
5. A replacement part has a different assembly number than the original. The spare number on the replacement and original is the same. What action is required?
   a. no action required
   b. order by assembly number
   c. order by spare number
   d. order by option number

6. What is the correct part number to order when replacing the system I/O board?
   a. assembly
   b. option
   c. spare
   d. RMA

7. What will happen when using a terminated cable on a hot-pluggable Hp server backplane?
   a. degraded performance
   b. faster transfer mode
   c. system will not boot
   d. loss of hot-pluggable capability

8. Which main memory technology do the latest Hp servers use?
   a. ECC
   b. Fast Page
   c. Static RAM
   d. EDO Unbuffered DRAM
9. What should be done after adding or removing memory on a server?
   a. Clear NVRAM.
   b. Autoconfigure NOS.
   c. Run Inspect to verify memory configuration.
   d. Run System Configuration Utility.

10. What is the one advantage of having an online spare in a SMART array configuration?
    a. more than one online spare for a volume
    b. an online spare assigned to a JBOD drive
    c. one online spare assigned to more than one volume
    d. online spare for data storage until another drive fails.

11. What does an amber light on a HP hot-pluggable hard drive indicate?
    a. Do not remove the drive.
    b. Drive is being accessed.
    c. Drive has failed.
    d. Array is rebuilding.

12. What does yellow indicate in the version control feature of HP Insight Manager (CIM)?
    a. Upgrade is required.
    b. Upgrade is available.
    c. Upgrade is unavailable.
    d. Driver is unsupported.
13. How are hot-pluggable power supplies identified?
   a. two power receptacles
   b. specific LED indicating that the power supply can be removed
   c. port wine-colored removal and insertion latch assembly
   d. hot-pluggable power supply button.

14. Which of the following tools display POST, system alerts, fan failures, and user information instantaneously without needing to access the operating system?
   a. RIO (Remote Insight Option)
   b. IMD (Integrated Management Display)
   c. ADU (Advanced Diagnostic Utility)
   d. CIM (Hp Insight Manager)
Answer Key

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Conclusion

Hp wishes you success in the HP Certified Professional Program and in passing the exam for which you are preparing.