HP Certified Professional

Servicing HP ProLiant ML/DL/SL Servers

HP2-T17

Exam Preparation Guide

Purpose

The intent of this guide is to set expectations about the context of the exam and to help candidates prepare for it. Recommended training to prepare for this exam can be found at The Learning Center. It is important to note that although training is recommended for exam preparation, successful completion of the training alone does not guarantee that you will pass the exam. In addition to training, exam items are based on knowledge gained from on-the-job experience and application as well as other supplemental reference material that may be specified in this guide.

HP certification

The HP Certified Professional community is a network of qualified HP channel partners, customers, and employees who have taken the courses and studied the associated reference material necessary to pass the certification exams that earn HP Certified Professional credentials. The exams offered through the HP Certified Professional program validate the skills and assure the competency of HP certified professionals. The knowledge and experience required to pass HP certification exams ensure that HP certified professionals are respected and valued throughout the industry.

Audience

This exam is for system engineers or technicians who require in-depth understanding of the technologies deployed in HP ProLiant ML, DL, and SL servers. Examples of job roles include:

- HP Authorized Service Partners
- HP customer IT staff
- HP Services Support Engineers

Minimum qualifications

To pass this exam, you should have at least 1 year experience servicing HP ProLiant ML/DL/SL servers and implementation. Exams are based on an assumed level of industry-standard knowledge that may be gained from the training, hands-on experience, or other pre-requisite events.

Relevant certifications

After passing this exam, your achievement may be applied toward more than one certification. To determine which certifications will be credited with this achievement, log into The Learning Center and view the certifications listed on the exam's More Details tab. You may be on your way to achieving additional HP certifications.

Exam details

The following are details about the exam:

- **Number of items:** 50
- **Item types:** multiple choice, drag-and-drop
- **Exam Time:** 75 minutes
- **Passing Score:** 74%

Comments on the exam

During the exam, participants can make specific comments about the items (i.e., accuracy, appropriateness to audience, etc). HP welcomes these comments as part of our continuous improvement process.

Exam content

The following testing objectives represent 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.

HP2-T17 Sections/Objectives
12% Industry standard server technologies and solutions
• Describe processor technologies
• Describe memory technologies
• Describe system architecture
• Describe storage technologies

		•	Identify and describe the OS, virtualization, and clustering ISV solutions currently supported by HP
16%	HP industry standard server products and solutions		
		•	Identify and describe server products
		•	Describe health and fault management tools and technologies
		•	Identify and describe remote management offerings
		•	Identify and describe protection and power management
		•	Identify and describe network options
		•	Identify and describe HP storage options
		•	Identify and describe standard HP management solutions
		•	Identify and describe HP ProLiant Essentials (foundation & value)
24%	Install, configure and upgrade ProLiant servers and options		
		•	Verify and check the physical installation/configuration based on the presales design
		•	Install the rack and its accessories
		•	Install and configure server hardware and related options
		•	Install and assemble HP external storage
		•	Configure server hardware and related options
22%	Troubleshooting and repair/replacement procedures		
		•	Describe HP troubleshooting methodology- 6 step process
		•	Gather troubleshooting information
		•	Evaluate data to determine problem
		•	Develop an action plan
		•	Execute an action plan
		•	Test if fault has been resolved using appropriate tools
		•	Implement preventive measures by taking necessary steps to insure the problem does not reoccur
8%	HP Unified Infrastructure Management		
		•	Use ProLiant Essentials
12%	ProLiant administrative and operational tasks		
		•	Perform system upgrades
6%	HP Service Offerings		
		•	Identify and describe HP Standard Warranties

- Identify and describe HP Care Packs
- Identify and describe additional service offerings

Training

Recommended training to prepare for this exam is accessible from this exam's page in The Learning Center. See the exam attachment, Supporting courses, to view and register for the courses.

You are not required to take the associated courses; however, HP strongly recommends that you complete the training and thoroughly review all course materials and documents before taking the exam. Sufficient on-the-job experience may also be required.

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

Additional study references

This section lists courses and documents that can help you prepare for the exam and acquire the knowledge necessary to achieve the associated credential. You must also gain the practical experience outlined in this guide.

Please note: The following materials were available when the exam was developed and this document was published. Reference materials are continually updated and may not be available in the future.

Reference Title	Order Number	Source
Smart Array Advanced Pack	Product Bulletin	http://h18006.www1.hp.com/products/quickspecs/Division/Division.html#13200
HP ProLiant SL160z Generation 6 (G6)	Product Bulletin	http://h18006.www1.hp.com/products/quickspecs/Division/Division.html#13385
HP Trusted Platform Module		http://h18004.www1.hp.com/products/servers/proliantstorage/module.html
DDR3 Memory Configuration Tool		http://h18004.www1.hp.com/products/servers/options/tool/hp_memtool.html?jumpid=reg_R1002_USEN

Exam registration

To register for this exam, please go to the exam's description in The Learning Center: http://www.hp.com/go/partnerlearning.

Conclusion

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