



PC Preventive Maintenance Review

INSTRUCTIONS: The following screens contain a series of questions and answers you should know about this subject. Read the stem of the question, review your notes, and then write down the answer the question. The correct answer can be found on the next screen. Review and compare your answer with mine. If they match... Great! If they don't... You have some studying to do before you take the module exam.

are high voltage devices that are part of most computer workstations. You should never spray liquids such as spray detergents directly into the case openings or onto the CRT screen.



Although the line voltage (110 to 240 Volts) used in power supplies and printers is high enough to cause serious injury or even kill a technician the voltages are usually kept within a self-contained power supply module. These line voltages are not available inside the CPU cabinet. Monitors are another story. Seldom is there a self-contained power supply and there are lethal voltages up to 2,000 Volts in easy to reach spots. For that reason, monitors should only be opened by certified technicians.



The CPU clock and the CMOS configuration are powered by a backup _____ when the computer is turned off.



Have you ever wondered how a computer keeps track of the time and date every when it's turned off? There's a small coin-shaped battery plugged into the motherboard that powers the clock and CMOS configuration. If it's removed, the volatile settings in CMOS and the Clock with reset to the default settings.



During the PMI, the first step to disassemble the mouse is to remove the mouse ball _____ clamp on the bottom of the mouse.



If you're cleaning a computer mouse that has a mouse ball... You need to remove the ball to clean it and the rotors. The mouse ball is held in place by a retaining clamp. Twisting the ring releases it from the housing and allows the mouse ball to fall out.



While a technician is in training, as with all steps in the PMI procedure, the technician should check with their _____ before proceeding on to the next step.



Tricky question. That's because your instructor is always your supervisor, but your supervisor may not always be your instructor. You may have a supervisor that's a more experienced student or perhaps someone who's part of the school's IT staff. You always need to check with your supervisor before proceeding to the next step in a PMI.



When cleaning the keyboard during a PMI, what should the technician never do?



This is a real no-brainer. You should never spray detergent directly onto a keyboard. Since spray detergent is a liquid... and liquids conduct electricity... it really isn't hard to figure out that spraying detergent into a keyboard could cause some serious problems. Spray detergent is needed during a PMI. Just be sure to spray it onto a wipe cloth instead of directly into the keyboard.



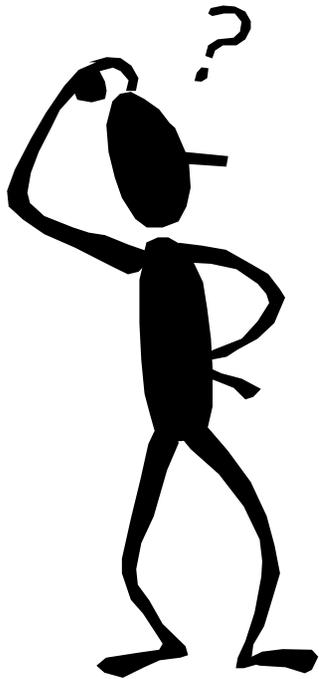
When cleaning a _____ during a PMI, the technician should remove the case and blow out any dust using compressed air.



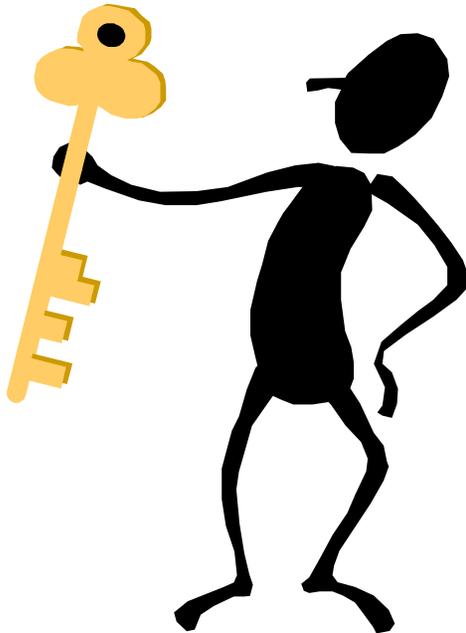
Well... You're not authorized to open a monitor so that can't be the right answer. You can open a keyboard, but that's not necessary to give it a good cleaning. The CPU should be opened up and blown out during every PMI.



What utility organizes the hard disk drive data on the disk drive?



The only valid choice is "Defragmentation." Scandisk checks for bad clusters on the disk and Antivirus looks for and removes computer viruses. Finally, Compression doesn't reorganized data...

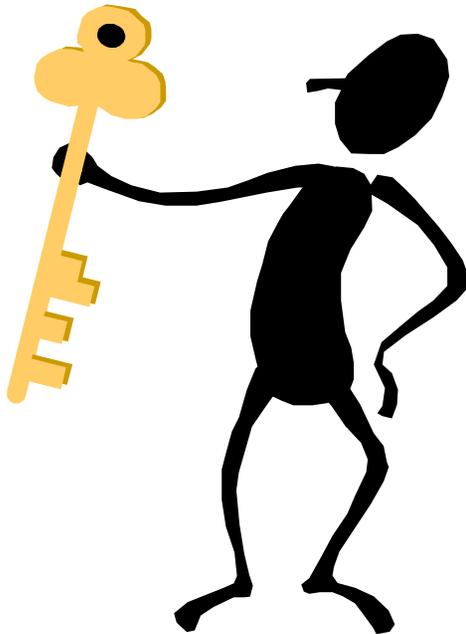


It takes data on the hard drive, removes bit gaps, and then rewrites the files into a smaller format. Defrag takes file segments that are dispersed across that hard disk and rewrites them into a contiguous file. This process allows files to be loaded into memory much faster because the drive doesn't have to search all over the hard drive for data.

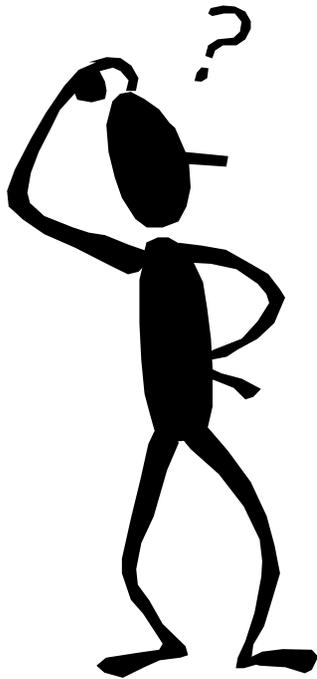
What is the proper order for conducting hard drive maintenance, during a PMI?



There's really one best way to do hard drive maintenance... First clear your drive of viruses, then scan the disk for bad clusters, and then defragment the drive. It may be difficult to find some of these utilities in the various operating systems. You might need to consult tech support to locate the program you want to run.



When cleaning the floppy disk drive heads, the technician should insert the cleaning diskette and access the drive so the indicator light stays on for no more than _____ seconds.

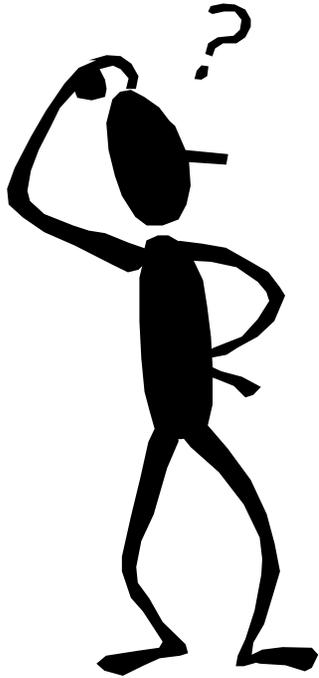


The material used in a cleaning diskette is pretty abrasive. So much so that it can damage the read/write heads of the floppy drive. For that



reason, the heads should not be in contact with the cleaning disk for more than five seconds at a time. You should always use a wet cleaning diskette when cleaning the floppy drive heads.

Why should a technician remove their rings, watches, and jewelry before getting started on a periodic maintenance inspection?



Rings, watches, and jewelry are made of metal and metal is a good conductor of electricity. They're good points at which your body can receive and electrical shock. Although removing them will help keep you from scratching equipment and allow you to reach further into tight spaces, the main reason why you always remove them is to keep you from getting electrocuted.

