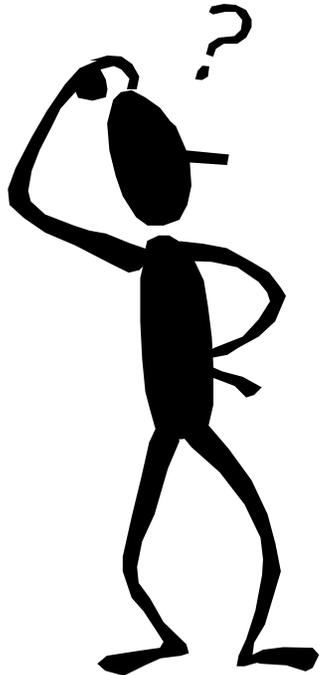




PC Troubleshooting Review

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.

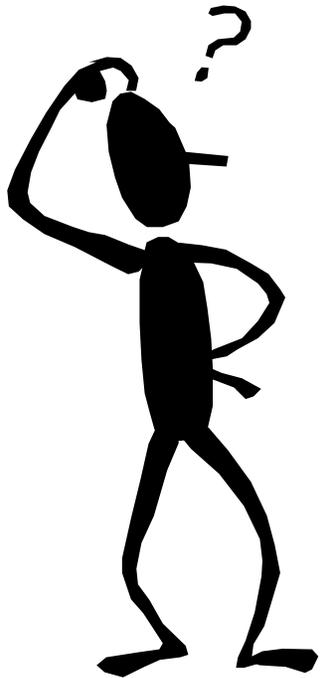
When you have a sag in power for 10 seconds this is considered a _____?



A brownout is a sag in power for more than a second. If the problem results in no power for more than a few seconds it is considered a blackout.



What are the voltages generated by the PC power supply?



The power supply outputs 5 voltages, They are +/- 5 VDC, +/- 12 VDC, and +3.3 VDC.



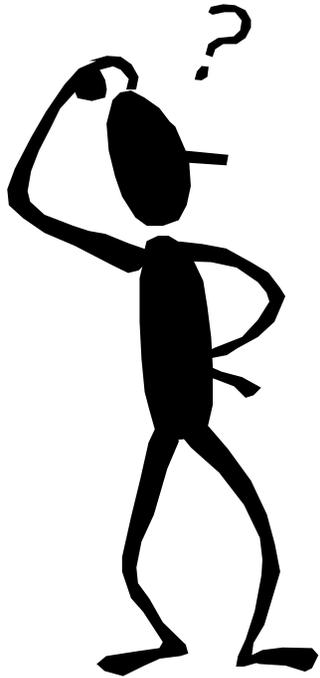
If you are troubleshooting a system and you believe the problem could be the power supply... What do you check with your multimeter?



You check the power supply voltage output by testing the power supply while under load. This means that the power supply is plugged into the motherboard and the system is turned on.



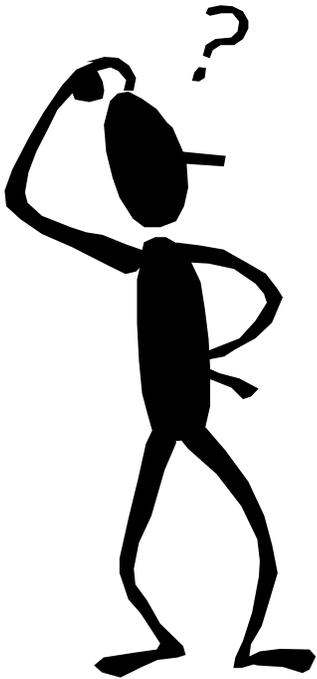
What utility can be run to check the hard disk for errors?



SCANDISK.EXE can also be used to fix some errors. The program can be set up to run automatically at set intervals, such as every weekday or once a month.



What device is used to decode the POST error codes written to the address 80h?



The POST Card is an ISA or PCI style card that slips into an open slot on the motherboard. When the system is booted it decodes any POST errors that are generated. It's great to have for those pesky problems where there is more than one thing wrong and you can't figure it out via the POST beep codes.



A loop-back plug is used to test the...



The loop-back plug is used to make the serial or parallel port believe that it is connected to another device (for troubleshooting purposes).



Which type of screwdriver is not desirable to keep in your tool bag?

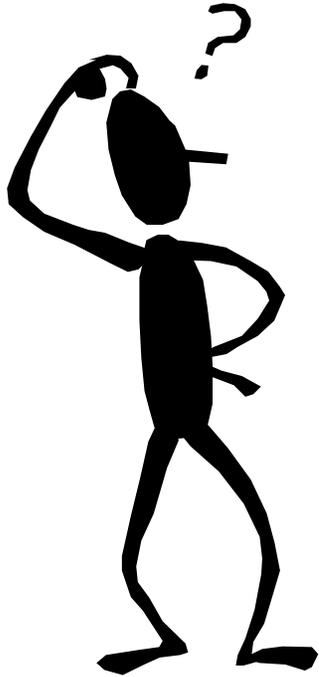


You should have all types of screwdrivers except one that is magnetized. Magnetic drivers can destroy sensitive components in the computer, such as memory SIMMs and hard disk drives.

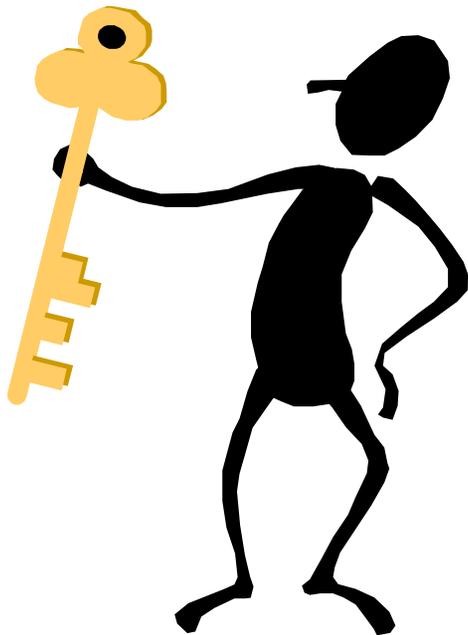


A customer states that since he or she installed a new modem, his or her sound card quit working.

What is the problem?



Most likely, the problem is that the new modem is set to the same IRQ as the sound card. Double check the configuration and change the IRQ of one of the items, (probably the modem) and recheck to see if the problem is still present.



After you service a system, the customer complains that the floppy drive is not working. To your knowledge... There was nothing wrong with the drive when the customer dropped the system off. How could you prevent this kind of thing from happening again?



Before beginning any service on a system. If it's bootable, boot the system, and document what is and what is not working. After you service the system, boot the system again and make sure that everything that was working is still working. It is also a good idea to have the user double check the system when they drop it off and pick it up.



After installing a new hard drive, the system will not boot. What is likely the problem?



When installing a new drive, a common error is to forget to set the new drive's jumper settings to indicate that it is a slave drive. Two master drives on the same controller will not work. Also, check the data and power cables to make sure you remembered to reconnect them.

