

Study Guide for Computer Servicing
(This exam covers through troubleshooting lab 21)

Boot disk (what must it contain)

Boot sequence

Bus types; applications and speeds

Memory, sizes and locations, physical, logical

POST-test

CONFIG.SYS and Autoexec.bat (MSCDEX, commands, single stepping, bypassing)

Device drivers and memory managers

Multi-meter (using to measure volts, amp, ohms)

AT motherboards (connection, voltages)

Location of DOS commands

Roles of the disk operating system

Checking, changing hidden files

Execution priority

Memory storage (floppy and hard drives)

Formatting commands

Interleave ratios

Setting passwords

Set-up process

Using edit (DOS), which files can and cannot be edited

What IRQ'S are main locations, priority

Ribbon connections

ISA data transfers

Types of power connectors

Tracks, sectors and clusters

ROM BIOS

Field replaceable units

PC connectors

Types of slots Intel processors use

Types of hard disk drives, connectors

PCMCIA cards

COM ports

ESD

Types of Modems

Methods of connecting printers to a PC

Data transfer speeds

Warm and cold boot

I/O devices

Using jumpers

Standard error codes

Monitors (dot information)

Sound cards (producing sounds, bits)

SIMMs, DIMMSs (choosing)

EDO RAM paged memory

DMA channels

Windows commands (short cuts, opening closing etc.)

Emergency boot disks

Locating available resources

Back-ups (types and functions)

Registry files

USB, capabilities, speeds, paths requirements

Diagnostic software features