Computer Servicing Test #4 Study Guide (Through T- 48, Version 2007)

- Accessibility options manager
- Cables:
  - Types
  - Determining correct installation
- CD ROM repairing: sound/hardware/software
- Command interpreter
- Deferred printing
- Diagnostic software
- Disk error checking utility
- DMA channels
- DOS commands (within win 2000)
- DOS recovery commands
- Dot pitch
- Dynamic disks
- Emergency repair disk (creating, using)
- Environmental variables (system level variables, user level variables etc)
- Expansion cards
- File encryption
- Floppy drive controller interface
- General troubleshooting
- Hard disk drive
  - Designations used by the BIOS
  - Initialization
  - Signature
- Hardware resources (viewing)
- Horizontal scan frequency
- Internet explorer
  - Home addresses
  - Security zones
- Launching DOS within Windows
- Legacy devices (installing)
- Locating various programs in win 98/2000
- Networking:
  - Cable types
  - Collisions
  - Connections (number of computers)
  - General networking
  - HUB topology
  - LAN’s
  - NIC’s
  - Peer to peer set up
  - Protocol
  - Remote user
  - TCP/IP

- Unguided media
- Partitions
- Phantom directories
- Plug and play
- Printers (add/remove)
- Processor information
  - Pins on various packages
  - Specifications of various processors
- Program installation
- Protected mode drivers
- RAID (types)
- Registry
  - Control sets
  - General working within the registry
  - Registry editing
  - Top level keys
- Sound Card connections
- Swap files
- Troubleshooting in file system dialog box
- TSR's
- Tweak UI
- USB
  - Data transfer rates
  - Daisy chaining
- User defined settings (win 2000)
- Video memory (calculating required amount)
- Video refresh rates
- Virtual DOS machine
- Virus protection
- Volumes
  - Extended
  - Spanned
- Windows XP
  - Administrative tool
  - Changing control panel layout
  - Compatibility
  - Compressed folders
  - Desk top
  - Dr. Watson's file log
  - Direct X diagnostic
  - Event log
  - Managers
  - Management tools
  - MMC snap-in file extension
  - Performance and maintenance control panel
  - Programs files

Signature verification utility
Upgrading
Windows 2000
Boot disk files
Control panel
Permissions
Upgrading
Security
Work groups