Dell Quiz: Section 7

1. On a Windows 10 system, what will you do after replacing the system board?
   A. Enter the 5 x 5 DPK and bring back the DPK Card.
   B. No action required as the replacement system board will DPK.
   C. Do not enter the DPK and just hand over the DPK card to the customer.
   D. Enter the 5 x 5 Digital Product Key and hand over the Digital Product Key (DPK) Card to the customer.

2. What does the occasional orange discoloration of a processor’s package lands indicate?
   A. No impact on performance, quality or reliability
   B. Degraded electrical performance
   C. Reduced potential
   D. Poor manufacturing quality

3. How will the Dell Command Utility update help customers?
   A. Dell command utility update will check online for the latest Dell Application updates for a system and also helps to download and install the updates.
   B. Dell command utility update will downgrade the BIOS by downloading and installing a lower version to fix BIOS issues.
   C. Dell command utility update will check online for the latest operating system drivers and dell application updates for a system and also helps to download and install the updates.
   D. Dell command utility update will check online for the latest BIOS, driver, firmware, and dell application updates for a system and also helps to download and install the updates.

4. True or False (circle one): After replacing the system board on a Chromebook, you will need to execute RMA Shim to set VPD information and install the chrome OS?
   A. True
   B. False

5. When would you run the RMA shim tool on a Chromebook?
   A. In the event of system board replacement.
   B. In the event of hard drive replacement.
   C. Run the RMA Shim tool every time a part is replaced.
   D. You don’t have to run the RMA shim tool at any time.

6. When do you select the BT Disabled setting in service Menu of manufacturing mode (SMMM)?
   A. If BT Disabled label is present inside the bottom door or chassis.
   B. If BT card is not ordered with the system.
   C. It should always be checked irrespective of other settings.
   D. It should never be checked.
Dell Quiz: Section 7 (continued)

7. Circle all that apply: To prevent CPU pings from being bent or any damage to the system board, which has to be returned to Dell, technicians must ensure that:
   A. ESD bag is used for repackaging.
   B. ZIF Socket T cover is placed back covering the CPU socket.
   C. Plastic bag is used for repackaging.
   D. No special protection required.

8. How should the technicians handle the PCBs while dismantling or repackaging them?
   A. From the surface
   B. From the edges/sides
   C. From the bottom
   D. By the neck

9. Circle all that apply: Select all the steps involved in unpacking parts.
   A. All parts must be handled by lifting and holding from the edges or sides. Avoid touching the surface or bottom of the parts.
   B. Place the box on a secure surface and break the tamper proof seal with a safe tool. Carefully open the package top or lid.
   C. Do not break the tamper proof seal on the ESD bag unless you intend to install the part immediately.
   D. If the part contained in the box was secured properly without visible damage, continue with next steps.
   E. If the part has visible damage, do not use the part. Contact Dell technical support to dispatch another part. Return the part with a description of the damage.

10. True or False (circle one): After a system board replacement, a field technician can input the service tag value only once.
    A. True
    B. False

11. Why sometimes the values in BIOS cannot be saved and shows as manufacturing mode?
    A. The systemboard jumper is at PASSWORD-CLR state.
    B. The systemboard jumper is as SERVICE_MODE state.
    C. The systemboard is faulty.
    D. The systemboard jumper is at CMOS_CLR state.

12. Select the correct service scenario for a Dell system factory installed with Windows 10 which has been root caused to a faulty MB.*
    A. Replacement motherboard will be dispatched together with windows universal replacement DPK which will be used for activation.
    B. Field Engineer will be required to call Dell Tech Support to generate a new digital license after replacing the motherboard.
    C. No activation required. DPK card is no longer required to be shipped along with replacement motherboard.
    D. Windows 10 OS media with ePKEA licensing will be dispatched with replacement motherboard.

*The answer can be found in the Need to Know module, page 21.