Dell Quiz Section 6-7
Need to Know/Disassembly & Reassembly

1. What does the occasional orange discoloration of a processor’s package indicate?*
   A. No impact on performance, quality or reliability
   B. Degraded electrical performance
   C. Reduced potential
   D. Poor manufacturing quality
   *Answer found on slide 114 of TD Curriculum Deck

2. 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.
   *Answer found on slide 122 of TD Curriculum Deck

3. Circle True or False: 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
   *Answer found on slide 121 of TD Curriculum Deck

4. 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.
   *Answer found on slide 120 of TD Curriculum Deck

5. 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
   *Answer is found on slide 118 of TD Curriculum Deck
Dell Quiz Section 6-7 (continued)
Need to Know/Disassembly & Reassembly

6. Circle all that apply: To prevent CPU pings from being bent or any damage to the mother 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  
   *Answer found on slide 111 of TD Curriculum Deck

7. How should the technicians handle the PCBs while dismantling or repackaging them?*  
   A. From the surface  
   B. From the edges/sides only without touching any other area  
   C. From the bottom  
   D. By the neck  
   *Answer found on slide 107 of TD Curriculum Deck

8. 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.  
   *Answer found on slide 106 of TD Curriculum Deck

9. Circle true or false: After a system board replacement, a field technician can input the service tag value only once.*  
   A. True  
   B. False  
   *Answer found on slide 113 of TD Curriculum Deck

10. What is the next action after replacing motherboard on a Windows 10 system?*  
    A. Enter the 5 x 5 Digital Product Key and hand over the Digital Product Key (DPK) Card to the customer.  
    B. Do not enter the DPK and just hand over the DPK card to the customer.  
    C. No action required. The replacement motherboard will have the pre-injected DPK.  
    D. Enter the 5 x 5 DPK and return the DPK card to Dell.  
    *Answer found on slide 116 of TD Curriculum Deck
11. Select the correct service scenario for a Dell system with factory installed Windows 10 having a faulty system board?*
   A. Replacement motherboard and Windows Universal Replacement DPK (used for activation) will be dispatched together.
   B. Windows 10 OS media with ePKEA licensing will be dispatched with replacement motherboard.
   C. Only motherboard is shipped. DPK card for activation is not required anymore.
   D. Field Engineer will be required to call Dell Tech Support to generate a new Digital License after replacing the motherboard.

   *Answer found on slides 115,116 of TD Curriculum Deck

12. 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

   *Answer found on slide 119 of TD Curriculum Deck

13. Circle all that Apply: You are servicing a Dell Inspiron 22 3275 / 3475 AIO desktop and determine that the LCD panel is faulty. What troubleshooting steps you will follow before replacing the LCD assembly?*
   A. Run ePSA, but press Esc to stop testing and regain control of the cursor double tap on the screen and see if the cursor moves to your pressed location. That will determine if the hardware is needed to be replaced or it is a software problem.
   B. Initiate BIOS Recovery by pressing Ctrl + Esc keys upon powering on the system
   C. If system boots into Windows, check device manager for USB input device which has a white circle and a down arrow, right click and enable it to test it.
   D. Replace the LCD Assembly without performing any troubleshooting step

   *Answer can be found on slides 124-126 of TD Curriculum Deck