PC-Doctor Service Center is the diagnostic toolkit used by repair organizations, IT professionals, system builders and others to troubleshoot and isolate hardware issues, and to verify system integrity on servers, desktops, notebooks and mobile devices. The Service Center Kit includes diagnostics for Windows, DOS, Android, Chrome OS, and Bootable Diagnostics that includes support for PCs and Intel-based Macs.

Each kit contains a bootable USB key, CD and DVD test media, loopback adapters for serial, parallel, audio, and RJ45 ports, and a professional carrying case. In addition, the Service Center Premier Kit includes a power supply tester and PCI and miniPCI POST cards with remote display.

### What’s New?
- Chrome OS diagnostic support – supports X64 and ARM processors
- Comet Lake and Ice Lake processor support
- Android 11 support
- Legacy mode with Mode Switching – increased storage
- Drive Erase speed and reporting enhancements – Certified NIST compliant
- Drive Erase with increased Apple Mac support
- Choice of 7 languages to save your customer’s printable reports
- NVMe and eMMC testing enhancements
- Intel Optane diagnostic support
- USB 3.2 product support
- New tests for Bootable Diagnostics – Lid, Touchpad, Video Ports, eMMC
- Enhanced video testing for photosensitive users
- Diagnostic refresh – newer drivers, diagnostics and chipsets support
- And more…

### My Links
Create shortcuts to the most used utilities, test scripts, or websites: The first five links are added to the main application screen for easy access.

### System Snapshots
Snapshots provide a one-click solution to save a detailed system inventory on PCs and Macs:
- All hardware devices
- (Windows) OS, virus protection, web browser, Windows startup programs and device drivers

Compare two system snapshots to visually display all hardware and driver changes—great for auditing and building customer confidence.

### Reporting
Create and save professional and printable reports for your customers. Customize the report to include:
- Report header with your company information and logo
- System Information: a quick summary or a more detailed view
- Tests performed and their Pass/Fail status
- System Snapshot comparisons for PCs and Macs
- Print customer reports in multiple languages (English, Danish, Finnish, French, Norwegian, Portuguese & Swedish)
- Save, view and print reports in the cloud using a Free Service Center Remote account!
Personal Computers (PCs)

Hardware and Tests
The following information highlights key hardware support and tests. A complete list of all 500+ diagnostics is available at: https://www.pcdservicecenter.com/diagnostics.php

CPU
Chipset support:
• Support of the latest Intel and AMD chipsets
CPU/CoProcessor testing:
• Instruction Sets – MMX, SSE, SSE2, SSE3, SSSE3, SSE4.1, SSE4.2, SSE4A, AVX, AVX2
• Buffer, Cache, Commands, Exceptions, Floating Point Unit, Interrupts, Operations, Prime Number Generation, Registers
• Stress test

Memory
• Improved coverage in Windows
• Extended memory
• 17 testing algorithms for maximum coverage
• Low-level testing in protected-mode:
  o Supports 96GB+ (DOS), unlimited in Windows and Bootable
  o Five testing algorithms that implement research done in conjunction with the University of Nevada, Reno (view here): https://tinyurl.com/pcdmemory

Storage
Supported controllers: PATA, SATA, SCSI, SAS
Supported devices:
• Hard Drives, Solid State Drives, SCSI Drives, USB Drives, Card Readers, eMMC, Floppy Drives, NVMe Drives, SAS Drives
• Optical Drives:
  o Blu-ray/BD-R/BD-RE, HD DVD
  o CD-ROM/-R/-RW/+R/+RW
  o DVD-ROM/+R DL/-R DL/+R/-R/RAM/+RW/-RW
Available testing:
• Targeted Read Test algorithm created from a hard drive study done in conjunction with an OEM (view here): https://tinyurl.com/hddcasestudy

System Board
Supported chipsets: AMD, ATI, Intel, nVidia, SiS, VIA
Available testing:
• BIOS Timer, CMOS, CMOS RAM, RTC, TPM
• DMA Channels, IRQ Controller, RAM Refresh, SMBus, System Timer
• PCI, PCIe, miniPCI, miniPCIe, PCMCIA, PCMCIA Detection, CardBus
• 8042 keyboard controller, USB
• IEEE1394, USB
• 14 serial port tests
• 6 parallel port tests

Multimedia
Verify advanced audio and video capabilities through Windows or basic audio and video capabilities through Bootable/DOS diagnostics:
• DirectX (support through DX12), CUDA video cards, video ports, NVIDIA G-Sync & AMD FreeSync
• Audio testing up to 7.1 surround sound
• TV tuner cards – analog and digital
• Multi-Touch Touch Screen
• Webcam
• RealSense 3D Camera
Available Windows testing:
• 26 Video Card tests
• 2 TV Tuner Card tests
• 3 Touch Screen tests
• 3 Sound Card tests
• 9 Webcam tests
• 3 Display tests
• 1 Video Port test
Available Bootable Diagnostics/DOS testing:
• 12 Video Card tests
• 9 Webcam tests
• 3 Touch Screen tests
• 7 Audio tests
• 1 Display test
Communication
Available testing:
• 29 Network tests:
  o Wired tests (10/100/1000Mb/10Gig)
  o Wireless tests (802.11a/bt/g/n)
• 3 Bluetooth tests
• 9 Modem tests
• 2 Mobile broadband tests
• 2 NFC tests

Sensors
• Accelerometer
• Ambient Light Sensor
• Gyrometer
• Magnetometer
• GPS
• Fingerprint Reader
• Eye Tracker
• Biometrics Camera

Power State
• Hibernate
• Modern Standby
• Standby

Miscellaneous
• 18 Interactive tests
  o Alien FX
  o 4 Digitizer Stylus
  o Keyboard
  o Mouse
  o Trackpad
  o Trackpoint
  o Lid Sensor
  o 2 Microphone
  o Joystick
  o Printer
  o Standby
  o Hibernate
  o USB Ports
  o Video
• 4 Battery tests
• 4 IPMI tests

Drive Erase
• Certified NIST-Compliant erasure solution
• Two ATA Secure Erase methods
• Three ATA Sanitize Erase methods
• Two NVMe Secure Erase methods
• Two NVMe Sanitize Erase methods
• Two SAS Sanitize Erase methods
• MMC Secure Erase
• Three Block Erase methods (based on DoD 5022 guideline)
  o 1-pass
  o 3-pass
  o 7-pass
• Two methods to erase in DOS (based on DoD 5022 guideline)
  o Clear – single pattern
  o Sanitize – three patterns + verify
• Erase multiple drives simultaneously

Automation
Using built-in command-line and boot functions, you can:
• Launch test scripts or individual tests
• Save test logs and reports

System Events
Conveniently locate problems reported by Device Manager or the Windows Event Log, including devices without an installed driver, Application Crashes, and OS Crashes (BSOD). BSOD entries with available Windows dump files are analyzed to root cause the device driver that caused the BSOD.

Test Scripts
Test scripts are sequences of tests that run sequentially or in parallel, which can be saved for reuse. Create scripts in Windows or Bootable using the Script Editor to:
• Perform testing in parallel—put extra load on the system to better locate intermittent issues and speed up test time
• Specify minimum time per test or number of times to run each test
• Customize testing parameters: default values have been set to balance accuracy and speed
Intel-Based Apple Macs

Hardware and Tests
The following information highlights key hardware support and tests. A complete list of all 160 diagnostics is available at: https://www.pcdservicecenter.com/diagnostics.php

CPU
Chipset support:
• Support of the latest Intel chipsets

CPU/CoProcessor testing:
• Instruction Sets – MMX, SSE, SSE2, SSE3, SSSE3, SSE4.1, SSE4.2, SSE4A, AVX, AVX2
• Buffer, Cache, Commands, Exceptions, Floating Point Unit, Interrupts, Operations, Prime Number Generation, Registers
• Stress test

Memory
• Same proven test algorithms used for years by PC-Doctor
• 14 memory tests

Storage
Supported controllers: SATA, SCSI, SAS
Supported devices:
• Hard Drives, Solid State Drives, SCSI Drives, USB Drives, Card Readers, Floppy Drives, Zip Drives, NVMe Drives
• Optical drives:
  o Blu-ray/BD-R/BD-RE, HD DVD
  o CD-ROM/-R/-RW/+R/+RW
  o DVD-ROM/+R DL/-R DL/+R/-R/RAM/+RW/-RW

Available testing:
• Targeted Read Test algorithm created from a hard drive study done in conjunction with an OEM (view here): https://tinyurl.com/hddcasestudy
• 13 Hard Drive, 12 Solid State Drive, 3 SCSI, 26 Optical Drive, 5 MMC Storage, 8 Removable Storage, 4 NVMe Drive tests

Multimedia
• 5 Video Card tests
• 9 Webcam tests
• 5 Audio tests
• 2 Display tests
• 3 Touch Screen tests

Communications
• 16 Network tests:
  o Wired tests (10/100/1000Mb/10Gig)
  o Wireless tests (802.11a/b/g/n)
• 4 Modem tests
• 2 Bluetooth tests

Miscellaneous
• 4 Interactive tests
  o Keyboard
  o Mouse
  o Microphone
  o USB Ports
• 2 Battery tests

Drive Erase
• Certified NIST-Compliant erasure solution
• Two ATA Secure Erase methods
• Three ATA Sanitize Erase methods
• Two NVMe Secure Erase methods
• Two NVMe Sanitize Erase methods
• Two SAS Sanitize Erase methods
• MMC Secure Erase
• Three Block Erase methods (based on DoD 5022 guideline)
  o 1-pass
  o 3-pass
  o 7-pass
• Erase multiple drives simultaneously

Automation
Using built-in and boot functions, you can:
• Launch test scripts or individual tests
• Save test logs and reports
Intel-Based Apple Macs Continued

Test Scripts
Test scripts are sequences of tests that run sequentially or in parallel, which can be saved for reuse. Create scripts using the visual Script Editor to:

- Perform testing in parallel – put extra load on the system, to better locate intermittent issues and speed up test time
- Specify minimum time per test or number of times to run each test
- Customize testing parameters – the default values have been set to balance accuracy and speed

Android Devices

Hardware and Tests
The following information highlights key hardware support and tests. A complete list of all 68 diagnostics is available at: https://www.pcdservicecenter.com/diagnostics.php

Supported Devices:
- Android version 4.1 – 11.0
- All form factors

CPU
Supports ARM, 64-bit ARM, and Intel x86.
- 4 ARM CPU tests
- 9 x86 CPU tests

Storage
- 1 internal storage test

Memory
- Same proven test algorithms used by PC-Doctor for years, ported to Android
- 12 tests

Multimedia
- 6 Screen tests including support for screens of all sizes, up to 10-point multi touch
- 9 Camera tests including support for multiple cameras
- 3 Audio tests
- 1 Video test

Communications
- 1 Wireless Network test
- 2 Bluetooth tests
- 3 Mobile Connection tests
- 2 GPS tests
- 2 NFC tests

Miscellaneous
- 3 Battery tests
- 2 Button tests
- 1 PCI test

Drive Erase
- Device Factory Reset

Chrome OS

Hardware and Tests
The following information highlights key hardware support and tests. A complete list of all 170 diagnostics is available at: https://www.pcdservicecenter.com/diagnostics.php

CPU
Chipset support:
- Support of the latest Intel and AMD chipsets
- 9 x86 CPU tests

CPU/CoProcessor testing:
- Instruction Sets – MMX, SSE, SSE2, SSE3, SSSE3, SSE4.1, SSE4.2, SSE4A, AVX, AVX2
- ARM Instruction Set – A32, A64, VFP, VFPV3, NEON
- Buffer, Cache, Commands, Exceptions, Floating Point Unit, Interrupts, Operations, Prime Number Generation, Registers
- Stress test
Chrome OS Continued

Memory
- Same proven test algorithms used for years by PC-Doctor
- 14 memory tests

Storage
Supported controllers: SATA, SCSI, SAS
Supported devices:
- Hard Drives, Solid State Drives, SCSI Drives, USB Drives, Card Readers, Floppy Drives, NVMe drives, MMC drives
- Optical Drives:
  - Blu-ray/BD-R/BD-RE, HD DVD
  - CD-ROM/-R/-RW/+R/+RW
  - DVD-ROM/+R DL/-R DL/+R/-R/RAM/+RW/-RW
Available testing:
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- 6 Audio tests
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Communication
- 16 Network tests:
  - Wired tests (10/100/1000Mb/10Gig)
  - Wireless tests (802.11a/b/g/n)
- 4 Modem tests
- 2 Bluetooth tests

Miscellaneous
- 5 Interactive tests
  - Keyboard
  - Mouse
  - Touchpad
  - Microphone
  - USB Ports
- 2 Battery tests

Information and Ordering
For more information and to order, visit: www.pcdservicecenter.com
To speak with an account manager, contact us:
United States: 1-866-289-7237
International: 1-775-336-4000
sales@pc-doctor.com

Founded in 1993, PC-Doctor Inc. is the global leader in reducing PC supplier costs through diagnostic and system information solutions for top PC makers, service centers and IT organizations. Acknowledged by leading PC manufacturers as the de facto standard for diagnostics, our customers load tens of millions of copies or our software on their systems every year.

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