TECHNICAL UNIVERSITY OF MOMBASA

INSTITUTE OF COMPUTING AND INFORMATICS

DEPARTMENT OF COMPUTER SCIENCE & INFORMATION TECHNOLOGY

UNIVERSITY EXAMINATION FOR:

DIPLOMA INFORMATION COMMUNICATION TECHNOLOGY

ECT 2106: INSTALTION AND CUSTOMIZATION

END OF SEMESTER EXAMINATION

SERIES:APRIL2016

TIME:2HOURS

DATE:Pick DateMay2016

Instructions to Candidates
You should have the following for this examination
-Answer Booklet, examination pass and student ID
This paper consists of **FIVE** questions. Attempt question ONE (Compulsory) and any other TWO questions.
Do not write on the question paper.

Question ONE

a) List and explain the FOUR sources of information in computer support.   (8 Marks)

b) Explain the following terms
   i.   SATA
   ii.   PCI
   iii. DIMM
   iv.   CMOS   (8 Marks)

c) Explain the precaution put in place to prevent a computer virus infection.   (6 Marks)

d) Provide the steps to un-install a non-responsive application.   (4 Marks)

e) Explain the purpose of preventive maintenance.   (4 Marks)

Question TWO

a) Using diagrams explain any FIVE external connectors found in a computer system.   (10 Marks)

b) Explain the function of any FIVE internal connectors found on a motherboard.   (10 Marks)

Question THREE

a) Explain the observations one would make if the following components were to fail
    i)   Keyboard
    ii)   Power supply unit
    iii)   Hard disk drive
    iv)   Main memory
    v)   CPU cooler fan   (10 Marks)

b) For each component listed above suggest possible solution to the error situation.   (10 Marks)

Question FOUR

a) List and explain the function of any FOUR utility programs.   (10 Marks)

b) Explain the procedure for installing and un-installing a given application software.   (10 Marks)

Question FIVE

a) Explain the term upgrade with reference to:
    i.   computer hardware
    ii.   computer software   (8 Marks)

b) State the significance of a restore point in a computer system.   (4 Marks)

c) Explain the need for compatibility check performed during software installation.   (8 Marks)