# TECHNICAL UNIVERSITY OF MOMBASA

## INSTITUTE OF COMPUTING AND INFORMATICS

## DEPARTMENT OF COMPUTER SCIENCE & INFORMATION TECHNOLOGY

## UNIVERSITY EXAMINATION FOR:

CERTIFICATE INFORMATION COMMUNICATION TECHNOLOGY

EIT 1108: INSTALLATION CUSTOMIZATION & MAINTENANCE

END OF SEMESTER EXAMINATION

**SERIES:**AUGUST2017

**TIME:**2HOURS

**DATE:**Pick DateSep2017

**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.**

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## Question ONE

a) Explain the purpose of a CPU heat sink/cooler fan assembly. (4 Marks)

b) Explain the following terms

    i. Cold Boot

    ii. Boot Order

    iii. Beep Code

    iv. Firmware (8 Marks)

c) List and explain the benefits of a preventive maintenance program. (8 Marks)

## Question TWO

a) Using diagrams explain any SIX connectors found in a computer motherboard. (12 Marks)

b) Explain the precaution put in place to prevent a computer virus infection. (8 Marks)

## Question THREE

a) Explain the observations one would make if the following computer components were to fail

    i)      Motherboard

    ii)     Power supply unit

    iii)    Keyboard

    iv)    Speakers              (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 the following computer utility programs.

    i.      Disk Cleanup

    ii.     Task Manager

    iii.    Disk Defragment

    iv.    Device Manager

    v.     System Information          (10 Marks)

b) Explain the procedure for installing Microsoft Windows operating system.    (10 Marks)

## Question FIVE

a) Explain the THREE main functions of the CMOS BIOS program.    (9 Marks)

b) State the significance of communication in computer support.    (5 Marks)

c) Distinguish between Default installation and Custom installation of new software.    (6 Marks)