



# TECHNICAL UNIVERSITY OF MOMBASA

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## INSTITUTE OF COMPUTING AND INFORMATICS

### DEPARTMENT OF COMPUTER SCIENCE & INFORMATION TECHNOLOGY

#### UNIVERSITY EXAMINATION FOR:

#### CERTIFICATE INFORMATION COMMUNICATION TECHNOLOGY

#### EIT 1108: INSTALLATION CUSTOMIZATION & MAINTENANCE

#### SPECIAL SUPPLEMENTARY EXAMINATION

**SERIES: APRIL 2017**

**TIME: 2 HOURS**

**DATE: Pick Date Sep 2017**

#### 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)