THE MOMBASA POLYTECHNIC UNIVERSITY COLLEGE

(A Constituent College of Jkuat)

Faculty of Engineering and Technology

DEPARTMENT OF COMPUTER SCIENCE & INFORMATION TECHNOLOGY

CERTIFICATE IN COMPUTER MAINTENANCE & NETWORK TECHNOLOGY
CMNT 10A

EIT 1119: COMPUTER MAINTENANCE

SPECIAL/SUPPLEMENTARY EXAMINATION
SERIES: OCTOBER 2011
TIME: 2 HOURS

Instructions to Candidates:
You should have the following for this examination
- *Answer booklet*

Answer question **ONE (COMPULSORY)** in section A and any other **TWO** questions from section B
Maximum marks for each part of a question are clearly shown.
This paper consists of **TWO** printed pages

SECTION A – Compulsory

Question 1 (20 marks)

a) Briefly explain **THREE** types of printer technologies used in computing, stating TWO primary components of each   (12 marks)

b) Explain **FOUR** factors to be considered when selecting a printer   (8 marks)

SECTION B (ANSWER ANY TWO QUESTIONS)

Question 2   (20 marks)

a) Outline at least **THREE** troubleshooting and solution steps when the system behavior listed is observed.
    (i) The monitor screen is shaking
    (ii) When you start the computer, you get error message:
       "Windows/System32/config/system"file missing or corrupt   (6 marks)

b) Briefly explain **TWO** display technologies used in computing   (4 marks)

Question 3   (20 marks)

a) A firewall is a critical component of a systems security infrastructure.
    Required:
    (i) Using a well labeled diagram, describe a NAT firewall system   (8 marks)
    (ii) Highlight **FOUR** firewall techniques used in a computing environment   (8 marks)
    (iii)   Outline **TWO** effects of viruses on computing hardware   (4 marks)

Question 4   (20 marks)

a) Briefly describe the installation procedures for each of the following hardware components.
    (i)   Memory Module
    (ii) VGA card
    (iii)   Power Supply unit
    (iv)Hard disk   (12 marks)

b) Highlight **TWO** safety precautions to be observed when installing a motherboard   (4 marks)

c) Explain **TWO** ways in which a computer could report a hardware error   (4 marks)

Question 5   (20 marks)

a) Explain any **FIVE** security threats posed by the internet   (10 marks)

b) Outline the stepwise procedure for installing a printer on a computer   (8 marks)

c) State **TWO** types of scanner technologies used in IT field   (2 marks)