THE MOMBASA POLYTECHNIC UNIVERSITY COLLEGE

(A Constituent College of JKUAT)

Faculty of Engineering & Technology

DEPARTMENT COMPUTER SCIENCE & INFORMATION TECHNOLOGY

DIPLOMA IN INFORMATION COMMMUNICATION TECHNOLOGY

DIPLOMA IN INFORMATION TECHNOLOGY

ECT 2106: INSTALLATION AND CUSTOMIZATION

SPECIAL/SUPPLEMENTARY EXAMINATION

SERIES: FEBRUARY/MARCH 2012
TIME: 2 HOURS

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

This paper consist of **FIVE** questions in **TWO** sections **A & B**
Answer question **ONE (COMPULSORY)** and any other **TWO** questions
Maximum marks for each part of a question are as shown
This paper consists of **THREE** printed pages

SECTION A (COMPULSORY)

Question One 30 Marks

a) Define the following terms
    i.   Operating system
    ii. Application software
    iii. Utilities   (3 Marks)

b) Explain how to troubleshoot the windows low virtual memory error messages.
                                                                        (4 Marks)

c) Differentiate between the following installation types
    i.   Minimal
    ii. Custom
    iii. Full   (3 Marks)

d) Explain a dual boot support   (3 Marks)

e) Define disk fragmentation and its importance   (3 Marks)

f) With examples of where they are used, differentiate between serial and parallel ports
                                                                        (6 Marks)

g) Explain any **three** common installation errors   (3 Marks)

h) Define a system restore and how it's done in windows.   (5 Marks)

SECTION B (Answer any two questions)

Question Two 15 Marks

a) Briefly explain how you would partition your hard disk using disk management. (5 Marks)

b) Explain **three** ways of getting and installing missing drivers for your component. (6 Marks)

c)   Describe how to create a startup disk.   (4 Marks)

Question Three 15 Marks

a) i.   Define an operating system   (1 Mark)

    ii. Explain any **three** methods of installing an operating system   (6 Marks)

b) Explain any **four** Windows security control measures   (8 Marks)

Question Four 15 Marks

a) Differentiate between a new OS installation and an upgrade.   (3 Marks)

b) Describe the procedures (important) for installing an OS.   (7 Marks)

c) Explain the **Chkdsk** command   (5 Marks)

Question Five 15 Marks

a)   Explain **three** ways of accessing the disk fragmentor in window.   (6 Marks)

b)   What is a hardware conflict and how does one resolve it in windows.   (3 Marks)

c)   Wires, connectors and ports. Explain what each of the term mean and how they relate to each
        other.   (6 Marks)