TECHNICAL UNIVERISTY OF MOMBASA

Faculty of Engineering & Technology

DEPARTMENT OF COMPUTER SCIENCE & INFORMATION TECHNOLOGY

UNIVERSITY EXAMINATION FOR:
BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY
(BSIT 13J)

BIT 2223: INSTALLATION & CUSTOMIZATION

END OF SEMESTER EXAMINATION
SERIES: DECEMBER 2013
TIME: 2 HOURS

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

This paper consists of **FIVE** questions.
Attempt 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

Question One (Compulsory)

a) Differentiate between the following terms;
    (i)   Software installation" and "Hardware installation"
    (ii)   "External hardware" and 'Internal hardware"
    (iii) "Disk partitioning" and "Disk formatting"
    (iv) "Graphical user interface" and "Textual user interface"   **(16 marks)**

b) Explain the following terms:
    (i)   Device Manager
    (ii)   Device Viewer
    (iii) Interrupt   **(8 marks)**

c) State any FOUR tasks of preventive maintenance **(4 marks)**

d) State distinguish features of a "male port" and "female port" **(2 marks)**

Question Two

a) Various valid enterprise requirements cannot be fully met by packaged software. Modification of the software is necessary to support and end-user. Explain the following THREE types of software customization.
  (i) Individualization
  (ii) Tailoring
  (iii) Core code changes **(6 marks)**

b) Compare and contrast between "Default Installation" and "Custom Installation of new software.
  (4 marks)

c) Pressing the F8 key during boot process opens the Windows Advanced start up options menu, which allows you to select how to boot. Windows XP/7/8 indifferent modes:
  Explain the following windows XP/7/8 start up options modes:
    (i) Safe mode
    (ii) Safe mode with Networking support
    (iii) Safe mode with command prompt
    (iv) Last known Good Configuration **(8 marks)**

d) Explain the term "Desktop Operating System" **(2 marks)**

Question Three

a) Assume that you work in IT Department of a large corporation and that it is your job to periodically prove management with price quotes for new computers. You are required to obtain quotes from two different vendors. Sources of information used should be from well known companies such as Dell, HP, & Gateway. Required:

   Assemble a computer system for the staff office. The quotation should include an itemized list of components and a justification for why each component is a necessary. **(10 marks)**

b) Should a need arise to trouble shoot problems with a personal computer, always ensure that data is protected. In this context,:
    (i) Explain the term "Data recovery" **(2 marks)**
    (ii) Explain and FOUR types of data backups. **(8 marks)**

Question Four

a) A repair log must be kept by a technical who maintain any computer equipment:
   I. Identify any FOUR benefits of preventive maintenance **(4 marks)**
   II. Explain roles of following:
       (i) System utilities
       (ii) Automatic updates **(4 marks)**

b) Operating system problems can be attributed to hardware, software or configuration issues. Explain how you would resolve the following problems:
    (i) The computer displays the desktop in 16 colour VGA mode after updating the video drivers
    (2 marks)
    (ii) The computer will no longer boot windows and gives the error windows is corrupted.
    (2 marks)

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c) Computer technicians must be able to analyze the problem and determine the cause or error in order to repair the operating system. Explain the FIVE major steps involved in trouble shooting process. **(10 marks)**

Question Five

a) Virtually all computers provide a mechanism by modules of the computer (input/output and memory) may interrupt the normal processing of the processor. Critical describe any FOUR types of interrupts. **(8 marks)**

b) Explain the following terms:
   (i) Control panel
   (ii) Registry **(4 marks)**

c) Kariuki added a new software to his laptop. The laptop has become unstable and malfunctioning:
   (i) Advise him how he will remove the software from his laptop **(2 marks)**
   (ii) Advise him on which software he can use to clean the registry and optimize his computer. **(2 marks)**
   (iii) To ward off viral attack he needs to install an antivirus advise him **(2 marks)**

   (iv) State ways in which he can protect his external storage devices **(2 marks)**