



# THE MOMBASA POLYTECHNIC UNIVERSITY COLLEGE

(A Constituent College of Jkuat)

*Faculty of Engineering and Technology*

**DEPARTMENT OF COMPUTER SCIENCE & INFORMATION TECHNOLOGY**

**DIPLOMA IN INFORMATION COMMUNICATION TECHNOLOGY  
DICT 10A**

**EIT 2201: INSTALLATION & CUSTOMIZATION**

**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 **THREE** printed pages

## SECTION A – Compulsory

### Question 1 (30 marks)

- a) Explain the following concepts [9marks]
- i. Installation
  - ii. System software
  - iii. Utility program
  - iv. File encryption
  - v. Device driver
- b) Differentiate between the following types of systems boot concepts [4marks]
- i. Cold boot and warm boot
  - ii. Boot partition and System partition
- c) List and explain any four windows pre- installation check list [8 marks]
- d) System security is dependent on choosing good passwords, State any five criteria one should use that constitute a good password. [5marks]

## SECTION B (ANSWER ANY TWO QUESTIONS)

### Question 2 (20 marks)

- a) List and explain any four types of systems utilities [8marks]
- b) i) Define disk partitioning. [2marks]
- ii) List and explain any four advantages associated with disk partitioning [4marks]
  - iii) List four disadvantages of disk partitioning [4marks]
- c) List any two advantages of using USB cable connectors [2marks]

### Question 3 (20 marks)

- a) List and explain the three types of windows installation methods [6 marks]
- b) List and explain any three types of disk partitions [6marks]
- i. Primary
  - ii. extended
  - iii. boot/ system partition
- c) What is disk cloning [2marks]

d) Define a file system [2marks]

e) Explain any four additional NTFS Features not found in the earlier file systems. [4marks]

**Question 4 (20 marks)**

a) Define an account policy [2marks]

b) Explain the three major functions performed by an operating system account policy [6marks]

c) Explain the following hardware diagnostic tools in terms of **its type, what it does** and its **Accessibility**

**and Availability**

[6marks]

- i. LEDs
- ii. POST

d) Explain how you can diagnose a computer that is completely dead. [6marks]

**Question 5 (20 marks)**

a) Define an operating system [2marks]

b) List any four functions of an operating system [4 marks]

c) After installation and rebooting the computer displays a disk error or non-system disk message? What could be the probable cause? [2marks]

d) What is a hardware conflict [2marks]

e) An error that occurs when a hardware device in the computer conflicts with other hardware devices

f) Explain the following concepts [6marks]

i. IRQ

ii. I/P port

iii. DMA

g) List and explain any four types of systems maintenance [4marks]