THE MOMBASA POLYTECHNIC UNIVERSITY COLLEGE

(A Constituent College of JKUAT)
(A Centre of Excellence)

Faculty of Engineering & Technology

DEPARTMENT OF COMPUTER SCIENCE & INFORMATION TECHNOLOGY

UNIVERSITY EXAMINATION FOR BACHELOR OF SCIENCE IN
INFORMATION TECHNOLOGY

BIT 2223   INSTALLATION AND CUSTOMIZATION

SPECIAL/SUPPLEMENTARY EXAMINATION
SERIES: OCTOBER 2012
TIME: 2 HOURS

<u>**Instructions to Candidates:**</u>
You should have the following for this examination
-   *Answer Booklet*
This paper consist of **FIVE** questions
Answer question **ONE** and any other **TWO** questions
Maximum marks for each part of a question are as shown
This paper consists of **THREE** printed pages

<u>**SECTION A (COMPULSORY)**</u>

Question One (30 marks)

a) Explain the application of the following management techniques in improving
    the security of a system.

     (i) Threat monitoring
     (ii) Audit log   [4 Marks]

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

c) Describe Hardware conflict and measures to dampen the problem   [4 marks]

d) State **FIVE** underlying security threats posed to a contemporary Electronic Data Processing department. [5 Marks]

e) State FIVE strategic measures you would recommend to deter the security threats in Q(d) above. [5 Marks]

f) Explain the following concepts
   i.   Software upgrade
   ii.   Installation
   iii. Customization
   iv.   Utility program
   v.   Device driver [10 marks]

SECTION B (ATTEMPT ANY TWO QUESTIONS)

Question 2

a) Explain Mother Board form factor and list three motherboard foam factor available in computer systems (5 Marks)

b) Explain two major CPU architectures related to instruction sets (4 Marks)

c) Describe four types of ROM (8 Marks)

   d) List Three ways of protecting software from virus (3 Marks)

Question 3

   a) Power supply connectors are designed to fit snugly on to different components in a computer system .Describe any five power connector that come with computer power supply
   (10 Marks)

   b) Describe system buses in a computer system (6 Marks)

   c) Explain the difficulty experienced in detecting:

      (i)   Theft of software

      (ii)   Theft of data. (4 Marks)

Question 4

a) Expansion slots, connectors and ports. Explain what each of the term mean and how they relate to each other. [6 Marks]
b) Describe three basic standard device used to protect computers from power related problems.
   [6 Marks]
c) Identify steps of troubleshooting a computer system   . [5 marks]
d) Explain how to troubleshoot the windows low virtual memory error messages.
   [3 Marks]

Question 5

a) Explain the following system tools used in computer maintenance
   i.   Disk Defragmenter
   ii. Check disk
   iii. Disk cleanup
   iv. System Restore
   v.   Backup

vi. Fdisk [12Marks]

b) Explain the essence of device manager to a technician [2 Marks]

c) Network Drivers are reported to be missing in your computers

    i.   Explain the consequences of missing network drivers in your computers

[2 Marks]

    ii.   Explain the steps you would take to acquire the missing drivers

[4 Marks]