



# THE MOMBASA POLYTECHNIC UNIVERSITY COLLEGE

(A Constituent College of JKUAT)

*Faculty of Engineering & Technology*

DEPARTMENT OF COMPUTER SCIENCE & INFORMATION TECHNOLOGY

BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY (BSc, IT)

**BIT 2223: INSTALLATION & CUSTOMIZATION**

SPECIAL/SUPPLEMENTARY EXAMINATION

**SERIES: MAY/JUNE 2012**

**TIME: 2 HOURS**

## **Instructions to Candidates:**

You should have the following for this examination

- Answer Booklet

This paper consist of **FIVE** questions

Answer any **THREE** questions. Question **ONE** is Compulsory

Maximum marks for each part of a question are as shown

This paper consists of **THREE** printed pages

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## **SECTION A (Compulsory - 30 marks)**

### **Question One (30 Marks)**

- Explain the application of the following management techniques in improving the security of a system.
  - Threat monitoring
  - Audit log (4 marks)
- After installation and rebooting, the computer displays a disk error or non-system disk message? What could be the probable course? (2 marks)
- Describe Hardware conflict and measures to dampen the problem (4 marks)
- State **FIVE** underlying security threats posed to a contemporary Electronic Data Processing department (5 marks)
- 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 (Answer any TWO questions – 40 Marks)**

**Question Two (20 marks)**

- a) Explain Mother Board form factor and list THREE motherboard form 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 Three (20 marks)**

- 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 Four (20 marks)**

- 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 troubleshoot the windows low virtual memory error messages (3 marks)

**Question Five (20 marks)**

- 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
- (12 marks)
- b) Explain the essence of device manager to a technician (2 marks)

- c) Network Drivers are reported to be missing in your computers (2 marks)
- 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)