



TECHNICAL UNIVERISTRY OF MOMBASA

Faculty of Engineering & Technology

DEPARTMENT OF COMPUTER SCIENCE & INFORMATION TECHNOLOGY

DIPLOMA IN INFORMATION COMMUNICATION TECHNOLOGY
(DICT 1MS – Y1 S2)

ECS 2105: COMPUTER SUPPORT & MAINTENANCE

END OF SEMESTER EXAMINATION

SERIES: DECEMBER 2014

TIME: 2 HOURS

Instructions to Candidates:

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 **TWO** printed pages

Question One (Compulsory)

- a) Explain the meaning of the terms:
(i) PCI
(ii) BIOS (4 marks)
- b) Explain the following external connectors:
(i) PS/2
(ii) USB
(iii) VGA
(iv) Com I (8 marks)
- c) List FOUR benefits of preventive maintenance. (4 marks)
- d) Differentiate between a cold boot and a warm boot. (4 marks)
- e) Explain the purpose of a CPU cooler unit. (4 marks)
- f) Convert 4GB of memory into megabytes. (4 marks)
- g) Explain the term boot sequence. (2 marks)

Question Two

- a) List the processes that are performed during POST check. (8 marks)
- b) Give any FOUR BIOS related errors and explain the likely solutions. (12 marks)

Question Three

List any TEN system unit components and state the observations one would make if any of the hardware components were to fail. (20 marks)

Question Four

- a) List FOUR different types of software components that are found in a computer give an example of each. (4 marks)
- b) Explain the procedure of installing each of the software component listed in (a) above. (8 marks)
- c) With diagrams explain any FOUR internal connectors found in a computer. (8 marks)

Question Five

- a) Explain the function of the following utilities. (8 marks)
(i) Defrag
(ii) Backup
(iii) Restore
(iv) Scandisk (8 marks)

- b)** List and explain the precautions one should put in place to prevent a computer virus infection
(8 marks)
- c)** Explain the meaning of the following terms:
- (i)** Beep codes
 - (ii)** Boot sector. **(4 marks)**