**THE TECHNICAL UNIVERISTY OF MOMBASA**

# Faculty of Engineering & Technology

**DEPARTMENT OF COMPUTER SCIENCE & INFORMATION TECHNOLOGY**

CERTIFICATE IN INFORMATION COMMMUNICATION TECHNOLOGY & MAINTENANE (CICM)

**ECS 1111: SOFTWARE INSTALLATION & CUSTOMIZATION**

END OF SEMESTER EXAMINATION
**SERIES:** APRIL 2013
**TIME:** 2 HOURS

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

This paper consists of **FIVE** questions. Attempt question **ONE** 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) List and **FOUR** functions of an operation system. **(4 marks)**

b) Many computers are bought with windows pre-installed. However, you may need to install windows (or any other operating system). Explain any **TWO** circumstances why. **(4 marks)**

c) Outline any **FOUR** pre-requisites before beginning windows XP installation. **(4 marks)**

d) Differentiate between the command line interface (CLI) and the graphical user interface (GUI).
**(4 marks)**

e) Describe how a screen saver can be set up in windows environment. **(4 marks)**

## Question Two

a) Explain the use of the following system utilities:
   **(i)** Dish defragmenter
   **(ii)** System restore
   **(iii)** Disk clean up
   **(iv)** Antivirus **(8 marks)**

b) State **FOUR** precautionary measures one should take before connecting to the internet/network; using removable storage media; allowing other people to use your computer; a share files with others. **(8 marks)**

c) Differentiate between NTFS and FATX. **(4 marks)**

## Question Three

a) Explain **FOUR** types of OS installation stating the suitability of each. **(8 marks)**

b) Explain any **THREE** ways of improving your computer's performance without carrying out a hardware upgrade. **(9 marks)**

c) Explain the procedure for booting in safe mode. **(3 marks)**

## Question Four

d) If a program written for an earlier version of windows doesn't run correctly, you can try changing the compatibility setting for the program, by using program compatibility troubleshooter. Explain this procedure. **(6 marks)**

e) Briefly explain how an antivirus software works. **(6 marks)**

f) Differentiate between the following:
   **(i)** CMOS and BIOS
   **(ii)** Attended installation and unattended installation **(8 marks)**

## Question Five

a) Explain the steps in installing windows XP. **(14 marks)**

**b)** Explain the procedure for installing a device driver for an older hardware that is non-plug-n-plug compliant. **(6 marks)**