



THE MOMBASA POLYTECHNIC UNIVERSITY COLLEGE

(A Constituent College of JKUAT)

Faculty of Engineering & Technology

DEPARTMENT COMPUTER SCIENCE & INFORMATION TECHNOLOGY

DIPLOMA IN INFORMATION TECHNOLOGY (DIT 2K11M/DICT 11M)

ECT 2107: INSTALLATION & CUSTOMIZATION (DIT 2K 11M)

ECT 2106: INSTALLATION & CUSTOMIZATION (DICT 2K 11M)

END OF SEMESTER EXAMINATIONS

SERIES: DECEMBER 2011

TIME: 2 HOURS

Instructions to Candidates:

You should have the following for this examination

- *Answer Booklet*

This paper consist of **FIVE** questions in **TWO** sections **A & B**

Answer question **ONE (COMPULSORY)** and any other **TWO** questions

Maximum marks for each part of a question are as shown

This paper consists of **THREE** printed pages

SECTION A (COMPULSORY)

Question One (30 Marks)

- a) What is clean installation? (2 Marks)
- b) i. List two reasons why one will need to format a hard disk (2 Marks)
ii. List three things one should do before formatting a hard disk. (3 Marks)
- c) Explain a dual boot support (3 Marks)
- d) Name **three** post installation routines (3 Marks)
- e) i. Explain how one will notice/find some missing drivers for a computer component. (2 Marks)
ii. Explain three ways of getting and installing missing drivers for a computer component. (6 Marks)
- f) List **three** common installation errors. (3 Marks)
- g) What is a hardware conflict and how is it resolved in windows. (3 Marks)
- h) Define disk fragmentation and its importance. (3 Marks)

SECTION B (ANSWER ANY TWO QUESTIONS)

Question Two (15 Marks)

- a. Define the following types of software's: (10 Marks)
- Word Processing Software
 - Database Software
 - Spreadsheet Software
 - Multimedia Software
 - Presentation Software
- c. State the functions of an Operating system. (5 Marks)

Question Three (15 Marks)

- a) During application software installation, there are three methods one can use to install software. Give a short description of the various procedures. (5 Marks)
- b) You have been called for a technician interview. Reaching there, you are asked to install a printer to an available machine in place. In detail, describe the process of installing that printer from pre-installation, installation and post installation procedures. (10 Marks)

Question Four 15 Marks

- a) Explain the windows **user account control** security method. (4 Marks)
- b) Describe the Windows **System Information** utility and where to find it. (6 Marks)
- c) Briefly explain the procedure to partition and format a hard disk using a startup disk. (5 Marks)

Question Five 15 Marks

- a) With examples, differentiate between a utility program and an application software.(5 Marks)
- b) You have started a new job on the counter at a local computer shop. An enquiry email has arrived from a customer asking for some advice about what upgrades are possible for their computer system. They would also like your opinion on whether upgrades are worthwhile and cost-effective.

Write an email replying to the customer query. Make sure you describe:

- Three or more reasons for considering a hardware upgrade
- Two or more components that can be upgraded
- Implications of these hardware upgrades. These may include:
 - Expected improvement in performance
 - Actions that may need to be taken to preserve data
 - Possible compatibility problems

(10 Marks)