



THE MOMBASA POLYTECHNIC UNIVERSITY COLLEGE

(A Constituent College of Jkuat)

Faculty of Engineering and Technology

DEPARTMENT OF COMPUTER SCIENCE & INFORMATION TECHNOLOGY

**CERTIFICATE IN COMPUTER MAINTENANCE & NETWORK TECHNOLOGY
CMNT 10A**

EIT 1119: COMPUTER MAINTENANCE

SPECIAL/SUPPLEMENTARY EXAMINATION

SERIES: OCTOBER 2011

TIME: 2 HOURS

Instructions to Candidates:

You should have the following for this examination

- *Answer booklet*

Answer question **ONE (COMPULSORY)** in section A and any other **TWO** questions from section B

Maximum marks for each part of a question are clearly shown.

This paper consists of **TWO** printed pages

SECTION A – Compulsory

Question 1 (20 marks)

- a) Briefly explain **THREE** types of printer technologies used in computing, stating **TWO** primary components of each (12 marks)
- b) Explain **FOUR** factors to be considered when selecting a printer (8 marks)

SECTION B (ANSWER ANY TWO QUESTIONS)

Question 2 (20 marks)

- a) Outline at least **THREE** troubleshooting and solution steps when the system behavior listed is observed.
- (i) The monitor screen is shaking
 - (ii) When you start the computer, you get error message:
“Windows/System32/config/system”file missing or corrupt (6 marks)
- b) Briefly explain **TWO** display technologies used in computing (4 marks)

Question 3 (20 marks)

- a) A firewall is a critical component of a systems security infrastructure.
Required:
- (i) Using a well labeled diagram, describe a NAT firewall system (8 marks)
 - (ii) Highlight **FOUR** firewall techniques used in a computing environment (8 marks)
 - (iii) Outline **TWO** effects of viruses on computing hardware (4 marks)

Question 4 (20 marks)

- a) Briefly describe the installation procedures for each of the following hardware components.
- (i) Memory Module
 - (ii) VGA card
 - (iii) Power Supply unit
 - (iv) Hard disk (12 marks)
- b) Highlight **TWO** safety precautions to be observed when installing a motherboard (4 marks)
- c) Explain **TWO** ways in which a computer could report a hardware error (4 marks)

Question 5 (20 marks)

- a) Explain any **FIVE** security threats posed by the internet (10 marks)
- b) Outline the stepwise procedure for installing a printer on a computer (8 marks)
- c) State **TWO** types of scanner technologies used in IT field (2 marks)