University Examinations 2013/2014

FIRST YEAR, SECOND SEMESTER EXAMINATION FOR BACHELOR OF SCIENCE IN COMPUTER TECHNOLOGY

BCT 2203: PRINCIPLES OF COMPUTER MAINTAINANCE

DATE: APRIL 2014   **TIME: 2HOURS**

INSTRUCTIONS: *Answer question **one** and any other **two** questions*

QUESTION ONE – (30 MARKS)

a) Define the following terms as used in computer maintenance;

i.	Traces	(2 marks)
ii.	Bit type	(2 marks)
iii.	Why is data stored in a computer in binary form?	(2 marks)
iv.	What are the main categories of form factors used for motherboards?	(2 marks)

b) Why do you think the trend is to store configuration information on a motherboard in CMOS setup rather than by using jumpers or switches? (4 marks)

c) What are the four min parts of the boot process? (8 marks

d) Starting with the easiest procedures, list FIVE things to check if your PC does not boot.
(10 marks)

QUESTION TWO (20 MARKS)

a) What preventive maintenance measures need to be done inside the case at least once a year? (6 marks)

b) i) What is the difference between a hard boot and a soft boot? (2 marks)

ii) Explain why a hard boot is not preferred. (2 marks)

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c) Describe FIVE computer symptoms that indicate a faulty power supply.   (10 marks)

QUESTION THREE (20 MARKS)

a) What are the four primary functions of hardware?   (4 marks)

b) Explain THREE types of information contained in hard drive's partition table.(6 marks)

c) If your BIOS does not support a large capacity drive that you want to install, what FIVE choices do you have?   (10 marks)

QUESTION FOUR (20 MARKS)

a) Give FIVE possible questions that should be asked of a user who is experiencing computer problems.   (10 marks)

b) Someone asks you for help with a computer that turns off at odd times. You turn it on and work for about 15 minutes, and the computer freezes and powers down. What do you do first?   (10 minutes)

QUESTION FIVE (20 MARKS)

a) What are two advantages of setting an LCD monitor to run in its native resolution?
                                                                           (2 marks)
b) Describe FOUR things to check if CMOS setup does not show drive.   (8 marks)

c) Describe the process of trouble shooting a touch screen.   (10 marks)