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**UNIVERSITY REGULAR EXAMINATIONS**

**2014 /2015 ACADEMIC YEAR**

**BACHELOR OF SCIENCE**

**IN INFORMATION TECHNOLOGY**

FOR THE DIPLOMA IN INFORMATION TECHNOLOGY

**COURSE CODE: DIT 057**

**COURSE TITLE: COMPUTER SYSTEMS MAINTENANCE EXAMINATION**

**DATE: AUGUST, 2014**

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**INSTRUCTIONS**

Answer Question ONE and ANY OTHER TWO.

## QUESTION ONE

- a. Many of us have had an experience with a computer in which we open a program, and then find that we are waiting for over a minute for the program to actually open. Some of us have also had the experience of turning on a computer and then having to wait several minutes for the computer to fully start up and load all of the features that we are accustomed to seeing on the desktop. There can be several reasons for this sort of slow speed. Describe three solutions that can be used to solve this problem. [9 marks]
- b. Outline any four causes of “Out of Memory Errors”. [4 marks]
- c. Describe the function of the CMOS memory [4 marks]
- d.
- i. Define the term Electrostatic Discharge (ESD) [2 marks]
  - ii. Describe what precaution should be taken minimize ESD effects in a computer system [5 marks]

## QUESTION TWO

- a. There are some common hardware problems that can be avoided, or at least made less frequent by taking particular preventive measures with computers. Discuss any three preventive measures [9 marks]
- b. When a computer is switched on it goes through a number of steps before a user can use it. Explain the steps. [9 marks]

## QUESTION THREE

- a. State and explain THREE harddisk utility tools [6 marks]
- b. Explain the motherboard installation procedure [6 marks]
- c. Mr. Wamalwa bought a new hard disk and he wanted to install his operating system software in a different location from his usual data. Outline for him how he can solve the above problem in windows platform. [6 marks]

## QUESTION FOUR

- a. Discuss FIVE basic hardware components of a computer [5 marks]
- b. When a computer goes through the POST process several errors are likely to be displayed if the computer is faulty. Describe how those errors are displayed in a computer system? [9 marks]
- c. You are working with your computer and realize it has become slow over time. On

troubleshooting you realize you memory is low. What are the factors you will consider when acquiring another memory for your computer. [4 marks]

#### **QUESTION FIVE**

- a. Define the term virus [2 marks]
- b. Explain two preventative measures that can be put in place to protect a computer system from viruses. [4 marks]
- c. Your computer had been playing music and producing the sound without a problem. When you tried to play music the next time no sound was being produced.
  - i. Identify any likely cause of the problem [2 marks]
  - ii. List the steps involved in solving the problem. [8 marks]
- d. Explain the following beep codes as used in system troubleshooting [2 marks]
  - i. One short beep
  - ii. No beep