

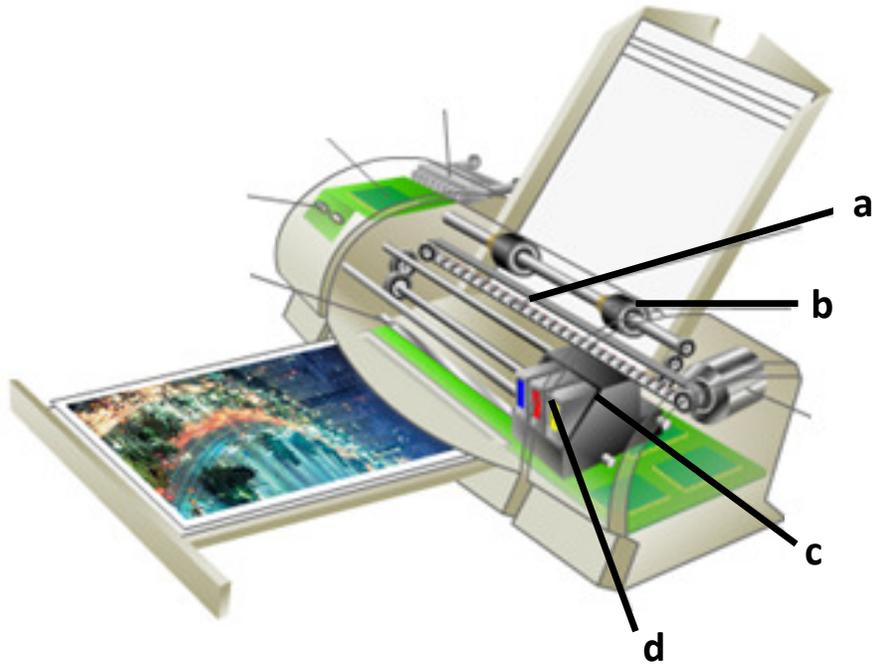
- a) What are the four basic units of electricity? Explain each one. (Marks 4)
- b) Adapter cards are installed to add functionality to a computer. Explain any three of these adapters. (Marks 6)
- c) Differentiate between the following? (Marks 4)
 - i. LAN and WAN
 - ii. Ring and Star topology
- d) Describe how to install and configure printers. (Marks 5)
- e) Computer security is very essential. Explain the following terminologies? (Marks 5)
 - i. **Adware**
 - ii. **Phishing**
 - iii. **Virus**
 - iv. **A Trojan**
 - v. **A Rootkit**
- f) Identify any two illegal computers or network usage. (Marks 2)
- g) Distinguish briefly between **Peer-to-peer networks** and **Client/server networks** (Marks 2)
- h) Give any two common laptop features. (Marks 2)

Part-B

Question Two (Marks 20)

- a) State and explain Common PC Problems and Solutions. (Marks 8)
- b) Identify four characteristics of safe workspace in a safe lab. (Marks 4)
- c) State and explain three types of keyboards (6 marks)
- d) Name any two common Network Operating Systems (NOS) (Marks 2)

Question Three (Marks 20)



- a)
- i. There are various types of printers, name the above printer? (Marks 1)
 - ii. Name the parts of the above printer. (Marks 4)
 - a.
 - b.
 - c.
 - d.
 - iii. As a computer technician, you may be required to purchase, repair, or maintain a printer. Name any 5 criteria while selecting a printer. (Marks 5)
- b) Differentiate between Preventive maintenance and Troubleshooting.(Marks 4)
- c) What is a **Data cables**?(Marks 1)
- d) State 5 technicians use **BIOS**. (Marks 5)

Question Four (Marks 20)

- a) Explain the purpose and benefits of preventive maintenance. (Marks 4)
- b) What is **DLP**? (Marks 2)
- c) What is the main Purpose of an Operating System? (Marks 1)
- d) State and explain four characteristics of an operating system. (Marks 4)
- e) What is the purpose of Dynamic Host Configuration Protocol (DHCP) (marks 1)
- f) Describe mobile devices. (Marks 4)
- g) To access a printer, a computer must have a compatible **interface** with it. Name any four types of this common interface. (Marks 4)

Question Five (Marks 20)

- a) State the six steps of computer troubleshooting Process (6 marks)
- b) What is a computer data network? (Marks 1)
- c) Network devices link together using a variety of connections. Name any three. (Marks 3)
- d) On which occasions does a laptop battery may need to be replaced? (Marks 4)
- e) State any five advantages of using Flash memory storage (SSD). (Marks 5)
- f) State **Ohm's Law**. (Marks 1)