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University Examinations 2013/2014

STAGE 4, EXAMINATION FOR DIPLOMA IN INFORMATION TECHNOLOGY

DIT 0407: ADVANCED COMPUTER SUPPORT & UPGRADING

DATE: APRIL 2014   **TIME: 1½ HOURS**

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

QUESTION ONE - (30 MARKS)

a)   Name and briefly describe file systems used by floppy disks.   (4 marks)

b)   What are two file systems used by hard drives?   (4 marks)

c)   What command can you enter in the run dialog box to launch the;

    i.   Device manager   (2 marks)
    ii. Disk management utility   (2 marks)
    iii. System information utility   (2 marks)

d)   List four kinds of memory modules.   (4 marks)

e)   List three types of ports that are often found coming directly off the motherboard to be used
    by external devices.   (6marks)

f)   What are the three possible interfaces an OS provides to the user? Briefly explain the
    function of each.   (6 marks)

QUESTION TWO (15 MARKS)

a)   What is the difference between a hard and a soft boot?   (4 marks)

b)   What are the four main parts of the boot process?   (8 marks)

c)   List three types of information contained in a hard drive's partition table.   (3 marks)

QUESTION THREE (15 MARKS)

a)   Give five possible questions that should be asked by a user who is experiencing computer problems.   (5 marks)

b)   List four computer symptoms that indicate a faulty power supply.   (4 marks)

c)   What components inside a computer case keep a processor cool?   (6 marks)

QUESTION FOUR – (15 MARKS)

a)   Explain the difference between the locations of discrete L2 cache and Advanced Transfer Cache.   (4 marks)

b)   What are the three main categories of form factors used for motherboards? (6 marks)

c)   Name the power connectors used on the AT motherboard form factors?   (1 mark)

d)   What are the four categories of cargo that are carried over a bus?   (4 marks)