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**University Examinations 2014/2015**

STAGE 3 EXAMINATION FOR DIPLOMA IN INFORMATION TECHNOLOGY

**CIT 2225: PRINCIPLES OF COMPUTER SUPPORT AND MAINTENANCE**

**DATE: APRIL 2015 TIME: 11/2 HOURS**

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

**QUESTION ONE (30 MARKS)**

1. Outline the procedure of installing a motherboard (6 Marks)
2. State any two factors you would consider before buying a motherboard (2 Marks)
3. State the difference between formatting and partition of the hard drive (2 Marks)
4. Discuss any two types of system documentation (2 Marks)
5. State any four reasons as to why computer maintenance is important (2 Marks)
6. Write down 12 components of a motherboard and their functions (6 Marks)
7. Discuss the procedure you would follow when assembling a desktop PC (5 Marks)
8. Define system restore and explain four scenarios when it is necessary (5 Marks)

**QUESTION TWO (15 MARKS)**

1. What is the main role of a secondary storage devices (2 Marks)
2. Explain the two main differences between ROM and RAM (4 Marks)
3. State three purposes of system documentation (3 Marks)
4. How can you resolve the following windows and hardware problems:
5. Computer failing to boot but producing continuous sound with no display

(3 Marks)

1. Computers boot file corrupted by boot sector virus (3 Marks)

**QUESTION THREE (15 MARKS)**

Preventative maintenance reduces the probability of hardware or software problems by systematically and periodically checking hardware and software to ensure proper operation

1. Discuss any three software and three hardware regular maintenance procedures (6 Marks)
2. Explain any three importance of preventive maintenance (6 Marks)
3. State three advantages of the NTFS file system over the FAT or FAT32 systems (3 Marks)

**QUESTION FOUR (15 MARKS)**

1. Name two Windows Operating System files and their functions (4 Marks)
2. Outline the three distinct groups of windows problems (6 Marks)
3. Give two preventive maintenance for each of the following computer components:
4. Monitors
5. Keyboards
6. Hard Disk Drives
7. Printers
8. Power Supply/Power Switch (5 Marks)

**QUESTION FIVE (15 MARKS)**

1. Describe the features of the following form factors:
2. AT power supply form factor (3 Marks)
3. Baby AT motherboard form factor (3 Marks)
4. LPX motherboard form factor (4 Marks)
5. As a system administrator was working on one of the workstations in a computer lab, he got an error message “OUT OF MEMORY”. What is the translation of this error message and what is its short term and long term solution (5 Marks)