

**W1-2-60-1-6**

## JOMO KENYATTA UNIVERSITY

**OF**

**AGRICULTURE AND TECHNOLOGY**

# University Examinations 2016/2017

**FIRST YEAR SECOND SEMESTER EXAMINATION FOR THE DIPLOMA IN INFORMATION TECHNOLOGY**

**DIT 0205 : PRINCIPLES OF COMPUTER SUPPORT AND MAINTENANCE**

**DATE: JULY 2017 TIME: 1½ HOURS**

**INSTRUCTIONS: ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER**

**TWO QUESTIONS.**

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**QUESTION ONE (30 MARKS)**

(a) Provide the difference between cold booting and warm booting. [4 marks]

(b) Highlight four factors one would consider before purchasing a computer for office use. [2 marks]

(c) Give the exact use of the following maintenance tools and equipment:

(i) Punch down tool. [2 marks]

(i) Crimping tool. [2 marks]

(i) FDisk [2 marks]

(d) Describe the main components found with computer system unit. [5 marks]

(e) Give three common display adapter problems and state their likely solutions.

[6 marks]

(f) Explain two types of operating system set up. [4 marks]

(g) What are HOT SWAPPABLE devices? Give one example. [3 marks]

**QUESTION TWO (15 MARKS)**

(a) Describe five advantages of LED monitors. [5 marks]

(b) Describe five symptoms of a computer infected with viruses. [5 marks]

(c) Briefly explain the main components of a computer system board. [5 marks]

**QUESTION THREE (15 MARKS)**

(a) Discuss five hard drive maintenance procedures (pm). [5 marks]

(b) Vinoriah noticed that she was in a boot failure environment. Highlight five possible courses of the stalemate caused from within the system unit. [5 marks]

(c) State five guidelines for re-assembling a personal computer. [5 marks]

**QUESTION FOUR (15 MARKS)**

(a) Explain five common printer problems stating their likely solutions. [5 marks]

(b) Briefly explain five factors to consider before attempting to upgrade computer memory. [5 marks]

(c) Explain the process of setting up boot order/sequence in the BIOS. [5 marks]