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**University Examinations 2014/2015**

STAGE 1V EXAMINATIONS FOR DIPLOMA IN INFORMATION TECHNOLOGY

**CIT 2281: ADVANCED COMPUTER SUPPORT AND UPGRADING**

**DATE: APRIL 2015 TIME:** $1\frac{1}{2}$ **HOURS**

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

**QUESTION ONE (30 MARKS)**

1. Define the following terms: (4 marks)
2. Troubleshooting
3. Diagnostic
4. Upgrading
5. POST
6. Explain for uses of boot discs (4 marks)
7. Describe the process of preparing system recovery CD in widows 7 (5 marks)
8. Outline two types of motherboard as per assembly (4 marks)
9. Describe troubleshooting of a CD drive (4 marks)
10. Identify the causes of power supply failure (4 marks)
11. State any five POST audio error codes for the AMIBIOS (5 marks)

**QUESTION TWO (15 MARKS)**

1. What is a power supply (2 marks)
2. Discuss power supply under the following; (6 marks)
3. Form factor
4. Power ratings
5. Appearance
6. Outline the process of trouble shooting a power supply. (7 marks)

**QUESTION THREE (15 MARKS)**

1. What is diagnostic software? (3 marks)
2. Discuss process of troubleshooting a motherboard (4 marks)
3. Discuss any four examples of connectors in a power supply (8 marks)

**QUESTION FOUR (15 MARKS)**

1. What is data recovery? (2 marks)
2. State three importance of data recovery (3 marks)
3. Discuss three types of data recovery schemes (3 marks)
4. Describe the process of troubleshooting a power supply (7 marks)

**QUESTION FIVE (15 MARKS)**

1. What is computer upgrading? (2 marks)
2. State any five components that are upgraded (5 marks)
3. Describe the process of preparing computer for upgrading (8 marks)