

**UGANDA MARTYRS UNIVERSITY**  
**FACULTY OF SCIENCE AND EDUCATION**  
**DEPARTMENT OF INFORMATION SYSTEMS**

**SEMESTER I EXAMINATIONS 2012/2013**

**PROGRAMME: DIPLOMA IN IT & COMPUTER SCIENCE**

**YEAR OF STUDY: I**

**COURSE NAME: PC MAINTENANCE & TROUBLE SHOOTING**

**COURSE CODE: CSC1102**

**DATE: Tuesday 18<sup>th</sup> December 2012**

**TIME: (2:00 P.M – 5:00 PM)**

**EXAMINATION INSTRUCTIONS**

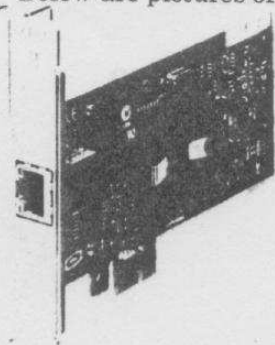
1. ATTEMPT ANY FIVE (05) QUESTIONS ( 20 MARKS @)
2. DO NOT OPEN THIS EXAM UNTIL YOU ARE TOLD TO DO SO
3. ALL ROUGH WORK SHOULD BE IN YOUR ANSWER BOOKLET

**Question1:**

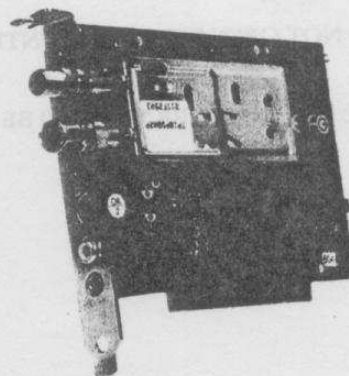
- (a) What is disk partitioning? [3 marks]
- (b) Describe any two benefits of disk partitioning? [2 marks]
- (c) Describe the role of extended partition. [2 marks]
- (d) What is HCL in relation to installation of windows Xp [2 marks]
- (e) What is do you under by the term boot sequence? [2 marks]
- (f) Impact printer is one of the classifications of printers. It uses pins on the print head. These pins hammer through the ribbon to cause a print on the paper.
  - (i) Describe any two benefits of this printer. [2 marks]
  - (ii) How does this printer differ from LaserJet? Describe two differences. [4 marks]
- (g) What is the importance of the following commands [1 mark@]
  - (i) cmd
  - (ii) ping
  - (iii) copy

**Question2**

- (a) Explain what you understand by the following terms: [3 marks@]
  - (i) JUMPER
  - (ii) CMOS battery
  - (iii) VGA card
  - (iv) BIOS
  - (v) Riser Card
  - (vi) IDE
  - (vii) SLOTS
- (b) Below are pictures of some circuit boards found in the in system unit.



Card A



Card B

- (i) Identify each component above.

[2 mark]

(ii) Describe role of each the circuit identified above.

[4 marks]

**Question3:**

(a) While troubleshooting computers, IT technician should beware of electro static charges.

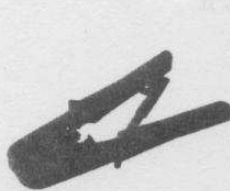
(i) What are electrostatic charges?

[3 marks]

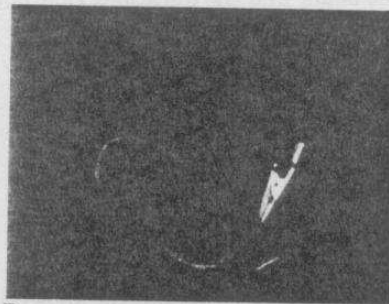
(ii) Explain why technician to should give strong concern to electrostatic charges

[2 marks]

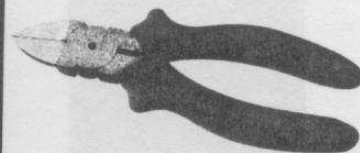
(b) To easy the exercise of repairing computer, A technician needs proper tools. Some of these tools are shown below. Study them and answer the questions that follow.



A



B



C

(i) Identify each tool above.

[3 marks]

(ii) Describe the role of each of the above tool.

[6 marks]

(c) Describe any four roles of an IT technician.

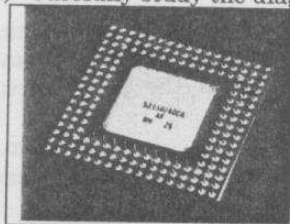
[4 marks]

(d) Describe any design enhancement that make BTX are better motherboard than ATX.

[2marks]

**Question 4**

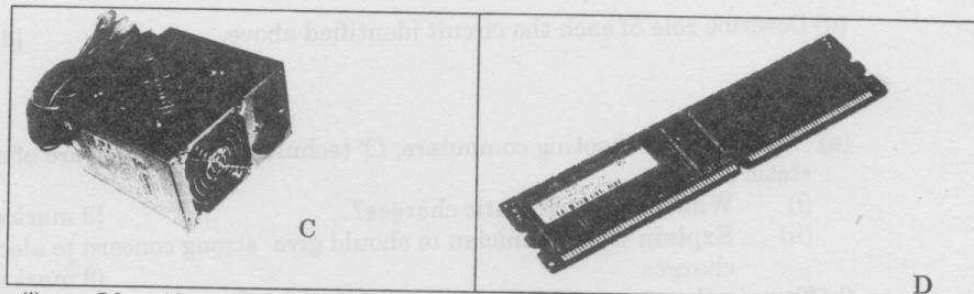
(a) Carefully study the diagrams below.



A



B



- (i) Identify each of the diagrams above. [4 marks]  
 (ii) Briefly describe each of these parts. [8 marks]

(b) Study the diagram the below and the questions that follow it



- (i) Identify the component shown in the diagram. [1 mark]  
 (ii) What is its role in computer? [2 marks]  
 (iii) What symptoms does the computer shows if the shown this part is faulty [2 marks]  
 (iv) Describe how you would verify/test that it is actually faulty? [3 marks]

#### Question 5

- (a) What do understand by the following terms [3 marks @]  
 (i) Power supply unit  
 (ii) Mother board
- (c) Describe the six operation steps of LaserJet printer [6marks]  
 (d) A customer with a laser jet printer 1200 series calls you for assistance. She complains that her print outs are not permanent on the paper. Actually the printouts can be rubbed out by mere fingers.  
 (i) Explain the cause of this problem [4 marks]  
 (ii) What action can be taken to rectify the problem? [4 marks]

#### Question 6

- (a) Study figure 1 below carefully and answer the following questions:



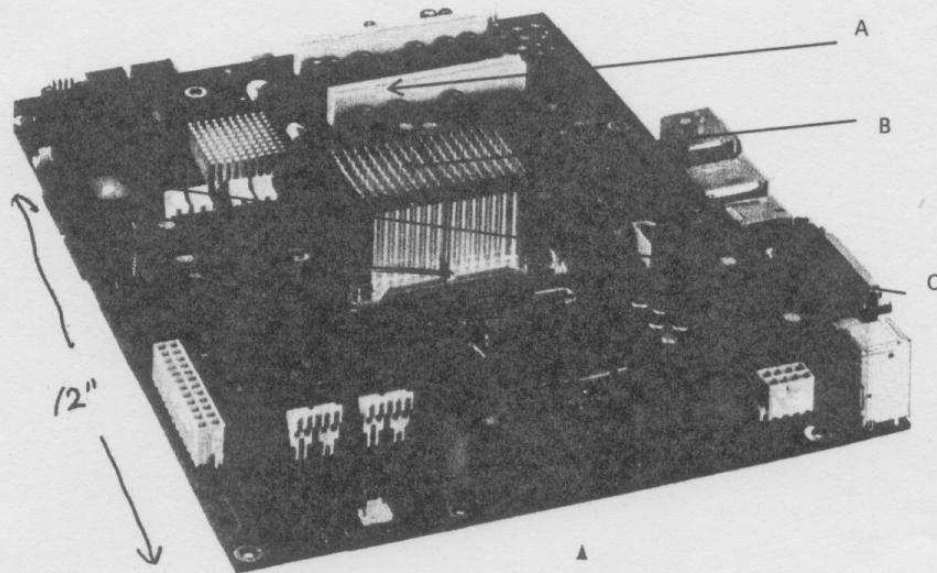
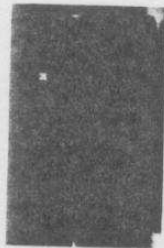


Figure 1

- (i) Identify the type of motherboard shown. [2 marks]
  - (ii) Describe any 3 characteristics that make this motherboard different from others. [6 marks]
  - (iii) Identify parts A, B and C [3 marks]
  - (iv) Identify the role A and B [4 marks]
  - (v) Give one symptom that suggest that part C could be is faulty . [2marks]
- (b) Study the figure below:



- (i) Identify the component shown above. [ 1 mark]
- (ii) What is its roles [2 marks]