

UGANDA MARTYRS UNIVERSITY

FACULTY OF SCIENCE

DEPARTMENT OF COMPUTER SCIENCE & INFORMATION SYSTEMS

END OF SEMESTER II EXAMINATIONS

JULY, 2022

FIRST YEAR EXAMINATION FOR DIPLOMA IN COMPUTER SCIENCE AND INFORMATION TECHNOLOGY (NKOZI)

Computer Maintenance & Troubleshooting

COURSE CODE: DIPS 1203

DATE: Thursday 14th July 2022

TIME: 9:30-12:30 PM

DURATION: 3HRS

Instructions:

1. Carefully read through ALL the questions before attempting
 2. Attempt **ANY** four questions
 3. No **names** should be written anywhere on the examination book.
 4. Ensure that your **Reg number** is indicated on all pages of the examination answer booklet.
 5. Ensure your work is **clear and readable**. Untidy work shall be penalized
 6. Any type of examination Malpractice will lead to automatic disqualification
 7. Do not write anything on the questions paper.
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Question One

- a) Explain in detail any five factors to be considered before installing an operating system. 10marks
- b) After installation of an operating system such as windows 10, Explain any five post installation activities. 10marks
- c) Give any two differences between FAT and NTFS file systems. 4marks
- d) Define the term device driver. 1mark

Question Two

Account for the following abnormal behaviors in a computer

- a) Computer displays parity check error messages 5marks
- b) When the computer is switched on, no display, you hear continuous short beeps and led lights are on. 5marks
- c) When the computer is switched on, the whole machine is dead. No display, no beeps, no led lights. 5marks
- d) Computer turns off without warning 5marks
- e) Computer hangs up frequently 5marks

Question Three

- a) Differentiate between the two types of interference ie, Electrostatic Discharge (ESD) and Electromagnetic Interference (EMI). 4marks
- b) Safety in the workplace is everyone's responsibility. Mention any three ways you can ensure this. 6marks
- c) Name any five adapter cards found in the computer giving one purpose for each. 5marks
- d) Describe ten do's and don'ts to be followed during computer servicing. 10marks

Question Four

- a) Name any five tools that a computer technician would require during the process of assembling a computer. 5marks
- b) Marlyn, is a first year student who missed the practical class of assembling a computer, using ten steps take Marlyn through the procedure above. 20marks

Question Five

- a) As an IT support officer explain **five** behaviors that may lead to suspect that the power supply in a system is failing. 10marks
- b) As a computer technician **five** components and their uses that you would include in your basic cleaning kit. 5marks
- c) A client calls and complains that his computer is slow. As a computer technician what do you think are the possible causes to this problem (**give 5**) and what would be the possible solutions for each problem. 10marks

Question Six

- a) Name five main causes of computer problems that you know. 5marks
- b) Explain the purpose of data protection to an IT manager. 2marks
- c) You are a computer technician in Computer point LTD and you are required to do several troubleshooting, explain in detail the six general troubleshooting process steps you will follow. 18marks

END