



Comhairle na nDámhachtainí Breisoideachais agus Oiliúna
Further Education and Training Awards Council

System Maintenance C30146

Theory Examination 2008
This written exam counts as 30% of the total module

Duration: 1½ Hours

INSTRUCTIONS TO CANDIDATES:

1. Answer any **three** questions
2. All questions carry equal marks
3. Return this exam paper when finished along with your answer book

Candidate Name: _____

Date: _____

PPS Number: _____

Answer any two questions. All questions carry equal marks (10 marks each). If you answer more than two questions the best two marks will be chosen.

1. A user has brought in a computer which constantly gives the error "Non-system disk or disk error". What is the most likely solution to this problem? If the obvious/most likely solution is not appropriate, what are other possible causes of the error?
2. A user has purchased a new USB printer and has asked you to install it for him. Outline a generic sequence of steps to follow to complete the process of installing USB devices.
3. A user has reported that their computer isn't working. The only 'solid' information you have from them is that "the screen doesn't come on but it does make some kinda normal sounds". What possible problems could this represent. Outline some diagnostic steps to take and how you would solve this issue.
- 4.1 List the main components you would expect to find in a modern PC, including peripherals. For not less than 4 components or peripherals, write a detailed note explaining their function and, if necessary, an example of their use.
- 4.2 Is the GHz clock speed of the CPU alone a good indicator of system performance? Discuss other elements of a computer that may improve system throughput and system longevity.