



National Council for Vocational Awards

Information Technology CITXX
(Clonmel Central Technical Institute)

PC Construction & Repair
L21446

Wednesday 12th May 1999
09:30 – 11:30

Answer any five questions from Section A (40%)

Answer any two questions from Section B (30%)

Answer both questions in Section C (10%)

Carry out the task in Section D (20%)

Time allowed: 2 hours

Section A (40%)

Answer any 5 questions. All questions carry equal marks.

1. Most built-in CMOS (system configuration) control programs do not support the mouse for menu navigation. How are the menus navigated instead?
2. What is the purpose of backing up computer files? Give one example of how this technique can be useful.
3. Name one side effect of an incorrect shutdown of a Microsoft Windows based system.
4. What is the role of the CMOS control program? Name one use.
5. How are the startup files skipped under Windows '95 and '98?
6. What is the function of the Windows registry? What risks are associated with directly editing the registry?
7. How are new fonts added to Windows '95/'98 and NT computer systems?
8. In which type of computers are SCSI devices, particularly hard-disks, typically used?

Section B (30%)

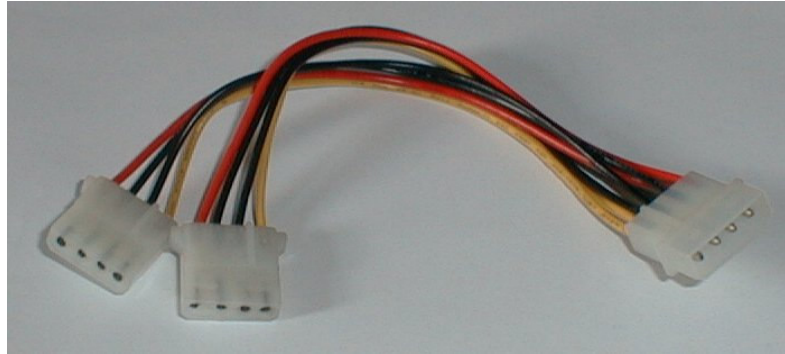
Answer any 2 questions. All questions carry equal marks.

1. A customer has brought in a computer into which a new hard drive has recently been added. When the computer was restarted after the addition of the new drive some applications appeared to work incorrectly. Particularly, Encarta and other CD based titles don't work any longer. What could be the problem and what steps can be taken to rectify it? Justify your answer by giving reasons for your statements.
2. Its owner has brought a recently bought computer to you. He complains that he cannot get pound signs in any of his applications and that some keys are not working properly; specifically the @ symbol appears as " and the " appears as @. What could be wrong and what steps should be taken to remedy the problem?
3. A user has added a new hard disk to his system. He now finds that he cannot start the computer at all. The system hangs during the POST. What could be wrong? What steps should be taken to rectify the problem.
4. Whilst using Microsoft Windows a users computer claims to have performed 'an illegal operation'. The system now appears to have stopped responding. What is the correct sequence of steps to try to regain reliable control of the system?

Section C (10%)

Answer both Questions.

1. (a) What type of connector is this? When or where is one of these used?



(b) What type of device is this? What is it used for?



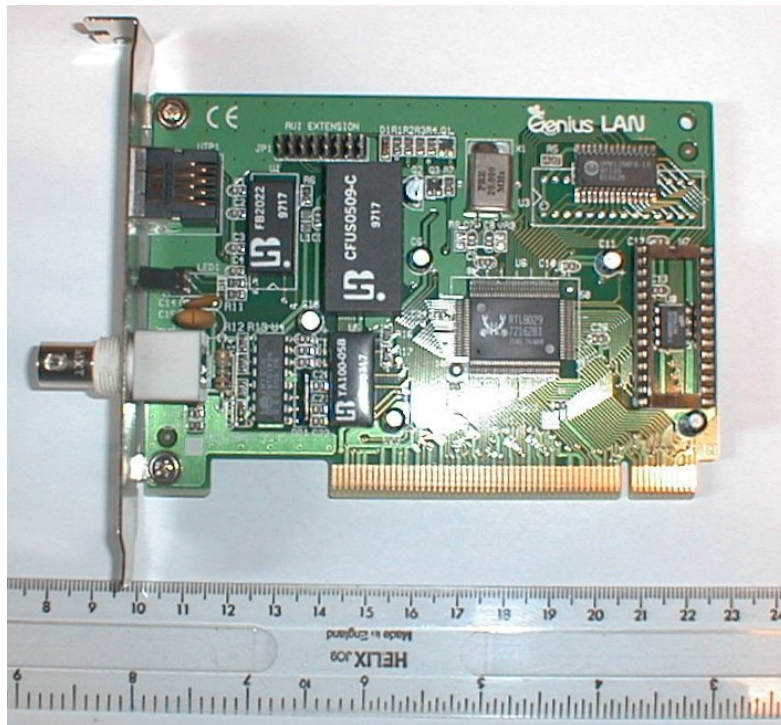
2. (a) Identify the connector types on each of these mice.

A

B



(b) What type of expansion card is this? What bus type does it plug into?



Section D (20%)

A friend of yours wants to buy a new computer. All of the offers in the newspapers are very confusing to him, as he has no previous experience with computers. These offers all include components which he isn't sure that he needs. Equally he's worried about buying a computer which is missing components that he'll later require.

Primarily he states that he'll want to use the computer in support of his role as general secretary of the County Badminton Club. He expects that he'll need to be able to generate and print letters, create fixture lists, do some simple accounts, produce posters announcing fixtures, send e-mail, use the WWW etc.

He has two adverts in hand and wishes to order one of these **now**.

The two adverts are attached. The first is from The Irish Times of Friday April 23rd and is for a DELL brand computer. The second is from The Irish Times of Monday April 26th and is for a Gateway 2000 brand computer.

You must recommend, based upon available data, which computer he should buy. State reasons for your decision. Compare the products advertised under system features, package features, appropriateness to your friends' requirements, value for money *etc.* and any other headings you consider relevant.

TOTAL HOME/OFFICE PACKAGE. TOTALLY BRILLIANT PRICE.



This is just about everything you need for your home office system. The Dell® Dimension™ V433c with an Intel® Celeron™ processor 433MHz plus a high quality colour printer and great software titles for work and play. All in all, a brilliant value package. Only available from Dell. So call NOW for yours.

* £50 off applicable only when the Dell Dimension V433c system advertised is ordered on the internet.

TALK DIRECT TO THE NUMBER ONE

1850 629 926

8-8 WEEKDAYS, 10-4 SATURDAYS, 2-6 SUNDAYS

Dell® Dimension™ V433c

- Intel® Celeron™ processor 433MHz
- 64MB SDRAM
- 128KB full speed Cache
- 9.1GB ATA-33 Hard Drive
- 17" Colour SVGA Monitor (0.28 Dot Pitch, 15.9" Viewable Area)
- Mini tower chassis



DVD Sub-system

- Integrated ATI 8MB AGP Graphics
- 4.8 x DVD ROM with software decoding
- Integrated Yamaha 64 Sound Card
- Harmon Kardon 195 speakers

FREE
Upgrade from
15" Monitor



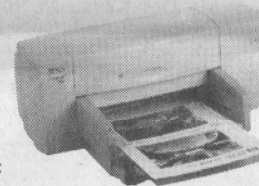
High Speed Internet

- US Robotics 56KB/s V90 modem
- **FREE** Indigo 30-day Internet connection software (excluding phone charges)

Inc.
£70 OFF



- **HP DESKJET**
420c colour printer



Software Pack comprising:

- Microsoft® Windows '98
- Microsoft® Works Suite 99

Dell Gamer Elite

- RAGE Incoming
- Microprose Civilisation II
- EIDOS Flight Unlimited II
- ELECTRONIC ARTS Need for Speed II Special Edition

£999

(£1,245.09 inc. delivery & VAT)

1,268.47 € (1,580.94 € inc. delivery & VAT)

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DELL®

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Gain muscle without adding pounds.

FREE UP-GRADE TO THE LATEST INTEL® PROCESSOR

When we upgraded this G6 Multimedia PC package

with the latest Intel® Celeron™ 466MHz processor we

made a great deal incredible. Because

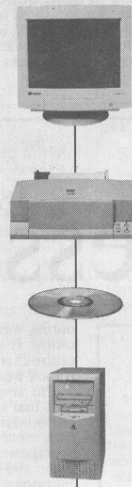
this package already comes with an

Epson colour printer and a 17" monitor.

Now, you'll always have enough muscle to tackle the

21st Century. Call Gateway now and have it your way,

without adding pounds.



1800 25 2000

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FROM £39 A MONTH* (APR 15.4%)

YOUR G6-466C SE PACKAGE INCLUDES

FULLY FEATURED MULTIMEDIA PC WITH MODEM

- Epson Stylus™ 440 Colour Printer
 - MS® Works Suite 99
- Intel Celeron Processor, 466MHz
 - 64MB SDRAM
 - 17" EV700 monitor



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*Typical example: Cash price £1062.38. Number of Monthly Repayments: 34. Cost of Credit £263.62. APR 15.4%. This is a Credit Agreement (variable rate) as defined by the Consumer Credit Act 1995. Subject to lending criteria. A guarantor or other securities may be required. Terms and conditions apply. Not available to persons under 18 years of age. A cash balance may be repayable to the customer at the end of the agreement. Arranged by Irish Permanent Finance.