



COLLEGE OF INFORMATION AND COMMUNICATION
TECHNOLOGIES

DEPARTMENT OF COMPUTER SCIENCE AND ENGINEERING
IS 158 – COMPUTER HARDWARE & SYSTEM MAINTENANCE

TEST II (15 Marks)

Question One: (7.5 marks)

Duration 30 Minutes

- (i) If BIOS setup does not reflect new hard drive after hard drive installation try to _____.
A) Enable auto detection and reboot system B) Reseat data cable and reboot PC
C) Insert bootable disk and reboot PC D) Restore jumpers to original state
- (ii) If a message 'Hard drive not found' is displayed after hard drive installation try to _____.
A) Enable auto detection and reboot system B) Reseat data cable and reboot PC
C) Insert bootable disk and reboot PC D) Restore jumpers to original state
- (iii) If POST beeped three times and stopped try to _____.
A) Enable auto detection and reboot system B) Reseat data cable and reboot PC
C) Reseat memory modules and boot again D) Restore jumpers to original state
- (iv) If a message 'No boot device available' is displayed try to _____.
A) Enable auto detection and reboot system B) Reseat data cable and reboot PC
C) Insert bootable disk and reboot PC D) Restore jumpers to original state
- (v) If a message 'Hard drive not present' is displayed try to _____.
A) Insert bootable disk and reboot PC B) Reseat memory modules and boot again
C) Enable auto detection and reboot system D) Restore jumpers to original state
- (vi) Which of the following are symptoms of memory problem?
1. Blue screen appears during installation or running of Windows operating system

2. Crashes during memory intensive operations such as 3D games, Photoshop, benchmark and compiler
3. When power up the system it fails to boot and beep codes emits
4. When restarting the system, memory count does not match what has been installed and appeared in BIOS.

A) 2 & 3 B) 2, 3 & 4

C) 1, 2, 3, & 4

D) 1, 2 & 3

(vii) Your computer starts to boot-up but then hangs, or boots into the operating system and then upon starting a large application, the system reboots itself or hangs. Which of the following are possible causes of the problem?

1. Power supply is inadequate for the load (number of devices) connected to it
2. Power supply is overheating or the voltage to the motherboard is inconsistent.
3. The processor may be overheating.
4. One or more chips in the upper memory areas of your memory modules are bad or are going bad.

A) 1, 2, 3, & 4

B) 1, 2 & 3

C) 1 & 2

D) 3 & 4

(viii) Which of the following is not a motherboard field replaceable units?

- A) Processor B) Processor cooler assembly C) Expansion Slots D) CMOS battery

(ix) Which of the following is not a symptom of failing motherboard or processor?

- A) System begins to boot, then powers down
- B) System unstable, hangs, freezes at odd times
- C) Intermittent Windows or hard drive errors occur
- D) Motherboard components or connected devices do not work
- E) None of the above

(x) Which of the following is not a symptom of system overheating?

- A) System hangs, freezes at odd times, or a few moments after boot starts
- B) Windows error during boot (blue screen of death)
- C) Cannot hear fan running or fan makes whining sound
- D) Cannot feel air being pulled into or out of the case
- E) None of the above

(xi) CMOS checksum error is caused when the CMOS values are incorrect. This issue can occur because of _____

- A) Disconnecting power from computer without shutting down computer
- B) Bad or old CMOS battery
- C) BIOS update
- D) B & C above
- E) A, B & C above

(xii) Which of the following is not among computer maintenance operations?

- A) Fix and replace the faulty component.
- B) Preventing and cleaning the computer components
- C) Replace an existing software with a newer version.
- D) Identifying a computer problem, tracing the error and fixing it
- E) None of the above

(xiii) Which statement best describes cache memory?

- A) USB memory connected to a computer to increase its storage space
- B) An area of memory that contains settings for operating the computer
- C) An area of the hard disk that is used when there is insufficient RAM
- D) High-speed memory that is included in devices to improve response time

(xiv) Which list contains ONLY input peripheral devices?

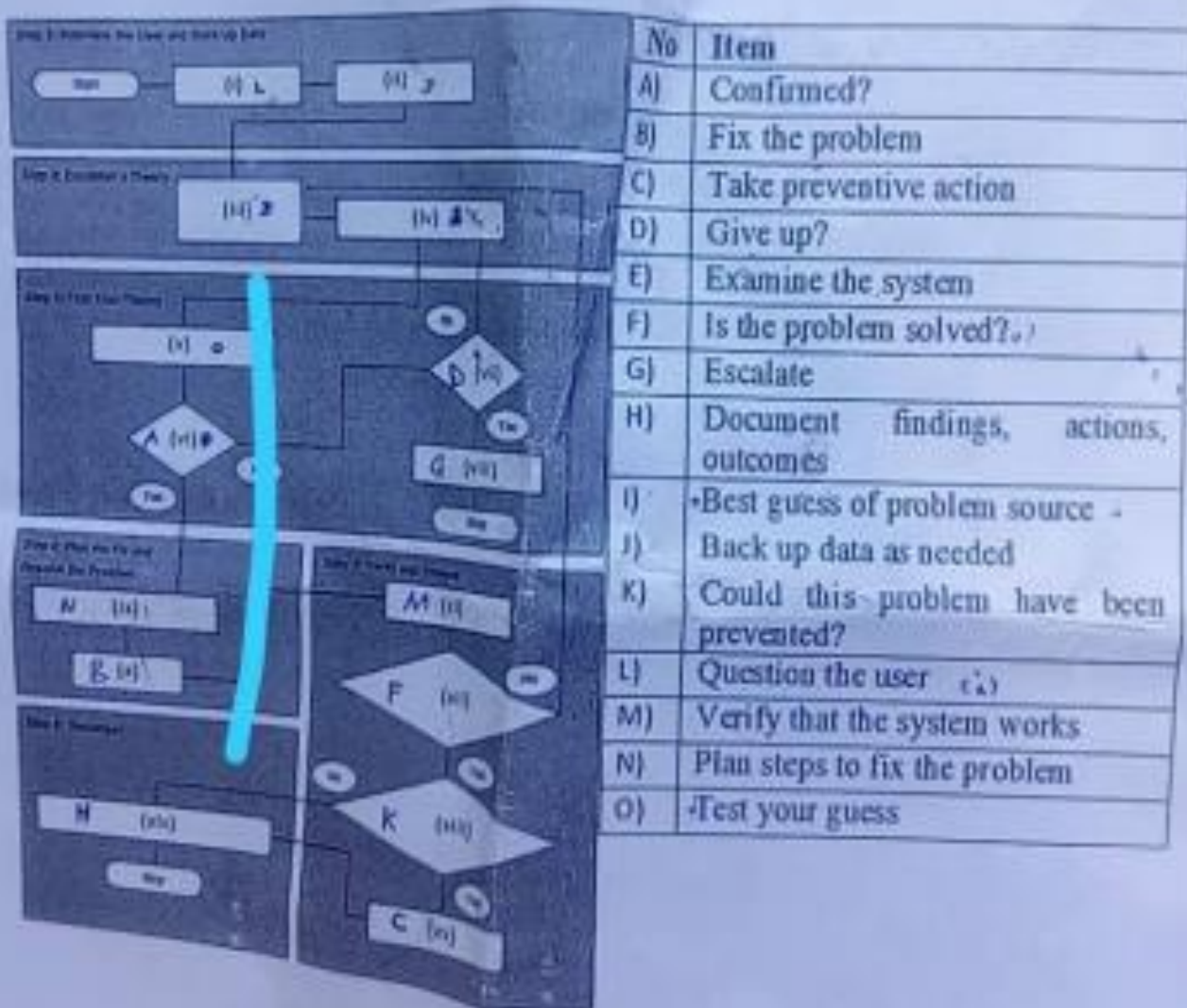
- A) Speakers, scanners, mouse, modem
- B) Keyboard, projector, mouse, flash drive
- C) Microphones, track-ball mouse, scanner, touch screen
- D) Laser printer, graphic tablet, barcode reader, hard disk

(xv) When the computer you are using does not print, what is the likely reason?

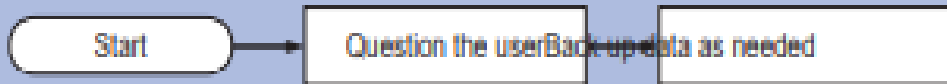
- A) The printer is not plugged in to either the power or to your computer
- B) You have not selected the correct printer from the list.
- C) There is a printer jam or the printer needs some other attention
- D) All of the above

Question Two: (7.5 marks)

Consider the flow chart below which represent the general approach to problem solving. Complete the chart by choosing the correct troubleshooting steps from the table (on the right) and writes its letter to the respective question i.e. (i) to (xv).



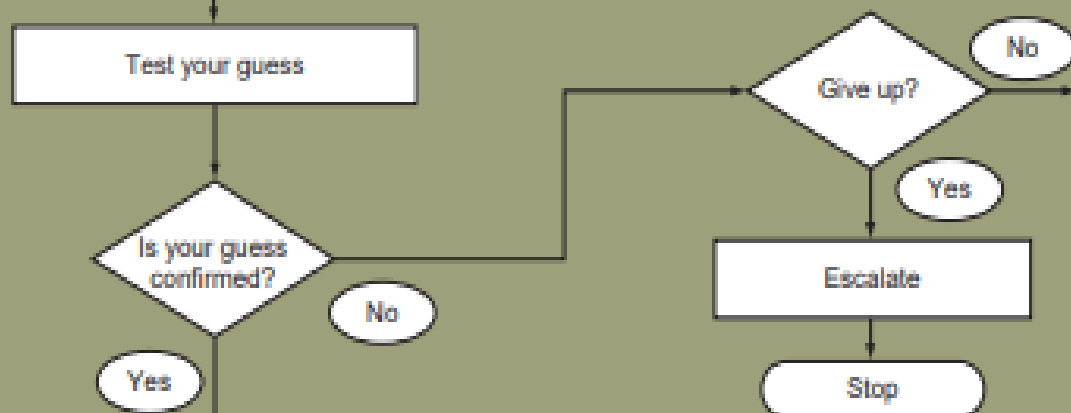
Step 1: Interview the User and Back Up Data



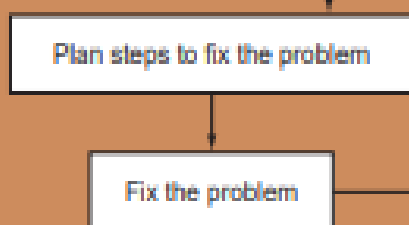
Step 2: Establish a Theory



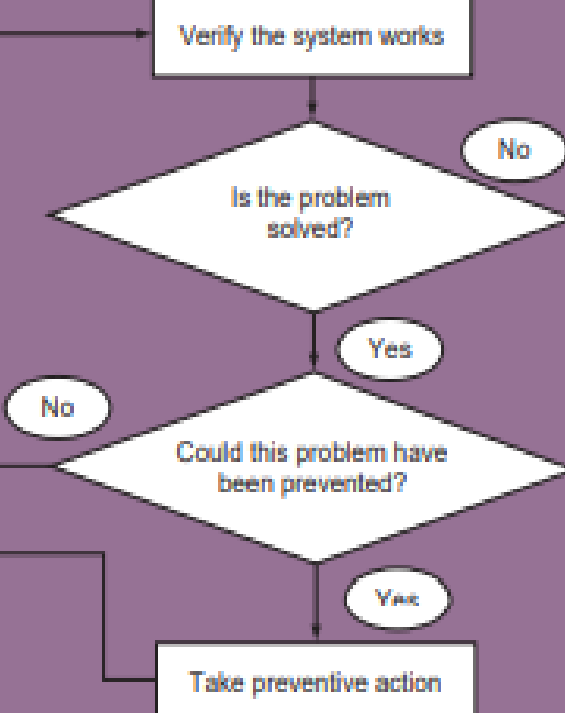
Step 3: Test Your Theory



Step 4: Plan the Fix and Resolve the Problem



Step 5: Verify and Prevent



Step 6: Document

