



MERU UNIVERSITY OF SCIENCE AND TECHNOLOGY

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UNIVERSITY EXAMINATIONS 2020/2021

SECOND YEAR EXAMINATION FOR THE DEGREE OF BACHELOR OF SCIENCE,
INFORMATION TECHNOLOGY, EDUCATION, BACHELOR OF BUSINESS
INFORMATION TECHNOLOGY

CIT 3255 / CIT 3253: PC MAINTENANCE AND NETWORKING LAB

DATE: APRIL 2022

TIME: 2 HOURS

INSTRUCTIONS: Answer Question ONE and any other TWO questions.

QUESTION ONE (30 MARKS)

- a) When a notebook internal device fails, what three options can you use to deal with the problem? (6Marks)
- b) List three types of ports that are often found coming directly off the motherboard to be used by external devices. (3 marks)
- c) List the main memory functions performed by the OS (3 marks)
- d) Highlight the three purposes of the motherboard ROM BIOS server (6 Marks)
- e) What are the steps of the troubleshooting process (6 Marks)
- f) What are the functions of a network administrator (6 marks)

QUESTION TWO (20 MARKS)

- a) When an LCD panel is very dim and brightness adjustments don't help, what component is likely to be the problem, and how would you repair it? (6 Marks)
- b) Give some examples of private network addresses (6 marks)
- c) Which two tools can be used to reset a Windows password for another user when using Windows 7 Home Premium? (4 Marks)
- d) What are the four main functions of hardware? (4 marks)

QUESTION THREE (20 MARKS)

- a) What utility would you use to display information about the name space kept by a DNS server for a particular domain (5 marks)
- b) Which policy in Group Policy must be enabled before you can monitor failed attempts at logging onto a Windows system? (4 Marks)
- c) During the laser printing process, what determines when the toner sticks to the drum and when it does not stick to the drum. (4 Marks)
- d) List the seven steps used by a laser printer to print a page (7 Marks)

QUESTION FOUR (20 MARKS)

- a) What information does Event Viewer record about the problem? (6 Marks)
- b) What software can you use to display a process tree that shows how processes relate, yielding more information than given by Task Manager (4 Marks)
- c) What are some of the potential pitfalls of building your own PC? What are some rewards? (8 Marks)
- d) When you move the NIC card from one PC to another PC, does the MAC address get transferred as well? Briefly explain. (2 marks)

QUESTION FIVE (20 MARKS)

- a) What are the benefits of preventive maintenance. (5 Marks)
- b) How can you configure a mobile device so it cannot connect to any network (5 Marks)
- c) Using a Diagram describe how you would prepare a Straight through Cable (5 Marks)
- d) What should be done in hardware maintenance? (5 Marks)