

**UNIVERSITY COLLEGE TATI (UC TAT)****FINAL EXAMINATION QUESTION BOOKLET**

COURSE CODE	: DCT 1073
COURSE	: PC MAINTENANCE
SEMESTER/SESSION	: 1-2022/2023
DURATION	: 3 HOURS

Instructions:

1. This booklet contains 5 questions. Answer **ALL** questions.
2. All answers should be written in answer booklet.
3. Write legibly and draw sketches wherever required.
4. If in doubt, raise your hands and ask the invigilator.

DO NOT OPEN THIS BOOKLET UNTIL YOU ARE TOLD TO DO SO

THIS BOOKLET CONTAINS 4 PRINTED PAGES INCLUDING COVER PAGE

QUESTION 1

- a) List **FIVE (5)** internal components of computer system. (5 marks)
- b) State **TWO (2)** functional of Motherboards. (2 marks)
- c) What is function of power supplies unit in computer? (2 marks)
- d) Give **FOUR (4)** components of computer that inter-related. (4 marks)
- e) Identify character in Table 1 and give name of specialized computer. (4 marks)

Table 1

Character	Name of specialized PC
This computer mainly for modern games	
This computer must be able to play various Media formats and give good resolution display	
Must support CAD or CAM applications	
Have Little processing power and design to act as a terminal to server	

- f) List **THREE (3)** benefits of PC preventive maintenance. (3 marks)

QUESTION 2

- a) Discover tasks involve in hardware maintenance. (4 marks)
- b) Determine what is negative of dust or dirt in internal PC. (4 marks)
- c) Identify **FOUR (4)** components need to be clean. (4 marks)
- d) How to implement good task to ensure optimal computer operating performance?
Give **TWO (2)** of your opinion. (2 marks)
- e) List **TWO (2)** functions of Windows start menu. (2 marks)
- f) List **FOUR (4)** example of Operating systems. (4 marks)

QUESTION 3

- a) As a computer technician, you need to troubleshoot and solve issues for the Figure 1. Use **SIX (6)** troubleshooting process method. (12 marks)

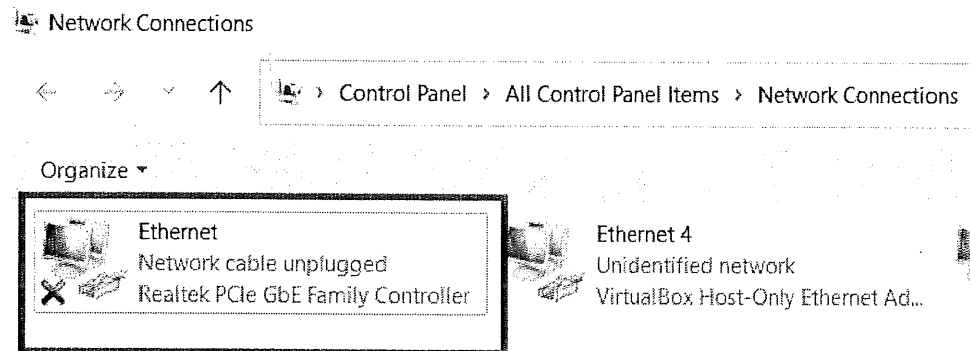


Figure 1: LAN Status

- b) Differentiate between Open source and Closed source Mobile operating systems with their examples. (4 marks)
- c) As a mobile phone user, many features offer in your devices. List and describe **TWO (2)** features. (4 marks)

QUESTION 4

- a) State function of passcode in mobile phone. (2 marks)
- b) Based on question 4(a), list **FIVE (5)** types of passcodes in mobile phone. (5 marks)
- c) What we need to configure to use google play apps? (1 mark)
- d) Discover **TWO (2)** places usually offer free WI-FI. (2 marks)
- e) Figure out **SIX (6)** probable cause of problem "Invalid Boot Disk" error after the POST. (6 marks)
- f) "A computer can ping an IP address but not a host name"
Based on this scenario given, explain the reasons. (2 marks)

QUESTION 5

- a) Fill appropriate answer for the following problems. (16 marks)

Table 2

No.	Identify the Problem	Probable Causes
1	The computer displays a black or blue screen of death (BSOD)	
2	An application does not install.	
3	The computer is running and has a delayed response.	
4	The computer automatically obtained the IP address 169.254.x.x, but cannot connect to the network.	
5	A computer on one network cannot ping a computer on another network.	
6	A Windows 7 or Windows Vista computer starts with the error message "Error Loading Operating System".	
7	Computer runs slowly at the same time every day.	
8	Computer boots to safe mode.	

- b) List all Troubleshooting steps. (6 marks)

-----END OF QUESTIONS-----