



(University of Choice)

**MASINDE MULIRO UNIVERSITY OF
SCIENCE AND TECHNOLOGY
(MMUST)**

MAIN CAMPUS

**UNIVERSITY EXAMINATIONS
2021/2022 ACADEMIC YEAR**

SPECIAL EXAM

FOR THE CERTIFICATE

IN

INFORMATION TECHNOLOGY

COURSE CODE: ICT 014

COURSE TITLE: COMPUTER MAINTENANCE

DATE: 02/08/2022

TIME: 2PM – 3:30PM

INSTRUCTIONS TO CANDIDATES

Answer **Questions ONE** and **ANY OTHER TWO**.

TIME: 1HR 30MIN

MMUST observes **ZERO** tolerance to examination cheating

This Paper Consists of 3 Printed Pages. Please Turn Over.

QUESTION ONE (24 MARKS)

- a. Outline any four types of data backups (4 marks)
- b. List any two input devices and one output device (3 marks)
- c. State and explain any two uses of maintenance tools that cannot be carried in a toolkit (4 marks)
- d. Outline any four maintenance activities carried out on a printer (4 marks)
- e. Explain the function of the BIOS during boot up of the computer (3 marks)
- f. You encountered the options **Upgrade, Uninstall** and **Repair** while installing software in your computer. Explain the circumstance under which each option is applicable. (6marks)

QUESTION TWO (18MKS)

- a. Malware are malicious programs that can be intentionally or accidentally installed into a computer and cause problems with your system. Discuss the following types of malwares that can infect your computer.
 - i. Virus (3 marks)
 - ii. Bot (3 marks)
 - iii. Adware (3 marks)
 - iv. Ransomware (3 marks)
- b. You have been given a new laptop that does not have an operating system installed. You are an expert who can install the operating system. Briefly explain the steps you will follow starting from a windows 10 image named *windows 10.ISO* under file properties. (6 marks)

QUESTION THREE (18 MKS)

- a. Explain what is meant by CMOS chip. Explain why it is important and what happens when the battery low. (4 marks)
- b. Distinguish between software installation and software uninstallation (2 marks)
- c. Outline the functions of a Good Virus Protection Program. (3 marks)
- d. Explain any **three signs** that may suggest that your computer is infected with a virus (3 marks)
- e. Distinguish between firewall program and antivirus program. (2 marks)
- f. Power supply unit is one of the computer hardware devices studied under maintenance.
 - i. Define the term power supply unit (2 marks)
 - ii. Explain how you would troubleshoot a faulty power supply (2 marks)

QUESTION FOUR (18 MKS)

- a.
 - i. Define the term user account **(2 marks)**
 - ii. Outline the steps one would use to set up a user account **(4 marks)**
- b. Discuss the following maintenance issues and how they affect the performance of the computer
 - i). Malware **(4 marks)**
 - ii). Overheating **(4 marks)**
 - iii). Insufficient RAM **(4 marks)**

QUESTION FIVE (18 MKS)

- a. Differentiate between software and hardware **(2 marks)**
 - i. Define the term computer virus **(2 marks)**
 - ii. State 3 symptoms of computer viruses in a computer system **(3 marks)**
 - iii. State four ways of keeping viruses away **(4 marks)**
- b. You have been given a computer that has system/motherboard password and you owner cannot remember the password. He has asked you to remove the password for him. Stating the condition(s) necessary, explain various ways you can use to manually reset the password **(7 marks)**