THE CATHOLIC UNIVERSITY OF EASTERN AFRICA

A. M. E. C. E. A

MAIN EXAMINATION

AUGUST - DECEMBER 2015 TRIMESTER

FACULTY OF SCIENCE

DEPARTMENT OF LIBRARY AND INFORMATION SCIENCE

EVENING PROGRAMME

LIS 200: HARDWARE AND SOFTWARE MAINTENANCE

Date: DECEMBER 2015	Duration: 2 Hours
INSTRUCTIONS: Answer Question ONE and ANY OTHER TWO Questions	

Q1. a) Describe FOUR features that enable the effective and efficient working of a computer system.   **(8 marks)**

b) Describe the functions of the following within a computer system
   i   Expansion bus
   ii   CMOS battery
   iii   VGA port
   iv   SCSI port.   **(8 marks)**

c) Define the term troubleshooting identify THREE basic troubleshooting rules for isolating the problem areas with ease.   **(8 marks)**

d) Identify THREE main reasons why computer security is of critical importance to an organization.   **(6 marks)**

Q2. a) Define the term preventive maintenance, why should you develop a preventive maintenance plan?   **(8 marks)**

b) Below are common problems encountered by users as a librarian in charge of ICT how do you address them?

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		i	The computer cant start
		ii	The computer cant get on to the network or the internet?
		iii	The computer is on but there is no sound. **(6 marks)**

c) Give the solutions for the following video display unit trouble shooting tips
  i   The picture does not appear.
  ii   Shaking screen
  iii   Sharp bright light at the centre H / Vertical   **(6 marks)**

Q3. a) Describe the following security attacks within a computer system
  i   Worms
  ii   Txojans
  iii   Logic bombs
  iv   Virus
  v   Spyware   **(10 marks)**

b) Explain how you would troubleshoot a newly installed printer that is not responding and provide the right steps involved in setting it up. **(4 marks)**

c) Moses started his computer and after some minutes of operation the computer entered into a "Blue screen of Death" state. Explain in detail THREE likely causes of the problem.   **(6 marks)**

Q4. a) Discuss THREE general strategies for supporting and resolving user's problems.   **(6 marks)**

b) Describe THREE common signs of a computer infected by a virus.
                              (6 marks)

c) Briefly describe the use of the following tools with respect to computer maintenance
  i   CHKDSK
  ii   System restore
  iii   Disk defragmentation
  iv   Vaccum air blower.   **(8 marks)**

END

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