



PAN AFRICA CHRISTIAN UNIVERSITY

DIPLOMA IN INFORMATION COMMUNICATION TECHNOLOGY

END OF SEMESTER EXAMINATION

DEPARTMENT: COMPUTING & INFORMATION TECHNOLOGY

COURSE CODE: DICT0211

CAMPUS: ROYSAMBU

COURSE TITLE: HARDWARE MAINTENANCE AND NETWORKING

EXAM DATE: 21st December 2021

TIME: 11:15-14:15PM

INSTRUCTIONS

- This exam paper has **six** questions
- Read all questions carefully before attempting.
- Answer All questions in Section **A** and any other **three** questions in Section **B**.

SECTION A (Compulsory)

Question one

- a) A laboratory technician suspects that one of the computers has a problem for it doesn't power when switched on. He quickly suspects the power supply unit. Explain **THREE other** possible checks that he can perform to resolve the issue. **[6**

Marks]

- b) Caren is unable to work on her computer for it shuts down automatically when put on. Discuss any **TWO** possible faults and their causes. **[4**

Marks]

SECTION B (Choose any THREE questions)

Question two

- a) While a user is working on a spreadsheet, the computer reboots. Explain two components that could cause this issue. **[2**

Marks]

- b) A customer brings in a laptop with a touch screen that is not working correctly. The touch screen either does not respond at all or provides unusual or inaccurate responses. Explain the possible cause for such behavior. **[2**

Marks]

- c) For two days in a row, a user has noticed that the computer reboots several times before it eventually starts. Explain two suspect components that could be causing the issue **[2**

Marks]

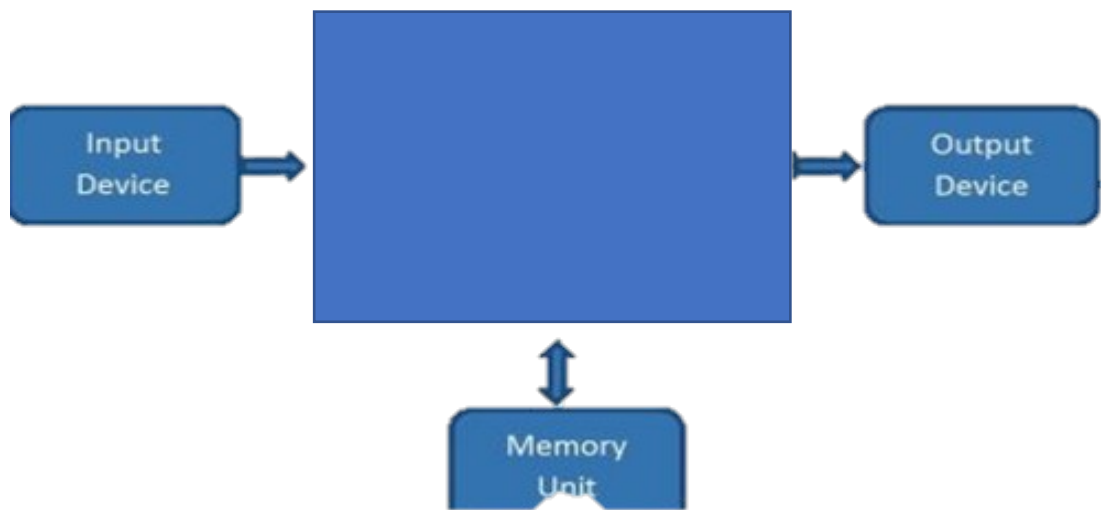
- d) A technician is installing a new printer in a cool, damp environment. After the printer cabling is done, and the software and print driver are installed, the printer test page jams. Explain any two most likely cause of the print failure **[4 Marks]**

[4 Marks]

Question three

- a) The figure below shows a microcomputer. Complete the diagram by identifying the missing component and discuss its constituents **[8**

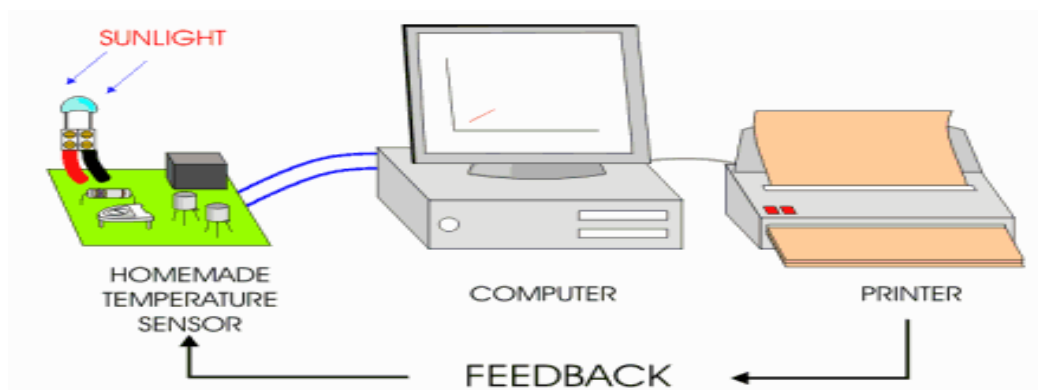
Marks]



b) Discuss any two features of a Microprocessor

[2 Marks]

Question four



Use the diagram above to answer the following questions;

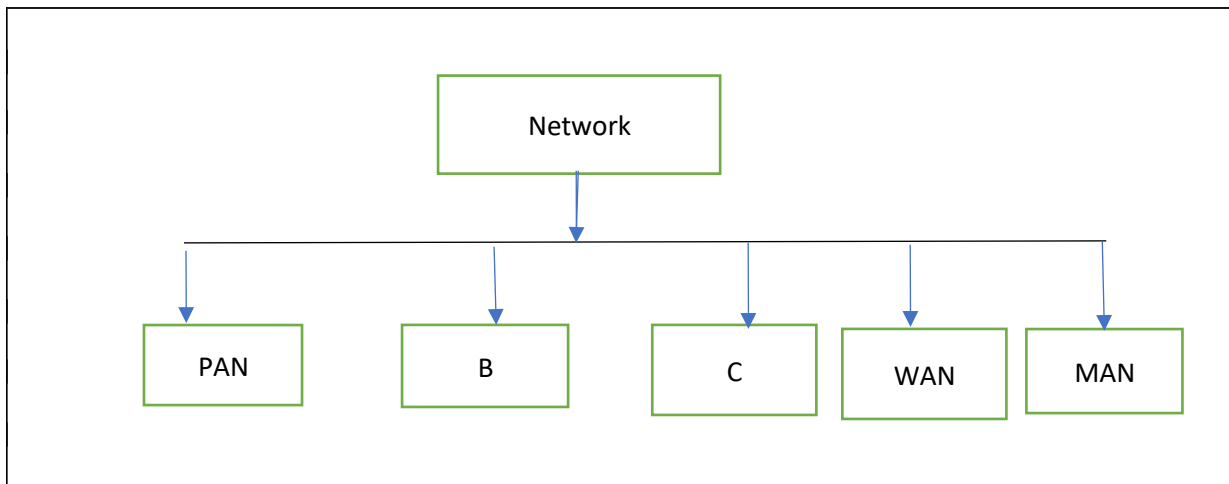
a) Identify the type of control system shown above

[2 Marks]

b) Discuss any four components shown

[8 Marks]

Question five



a) Identify letter B and C

[2 Marks]

b) Distinguish B and C

[4 Marks]

c) Distinguish WAN from MAN using any four parameters **[4 Marks]**

Question six

a) A technician has just completed a preventive maintenance on the department printer. Users are now complaining that the printer is no longer available. Explain the possible cause and solution to be taken.

[4Marks]

b) Give any **Four** precautions that technician has to keep in mind during this process

[4 Marks]

c) Employees of a small business are complaining that the printer is printing faded images. Elucidate the action to be taken by the technician.

[2 Marks]