**CHUKA** **UNIVERSITY**

## UNIVERSITY EXAMINATIONS

**FIRST YEAR EXAMINATION FOR THE AWARD OF CERTIFICATE IN COMPUTER SCIENCE**

**COSC 00106: INSTALLATION AND CUSTOMIZATION**

**STREAMS:CERT COMP SCI** **TIME: 2 HOURS**

**DAY/DATE: MONDAY 20/09/2021** **11.30 A.M – 1.30 P.M**

 **INSTRUCTIONS**

- Answer question **ONE** and **TWO** other questions
- Do not write anything on the question paper
- This is a **closed book exam**, No reference materials are allowed in the examination room
- There will be **NO** use of mobile phones or any other unauthorized materials
- Write your answers legibly and use your time wisely.
- Marks are awarded for clear and concise answers.

**QUESTION ONE (30 MARKS)**

a) Briefly outline the procedure for carrying out the following tasks in windows environment

   (i) Adding a program shortcut on the desktop

   (ii) Changing the wall paper

   (iii) Adjusting screen resolution (3 marks)

**b)** Differentiate between a surge protector and a UPS. (4 marks)

c) Describe THREE benefits of disk partitioning. (3 marks)

d) Explain the steps taken to implement a mobile hotspot on Windows 10. (5 Marks)

e) Angelina switched on her PC and noticed the message –"HDD failure:- being displayed before the machine could boot up properly. Explain the possible cause of this problem and its solution. (4 marks)

f) Micro-processors are the most expensive chips in a PC. State four popular companies that manufacture processors. (4 marks)

g) Define the term trackpad. (2marks)

**h)** Explain what an Operating System is giving examples of popular operating systems.

(5

marks)

## SECTION B (ANSWER ANY TWO QUESTIONS)

## QUESTION TWO (20 MARKS)

a) In the booting process the following terms are normally referred to

(i) BIOS

(ii) POST

(iii) CMOS

Briefly discuss the functions of each in respect to the process. (9 marks)

**b)** Explain the procedure of formatting a hard disk and installing it with Windows
Operating System. (7 marks)

**c)** Describe the term formatting as applied in computer systems. (4 marks)

## QUESTION THREE (20 MARKS)

**a)** State the minimum system requirements for installing windows 8 software [6 marks]

b) State THREE computer hardware maintenance practices and state THREE reasons why
we should maintain computers. (6 marks)

c) Describe the procedure you would follow in order to add a printer or a scanner to a
Windows computer. (6marks)

d) Differentiate between low level and high level formatting (2 marks)

## QUESTION FOUR (20 MARKS)

**a)** Explain the difference between a disk partition, a sector and a cluster. (3 marks)

b) One month after installing **Windows 7** and providing Jane with some application
programs, she calls you to complain about the **Skype** that keeps loading every time she

boots up her computer. Explain to her the steps she needs to take in order to stop the program from loading. (5 Marks)

c) Brian a Bachelor of Arts student has just bought a desktop computer and does not know how to set it up. Write a step by step process that will guide Brian on how to connect the various computer peripherals until the desktop computer is powered on. (10 marks)

d) Indicating the color associations where applicable, list TWO examples of ports used to connect exterior devices to the system unit. (2 Marks)

**QUESTION FIVE (20 Marks)**

a) Suggest any THREE ways of increasing the available computer memory. (3 marks)

**b)** State and explain any four types of expansion slots (4 marks)

c) List and explain Five types of Operating systems installation. (10marks)

d) Explain the 3,2,1 rule of Backups. (3marks)

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