

DECEMBER 2023
EBS 372
PC MAINTENANCE AND
TROUBLESHOOTING COMPUTERS
2 HOURS

Candidate's Index Number
Signature:

UNIVERSITY OF CAPE COAST
COLLEGE OF EDUCATION STUDIES
SCHOOL OF EDUCATIONAL DEVELOPMENT AND OUTREACH
INSTITUTE OF EDUCATION

COLLEGES OF EDUCATION
FOUR-YEAR BACHELOR OF EDUCATION (B.ED)
THIRD YEAR, END-OF-SECOND SEMESTER EXAMINATION, DECEMBER 2023

20TH DECEMBER 2023 PC MAINTENANCE AND 2:00 PM – 2:30 PM
TROUBLESHOOTING COMPUTERS

This paper consists of two sections, A and B. Answer ALL the questions in Section A and TWO questions from Section B. Section A will be collected after the first 30 minutes.

SECTION A
(20 MARKS)

Answer ALL the questions in this Section.

For items 1 to 15, each stem is followed by four options lettered A to D. Read each item carefully and circle the letter of the correct or best option.

1. All the following are functions of the computer except
 - A. accept instructions.
 - B. control operations.
 - C. process.
 - D. transmit codes.
2. Which of the following is a characteristic of a computer?
 - A. Has Feeling
 - B. Has IQ
 - C. Power to remember*
 - D. Power to turn on
3. The devices that provide a connection between computers and communication networks are known as devices.
 - A. communication
 - B. computer network
 - C. connection
 - D. network

4. The following are some of the prominent features of system software **except**
 - A. bigger in size.
 - B. close to the system.
 - C. difficult to design.
 - D. less interactive.

5. A clue that signifies that a power supply has gone bad is beep.
 - A. long
 - B. no
 - C. steady, long
 - D. steady, short

6. A blue screen of death is technically known as
 - A. death command.
 - B. stop code.
 - C. stop command.
 - D. stop error.

7. Which of the following **best** describes a stop code?
 - A. Bug check
 - B. Error code
 - C. Stop command
 - D. Termination code

8. A one short beep from a PC before the POST operation means
 - A. error in system memory.
 - B. graphics card setting errors.
 - C. okay no error.
 - D. ROM issue.

9. An error number, sometimes followed by a short error message that a program in Windows may display in response to a particular problem it's having is the
 - A. stop error.
 - B. stop error code.
 - C. system error.
 - D. system error code.

10. Using defragmentation tool to keep PC running fast and efficient is **best** done
 - A. daily.
 - B. monthly.
 - C. often.
 - D. weekly.

11. Running a malware scan to stay on top of virus prevention is done
 - A. daily.
 - B. monthly.
 - C. often.
 - D. weekly.

12. A one long and three short beeps signifies
 - A. error in system memory.
 - B. graphic card setting errors.
 - C. okay no error.
 - D. ROM issue.

13. Uninstalling programs that you don't use anymore to free up space is done
 - A. as needed.
 - B. daily.
 - C. monthly.
 - D. weekly.

14. A post code will differ depending on
 - A. BIOS vendor.
 - B. brand of the PC.
 - C. PC Architecture.
 - D. type of Windows OS.

15. An example of a source data entry device is the
 - A. amplifier.
 - B. bar code reader.
 - C. calculator.
 - D. device drivers.

For items 15 to 20, write the appropriate responses in the spaces provided.

16. A sequence of instructions that can be **executed** is known as a

17. A terminal or desktop computer in a network is known as

18. The contents of secondary storage memories are first transferred to the
then, the CPU access it.

19. The expansion slot is located on the

20. The software that controls and monitors the execution of all programs that reside on the
computer system is known as the