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   2:30 PM – 4:00 PM
TROUBLESHOOTING COMPUTERS

SECTION B
[40 MARKS]

Answer any TWO questions from this Section.
Please, note that if you answer more than two questions, only the first two will be marked.

1.
     a.
         i. Define computer operating system?   **[2 marks]**
         ii. Give **two** functions of an operating system.   **[1 mark]**

     b.
         i. State and explain any **three** characteristics of the computer?   **[6 marks]**
         ii. Discuss the relationship between the hardware and software?   **[2 marks]**

     c. Examine the difference between:
         i. Arithmetic Logical Unit and Control Unit   **[3 marks]**
         ii. Analog computer and Digital computer   **[3 marks]**
         iii. Application software and System software   **[3 marks]**

2.
     a. As a new ICT teacher in your school, it has come to your notice that, there are some challenges when using the computers in the computer Laboratory (i.e. some applications do not respond when Leaners want to use them).

         i. Explain to the headteacher what is meant by software troubleshooting.   **[3 marks]**
         ii. Discuss with him the need for Software troubleshooting?   **[3 marks]**

b. State any **four** common problems encountered when using computers. [2 marks]

c. Discuss the solutions to each of the **four** problems stated in (b). [12 marks]

3.

a.
   i. What is computer maintenance? [2 marks]

   ii. Explain any **three** reasons why computer maintenance is necessary to ensure the optimal performance and longevity of computer system? [6 marks]

b. Martha runs a business with a set of computers that play a crucial role in her day-to-day operations. In order to ensure smooth running of her computer systems, explain to her each of the following tasks required:
   i. Daily [5 marks]
   ii. Monthly [4 marks]
   iii. Yearly [3 marks]

4.

a. Describe the HTTP error codes and give any **two** examples. [4 marks]

b. What:
   i. **four** simple solutions will you offer when the screen of your computer freezes?
   [4 marks]

   ii. **two** simple solutions will you offer when an application freeze? [4 marks]

c. Explain why you adopted the following in troubleshooting a computer:
   i. writing down steps taken [3 marks]
   ii. taking notes about the error messages? [3 marks]

d. Distinguish between hardware troubleshooting and software troubleshooting. [4 marks]