NOVEMBER 2023
EBS 372
PC MAINTENANCE
TROUBLESHOOTING COMPUTERS
30 MINUTES

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, SECOND SEMESTER MID-SEMESTER QUIZ, NOVEMBER 2023

24ᵀᴴ NOVEMBER 2023   PC MAINTENANCE   3:00 PM – 3:30 PM
                    TROUBLESHOOTING COMPUTERS

Answer ALL the questions.
(20 MARKS)

For items 1 to 16, 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. Which of the following **best** describes a large computer that runs on an entire corporation?
    A. Macrocomputer
    B. Mainframe
    C. Supercomputer
    D. Workstation

2. Your computer is **not** functioning properly. Considering basic software troubleshooting, which of the following will you check for obvious hardware failure?
    I.   Check for loose memory chips
    II. Dead cooling fans
    III. Look for components with clear physical damage, broken parts, charred surfaces and smoking circuit boards.

    A. I, and II
    B. I and III
    C. I, II, and III
    D. II and III

3. It is a characteristic **best** used in describing a computer that is free from weariness, lack of concentration and work for hours without creating any error.
    A. Accuracy
    B. Diligence
    C. No feeling
    D. Versatility

4. The following are **major** components of a general-purpose computer **except** the ....
   A. central processing unit.
   B. input unit.
   C. primary memory.
   D. secondary memory.

5. It is **not** recognized as a computer peripheral.
   A. Keyboard
   B. Monitor
   C. Video card
   D. Webcam

6. Which of the following is used in storing electrical charges?
   A. Capacitor
   B. Diode
   C. Inductor
   D. Resistor

7. A computer after being powered on, generated a long continuous beep. Which of the following may have gone bad?
   A. Error in RAM
   B. Issue with CPU
   C. Okay, No error
   D. ROM issue

8. Which of the following codes is **likely** to be generated when a page that a user is searching for cannot be found on a server?
   A. 302
   B. 404
   C. 502
   D. 505

9. What is the **best** troubleshooting solution for an application running slowly?
   A. Force quit the application
   B. Press and hold the Power button for few seconds
   C. Restart the Windows Explorer
   D. Update the application

10. When a computer is first powered on, audio signal(s) is/are generated signifying if the computer passed the POST test. Which of the following is associated with either a bad power supply and/or wrong voltage?
    A. Long Continuous beep
    B. No beeps
    C. One long, two short beeps
    D. Steady short beeps

11. A bug check code is the same as .... code.
    A. Device Manager
    B. HTTP status
    C. POST
    D. STOP

12. You decide to troubleshoot a computer, which of the following is **not** of concern if you decide to check for backup?
    I. The last backup date
    II. The contents of the backup
    III. The data integrity of the backup

    A. I and III
    B. I, and II
    C. I, II, and III
    D. II and III

13. When dust and small pieces of dirt build up in computers, ... do occur.
    A. freezing
    B. outperforming
    C. overheating
    D. the cooling of the CPU

14. When a specific webpage is moved permanently to a different URL, an HTTP .... code does occur.
    A. 301
    B. 302
    C. 401
    D. 404

15. Which of the following is the least **likely** to cause "no video" on your PC?
    A. Crashed hard drive
    B. Defective microprocessor
    C. Defective RAM
    D. Loose video card

16. Which of the following is a **major** function of a computer?
    I. Controls all operations within a computer
    II. Show video
    III. Process data as required by the user

    A. I, and II
    B. I, II, and III
    C. I and III
    D. II and III

For items 17 to 20, write the appropriate responses in the spaces provided.

17. File management is a function of the ....

18. An executable sequence of instructions is known as ....

19. The first thing to do when your computer freezes and not responding to your mouse or keyboard is to ....

20. When a random access memory (RAM) stick goes bad, one hears a ....