

**DIPLOMA EXAMINATION —
JANUARY 2015.**

Diploma In Computer Hardware Servicing

TROUBLE SHOOTING

Time : 3 hours

Maximum marks : 75

SECTION A — (20 × 1 = 20 marks)

Answer ALL the questions.

1. From what location are the 1st computer instructions available on boot up?
 - (a) ROM BIOS
 - (b) Boot.ini
 - (c) CONFIG.SYS
 - (d) None of the above.
2. What could cause a fixed disk error?
 - (a) No-CD installed
 - (b) Bad ram
 - (c) Slow processor
 - (d) Incorrect CMOS settings.

3. Missing slot covers on a computer can cause.
(a) Over heat (b) Power surges
(c) EMI (d) None of the above
4. What is the best way to protect your hard drive data?
(a) Regular backup
(b) Run chkdks at least once a week
(c) Run scandisk at least once a week
(d) All of the above.
5. On a dot matrix printer, you should never lubricate which part?
(a) Carriage rails (b) Carriage bearing
(c) Printhead pins (d) None of the above
6. How many devices can be used on a single SCSI bus? Keep in mind that the SCSI host adapter counts as a device.
(a) 1 (b) 8
(c) 20 (d) 10
7. Match the device driver HIMEM.SYS to its operation.
(a) Manages the use of extended memory
(b) Support code page switching
(c) Supports terminal emulation
(d) None of the above.

8. _____ help prevent power surges.
- (a) UPS protector
 - (b) Spike protector
 - (c) Surge suppressor
 - (d) None of the above.
9. If the memory slots have 30 pins then the chip is a?
- (a) DIMM
 - (b) SIMM
 - (c) SDRAM
 - (d) All of the above
10. Laser Jet printer speeds are measured in pages per minute (ppm) what do we use to measure dot-matrix printers?
- (a) Lines per inch
 - (b) Lines per sheet
 - (c) Character per inch
 - (d) Character per second.
11. Which values are held in CMOS for the hard drive
- (a) Size (heads, cylinders, sectors)
 - (b) Free space
 - (c) Virus alert
 - (d) None of the above.
12. Which of the following would be a logical first step in troubleshooting a PC?
- (a) Check the computer CMOS
 - (b) Define the circumstances of the problem
 - (c) Call the vendor
 - (d) None of the above.

13. Which component must be vacuumed or replaced during preventative maintenance on a laser printer?
- (a) Toner cartridge (b) Ozone filter
- (c) Both (a) and (b) (d) None of the above.
14. A modem could be attached to which port?
- (a) Parallel port (b) Video port
- (c) ASYNC port (d) None of the above
15. SCSI must be terminated with?
- (a) Dip switch (b) Resistor
- (c) BNC (d) All of the above
16. During boot-up, the memory test:
- (a) Checks and verifies that contiguous memory is installed
- (b) Is an operational error
- (c) Displays what memory is installed, but nothing else
- (d) Is a superfluous step that should be ignored.

17. Which would you do first when troubleshooting a faulty monitor?
- (a) Check its connections to the computer and power source
 - (b) Use a meter to check the CRT and internal circuitry for continuity
 - (c) Power down the monitor, then turn it on again to see if that corrects the problem
 - (d) None of the above.
18. To install a second IDE drive into a computer, you must:
- (a) Set the master-slave jumper to slave on the second drive
 - (b) Use the IDE configuration software to set the new drive as slave
 - (c) Verify that you attach the drive to the connector at the end of the ribbon cable
 - (d) Verify that you define the new drive as D: in the CMOS setup.
19. What do you need to check serial and parallel port?
- (a) Port adapter (b) Logic probe
 - (c) Loopback plug (d) All of the above

20. A COM port is a___ port.
- (a) Parallel (b) static
(c) serial (d) multi

SECTION B — ($5 \times 5 = 25$ marks)

Answer any FIVE questions.

21. Explain the function of DOS.
22. How to format a Hard Drive with Windows 95, 98 or ME?
23. Explain common error during installation at windows.
24. Explain about the network operating system.
25. Describe the various DLL Errors.
26. Explain about uninstalling software.
27. Describe the FAT16 File System.
28. Write detail about Internet Explorer.

SECTION C — ($3 \times 10 = 30$ marks)

Answer any THREE questions.

29. Explain Repairing Hard Disk with Bad Sector.
30. Explain installation of software and its compatibility.

31. Explain about the Hard Disk Drive Configuration and Installation.
 32. Write about the Installing and Playing Network capable Games.
 33. Explain the common Errors during windows Vista Activation.
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