

**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, JUNE 2021**

**MARKING SCHEME**

**COURSE CODE: EBS 372**  
**COURSE TITLE: PC MAINTENANCE AND TROUBLESHOOTING**

**INSTRUCTIONS: ANSWER ALL QUESTIONS**

1. The following are the ways of connecting keyboard to the system unit **except** the.....
  - A. P/S 2 port
  - B. USB port
  - C. VGA port**
  - D. Wireless
  
2. All the following are pointing devices except the.....
  - A. Bar Code Reader**
  - B. Mouse
  - C. Stylus
  - D. Touch screen
  
3. The CPU consists of two main parts namely, the control unit and the .....
  - A. ALU**
  - B. Hard disk
  - C. RAM
  - D. ROM
  
4. The operations of computers are based on.....
  - A. instructions**
  - B. problems
  - C. tasks
  - D. none of the above mentioned

5. The expansion slot is located on the .....
- A. CPU
  - B. DVD drive
  - C. Hard disk
  - D. Motherboard**
6. The following do **not** convert machine-readable data to human-readable information **except** the .....
- A. input device
  - B. input and output devices
  - C. output device**
  - D. storage device
7. If you have wrist pain, the best keyboard to use will be the..... keyboard.
- A. Ergonomic**
  - B. Flexible
  - C. Standard
  - D. Wireless
8. Troubleshooting can be best defined as .....
- A. a simple way of diagnosing a complex problem
  - B. a systematic way of diagnosing a complex problem**
  - C. checking connections and reviewing error messages
  - D. responding to questions posed by tech support
9. Which of the following is **not** a computer peripheral?
- A. Keyboard
  - B. Monitor
  - C. Webcam
  - D. None of the above**
10. Which of the following programs is said to exhibit the following characteristics?
- I. Job accounting
  - II. Control over system system performance
  - III. Aids in error detection
  - IV. Interact with the operators
- A. Assemblers
  - B. Compilers
  - C. Interpreter

#### D. Operating System

11. Mr. Stone turns on a PC and the boot-up process halts, giving him the message: "Non-System disk or disk error.... replace and press any key when ready", the problem is likely:
- A. a key on the keyboard is stuck and the keyboard should be replaced
  - B. a non-bootable floppy disk is in the floppy-disk drive and you should remove it**
  - C. RAM has failed and you should replace it
  - D. the hard-drive has failed and you should replace it
12. What is the most likely cause of a Blue Screen of Death (Windows Error) on a typical home computer?
- A. Bad computer memory (RAM) causes most Windows errors.
  - B. Bugs in Microsoft Windows cause most Windows errors.
  - C. Bugs in non-Microsoft products cause most Windows errors
  - D. Damage to the operating system (Windows) from a computer virus**
13. What is the significance of the "beeps" during the boot process of a PC?
- A. The number of beeps describe the overall condition of the PC's hardware**
  - B. The number of beeps describe the quality of the processor
  - C. The number of beeps describe the speed of the RAM Chips
  - D. You can tell how powerful the PC is by the loudness or intensity of the beeps
14. If, upon booting up a PC, you see a message that says: Invalid drive configuration, it could very likely be:
- A. the hard drive cable within the system unit is not attached to the controller
  - B. the hard drive has failed
  - C. the hard drive has not been partitioned
  - D. any of the above**
15. Allan Sulphur just after powering a computer ON hears a **one** short beep. Which of the following best describes the beep?
- A. Error in the system memory
  - B. Graphic card setting error
  - C. Okay indicating there is no error**
  - D. ROM issue
16. What is the first thing to do when your computer screen freezes?
- A. Reboot the computer**
  - B. Scan for virus
  - C. Unplug the power cable
  - D. B. Wait for some time

17. What does the Windows Error code "Run time error 5" mean?
- A. Invalid procedure Call**
  - B. the system cannot find the specified device
  - C. The system cannot find the file specified
  - D. No more connections allowed
18. It is a code that is displayed when a web page is no longer available.
- A. 302 Found
  - B. 404 not found**
  - C. 500 internal error
  - D. 502 Bad Gateway
19. Which of the following codes is likely to be displayed when there is a problem with the server?
- A.302 Found
  - B. 404 not found
  - C. 500 internal error**
  - D. 502 Bad Gateway
20. Which of the following is **NOT** a common solution to Blue Screen of Death?
- A. Boot into safe mode before trying to fix a problem
  - B. Make sure your computer isn't overheating
  - C. Scan for malware that is causing the crash**
  - D. none of the above