AUGUST 2021
EBS 372
PC MAINTENANCE TROUBLESHOOTING
COMPUTERS
1 HOUR

Candidate's Index Number:

Signature:

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

FOUR-SEMESTER BACHELOR OF EDUCATION PROGRAMME
THIRD YEAR, END-OF-FIRST SEMESTER EXAMINATION, AUGUST, 2021

AUGUST 20, 2021   PC MAINTENANCE TROUBLESHOOTING   2:30 PM – 3: 30 PM
COMPUTERS

SECTION B
Answer any TWO questions from this section

1.

a. i. Distinguish between the control unit (CU) and the central processing unit of the computer

[3 marks]

   ii. Discuss any three characteristics of a computer

[6 marks]

b. Based on their data processing abilities computers can be classified according to data handling, functionality and purpose. Identify and discuss any three classification of computers under functionality

[6 marks]

2.

a. Explain what the following characteristics/functions of the Operating System mean.
   i. Memory Management
   ii. Security
   iii. Coordination between other software and users

[2 marks]
[2 marks]
[2 marks]

b. i. Explain the steps you will take in resolving the situation where your computer screen freezes?

[5 marks]

   ii. Differentiate between a **stop** code and a **post** code

[4 marks]

3.

a. Discuss the basic computer maintenance?

[5 marks]

b. What:
   i. steps will you take to solve the problem of an application running slowly? Assuming it's a software problem.

[3 marks]

   ii. is preventive maintenance? List and explain any two maintenance task

[7 marks]