Servicing and maintenance of computer systems

Define the term computer maintenance

………

………

Why is computer maintenance important? State four reasons

………

………

………

………

………

………

Suggest any five factors to consider in computer maintenance

………

………

………

………

………

………

Explain any four levels of computer maintenance.

………

………

………

………

………

………

………

Why is there need to clean your computer? List down three reasons

………

………

………

………

Mention any three cleaning tools that can be used to clean the computer.

……

……

……

……

Write down any four tips that must be followed when cleaning the following devices:

Mouse

……

……

……

……

Keyboard

……

……

……

……

Monitor

……

……

……

……

Computer case

……

……

……

……

Inside the computer

……

……

……

……

Printer

………

………

………

………

What is the difference between updating and upgrading software?

………

………

………

Suggest any three reasons why software needs to be updated.

………

………

………

Suggest any three reasons why software needs to be upgraded.

………

………

………

Write down three common software upgrades

………

………

………

Mention three items you would need before installing system software (OS) on your computer.

………

………

………

………

Why may a user uninstall software from a computer system? Give three reasons.

………

………

………

………

Differentiate between troubleshooting and computer repair.

………

………

………

What is the meaning of the following computer repair and maintenance terms?

Error codes

………

………

Error message

………

………

Warning message

………

………

Give any four common error messages

………

………

………

………

………

………

List down any three causes of boot up problems or failures

………

………

………

………

Suggest any four reasons as to why your computer may freeze.

………

………

………

………

Suggest any four indicators of good system performance.

………

………

………

………

………

Write down six ways through which you can speed up your computer system.

………

………

………

………

………

………

………

Define the following terms as used under disk management

Formatting disks

………

………

Scanning disks

………

………

Partitioning disks

………

………

Compressing disks

………

………

Defragmenting disks

………

………

What does partitioning a disk mean?

……

……

Define the term logical drive

……

……

State three reasons for partitioning a disk

……

……

……

Write down the procedure you can follow to clean a computer virus infected storage device like a flash disk

……

……

……

……

……

Explain how you would format a used disk

……

……

……

……

If you hard disk has limited storage space and you wish to create more space,

a) Which tool would you use?

……

b) Write down the processing of doing (a) above

……

……

……

Explain how you would create a backup using any backup utility

………
………
………
………
………
………
………
………
………

When you switch on your computer and realize that it is not loading the operating system this means that you have to boot up your computer using a start up disk.

What is a start up disk?

………
………

Explain how you can partition a 30 GB hard disk into two 15 GB partitions

………
………
………
………
………
………
………
………
………
………
………
………
………
………