

Time : 3 Hrs.

2K5-ES-1

M.M. 100

Note :

1. Part 'A' may be attempted in first 5 pages of Answer Sheet.
भाग 'क' के सभी उत्तर, उत्तर-पुस्तिका के प्रथम पांच पृष्ठों में ही करने हैं।
2. Part 'B' in rest of the Sheets of Answer Sheet.
भाग 'ख' के उत्तर, उत्तर-पुस्तिका के अगले शेष पृष्ठों में लिखिये।
3. Answers may be given in English or Hindi.
प्रश्नों के उत्तर अंग्रेजी अथवा हिन्दी में दीजिये।

Part 'A'**1. Attempt any ten questions:****(10x2= 20)**

- (1) Define the term bad sector with respect to hard disk.
- (2) What is master boot record?
- (3) Write the function of device driver.
- (4) What is firmware? Give one example of it.
- (5) What is the function of CMOS chip?
- (6) Write the difference between AT and ATX technology cabinet.
- (7) Give the significance of Power Good signal of SMPS.
- (8) List four specification of dot matrix printer.
- (9) What are various recording techniques used in storage device?
- (10) What does failure rate means?
- (11) What is MTTR in maintenance?
- (12) What does FAT mean?
- (13) Define the terms frame rate and video band width with respect to monitor.
- (14) Write down two features of USB.
- (15) What are slots on motherboard?

2. Attempt any five of the following questions:**(5 x 4 = 20)**

- (1) Explain the disk defragmenter and disk cleaner utility of Norton. How It is helpful in improving the performance of system.
- (2) Differentiate between virus and worm.

- (3) List some common faults of SMPS.
- (4) Compare high level formatting and low-level formatting.
- (5) Explain any two-run time problem of PC.
- (6) Explain various strategies to reduce corrective maintenance time.
- (7) Briefly mention different type of hard disk interface.
- (8) Explain step by step process for detecting the fault for issue "No computer sound is coming".

PART-B

Attempt any 3 of the following questions :

(3 x 20 = 60)

3. (a) Explain various steps involved in preventive maintenance. How preventive maintenance is better than corrective maintenance.
(b) Write the function of Southbridge chipset. Also list the difference between Southbridge and Northbridge.
4. (a) What do you understand by starting the computer in safe mode? How it can be used as diagnostic tool along with its limitation.
(b) Explain various hardware diagnostic tools along with its functions.
5. Troubleshoot the following :
 - (a) The key press is not being recognized.
 - (b) Monitor is blank after starting the computer.
 - (c) The system is hanging intermittently.
 - (d) DISK BOOT failure
 - (e) Grinding noise coming from hard disk.
6. (a) What are Trojan horses? Describe its working mechanism.
(b) Describe step by step procedure for detecting the virus attack on your system.
7. (a) How do you maintain a computer system by using laymen checks?
(b) Explain mouse troubleshooting along with its possible causes and solution.