



Professional Qualification in COMPUTER ENGINEERING Level 4 Diploma

UNIT 5 – PERSONAL COMPUTER SOFTWARE SUPPORT

Question 1

- (a) **Discuss** the role of command line interface (CLI) commands in locating the administrative tools of a Windows Operating System (OS). (10 marks)
- (b) Using examples, **describe** the role that standard applets play in the Windows control panel. (10 marks)

Question 2

- (a) **Describe** the hardware requirements of a typical Windows OS installation. (10 marks)
- (b) **Discuss** how to configure Windows OS appropriately for hardware. (10 marks)

Question 3

- (a) **Illustrate** the methods of migrating user data on to a new system when setting up a new Windows OS installation. (10 marks)
- (b) **Describe** the use of network-delivered installation and media systems. (10 marks)

Question 4

Using examples, **discuss** the requirements and procedures of troubleshooting a Windows OS installation. (20 marks)

Question 5

- (a) Using examples, **explain** why it is important to follow the manufacturer's procedures when installing a Windows OS application. (10 marks)
- (b) **Discuss** the importance and methods of identifying any possible incompatibilities between any Windows OS applications being installed and existing applications. (10 marks)