

Treat all the following questions:

I- Indicate for each of the following tasks the type of the appropriate maintenance:

(3 pts)

- Defragmentation to organize file storage on the hard disk.
- Replacing a damaged fan to prevent overheat.
- Improving the software interface to be more users friendly.
- Installation of new equipment.
- Adding a new report to the software.
- Opening the cover of the computer to prevent overheat, until we get a new fan.

II- Answer by true or false and correct the errors:

(3 pts)

- The presence of documentation increases the maintenance costs and effort.
- The maintainability is the ability of software to render correct results.
- The multi-meter is any device that reduces, dampens, or otherwise inhibits electrostatic discharge.
- The second stage of third party maintenance application is the diagnosis.
- The compressed air use to clean the dust from the fan of laptop.
- The technological aging complicates the maintenance.

III- Relate the following:

(3 pts)

| | |
|----------------------|--|
| 1-The performance | a) It allow customers can only answer by yes or no. |
| 2-The oscilloscope | b) Minimum effort to learn software. |
| 3-Closed questions | c) Is the tool used to manage devices and drives. |
| 4-The device manager | d) Measures the amplitude and duration of signals. |
| 5- The ease of use | e) They allow customers to explain the details of the problem. |
| 6-Open questions | f) Fast response time. |

IV- Identify one possible cause and propose one solution for each problem mentioned below:

(5 pts)

- The computer is very slow and takes a long time to start.
- The laptop freezes, no response and it cannot shutdown.
- The computer displays a blue screen
- The printer prints strange characters.
- The motherboard emits beeps.

V- Define:

(2 pts)

- The diagnosis
- Event viewer

VI- List:

(4 pts)

- Two advantages of Third-party maintenance application (TMA).
- Two disadvantages of documentation.
- Two failures of printer and the solution of each failure.