



# Professional Qualification in COMPUTER ENGINEERING Level 4 Diploma

## UNIT 5 – PERSONAL COMPUTER SOFTWARE SUPPORT

### Question 1

- (a) Describe ONE method of implementing concurrency. (3 marks)
- (b) List THREE key differences between: Windows; Linux; and Mac OSX. (3 marks)
- (c) Discuss the criteria which are used to select an Operating System. (14 marks)

### Question 2

- (a) Describe ONE administrative utility that is common across multiple Operating Systems (e.g. Windows and Linux). (3 marks)
- (b) State THREE advantages of using Command Line Interface (CLI) commands. (3 marks)
- (c) Explain the features of a UNC address and how it can be used to access remote files in the file explorer. (14 marks)

### Question 3

- (a) Describe how to locate a driver for a new printer. (6 marks)
- (b) Explain how an Operating System is installed, updated, and configured. (14 marks)

### Question 4

- (a) Assess how the device manager can be used to support troubleshooting. (6 marks)
- (b) Explain how system and third-party utilities can be used together in order to diagnose and resolve problems with a Hard Disk Drive (HDD). (14 marks)

### Question 5

- (a) Describe how to verify the installation requirements for an application are met by existing hardware. (6 marks)
- (b) Discuss the usefulness of automated application install and update utilities such as Ninite. (14 marks)