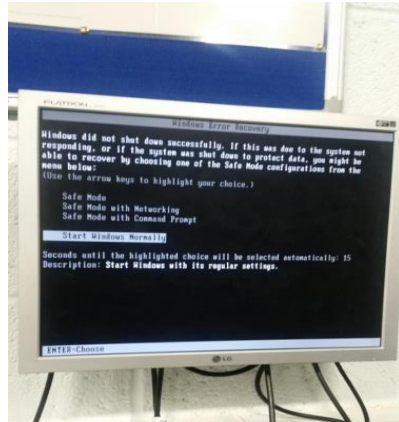o

Assignment 3

Apply fault remedies safely to simple IT system problems (P4)

This window error recovery usually occurs when your windows fails to load. This usually happens. This error occurred due to an external device plugged into the system.

Here on this image. The computer system was making several beeping sounds which signals that there is something wrong with the system. The problem was that the RAM was not inputted properly.

Demonstrate good working practices when applying fault remedies (P5)

Introduction: In this criteria I will be explaining the health and safety precautions to have in a work environment.

Health and safety
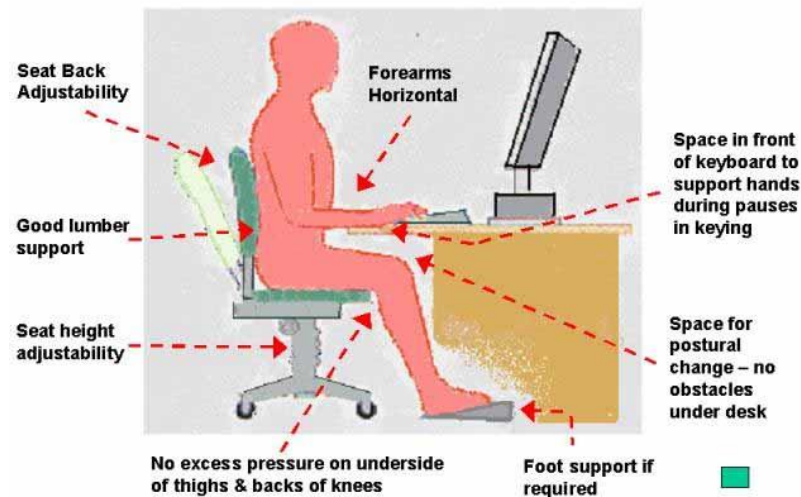
Anti-static wrist bands

An anti-static wrist band is a safety gear which is known to be essential to help prevent the build-up of static electricity around sensitive electronics or other objects that static charge. Anti-static wrist bands wrap around your wrist and can sometimes have a cord that is attached to the computer system. Not having an anti-static wrist band can result in damage to electronics and also cause safety issues. An example of a damage that can occur is when static electricity travels through something which can be an individual and then is transferred into a conductor

which can result in equipment being damaged/Anti-static wrist bands are used as a discharger to discharge static electricity safely. Anti-static wrist bands can also be used with an anti-static mat.

Chairs

Having a chair that is well designed and is adjusted to you is an essential part of safety when working in a computer environment. All parts that the chair is used for such as bottom, back and legs must be appropriately adjusted to them to provide the necessary support which doesn't result in awkward posture and forceful exertions. Having a well-adjusted chair comes with the benefits on not creating any long term problems and consistently having good work productivity. Having poor back support and a bad posture whilst working can results in back pain and fatigue. There are solutions other than buying a brain new chair such as placing a cushion or something to help main the natural curve of the spine. If the chair is too high this can result in you constantly bend your spine which can cause fatigue, restricted circulation, swelling, numbness and pain. A solution for a chair being too low can be having a footrest which makes the chair height more acceptable. Having the seat that can result in inadequate support to the legs and restrict movement.

Seat Back Adjustability

Forearms Horizontal

Space in front of keyboard to support hands during pauses in keying

Good lumber support

Seat height adjustability

Space for postural change – no obstacles under desk

No excess pressure on underside of thighs & backs of knees

Foot support if required

Keeping a Clean work environment

Having a clean workplace in an IT environment is important as it ensure that employees don't have health and safety issues. In a work environment having a clean and dry floor can prevent slips and falls.Germs can also be spread throughout the workplace especially during the flu season. To prevent this, you can have disinfectants products to prevent any germs and illness including flus. Although they not be visible to the naked eye, there are a lot of hazardous substances that may be in the air which can result in an unsafe environment. In an IT environment having air filtration lowers employee exposure to any hazardous substances. Having ventilation is important factor for reduce any airborne transmission of respiratory and maintaining the productivity and health of employees. The HVAC systems should be regularly cleaned to prevent any saturated growth which may be inhaled by employees. Lighting is also important because having dim lights or flickering lights can bother employees sight and also give them headaches which can affect their productivity. Disposal of waste is also important because trash being piled up can result in germs building up and it can attract bugs and possibly rats over time.

Correct use of tools

Tools such as screws/drivers and drivers should be handled with care because they can cause issues for example if they were misplaced and the screws/drivers fell into the inside of a computer system this may cause problems especially if it were to fall inside the fan. Using Test

meterssuch as multimeter can carry risks for example users need to make precautions on how the multimeter is configured and know how to place the probe. Utility softwarecan also be hazardous if they were used incorrectly for example when a disk starts to become full many users look for solutions to clean up any junk files that may be in their system with tools such as defragmentation, the problem users have when they do this is that in the process of removing any junk files, they end up deleting important files.

Supervision

When an inexperienced worker is working with electrical equipment it is important that they are supervised to make sure they are following the health and safety policies for example having their wrist straps on, placing the computer system down properly and no inhaling any dust when working within the system. Someone supervising reduces the risk of the worker harm themselves or vandalising the equipment. Work can also be done much more efficiently since the person that is getting supervised is getting constant feedback and gaining communication skills.

Fire safety

Risk of fires can be high in a work environment since you are working with electrical equipment. When you are done using electrical devices, power supplies should be turned off by their sockets and then disconnected when not in use. Ina work environment it is imperative for all employees and individuals who may be working in the building to know what to do in the case of a fire alarm going off. During fire safety

especially in institutions such as schools, the members of a class would need to be registered to make sure that everyone has been safely evacuated from the institution. Fire safety areas should always be kept clear because it can be a big problem if there are obstructions in a scenario of a fire. When working with electrical equipment, you should be aware of where the fire exit is and be aware of the nearest fire extinguishers.

Justify an appropriate remedy for a complex hardware and a complex software fault (M2)

(P3 and P6 combined)

Date / Time	Location	Issue	User Name	Cause and diagnose	Source of information	Action (How to solve the program)
02/01/2017 1.25pm	Staff Arena	The Windows 7 OS installed on my PC is not up to date with the latest security updates	Tom Hardy	Windows update failure Automatic updates not turned on. Not connected to internet Not enough storage space	Forums Microsoft windows support page .	To solve the problem with the Use remote support to take control of the users' system and turn on auto updates. Check on your computer system if it displays that you have a network connection. Ask the client if the modem is turned on. Check the storage space needed to the update. If you do not have enough memory think about expanding your storage space or uninstalling unnecessary applications or deleting files/folders that you may no longer need. You can also remove any junk files by using a Ccleaner.
				Monitor may not be connected	Forums	If the monitor doesn't turn on check if the VGA cable or the HDMI cable of the

Date / Time	Location	Issue	User Name	Cause and diagnose	Source of information	Action (How to solve the program)
12/01/2017 2.15pm	Staff Arena	The monitor does not appear to display anything – a message is displayed – "No Input"	Omar Khan	to the PC system. VGA cable not connected HDMI cable not connected Graphic card Graphic card not connected Certain amount of monitors can be connected depending on your graphic card	Support guides	monitor is connected to your computer system. If your monitor is connected and it is still not working think about replacing the monitor. Check on your computer system the graphic card is inputted correctly. Check if you have gone above the limit on how many monitors that the computer system can be connected. This is based on the type of graphic card you have.
04/02/2017 2.45pm	Staff Arena	None of my tool bars display (MS Word)	Jack Chan	May have been removed in the options See the settings on the browser	Forums	Check the settings on the program where you experiencing not having any tools on a toolbar to see if you have removed the tools that usually display on a tool bar. On your web browser check the settings if you have turned off any tool bars on the extensions.
04/02/2017 1.15pm	Staff Arena	Your files keep randomly getting deleted	Emma Stone	Virus Files are corrupted	Forums Support guide	On your computer system install if you haven't already an Anti-virus software and then at an appropriate time, do a full scan on the computer system. Check the configuration settings on clean-up programs such as Ccleaner.as

Date / Time	Location	Issue	User Name	Cause and diagnose	Source of information	Action (How to solve the program)
						they may be removing files and data that you may not be aware of when doing the clean-up.
02/03/2017 3.45pm	Staff Arena	Computer does not connect to the internet – the following message is displayed "Your account has been locked out"	Jet Lee	Wrong password Attempted to login with the wrong details too many times which resulted in you being locked out No user account	Forums No user accounts	If there is a duration on how long you be locked out for before you can attempt to trysign in again, you can wait for it to be over. Contact the administrator who handles with account management to see what the status of the account is. Check if you have a user account signed under the username you are using. There should be a link which allows you to reset your password allowing you to
03/03/2017 2.15pm	Staff Arena	Cannot connect to the network. It looks like the Ethernet cable is damaged	Peter Pod	Broken cable Damaged ports	Forums Internet service provider Access port	If you have other Ethernet cables available to you, test if other Ethernet cables work to see if there are any problems with the port. If the Ethernet cable works on no ports or devices think about replacing the Ethernet cable with a new one. If the Ethernet cable is not working on the port it may be damaged so you may

Date / Time	Location	Issue	User Name	Cause and diagnose	Source of information	Action (How to solve the program)
						need to try another port.

Maintain data security and integrity when applying fault remedies (M3)

There are three common ways on backing up your files; these include using your email, flash drive and cloud storage.

Automate system wide virus scans

Anti-Virus

Before even backing up data you should check if you have any viruses because you may be inputted a virus on an external drive. When you recover files it may be best to run an anti-virus to check if you may have recover a virus which was removed.

What is the purpose for your anti-Virus why should you update it?

The purpose of anti-virus software is two things that includes, blocking any viruses which are trying to allow themselves onto your computer when downloading something from the internet. When your antivirus detects the malware it will remove it. Depending on the settings you put on your anti-virus software that you have download or anti-virus software you may already have installed on your operating system, you can set it so it does basic scans which you can schedule to take place at certain times on your computer system. The benefit of anti-virus software is to protect your computer system from threats. Without anti-virus software you can become a victim to loss of data, scams or identity stealing. The reason why you should keep your anti-virus updated is because there are new viruses that are created every day and your anti-software needs to be aware of all of them and block out any vulnerabilities.

How to install and update your anti-virus software (Input how you installed the program
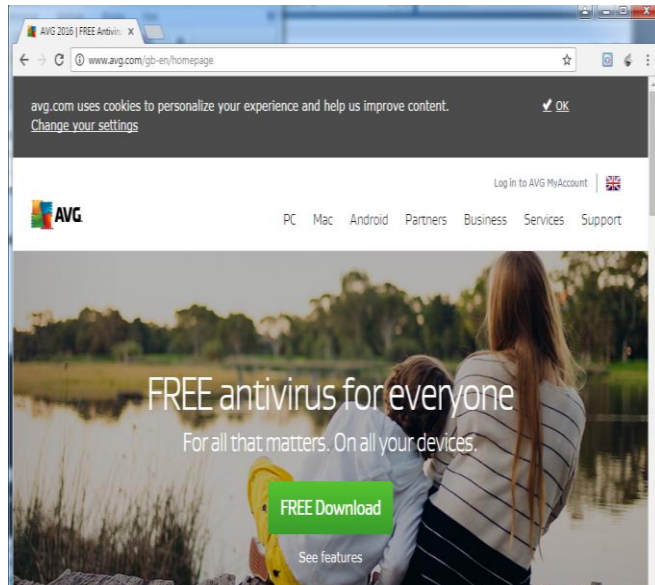
To get a anti-virus software, find a good trusted website which provides an anti virus and click download.
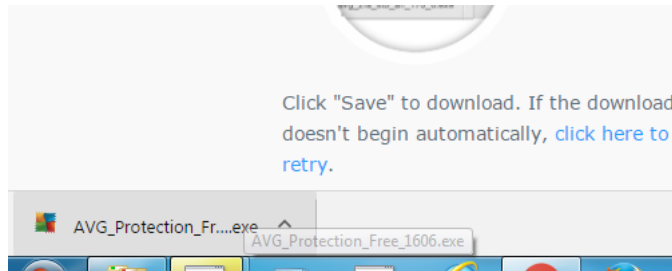
Here shows I got the installation ready. Click on it and either choose run or save to install the anti-virus software on your computer system.
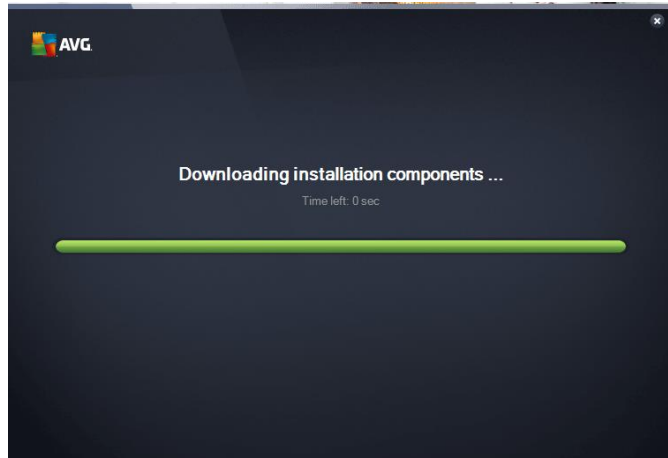
After you run the antivirus software it will then begin to install the components needed.
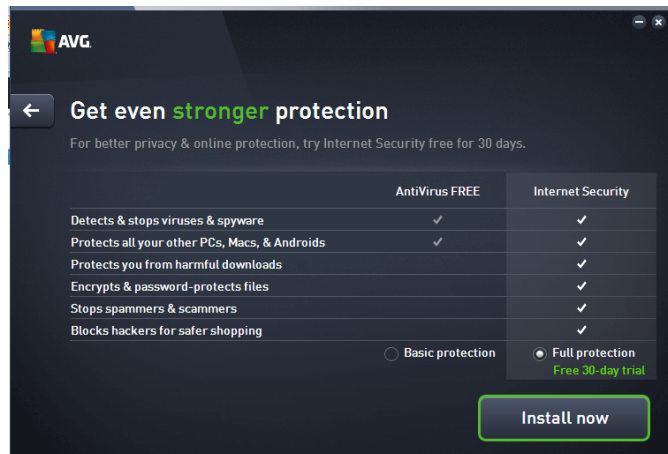
Here on this antivirus software you can choose whether or not you want the full protection which includes a fee or if you want an antivirus software for free with less features. Here I'm clicking full protection because there is a 30 day trial.
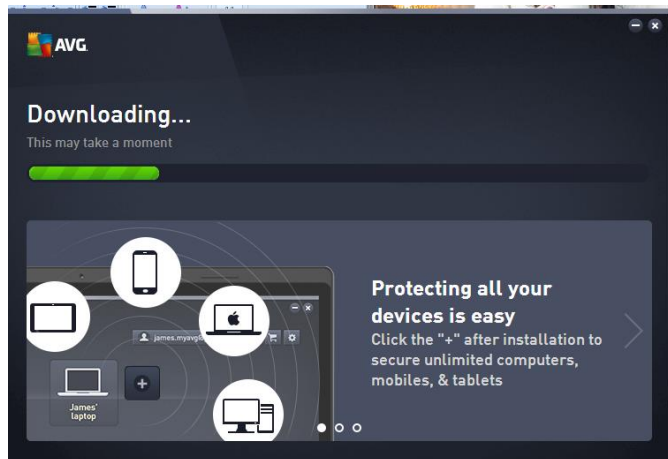
The antivirus software is now fully downloading.
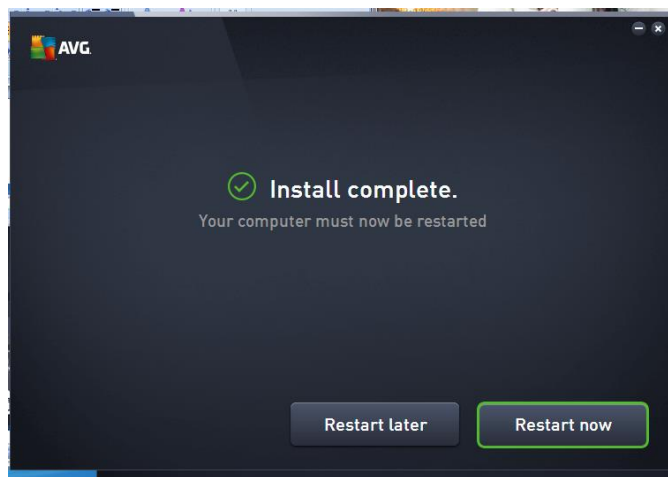
Now the antivirus software is now fully downloaded.

To scan your computer system click on scan now which should be in the antivirus section in your software.
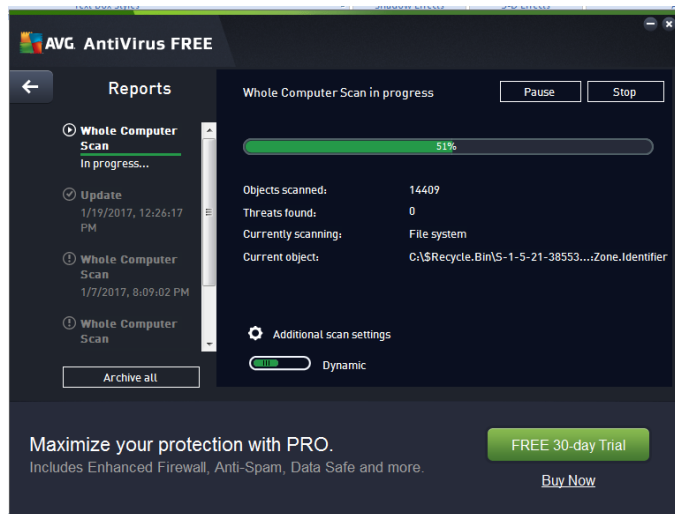
Here shows the antivirus software scanning your computer system.
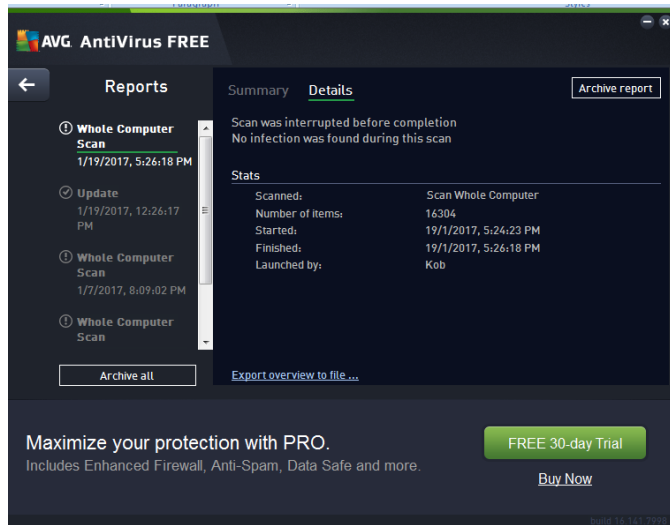
This is the end result after the scan.

How to update an antivirus software
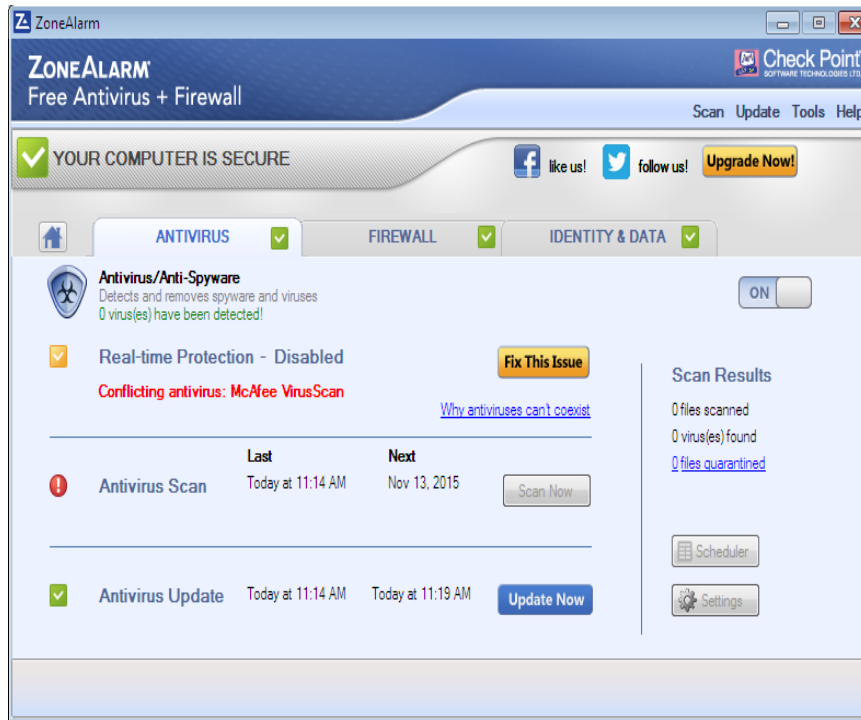
Once you have installed your anti-virus software click on "update now" so you have the latest version of anti-virus.
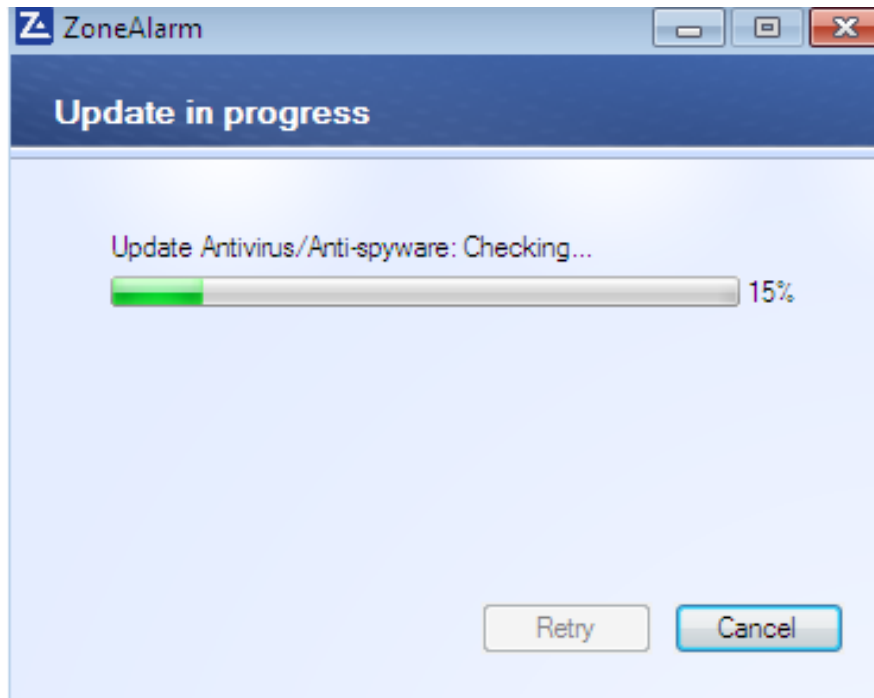
It should then be updating.
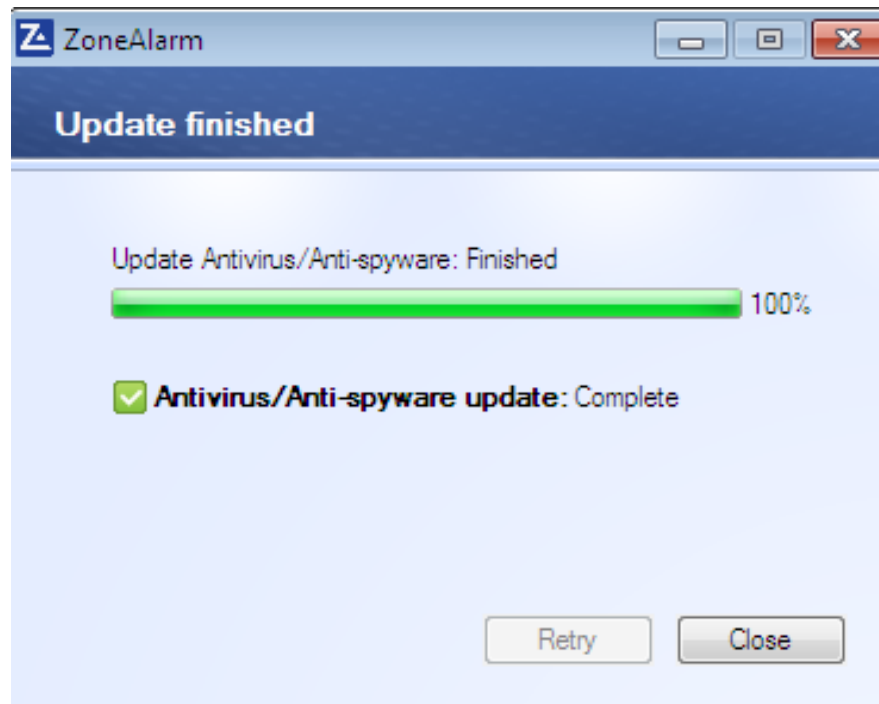
Once it has updated you should now have the latest version of the anti-virus.

Backing up files on your email
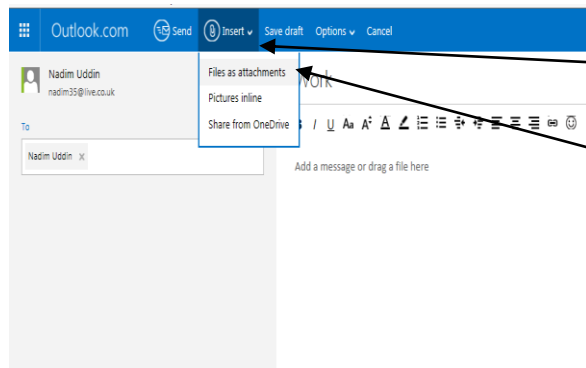
First create a new email message first and make yourself the recipient receiving the message. Next click on insert then click files as attachments.
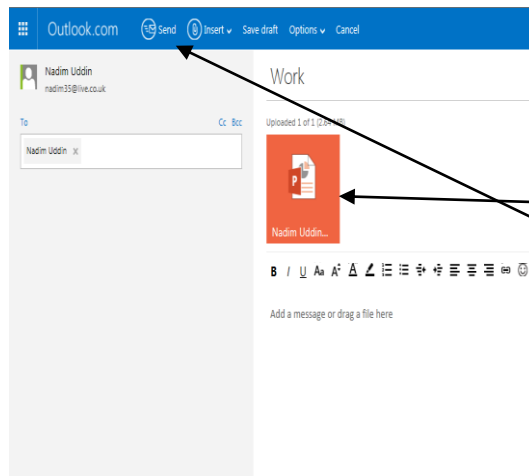
After your file has been attached you can now send the file to yourself and this will be saved onto your inbox. You can also archive it to separate it from the rest of the inbox.

Flash drive

To back up with a flash drive, all you need to do is plug it into a computer systems USB port.
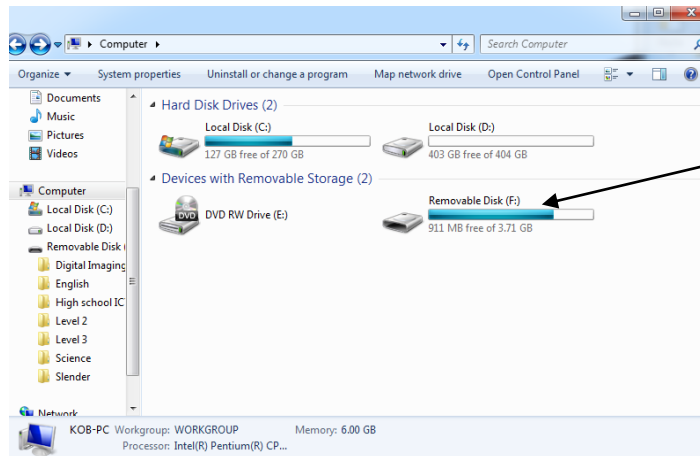
It should then appear on your computer system
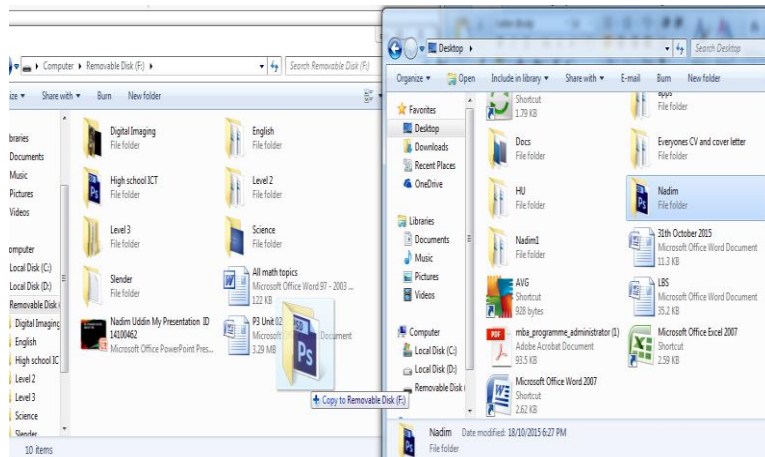
You can then can drag files into flash drive.
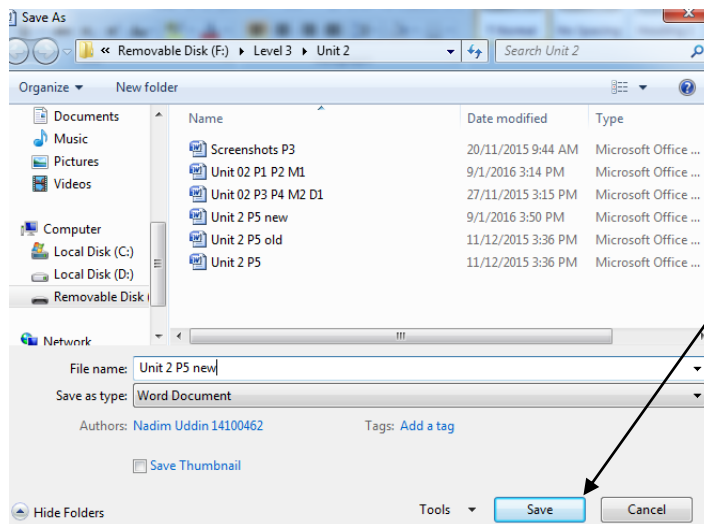
You can also save the files on the flash drive when you're doing "save as" on a software program.
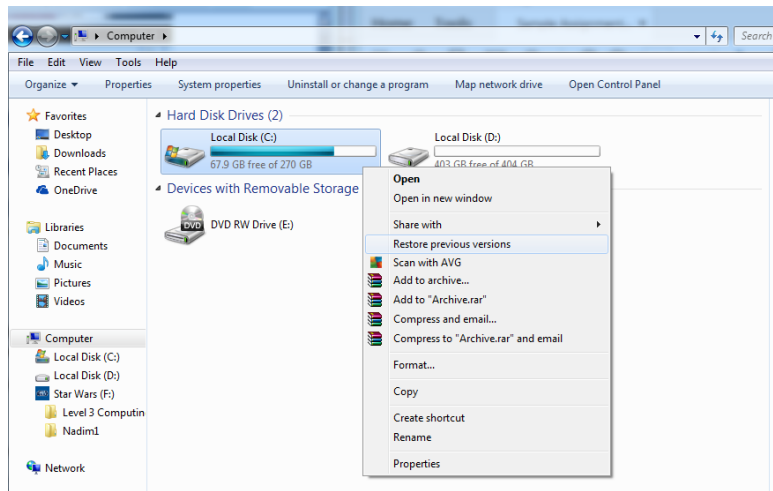
Backing up on a cloud storage
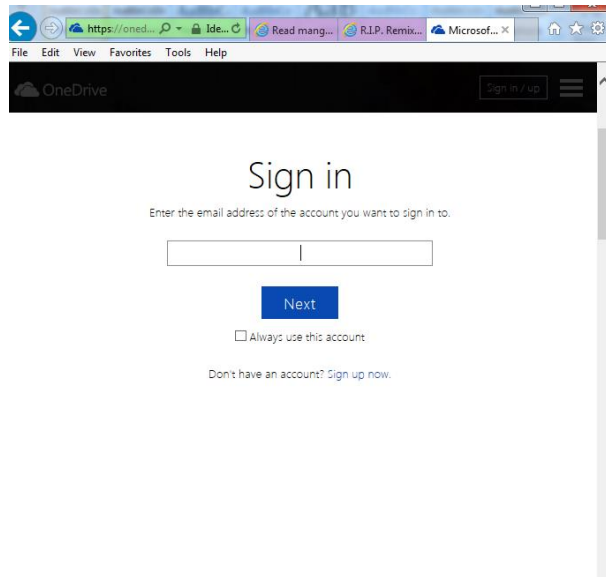
To save files on your cloud drive sign in to your email in the drive section which should be displayed on the email webpage.
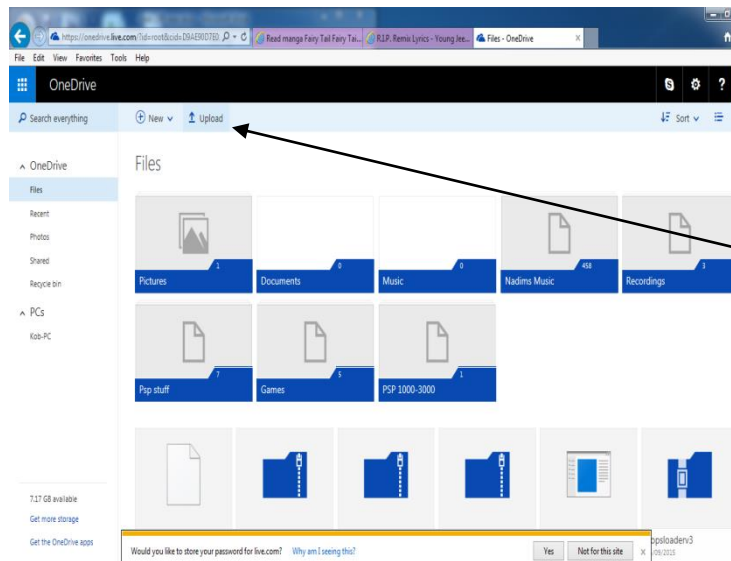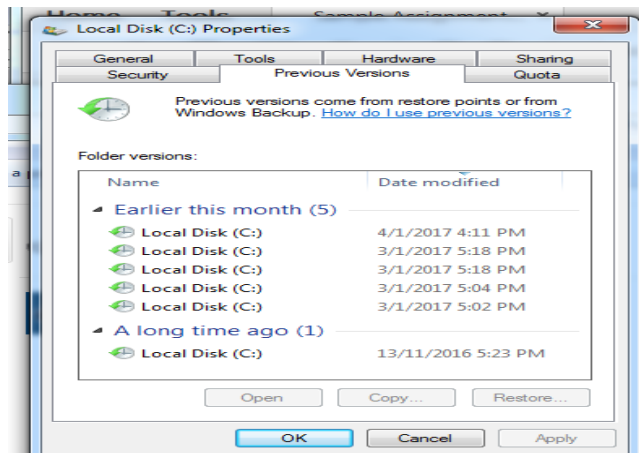

Once you have signed into your drive you can now add files to your drive but clicking on upload.

Restoring files

To restore files on your drive, you can go to the computer section on file explorer and right click on your desired computer drive. Once you have right clicked, click on restore preview versions.
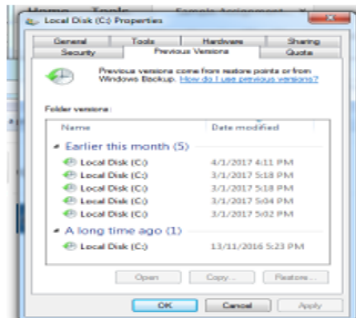

Here you can revert back to a time where the file/folder was still on your drive. The options are displayed based on when the disk data was modified.

Procedures that can be put in place in Microsoft word to maintain data security and integrity
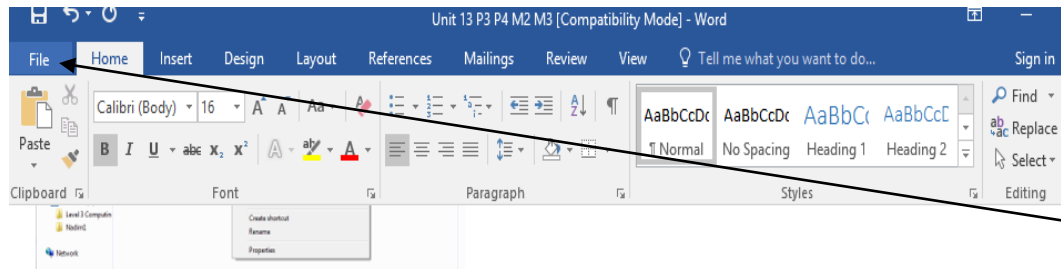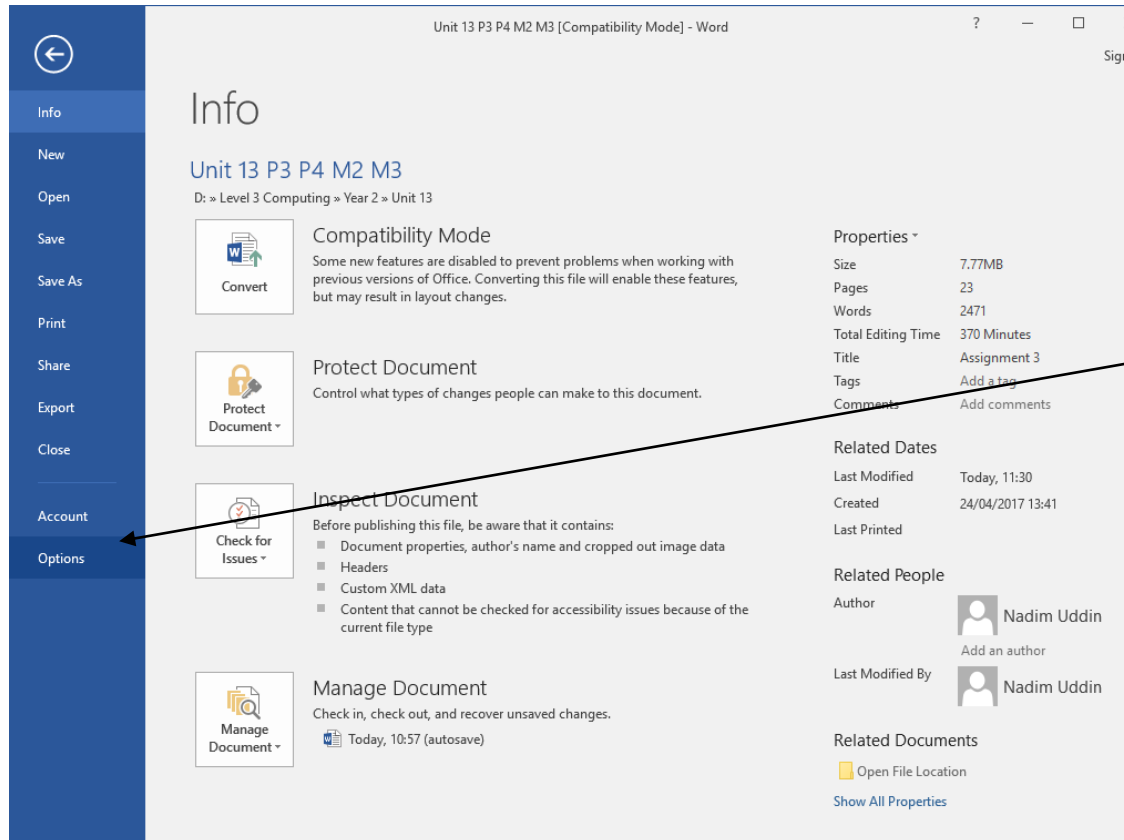
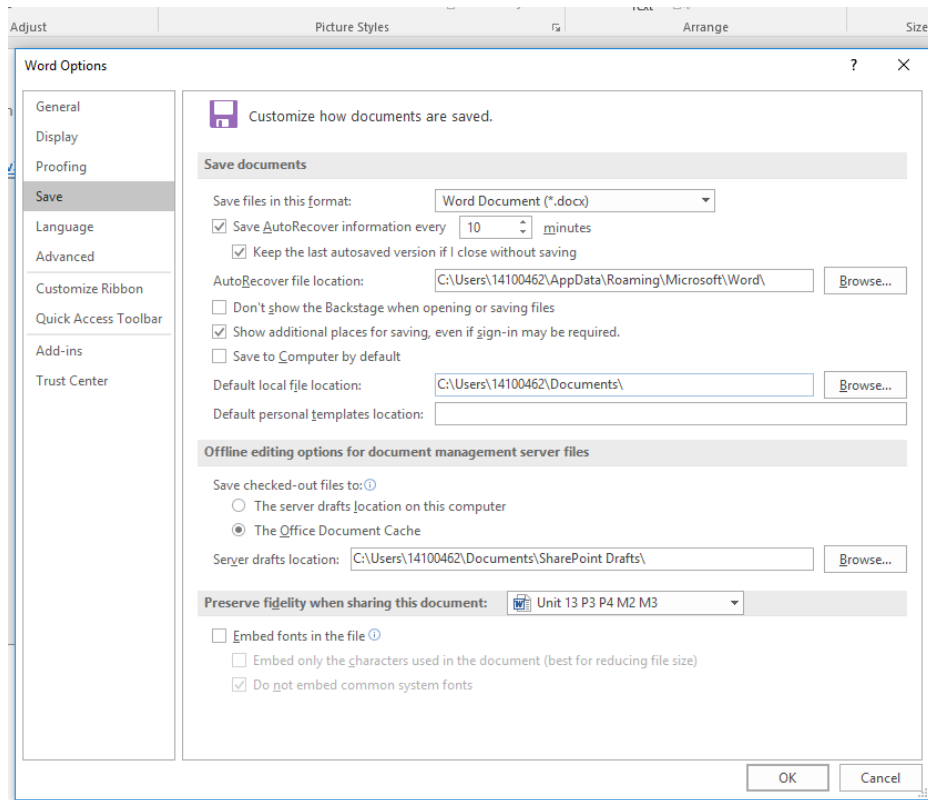First go to the file tab on the top left of the Microsoft word document.

Here you can revert back to a time where the file/folder was still on your drive. The options are displayed based on when the disk data was modified.

(Show procedures that can be put in place in Microsoft word to maintain data security and integrity)

Next, click on options.

Next go to the save tab and you will be given options to configure the document to maintain data security and integrity as it allows you to set a timer on when it auto saves and keeping the last auto saved version when closing the document without saving.

Unit references

https://www.techopedia.com/definition/27301/anti-static-wrist-strap09/05/17 9:30AM

https://images10.newegg.com/NeweggImage/ProductImage/99-261-001-01.jpg 09/05/17 9:46PM

Images

http://www3.imperial.ac.uk/pls/portallive/docs/1/50383.JPG 09/05/17 10:09AM