

Lebanese International University

Department of Computer Science and Information Technology

CSIT320 – Microcomputer Support

Fall 2018 – 2019

# Assignment 1

1. What are the different slot types?

AGP / PCI Express / PCI / AGP / ISA / AMR / CNR / EISA / VESA

1. What is the BIOS?

BIOS (basic input/output system) is the program a personal computer's microprocessor uses to get the computer system started after you turn it on. It also manages data flow between the computer's operating system and attached devices such as the hard disk, video adapter, keyboard, mouse and printer.

1. How can we put a password on the BIOS?
2. Turn on your PC and press Del, F2, Esc, F10, or F12 key to get into the BIOS
3. Once you are in the BIOS, navigate to security or password section
4. Under security or password section, look for any entry named Set supervisor password, User password, System password, or a similar option. Select the correct option and then set a password
5. Name three keys that might be used at startup to launch setup.

<Del>   
 <ESC>  
 <F2> (or <Fn> + <F2> )

1. What does POST stand for and what it does?

POST stands for (Power On Self Test), When power is turned on, **POST** isthe diagnostic testing sequence that a computer's basic input/output system (or "starting program") runs to determine if the computer keyboard, random access memory, disk drives, and other hardware are working correctly

1. What are the requirement to install a VM on your computer?

## **CPU and BIOS,** Virtual PC can run on any 32-bit or 64-bit, x86-compatible CPU.

## **System RAM,** You need at least 2GB of RAM to run Virtual PC.

## **Hard Disk Space,** Virtual PC needs just 20MB of hard disk space to install and use.

## **Input/output Devices,** Your system will need a CD-ROM or DVD-ROM drive to install supported Windows guest operating systems.

1. What is the purpose of safe mode?

Safe mode is a special way for Windows to load when there is a system-critical problem that interferes with the normal operation of Windows. The purpose of Safe Mode is to allow you to troubleshoot Windows and try to determine what is causing it to not function correctly

1. When and what “%WinDir%\ntbtlog.txt.” used for?

Boot logging creates a log file that tracks the loading of drivers and services. This allows you to log all of the processes that take place during a normal boot sequence. This log file can be used to troubleshoot the boot process. When logging is enabled, the log file is written to %WinDir%\ntbtlog.txt.

1. An employee in the Media department is asking about a data backup plan in case there is a sudden hard drive failure. He is preferring that the backup procedure is done directly one he is copying any file to the hard drive. Propose the right solution to help the employee mentioning the tools used.

Log on to the computer as an administrator, put the files you want to backup on desktop, remove any folders from desktop for faster backup, Open the Backup and Restore tool from control panel>backup and restore. Complete the Set up backup wizard, Select the location where the backup will be stored, for example: an external hard drive, Select Let me choose on the What do you want to back up? screen. Click Next, Close the Windows Help and Support window. Expand Additional Locations and make sure only Desktop is selected. Make sure no other location is selected. Remove the check mark from Include a system image of drives:. Click Next, The Review your backup settings screen is displayed. Click Change schedule, The How often do you want to back up? screen is displayed. Place a check mark in the checkbox Run backup on a schedule (recommended). Set the following conditions and then click OK, How often: Daily. The Review your backup settings screen is displayed. Click Save settings and exit.

1. Sami is preparing a template Word file in order to be used by his colleagues. He needs to make sure that the content of this template is not affected by any unintentional changes so when his colleagues try to save on it they will be prompted to save on a new file. Which file attribute should be considered and how can Sami apply it on the template file.

Read-Only attribute, you can set a file to read-only by right-clicking it and selecting "Properties" from the menu that pops up. In the next window, click the box next to "Read-only" and click the "OK" button. Repeat this process to remove the read-only attribute.

1. Sami now needs to protect an important document from accidental deletion. Which attribute provide this kind of security?

the hidden attribute, you can set a file as hidden by right-clicking it and selecting "Properties" from the popup menu. Click the box next to "hidden" in the window that appears, then click "OK" to save the changes.

1. Lama suddenly was unable to access the Desktop GUI of the windows where the mouse is still functioning. She called Sami to provide her assistance. Sami discovered that the explorer.exe task is ended. How can Sami re-initiate this task?

In **Windows 7**, you would start the Task Manager. Select explorer.exe from the processes, and click on the End Process button.

This would kill explorer.exe.

Next, you’d click on File tab, choose New task (Run…), type explorer.exe in the box and click OK.

This will restart explorer.exe.

1. The administrator account is the default type on a new computer and the most powerful type. Through this account you can install new software, add another accounts, set up the system preferences and much more. However, there are security benefits for running a standard account instead administrator account. List two of them.

1-When running as a standard user, Windows 10 will not simply throw up a warning box that you have to acknowledge but will throw up a login box into which you have to supply an administrative ID and password.

2- Running as a standard user in an enterprise environment prevents users from bypassing security controls and generally making a mess of the PC which typically dramatically reduces support costs.

1. What are the advantages of using a virtual memory?

1. Large programs can be written, as virtual space available is huge compared to physical memory.

2. Less I/O required, leads to faster and easy swapping of processes.

3. More physical memory available, as programs are stored on virtual memory, so they occupy very less space on actual physical memory.

1. Why would you delete the browsing history and cookies of a browser?

You logged into one of your accounts on a public computer.

You don’t want websites tracking you.

You’re encountering bugs when trying to load a website.

Your browser is slow.

You changed your login credentials.

1. How would you prevent Chrome from recording browsing history?

Go to the Chrome Web Store page for the No History extension.

Click the ‘Add to Chrome’ button.

Click ‘Add’ in the popup screen. When it has finished installing, a button with a clock icon will appear near the top-right corner.

This should be set to ‘On’, meaning that browsing history will NOT be recorded. You can switch between recording and not recording history by clicking the button and clicking ‘On’ or ‘Off’ next to ‘Stop Recording History’.

To hide the button, right-click it and click ‘Hide button’.

Click on the Chrome menu button (the one in the top-right corner with three horizontal lines) and then click ‘Settings’.

At the top, click the ‘Advanced Sync Settings’ button.

If ‘Sync everything’ is selected in the drop-down box, change it to ‘Choose what to sync’.

Uncheck ‘History’ and click ‘OK’.

1. Windows 10 sets the first day of the week during setup based on your region settings, but it can't adjust the setting automatically if you're visiting another country, or your work schedule starts on a different day.

How can you use the Settings app or Control Panel to set the start of the week to any day you want?

Open windows settings>Time & Language>Format>Change date and time formats>choose the first day of week.

1. A user is experiencing frequent irregular crashes especially while booting Windows, also a clicking sound from the case is noticed frequently,
2. Which of the following are the most possible cause?
   1. BIOS settings are not correct
   2. CPU overheating due to CPU fan failure
   3. Bad sectors inside the hard drive
   4. Corrupted system files caused by a virus
3. Name a tool that helps in detecting and attempt repairing the problem and list two ways to run this tool.

In the search field, type this PC > click this PC

Select the drive you want to repair > Right click the drive > click properties

Allows you to select the tools tab5. Under Error checking section. Click Chick.

Allows you to review the scan results

Click Scan and Repair drive option

Allows you to schedule when to repair the file system

Let windows to scan and repair the hard drive sectors

1. Samer needs to update the driver of his installed VGA adapter; he downloaded the driver from internet and extracted it to a folder on the Desktop.
   1. What are the next steps to perform the update?

Open Start

Search for device manager, click the top result to open the experience

Expand the category with the hardware you want to update

Right click the device, and select Update Driver

Click the browse my computer for driver software option

Click the browse button

Browse and select the main folder with the content you have extracted earlier

Clicks Ok

Check the Include subfolders to allow the wizard to find the correct .inf file with the instructions to update the driver

Click the next button

* 1. After installing the driver, Samer is now facing latency especially when playing games, explain how to solve this issue and list the necessary steps.

Open Start

Search for Device Manager, click the top result to open the experience

Expand the category with the hardware you want to update

Right Click the device, then select properties

Choose driver tab

Select roll back driver and follow the steps

1. You are requested to create a new user account for a newly hired staff named Sarah, Sarah will have full access to all documents on the PC but shouldn’t be able to install any software.
   1. What type of user you will choose for Sarah?

Standard account

* 1. List the steps required to create the user of Sarah.

Select the Start button then select Settings > Accounts > Family & other users > Add someone else to this PC

At the bottom of the page, select I don’t have this person’s sign in information. And at the bottom of the next page, select Add a user without a Microsoft account

Enter a username, password, password hint, and then select Next.

* 1. List two different ways to grant Sarah full access on the PC.

Take ownership

Fix permissions

**Assignment Rules and Guidelines**

1. This assignment is handed on Tuesday, November 20 and is due by e-mail on Sunday, November 25 before midnight.
2. The Assignment answers should be attached to this e-mail (reply).
3. The Assignment answers must be straightforward to the questions. All answers must be clearly stated and supported by screenshots/commands/codes if any.
4. If you submit one day late you get a zero.
5. Copying Assignments from your colleagues will lead to a zero grade