| Name: | Datum: |
|---|---|

## Unit 4, Part A, exercise 2

### 2  Understanding failure and error messages

**Mark the correct answer to your boss's questions on the report on page 39.**

**1  What was the failure rate of the MS Visio patch?**

   **a**  40.4%          **b**  59.6%

**2  What was the success rate of the critical security flaw update?**

   **a**  77.6%          **b**  22.4%

**3  How many installations were delayed by users?**

   **a**  2309          **b**  2365

**4  How many failures were caused by software issues?**

   **a**  259          **b**  348

**5  What was the main reason for failure of both patches?**

   **a**  users delayed the installation     **b**  users not logged on

**6  What two software issues caused failures?**

   **a**  connectivity, privileges     **b**  no dependent programs, older version

**7  What were the three other reasons for failure?**

   **a**  connectivity          **b**  no dependent programs

   **c**  insufficient privileges     **d**  older version of program

   **e**  user delayed          **f**  users not logged on