JERRY'S TECH SOLUTION

Computer

SYSTEMS SERVICING

NCII REVIEWER

- COC 1: Install and Configure Computer System
- COC 2: Setup Computer Network
- COC 3: Setup Computer Server
- COC 4: Maintain and Repair Computer System & Network

"COMPLETE GUIDE!"

COC 4. Maintain and Repair Computer System and Network

1. Back-up and Restore
2. Apply 5's
3. Oral Questioning

Task 1: Set-up backup and restore file in windows 10

(in order to perform back-up and restore, you need USB Flash Drive and a folder or a file document on desktop/drive)

>right click on Desktop then select "New"

> rename folder (example: Jerry's Files)

> create new "text document" inside Jerry's Files folder

>rename document (example: CSS)

Step 1: Backup Files

>Open Control Panel > System and Security

>Click "Backup and Restore (Windows7)"

>Setup Backup

>Select where you want to save your backup

>Backup Destination - USB Flash Drive (example: D:\Sandisk32GB)

>Next

(What do you want to back-up?)

>Select "Let me choose"

> Locate Jerry's Files

(Expand "Local Disk", Expand "User", expand "Computer Name", and expand "Desktop" then tick/check box "Jerry's Files"

>then Click Next

>Save settings and run backup

(Wait until finished. Now your done on Back up Files.

(After making backup you can now delete your files on desktop. Let's assume you accidentally delete "Jerry's Files", we are going to Restore this files).

Step 2: Restore Files

>Open Control Panel > System and Security

>Click "Backup and Restore (Windows7)"

> Click "Restore my Files"

> Browse or search your backup files

>Click "Search" then search for "Jerry's Files"

>Tick the box "Jerry's Files"

>Click Ok then Next

(Where do you want to restore your files?)

>Select "in the original Location" then

>Click "Restore"

>View restores files then Click Finish

Task 2. Apply 5's

5S is a tool or method developed by Hiroyuki Hirano. This method helps to organize workspace in a manner that is more efficient, safer and more visually appealing. 5S represents Japanese words that describe the steps of a workplace organization process. English equivalent words are shown below.

Seiri (Sort), Seiton (Straighten, Set),

Seiso (Shine, Sweep), Seiketsu(Standardize)

Shitsuke(Sustain)

In simple terms, the five S methodology helps a workplace remove items that are no longer needed (sort), organize the items to optimize efficiency and flow (straighten), clean the area in order to more easily identify

problems (shine), implement color coding and labels to stay consistent with other areas (standardize) and develop behaviors that keep the workplace organized over the long term
(sustain).

1. Sort (seiri) – Distinguishing between necessary and unnecessary things, and getting rid of what you do not need.

2. Straighten / Set in Order (seiton) – The practice of orderly storage so the right item can be picked efficiently (without waste) at the right time, easy to access for everyone. A place for everything and everything in its place.

3. Shine (seiso) – Create a clean worksite without garbage, dirt and dust, so problems can be more easily identified (leaks, spills, excess, damage, etc).

4. Standardize (seiketsu) – Setting up standards for a neat, clean, workplace.

5. Sustain (shitsuke) – Implementing behaviors and habits to maintain the established standards over the long term, and making the workplace organization the key to managing the process for success

Task 3. Oral Questioning 22

POSSIBLE QUESTION WITH ANSWERS:

INSTALL COMPUTER SYSTEM & NETWORKS:
1. What do you call the computer software which you configure before installing the OS?
 Answer: BIOS
2. What would you advise to a client who wants to improve the computer's built-in video card?
 Answer: Buy an internal video card having higher memory capacity
3. What type of screw driver will you use for small screws usually found in Compaq and Apple computers?
 Answer: Torx Screwdriver
4. How will you check and what instrument will you use to determine whether the power supply is providing enough voltage output or not?
 Answer: Voltmeter. Measure the output voltage of the power supply using appropriate setting on the voltmeter.
5. What will you do if a customer wants to Install an operating system in his PC but does not have an optical drive?
 Answer: Create a bootable flash disk/flash drive
6. What may be the problem if a computer does not recognize a bootable flash drive? What would you do to resolve this?
        Answer: Maybe the BIOS is not properly configured to boot on the flash drive. Configure the BIOS to boot on the   flash drive
7. If after assembling a brand-new computer the monitor does not display any image or character, what may be the possible causes?
 Answer: Check power on switch, check monitor cable
8. What you should do after installing peripheral devices such as sound card?
 Answer: Install driver
9. What should you configure in the BIOS when you are going to install an operating system using optical media?
 Answer: Boot Sequence
10.   What should you do if suddenly there is a lightning storm that occurs while assembling a computer?
 Answer: Power off the computer and unplug it from the outlet.
11.   What should you do if accidentally, water spilled on the computer which you are currently using?
 Answer: Power off the unit immediately, wipe with dry cloth the external parts and blow dry to ensure that internal portions are completely dry before turning the power on.

SET UP COMPUTER NETWORKS:
1. What do you call a bootable disk that contains a full usable OS?
 Answer: Live CD/DVD
2. What term is used to define one or more IP subnets that are connected by the fast links?
 Answer: Site
3. What kind of cable are you going to use if you want to network two computer units only?

Answer: Crossover cable

4. Based on rules, what type of network would you suggest to your client who wants to network more than 300 computers?

Answer: Client/Server type of network

5. What type of network would you recommend if your client has only few computer units?

Answer: Peer to peer network

6. What would you if the devices that you are going to network are far from each other?

Answer: Use an extender or repeater

7. What would you do if you suspect that the cause of the trouble in the network is the cable?

Answer: Get a LAN tester and check the cable Swap a good or working cable in place with the suspected cable

8. After replacing a good cable, still the computers cannot connect to each other, what are the possible causes if the network is using static IP addresses?

Answer: Wrong IP address – maybe some computer don't belong to the workgroup – wrong subnet mask

9. After configuring the network interface card, how will you going to test the connectivity of your network?

Answer: Ping each other – Using net view

10. What type of cable will you use to connect two computers?

Answer: Crossover cable

11. In order for computers to network, what are the things you are going to set or configure?

> Answer: Workgroup name should be the same, IP addresses should have the same network address and host address should be different; for subnet mask, computers in the same network or subnet should be the same.

SET UP COMPUTER SERVERS:

1. What should you do if you want to transfer file/files into another computer? How do you share a folder name TESDA in DRIVE C?

Answer: Create a folder using windows explorer. Right click the folder and click Sharing and Security

2. What is the term used for software which is one part of the OS?

Answer: Third party software/installer

3. What allows businesses to define, manage, access and secure the resources including files, printer, people, and applications?

Answer: Directory Services

4. What Windows Server is a special installation option that creates a minimal environment for running only specific server or roles?

Answer: Server Core

5. What is the minimum amount of storage space required for the Active Directory installation files?

Answer: 200MB

6. You set up a network where each computer acts as a client and server and in which each user shares other's resources, including printer, what do you call this setup?

Answer: Peer-to-peer networking

7. What special identity group contains all authenticated users and domain guest?

Answer: Everyone

8. What do you call the group that you cannot manually modify or view its membership?

Answer: Special Identify Group

9. What may be the problem if the shared folder could not be accessed? What will you do to resolve the problem?

> Answer: Maybe the computer does not belong to the network. Check the network address portion and the workgroup

10.   Aside from installing anti-virus software, how can you protect our server from viruses?

Answer: Install firewall, install updates

11.   If one of the users forgot his/her password, how are you going to change the password? Enumerate the steps in resetting a password using GUI.

> Answer: Reset the password, Login as administrator. Click Start, right click My Computer, and then click Manage. Click Local Users and groups, double click Users folder, select and right click the username, select Set password.

12.   What are you going to do to access a server located far from the client computer which you are troubleshooting?

Answer: Remotely access the server using Remote Desktop Connection 13. What may be the reason why you cannot access and connect to other computers remotely? How would you resolve the problem?

Answer: Maybe the computer has no password. Assign a password to that computer to that computer

14. After installing an anti-virus to your network, you cannot connect to other computers, what could be the possible cause of it?

> Answer: Possibly, the anti-virus is blocking the network access. You have to configure the anti-virus so as to not to block network access.

15. After logging, you noticed that you cannot change the IP address of other users, what could be the possible cause?

Answer: The password or account is not an administrator account.

16. What policies are you going to suggest to secure your server?

> Answer: Use anti-virus software, Prohibit downloading unless authorized by the Administrator, Restrict administrative access

17. What would you suggest in order to come up with a strong admin password?

Answer: Use password that has combination

18. As an Administrator and security precaution, what type of account will you see in performing ordinary tasks?

Answer: Power user account. Limit the use of administrator account

23 MAINTAIN AND REPAIR COMPUTER SYSTEMS AND NETWORKS:

1. What may be the causes why the computer displays a black screen and produces no beeps when power is turned on? What should you do to correct the situation? <u>Answer</u>: The probable cause must be the RAM. Turn off the computer, unplug it, remove the cover, and remove the card. Then take a plain old pencil eraser and rub it over the contacts on the part of the card that fits into the slot.

2. If RAM is not the cause, what may be the other cause and what should you do to solve the problem?
   <u>Answer</u>: The other probable cause maybe the video card. Again, turn off the computer, unplug it, remove the cover, and remove the card. Then take a plain old pencil eraser and rub it over the contacts on the part of the card that fits into the slot.

3. If one of users forgot his/her password, how are you going to change the password? Enumerate the steps in resetting a password using GUI.
   <u>Answer</u>: Reset the password. Login as administrator. Click Start, right click Computer, then Manage, properties. Click local Users and groups, double click Users folder, right click its username, and select Set Password

4. How would you avoid overheating of devices such as CPU, or any other devices that produces more heat?
   <u>Answer</u>: Provide the computer proper ventilation or just cleaning or removing the dust from the fans, dust can slow down the moving rotation of fans.

5. The computer power supply fan is creating noise. If after inspection you found out that it is rotating slowly, what would you do?
   <u>Answer</u>: Replace the power supply

6. After transferring the computer unit, the monitor has no more display but the power indicator is on, what are the steps that you must do? Name two causes of the problem.
   <u>Answer</u>: Cable, ATX Power Supply on the motherboard, Graphic Card Steps: Check the Cable, check the on board power supply, check graphic card and then test the unit

7. How would you avoid power supply overloading?
   <u>Answer</u>: Be sure to buy a power supply that has its proper wattage rating. For computers having plenty of peripherals, it is recommended to have a higher wattage rating power supply (e.g. 1000 watts)

8. What are the possible causes if the printer is not responding?
   <u>Answer</u>: Printer cable is defective or not connected – printer driver is not installed correctly or corrupted – no power supply.

CONGRATULATIONS! You passed NCII…