Unit 12

1. 1)d 5)a

2)f 6)a

3)b 7)e

4)e

3) 1. advice on taking part in IRC

2. chassis of computer

3.computer handbook

4. Data Protection Act

5. Computer Lad notice

6. technician’s handbook

4) 1) Avoid giving open access to PCs because you may

get viruses

2)Never use your own floppies on these machines. You may introduce viruses

3)You must not drink coffee in this lab. If you spill it,

you may damage the keyboard

4)Don’t give financial information in a chat room. Someone may try to cheat you

5)Always keep your password secret. Someone may try to hack into your system

6) Use up to date anti-virus software. New viruses appear all the time

7)Always wait until a computer has reached normal room temperature before using it or may damage the hard disk

8)Never remove cards from their anti-static packing until required. Otherwise you may damage them

9)Use an IC extraction tool rather than a screwdriver. The pint are fragile

10)You must not work on a computer with the power on because you may be electrocuted.

Unit 13

1. 1) uk country code

2) www Web service

3) http protocol prefix

4) hw.ac.uk domain name

5) libWWW/irn directory path

6) ac domain name extension

7) irn.html document name

2) 1) D 2) E 3) F 4) C 5) G 6) A 7) B

3) 1) B 2) F 3) A 5) E 6) D

4) The DNS server finds the IP address of the URL. Web server. It sends the IP address to the browser.

The browser uses the IP address to request the webpage. It sends the request in a series of data packets via a router.

The router determines the best route for each packet.

The WeB server puts the packets together again.

The WeB server sends the requested page to the browser computer in the same way.

The browser combines the packets to form the page.

**Language work**

**Time clauses**

Write the student’s book examples on the board. Elicit the time links between each pair: when, until, before, as. Explain the differences. Note that example 4 uses as not after because the webpage if built up piece by piece. A visual representation may help.

Demonstrate how once be used in place of when to emphasis the completion of the first action. It often occurs with the present Perfect. Similarly, show that we can use a participle with “before” or “after” if the subjects are the same in both actions. You will need to include an example of a comma is used after the time clause when in comes first in a sentence.

1) When you use a search engine, it provides a set of links related to your search.

2) With POP3, email is stored on the server until you check your email.

3) Once/When you have clicked on a hyperlink, you have to wait for the webpage to be copied to your computer.

4) As you listen to the first part of streamed audio file, the next part is downloading.

5) The graphics can be displayed gradually as the webpage is downloaded.

6) After/When you receive an email message, you can forward it to another address.

7) When you click on a hyperlink, the browser checks to see if the linked webpage is stored in the cache.

8) You can bookmark a webpage to make it easier to find in the future when you find one you like.

9) After you type in a WeB Address, button the browser displays your starting webpage.

10) When you click on the Home button, the browser displays your starting webpage.

6)1) when

2) when

3) before

4) once

5) as

6) as/before

7) when

7) Many other answer are possible. Natural language questions tend to produce to produce poor results on AltaVista.

1) +map +Edinburgh +Scotland

2) +timetable +train +London +Paris

3) title: ‘exchange rates’

4) (Brownies AND recipes) AND (‘chocolate chips’ OR hazelnut)

5) ‘Beatles’ and select the video button

6) title: ‘sumo wrestling’

7) +weather +’New York city’ – ‘New York state’ +tomorrow

8) +’heart disease’ +women

9) url:NZ +universities +computing

10) +’Isaac Newton’ +’laws of motion’

Unit 14

2)

1)Are the pages simple and easy to digest or are they cluttered with too much information and too much links ?

2) Is it easy to move round the site ? Can you see the rout you’ve taken from the home page to your current location ? Can you get back to the home page with a single click ?

3) Is the site easy to use ?

4) Is the information contained accurate and reliable ?

5) Is the site kept up to date ?

6) Are the graphics included simple to make the site look more attractive or do they serve a useful purpose ?

7) Can you most browsers access the site without difficulty ?

3)

1) He is an expert in web design with his own site offering to webmasters.

2) Business people wanting to improve their websites.

3) Provide advice in building an effective navigation system in sites.

4-5)

|  |  |
| --- | --- |
| Text  1 | Advice  Base your navigation system on text links, not graphical buttons |
| 2 | If you use graphical navigation from ALT text links |
| 3 | Include a site map in outline form with all the major sections and key subpages listed |
| 4 | Don’t use frames but if you must use them include a no-frames version for those whose browsers do not support frames |
| 5 | Be consistent in your navigation links from page to page |
| 6 | No page should be more than four clicks away from any other page |
| 7 | Use well-placed links rather than a search function |

7)

1) It’s a good idea to use text links because visitors use them more often than graphic links.

2) Avoid using only graphical buttons because some visitors browse with the graphics turned off.

3) You should always include ALT text captions if you use graphical links as some browsers do not support them.

4) I recommend you include a site map because it helps visitors to navigate your site.

5) You had better not use frames because they can be confusing and some browsers do not support them.

6) You should keep navigator elements in the same positions on each page.

7) Use logical links because they will help visitors to find what they want.

8) Avoid using a search function as they produce irrelevant answers and visitors may not know how to use them.

9) It’s not a good idea to have too many links on a page as this overwhelm visitors.

8)

1) If you’re a complete beginner, you should choose free ISP which its sign-up software on CD-ROM.

2) I recommend you choose an ISP which provides local call access numbers.

3) Avoid using an ISP which uses national call rates for online time. Charges can be very expansive.

4) You should not use a free ISP which charges an initial set up fee.

5) If you need to access your email from any computer, WeB-based email is good idea.

6) You should choose POP3 email for a faster and more efficient service.

7) I recommend around 25 to 50 Mb of free WeB space as this is sufficient for most personal website developments.

8) If children use your PC, I recommend you choose an ISP which restricts access to some newsgroups.

9) You had better check support line charges as some ISP’s use support lines to raise revenue.

10) You should choose an ISP which offers reliable service.

11) It’s a good idea to have multiple accounts and use the one which offers the best service at any one time for your needs.

Unit 17

2)

1) Can you give me your name?

2) What is your address?

3) What make and model of computer do you have?

4) Is the computer still under warranty?

5) What is the service tag number?

6) What type of processor do you have in the computer?

7) How much RAM is installed?

8) Is the computer connected to any kind of network? What type of network?

9) What operating system are you using?

10) Can you describe the problem?

3)

Date of Call 22/06/01

Time Commenced 15:22

Help Desk Technician’s David Lister

Name

Reported By Jennifer

Address University of Edinburgh 21 Hill Place

Under Warranty Yes

Make Apricot

Model LS550

Service Tag No. AM96470

Processor Pentium 3

RAM Size 128MB

Operating System Windows 2000

Network Type Windows NT

Problem Description Not playing MIDI files

Diagnosis Faulty sound drivers

Cleared by Phone Yes

Job Number E83095

Requires Visit No

Comments Will send new sound drivers if reinstalling original sound drivers does not solve problem

5)

1) You should reboot your PC to see if the problem recurs.

2) I recommend you see your PC’s on-board diagnostic and

repair tools

3) It’s a good idea to record the details of the problem so

you can describe it accurately

4) I advise you to note your system’s model name and serial

number

5) I strongly recommend that you to keep a record of

hardware and software you’ve installed along with any

changes you’ve made to settings

6) You should figure out how to open the case if you think

Hardware may the FAQs

7) The best thigs to do is to visit the vendor’s Web-site and

check the FAQs

8) Never phone in peak times

9) It’s a good idea to have your system up and running and

be near it when you call

10) When you reach a technician, I advise to tell him or

her if you may have caused the problem

6)

1) It sound as if your toner cartridge has run out. You

should replace it

2) You probably have paper feed problem. I advice you

take the paper out and put new paper in

3) It sound as if there is a mistake in one of your

formulae. I recommend that you check each formula

carefully

4) You must have pressed Caps Lock. Press it again to

unlock it

5) You might have a loose connection. The best thing to do

is to tighten the cables and check everything is switched on

6) It sounds as if you’re out of paper or you have a paper

jam. You should check there’s no paper jammed in the

printer

7) The image size is bot set properly. Try to adjust it

with the width control on the monitor

8) The frequency setting is too low. Try adjusting the

sitting in Control Panel

9) The ball may be sticking. I recommend cleaning it

10) You should go intro Date/Time in the control panel

and advance the clock

11) You should reset them using the Page Setup setting

12) It may be a low voltage problem. You should get

a voltage regulator but they’re expensive

9)

a)

1) To protect date and provide faster access to date

2) In this type of work, the speed of processing is

important and it is not so important how long it takes to replace data

3) A backup exists if the primary drive fails

4) b

5) Spread across all the drives in the array

6) RAID 3, 4, 5

7) RAID 0

b)

1)

a) 3 c) 4 e) 6

b) 5 d) 2 f) 1

2) a) False c) False e) True

b) false d) True

Unit 18

1)

1)Damaging effects of the love bug virus

2)Illegal hacking into Microsoft’s software codes

3)Scheme to make money illegally using Web phones

3)

1)To transfer program control to the virus.

2)The Misdirection, Reproduction, and routines

3)It return control to the program as originally written

4)

1)They reproduce inside a host which they damage or destroy

2)It can copy itself any program files

3)They can stay dormant in the memory util triggered

4)Display a message on the monitor screen or deleting files on the hard disk

5) COM or EXE programs

6) 1c 2b 3d 4a

7) A Trojan has payload but no reproduction routine

6)

1)When a dismissed employee’s name is deleted from the company’s payroll, a logic bomb is activated witch cause the payroll record to be destroyed

2) When a certain date occurs, a trigger routine is active which makes keys deep when pressed and corrupts floppies

3)When the operator starts up the computer for the one hundred and twenty-ninth time, a trigger routine is activated which causes the screen to display, “Bloody! June 4 1989’

4)When the infected program is run, the boot sector is corrupted which cause the disk content to be overwritten and data to be lost

5)When a particular date occur, the payload is triggered which makes characters on a text mode screen slide down to the bottom

6)When an infected documents is opened in the wordprocessor, the virus macro is executed which attaches the virus code to the default template. When the user saves another document, the virus code attaches to the saved document. When the saved document is opened in the wordprocessor, the virus destroys data, displays a message or plays music

7)

1)A MIDI message encodes sound as 8-bit bytes of digitals information

2)The teacher is using a new program to encourage children to write stories

3)The new version of SimCity has been enhanced in many ways

4)A gateway enables dissimilar networks to communicate

5)You can encode data to make it secure

6)Ensure the machine is disconnected before you move remove the case

7)Designers can offer allow you to enlarge the print size

8)Electronic readers allow you to enlarge the print size

9)Programmers write software which enables the computer to carry out particular task

10)You can widen the picture on your monitor

8)

1)f 4)a 7)b 10)i

2)h 5)e 8)d

3)c 6)g 9)j

10)

a)

1)a

2)c

3)public-key cryptography

4)decrypt

5)b

6)information about company operating the server and the server’s public key

b)

1) a-4 b-3 c-1 d-2

2) a-3 b-4 c-4 d-1 e-2 f-5

3) a-False b-True c-False d-false e-False b-False g-True h-True

4) c, b, d, a