**7.2 utility software**

**Name\_\_\_\_\_\_\_\_\_\_\_\_\_ class\_\_\_\_\_\_\_\_\_\_\_\_**

1. A PC operating system will make available to a user a number of utility programs.
2. Identify two utility programs that might be used to deal with a hard disk problem

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1. For each of these utility programs explain why it might be needed and explain what it does

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1. Identify two other utility programs for a PC user

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1. **(a)**Explain the term computer virus.

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**(b)** A virus checker has been installed on a PC.

Give **two** examples of when a virus checker should perform a check.

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3.  
**(i)** Utility software is usually pre-installed on a new computer.

The following table lists four programs. Put **one** tick (✓) in each row to indicate whether or not the program is utility software.

**Program True False**

Disk Defragmenter

Word Processor

Library Program

Compression Software

[4]

**(ii)** Name **two** other utility programs.

Program 1 .........................................................................................................................

Program 2 .........................................................................................................................

[2]

4.

A user has the following issues with the use of his PC.

State the utility software which should provide a solution.

**(i)** The hard disk stores a large number of video files. The computer frequently runs out of storage space.

Utility software solution .................................................................................................

[1]

**(ii)** The user is unable to find an important document. He thinks it was deleted in error some weeks ago. This must not happen again.

Utility software solution .................................................................................................

[1]

**(iii)** The operating system reports ‘Bad sector’ errors.

Utility software solution .................................................................................................

[1]

**(iv)** There have been some unexplained images and advertisements appearing on the screen. The user suspects it is malware.

Utility software solution .................................................................................................

[1]

5.

A user has the following issues with the use of their personal computer (PC).

For each case, state the utility software which should provide a solution.

**(i)** The user wants to send a large file as an attachment to an email. The user knows that the recipient’s Internet Service Provider (ISP) has a limit of 2MB for file attachments.

Utility software solution: ................................................................................................

[1]

**(ii)** The user is writing a book and is worried that the document files could get damaged or deleted.

Utility software solution: ................................................................................................

[1]

**(iii)** The computer has recently been slow to load large files. The user has deleted a large number of small files to try to solve the problem. A friend has advised that there is a procedure which should be regularly carried out to reorganise file storage on the hard disk.

Utility software solution: ................................................................................................

[1]

**(iv)** The user clicked on an attachment in an unsolicited email. Since then, the computer has shown some unexplained behaviours.

Utility software solution: ................................................................................................

[1]