Level 2 Install, configure and maintain software (7266/7267-404/7540-230)

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Assignment guide for Candidates
Assignment C

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Level 2 Install, configure and maintain software (7266/7267-404/7540-230) Assignment C

Introduction – Information for Candidates

About this document

This assignment comprises all of the assessment for Level 2 Install, configure and maintain software (7266/7267-404/7540-230).

Health and safety

You are asked to consider the importance of safe working practices at all times.

You are responsible for maintaining the safety of others as well as your own. Anyone behaving in an unsafe fashion will be stopped and a suitable warning given. You will **not** be allowed to continue with an assignment if you compromise any of the Health and Safety requirements. This may seem rather strict but, apart from the potentially unpleasant consequences, you must acquire the habits required for the workplace.

Time allowance

The recommended time allowance for this assignment is **2 hours**.

Level 2 Install, configure and maintain software (7266/7267-404/7540-230) Candidate instructions

Time allowance: 2 hours

Assignment set up:

This assignment is made up of **five** tasks

- Task A – create a test plan for the suspect software
- Task B – resolve the reported issue
- Task C – install a new e-mail client and web browser
- Task D – test each application
- Task E – uninstall the software applications

Scenario

You work as a support technician looking after IT equipment used in peoples' homes. You have been called to assist a customer who is having trouble with his e-mail client and Internet browser. He is so dissatisfied with the current software that he has decided to change it. He has access to the installation software for the new client and browser, and to a graphics package that he wants setting up.

Task A – Create a test plan for the suspect software

Here you are asked to find out what software is on the system that will help you, and then decide on a test plan for the suspect software.

1 Boot up the system and find out the information requested on the recording sheet marked 'System Information'.

2 Check the details obtained in Task A1 against the system requirements for all three of the software applications you have been asked to install (details will be given to you by your Assessor) and report any problems with compatibility.

3 Decide on and write down the procedures you are going to use to resolve the faults. Install the new software and hand the system back to the customer (your Assessor) in the configuration requested.

Q1 Assume that you have discovered the following issues with the system requirements for the software applications. Describe briefly for each how you would change the system to meet the minimum system requirements.

a) e-mail requires 300 MB of RAM and your system has 256 MB.
b) The browser requires a service pack that your operating system does not have.
c) The graphics require a firmware version later than that of your graphics card.

Q2 Describe the correct installation procedure if you wanted to replace an existing Internet security suite with another one from a different publisher? Explain **one** issue that might occur if that procedure was not followed.

Task B – Resolve the reported issue

This part of the assignment involves taking action to resolve the reported issues and getting the existing system running properly.

1 Open the e-mail client and reproduce the reported fault. Send a test e-mail.

2 Return all settings to default and check the account and connection settings correspond to the customer's details.

3 Carry out any corrective actions that are required.

4 Test the e-mail client to ensure it is now working properly.

5 Back up the customer's data files to the hard drive in a folder named '*your name* e-mail backup'.

6 Open the web browser and reproduce the reported fault.

7 Test the web browser to find out what is causing the fault.

8 Carry out any corrective actions that are required.

9 Test the web browser to ensure it is now working properly.

Q3 Explain the reason why is it advisable to test software following a reported fault, before attempting any corrective action.

Q4 Identify and explain **four** typical faults that occur in software applications.

Task C – Install a new e-mail client and web browser

You are now asked to install the new e-mail client and web browser and to migrate all of the data and settings from the existing installations. The two sets of software will run together on the system.

1 Scan the new web browser, e-mail client and graphics software installation files for malware.

2 Install the new e-mail client.

3 Migrate the customer's data files and settings to the new e-mail client using standard import procedures.

4 Install the new web browser.

5 Migrate the customer's settings to the new browser using standard import procedures.

6 Set up the Internet Security to allow the new e-mail client and Internet browser to send and receive data over the Internet.

7 Install the graphics software application.

Q5 Identify **two** different methods of restoring default settings to software applications.

Q6 State **two** methods of identifying common software faults and the tools you would use.

Task D – Test each application

This task involves testing each application in turn to make sure it works normally. You are **not** expected to do a full functional or diagnostic test.

1 Carry out a brief test to ensure the e-mail client can send and receive e-mails.

2 Carry out a brief test to ensure that the web browser operates correctly including blocking selected e-mail pages.

3 Carry out a brief test to ensure that the graphics application will open a given file, allow editing and saving in a different file format in a different location.

4 Send one e-mail to your Assessor with the modified file as an attachment. You should receive an e-mail in reply.

Q7 Identify **two** common software utilities used for testing **and** briefly describe what they do.

Task E – Uninstall the software applications

In this task you are asked to uninstall two of the software applications you previously installed.

1 Using the operating system uninstaller, completely remove the browser from the system.

2 Using the operating system uninstaller, completely remove the e-mail client from the system.

3 Reboot the system and check that the software has been successfully removed.

4 Check that the system is operating normally and close it down.

5 Record the details of the removed software.

Q8 Software is normally uninstalled using the operating system; briefly describe **one** alternative method that is sometimes available.

Q9 State **three** items of information that should appear on records of uninstalled software.

6 Hand all paperwork and removable storage media to your Assessor. Ensure that your name is clearly identified on your work.

7 Sign above your name and hand all paperwork to your Assessor.

End of assignment

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