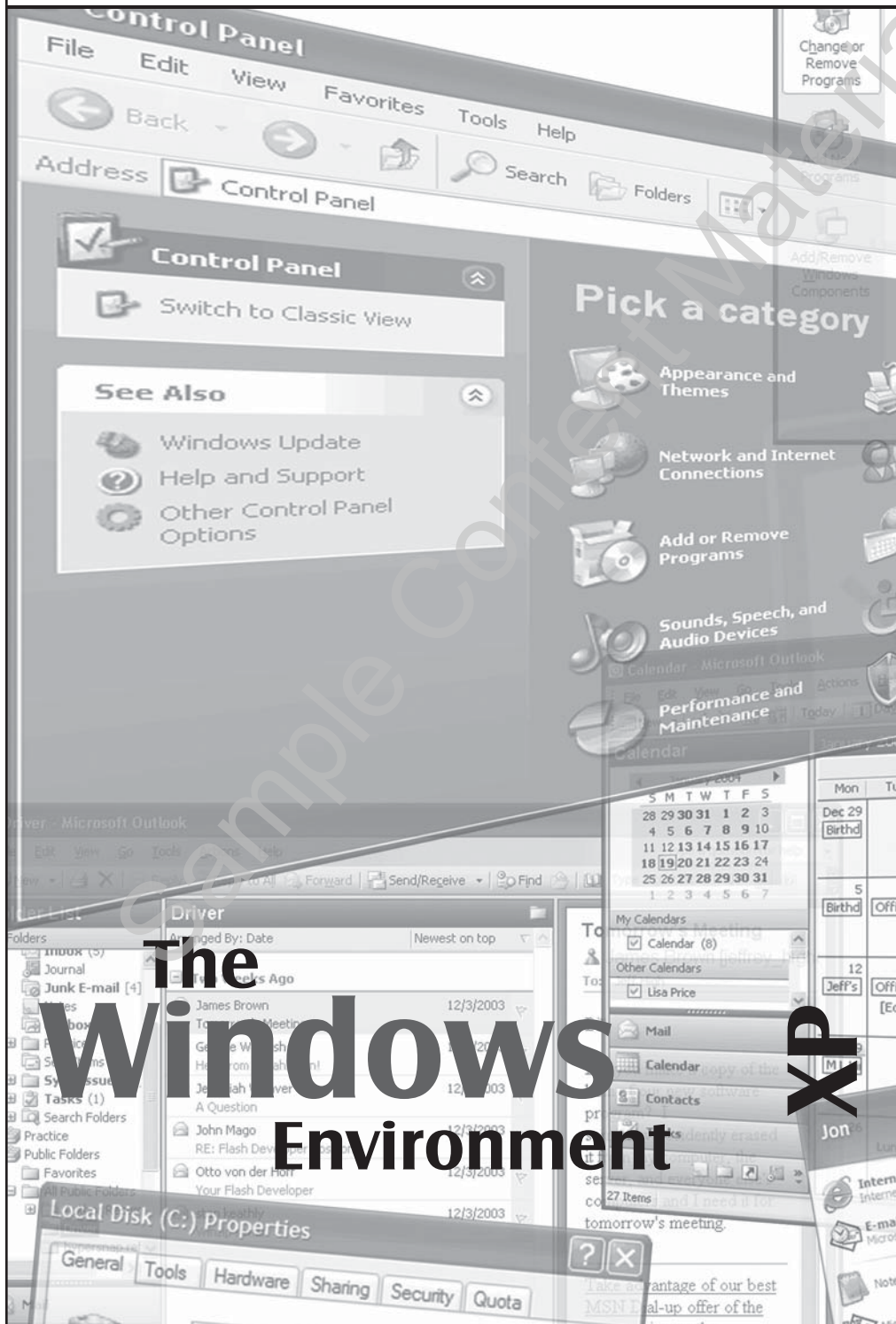


CERTIFICATE IN BUSINESS OFFICE INFORMATION SYSTEMS



The Windows XP Environment

Certificate in Business Information Systems

Course Team

Professor Ian Chaston - Course Leader
Michelle Rigden - Administrator

Andy Bloomer
Alex Hammerstein
Vicky Hammerstein
Sue Hawker
Paul Mumford
Florise Scully
Trisha Small
Simon Thorpe
Sarah Watson
Tricia Woodgate

Module reference - MTC116

© 2005 Moustraining Limited
Sentinel House • Modbury
Devon • PL21 0XX
Phone 01548 830710 • Fax 01548 830878
<http://www.moustraining.uk.com>

Compiled by Alex Hammerstein
Design and layout by Moustraining Limited

Created December 2005
Revision 1.1 March 2006

This material is copyrighted and all rights are reserved. No part of this publication may be reproduced, transmitted, transcribed, stored in a retrieval system, or translated into any language or computer language, in any form or by any means, electronic, mechanical, magnetic, optical, chemical, manual, or otherwise, without prior written permission.

We make a sincere effort to ensure the accuracy of the material described herein; however, Moustraining Limited makes no warranty, expressed or implied, with respect to the quality, correctness, reliability, accuracy, or freedom from error of this document or the products it describes. Data used in examples and sample data files are intended to be fictional. Any resemblance to real persons or companies is entirely coincidental.

The names of software products referred to in this manual are claimed as trademarks of their respective companies.



TABLE OF CONTENTS

| | | | |
|---|-----------|--|--|
| TABLE OF CONTENTS | 3 | | |
| INTRODUCTION | 5 | | |
| Chapters | 5 | | |
| Tutorials | 5 | | |
| Chapter Reviews | 5 | | |
| Operating System and Graphics used in this module | 5 | | |
| How to Use the Tutorials | 6 | | |
| Download Module Files | 6 | | |
| PERSONAL DEVELOPMENT PLANNING | 7 | | |
| CHAPTER 1: CUSTOMISING THE TASKBAR AND DESKTOP | 9 | | |
| Tutorial 1-1: Using the Windows Classic Start Menu | 10 | | |
| Tutorial 1-2: Using the Windows Classic Appearance | 12 | | |
| Tutorial 1-3: Moving, Resizing and Hiding the Taskbar | 14 | | |
| Tutorial 1-4: Customising the Start Menu | 16 | | |
| Tutorial 1-5: Working with the Quick Launch Bar .. | 18 | | |
| Tutorial 1-6: Opening Recent Documents | 20 | | |
| Tutorial 1-7: Using the Run Command to Start a Programme | 22 | | |
| Tutorial 1-8: Adding Shortcuts to the Desktop | 24 | | |
| Chapter One Review | 28 | | |
| CHAPTER 2: CUSTOMISING WINDOWS | 31 | | |
| Tutorial 2-1: A Look at the Control Panel | 32 | | |
| Tutorial 2-2: Changing the Date and Time | 34 | | |
| Tutorial 2-3: Adjusting the Computer's Volume | 36 | | |
| Tutorial 2-4: Changing the Colour Scheme and Appearance | 38 | | |
| Tutorial 2-5: Adding Wallpaper to the Desktop | 40 | | |
| Tutorial 2-6: Using a Screen Saver | 42 | | |
| Tutorial 2-7: Changing System and Programme Sounds | 44 | | |
| Tutorial 2-8: Adjusting the Mouse | 46 | | |
| Tutorial 2-9: Customising How Folders Look and Work | 48 | | |
| Tutorial 2-10: Customising Folder View Options | 50 | | |
| Tutorial 2-11: Notepad | 52 | | |
| Tutorial 2-12: Calculator | 53 | | |
| Tutorial 2-13: Sound Recorder | 54 | | |
| Tutorial 2-14: Character Map | 55 | | |
| Chapter Two Review | 56 | | |
| CHAPTER 3: OPTIMISING AND MAINTAINING YOUR COMPUTER | 59 | | |
| Tutorial 3-1: Repairing Disk Errors | 60 | | |
| Tutorial 3-2: Defragmenting Your Hard Disk | 62 | | |
| Tutorial 3-3: Freeing Up Space on Your Hard Disk | 64 | | |
| Tutorial 3-4: Scheduling Tasks | 66 | | |
| Tutorial 3-5: Installing New Software | 68 | | |
| Tutorial 3-6: Removing Software | 70 | | |
| Tutorial 3-7: Adding and Removing Windows Components | 72 | | |
| Tutorial 3-8: Installing a Printer | 74 | | |
| Tutorial 3-9: Changing Printer Settings and the Default Printer | 76 | | |
| Tutorial 3-10: Installing New Hardware | 78 | | |
| Tutorial 3-11: Shutting Down a Frozen Programme | 80 | | |
| Tutorial 3-12: Using Automatic Updates | 81 | | |
| Tutorial 3-14: Using the Device Manager | 84 | | |
| Tutorial 3-15: Using Windows Update | 86 | | |
| Tutorial 3-16: Formatting a Disk | 87 | | |
| Tutorial 3-17: Copying a Disk | 88 | | |
| Chapter Three Review | 89 | | |
| CHAPTER FOUR: PASSWORDS, LOGONS & USER ACCOUNTS | 93 | | |
| Tutorial 4-1: Workgroup vs. Domain | 94 | | |
| Tutorial 4-2: Creating a New User Account on a Workgroup Computer | 96 | | |
| Tutorial 4-3: Creating a New User Account on a Domain Computer | 98 | | |
| Tutorial 4-4: Editing a User Account on a Workgroup | 100 | | |
| Tutorial 4-5: Editing a User Account on a Domain | 101 | | |
| Tutorial 4-6: Logging Off Windows on a Workgroup | 102 | | |
| Tutorial 4-7: Logging Off Windows on a Domain | 103 | | |

Certificate in Business Office Information Systems

| | |
|---|-----|
| Tutorial 4-8: Logging On to Windows on a Workgroup | 104 |
| Tutorial 4-9: Logging On to Windows on a Domain | 105 |
| Tutorial 4-10: Changing Your Password on a Workgroup | 106 |
| Tutorial 4-11: Changing Your Password on a Domain | 107 |
| Tutorial 4-12: Changing the Log On Process on a Workgroup | 108 |
| Chapter Four Review | 109 |

CHAPTER 5: NETWORKING WITH WINDOWS XP111

| | |
|--|-----|
| Tutorial 5-1: Introduction to Networks | 112 |
| Tutorial 5-2: Browsing the Network..... | 114 |
| Tutorial 5-3: Mapping a Network Drive..... | 116 |
| Tutorial 5-4: Connecting to a Network Printer..... | 118 |
| Tutorial 5-5: Sharing Your Files and Printers on the Network | 120 |
| Tutorial 5-6: Changing Access Permissions to a Shared Folder | 123 |
| Tutorial 5-7: Specifying Security Options in a Folder..... | 126 |
| Tutorial 5-8: A Look at Common Network Hardware | 128 |
| Tutorial 5-9: Ethernet Networks | 130 |
| Tutorial 5-10: Installing an Ethernet Home Network | 132 |
| Tutorial 5-11: Wireless Networks | 134 |
| Tutorial 5-12: Installing a Wireless Home Network | 136 |
| Tutorial 5-13: Connecting to a Wireless Network .. | 138 |
| Tutorial 5-14: Connecting to a Wireless Network Manually | 140 |
| Tutorial 5-15: Automatically Connect to a Wireless Network | 142 |
| Tutorial 5-16: Basic Network Troubleshooting | 144 |
| Tutorial 5-17: Installing a Network Card..... | 146 |
| Tutorial 5-18: Managing Network Protocols and Components..... | 148 |
| Tutorial 5-19: Understanding and Configuring TCP/IP | 150 |
| Chapter Five Review | 152 |

CHAPTER 6: COLLABORATING WITH OTHER USERS157

| | |
|--|-----|
| Tutorial 6-1: Planning a Meeting | 158 |
| Tutorial 6-2: Respond to a Meeting Request..... | 160 |
| Tutorial 6-3: Checking Responses to a Meeting Request..... | 161 |
| Tutorial 6-4: Creating and Working with Group Schedules | 162 |
| Tutorial 6-5: Set Free/Busy Options and Publishing Your Calendar on the Internet | 164 |

| | |
|---|-----|
| Tutorial 6-6: Sharing Your Calendar and Other Outlook Folders..... | 166 |
| Tutorial 6-7: Opening a Shared Calendar | 168 |
| Tutorial 6-8: Giving Delegate Permissions..... | 170 |
| Tutorial 6-9: Open Shared Folders Automatically .. | 172 |
| Tutorial 6-10: Assigning Tasks to Another User..... | 174 |
| Tutorial 6-11: Working with Public Folders..... | 176 |
| Tutorial 6-12: Adding a New Item to a Public Folder..... | 177 |
| Tutorial 6-13: Replying to Items in a Public Discussion Folder..... | 178 |
| Chapter Six Review..... | 179 |

INDEX181



Welcome to the CertBOIS module: The Windows Environment. You are probably thinking that this is a thick module - well it is, there is a lot of information, but its not too difficult to understand!

As with all the CertBOIS course material, the student manuals follow a common format and design:

Chapters

Each manual is divided into several chapters. If you are not sure you're ready for a chapter, you can look at the prerequisites that appear at the beginning of each chapter. They will tell you what you should know before you start the chapter

Tutorials

Each chapter contains several Tutorials on related topics. Each Tutorial explains a new skill or topic and contains a step-by-step exercise to give you hands-on experience.

Chapter Reviews

A review is included at the end of each chapter to help you absorb and retain all that you have learned. This review contains a brief recap of everything covered in the chapter's tutorials, review questions to assess how much you've learned (and which tutorials you might want to look over again).

Operating System and Graphics used in this module

This module has been written based on a computer running the Windows XP operating system. There are four current versions of Windows operating systems - Windows ME, Windows 2000, Windows NT, and Windows XP, itself available in both Home and Professional versions.

How to Use the Tutorials

Wherever possible, every topic is presented on two facing pages, so that you can concentrate on the tutorial without having to worry about turning the page. Since this is a hands-on course, each tutorial contains an exercise with step-by-step instructions for you to follow.

To make learning easier, every exercise follows certain conventions:

- Anything you're supposed to click, drag, or press appears **like this**.
- Anything you're supposed to type appears *like this*.
- This book never assumes you know where (or what) something is. The first time you're told to click something, a picture of what you're supposed to click appears either in the margin or in the illustrations at the beginning of the tutorial.
- When you see a keyboard instruction like "press <Ctrl> + ," you should press and hold the first key (<Ctrl> in this example) while you press the second key (in this example). Then, after you've pressed both keys, you can release them.
- There is usually more than one way to do something. The tutorials explain the most common method of doing something, while the alternative methods may be mentioned at the end of the tutorial. Use whatever approach feels most comfortable for you.
- Important terms appear in italics the first time they're presented.
- Whenever something is especially difficult or can easily go wrong, you'll see a: **NOTE:** immediately after the step, warning you of pitfalls that you could encounter if you're not careful.
- Our Quick Reference box appears at the end of some tutorials. You can use it to review the skills you've learned in the tutorial and as a handy reference - when you need to know how to do something fast and don't need to step through the sample exercises.

Download Module Files

To help you with the tutorials in this module, we have developed a set of files for you. You will need to download these from our web site. Using an Internet browser, enter <http://www.moustraining.uk.com/resources> or select Student Resource Centre, then Course Downloads from the main menu. Select the Phase 2 modules link and locate MTC116 in the list of modules. You will be able to download the MTC116.exe file by clicking on the MTC116 link.

You will be asked if you wish to Open or Save the file, select **Save**, and choose the folder to save the file into. Once downloaded, browse to that folder, and double-click the file. It will automatically save the files to your c:\certbois\MTC116 folder.



What is PDP?

Personal Development Planning (PDP) is a process of reviewing your academic and non-academic achievements, reflecting on your progress and identifying some targets for your future development.

How can PDP help me?

PDP helps you:

- become a more effective, independent and confident learner;
- value you own capabilities through greater self-awareness;
- better understand how you learn and how to improve your performance;
- improve your reflective thinking skills which can strengthen academic performance;
- articulate your skills, personal qualities and competences to employers;
- improve your employability;
- develop greater self-awareness - what you are like, what your strengths and weaknesses are, what you want to achieve;
- make appropriate choices to meet your aspirations;

To help you to engage in the PDP process there are reflective elements built into each of your modules. By completing these and considering other aspects of your life where you are learning and developing professional and transferable skills, you will be able to build a portfolio of evidence for your future reference and for others.

Module: MTC116 – The Windows Environment

This module covers skills in:

- Customising the Taskbar and Desktop
- Customising Windows
- Optimising and Maintaining your computer
- Passwords, logons and user Accounts
- Networking with Windows XP
- Collaborating with Other Users

Prior to starting this module take a few minutes to think about what you want to gain from completing it. Jot down some notes, overleaf, about your success criteria. In what way do you think this achievement will take you forward in life?

Sample Content Material



CHAPTER 3: OPTIMISING AND MAINTAINING YOUR COMPUTER

Prerequisites

How to use the mouse to click, double-click, drag and drop and right-click

How to use menus, toolbars and dialog boxes

How to view and navigate through the contents of your computer (disk drives and folders)

Chapter Objectives:

- Defragmenting and fixing errors on your hard disk
- Backing up and restoring your hard disk
- Freeing up space on your hard disk
- Scheduling tasks
- Installing and removing software
- Adding and removing Windows components
- Installing a printer
- Installing new hardware
- Using the Windows XP update feature
- Installing and Reinstalling Windows XP
- Using the Device Manager

Cars require maintenance to keep them running at their peak performance. Some car maintenance tasks are simple and routine, such as changing oil every 3,000 miles. Others are more complicated, such as installing a new radio. Computers are no different. Your computer requires routine maintenance to prevent and/or correct problems and to keep it running at its best possible performance.

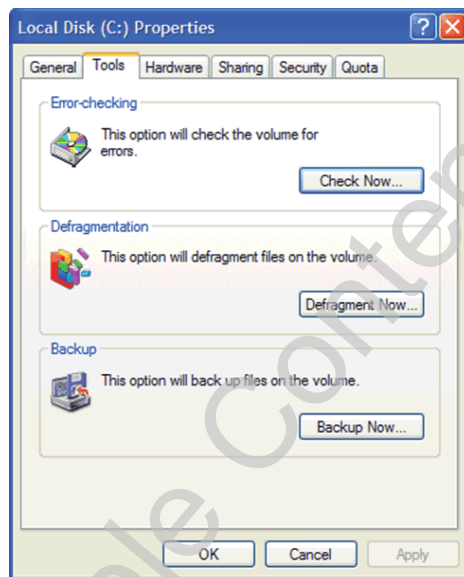
This chapter explains how to optimise and maintain your computer. You'll learn how to find and correct problems on your computer's hard disk, install and remove software, backup and restore your important files, add new hardware to your computer, and more.

Tutorial 3-1: Repairing Disk Errors

Over time, errors begin to appear on your computer’s hard drive, thus affecting its performance. Fortunately, most of the hard drive damage caused by normal wear and tear is not serious and can easily be diagnosed and fixed by a hard drive repair programme. Microsoft Windows XP comes with a hard drive repair programme called *Error-checking*. In this tutorial, you will learn how to use Error-checking to diagnose and repair any errors on your computer’s hard disk—a preventative maintenance task that you should do at least once a month.

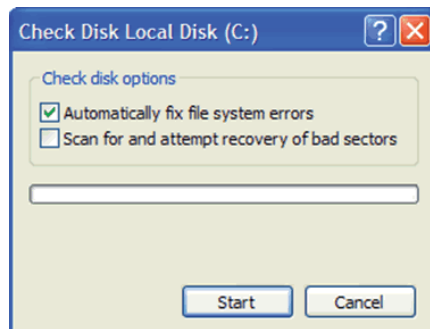
1. **Click the Start button and select My Computer from the menu.**
Next, you need to right-click the drive you want to check.
2. **Right-click the (C:) Local Disk icon and select Properties from the shortcut menu.**
The Properties for the selected drive appear in the Local Disk (C:) Properties dialog box. Error-checking and several other maintenance tools are located on the Tools tab.
3. **Click the Tools tab.**
The Tools tab appears, as shown in Figure 3-1.

Figure 3-1
The Tools tab of the Local Disk Properties dialog box



4. **Click the Check Now button.**
The Checking Disk dialog box appears, as shown in Figure 3-2. The (C:) drive is selected as the drive to be scanned, because it was the drive you right-clicked. Error-checking doesn't have many options, but the ones it does have are important. There are two different types of tests you can have Error-checking run: *Automatically fix file system errors*, and *Scan for and attempt recovery of bad sectors*.

Figure 3-2
The Check Disk Local Disk dialog box



Turning off your computer without using the Windows XP Shut Down sequence is the biggest cause of hard disk errors.

- Automatically fix file system errors: Select the “Automatically fix file system errors” check box to have Windows fix disk errors without asking your approval first. If you don’t select this check box, Windows XP will prompt you to fix each and every error it finds. All files must be closed to run this programme, and the drive is not available to run other tasks while the disk is being checked. If it is in use, you will be asked if you want to reschedule the disk checking for the next time you start your computer.

Checking or unchecking the “Scan for and attempt recovery of bad sectors” box does one of two things:

- Scan for and attempt recovery of bad sectors unchecked: Checks only the files and folders on the selected drive(s) for errors. A standard check takes only a minute or two to run, and is the computer-equivalent of a 10-point maintenance check they do on your car during a routine oil change.
- Scan for and attempt recovery of bad sectors checked: Checks the files and folders on the selected drive(s) for errors *and* the surface of the hard drive for physical damage. This can take a *long time*—up to several hours if you have a large hard drive. It is the computer-equivalent of an annual vehicle inspection.

5. If you don’t mind waiting a long time, check the **Scan for and attempt recovery of bad sectors option. Otherwise leave it unchecked.**

This will run a thorough test on the (C:) hard drive and will automatically fix any file or folder errors. Remember that you cannot have any files from this disk open, or the programme cannot begin.

6. Click **Start.**

The files and folders on the (C:) drive are checked, and its progress is displayed.

NOTE: Try not to touch Windows while Error-checking is running. No, it won’t hurt anything, but any time you make any changes to your computer while Error-checking is running, Error-checking starts all over again.

NOTE: If Error-checking reports any bytes in bad sectors (only available if you perform a thorough test), that is not a good sign. Bad sectors are often a sign of an imminent hardware failure. Backup everything on the disk immediately, and then run a thorough Error-checking test every few days. If more bad sectors appear, the drive will likely fail shortly. You shouldn’t continue using disks that have bad sectors.

7. Click **OK to close the Results window, and click **OK** to close the Properties window.**

That’s all there is to using Error-checking. You can also use Error-checking on floppy disks, which are notorious for developing disk errors. If you’re checking a floppy disk, make sure you always select the thorough test option.



QUICK REFERENCE

To Use Error-checking:

- Click the **Start button** and select **My Computer** from the menu.
- Right-click the disk you want to scan, select **Properties** from the shortcut menu, and click the **Tools** tab.
- Click the **Check Now button**.
- Specify if you want any errors to be automatically fixed, and if you want to scan for and attempt recovery of bad sectors.
- Click **Start**.

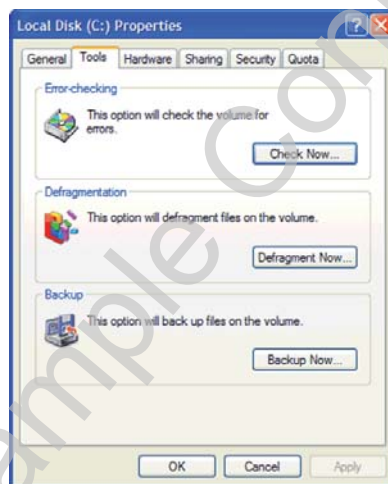
Tutorial 3-2: Defragmenting Your Hard Disk

Normally, computers store each file in a single location on their hard drive, just like a song is recorded on a continuous area of a cassette tape. Over time, however, a hard drive can become *fragmented*, and instead of storing a file in one, single location, it begins storing files in pieces, or fragments, in several locations all over the hard drive. When the computer reads a fragmented file, it must read the file from several different areas of the hard drive instead of just one. Defragmenting a hard drive using a special utility programme can improve its performance by putting fragmented files back together in one place. Windows XP comes with a disk defragmentation programme called, guess what, Disk Defragmenter. You should defragment your computer hard drive about once a month.

Here's how to defragment your hard drive:

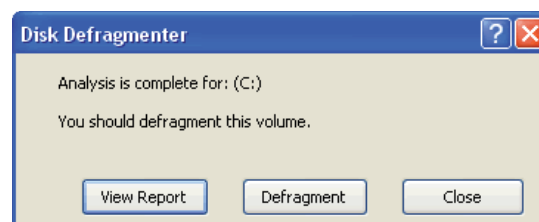
1. **Click the *Start* button and select *My Computer* from the menu.**
Next, you need to right-click the Local Disk drive to defragment it.
NOTE: Hard drives are really the only type of drive that benefit from running the Disk Defragmenter.
2. **Right-click the *Local Disk (C:)* icon and select *Properties* from the shortcut menu.**
The Local Disk (C:) Properties dialog box appears. Defragmentation, and several other maintenance tools, are located on the Tools tab of the Properties dialog box.
3. **Click the *Tools* tab.**
The Tools tab appears, as shown in Figure 3-3.

Figure 3-3
The Tools tab of the Local Disk (C:) Properties dialog box



4. **The Disk Defragmenter dialog appears, advising if the disk needs to be defragmented, as shown in Figure 3-4.**

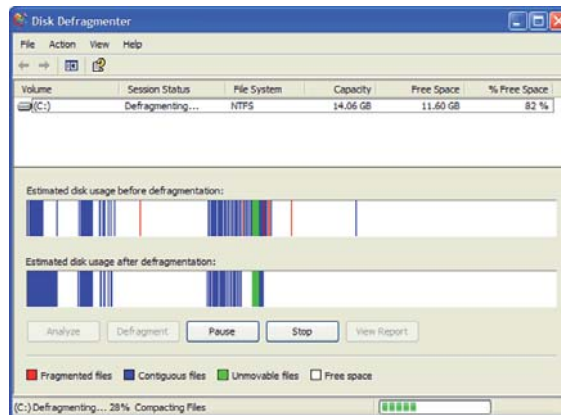
Figure 3-4
Disk Defragmenter reports whether or not the disk needs to be defragmented



5. Click the **Defragment Now button**.

The Disk Defragmenter appears, as shown in Figure 3-5. Near the bottom of the window is a row of buttons you will use to defragment your computer.

Figure 3-5
The Disk Defragmenter dialog box



6. Click the **Analyse button**.

The Defragment programme analyses the selected hard drive and displays the status of the hard drive in the “Estimated disk usage before defragmentation” colour bar. Eventually a dialog box appears and informs you whether the drive needs to be defragmented.

7. Click **Defragment** if you’re prepared to wait a long time.

The Disk Defragmenter dialog box displays the progress of the defragmentation. Defragmenting a hard drive can take a long time - up to several hours - you can always run it overnight!

NOTE: Don’t touch Windows while the hard drive is being defragmented. Just like the Error-checking programme, it won’t hurt anything, but any changes you make to your hard disk causes Disk Defragmenter to start over.

When the defragmentation is finally complete, a dialog box appears, asking you if you want to quit Disk Defragmenter.

8. Click **Yes** to close the Disk Defragmenter.

9. **Other Ways to Start Disk Defragmenter:**

Click the **Start button** and select **All Programs** → **Accessories** → **System Tools** → **Disk Defragmenter** from the menu.

A few final notes on defragmentation: First, you can’t defragment a hard disk that contains errors, so it’s usually a good idea to run Error-checking to find and repair errors on your hard drive before you defragment it. Second, the Disk Defragmenter programme has been optimised in Windows XP. Not only does it defragment your computer’s hard drive, but it also places the programmes you use most often at the beginning of the hard drive so they start faster.



QUICK REFERENCE

To Defragment your Hard Disk:

- Click the **Start button** and select **My Computer** from the menu.
- Right-click the disk you want to defragment, select **Properties** from the shortcut menu, and click the **Tools** tab.
- Click the **Defragment Now button**.
- Click the **Analyse button**, and click **Defragment**.

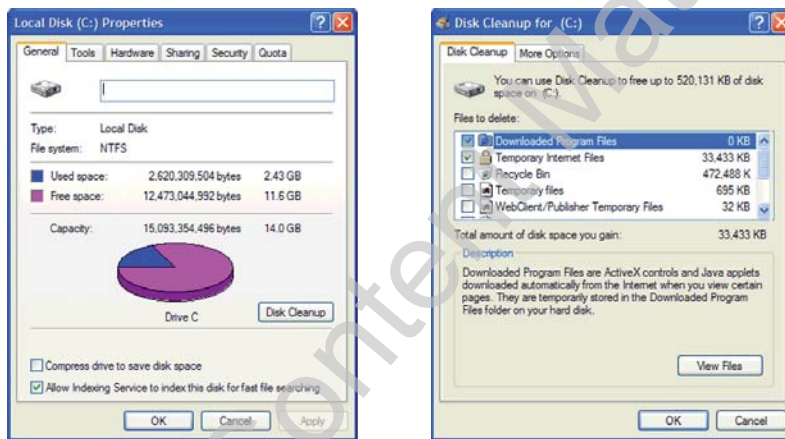
Tutorial 3-3: Freeing Up Space on Your Hard Disk

As you work at your desk day after day, you create unnecessary paperwork that you eventually throw away to free your desk from clutter. Windows does the same thing as time passes, except instead of paper, it creates unnecessary files that don't do anything except waste valuable space on your hard disk. The Disk Cleanup utility programme erases these rubbish files for you. This tutorial explains how to use the Disk Cleanup utility to clear these unnecessary files from your computer.

1. **Click the **Start** button and select **My Computer** from the menu.**
Next, you need to right-click the Local Disk drive.
NOTE: The Local Disk drive is the only drive that uses Disk Cleanup.
2. **Right-click the **Local Disk (C:)** icon and select **Properties** from the shortcut menu.**
Click the **General tab.**
The Properties for the drive appear, as shown in Figure 3-6.

Figure 3-6
The General tab of the Local Disk (C:) Drive Properties dialog box

Figure 3-7
The Disk Cleanup dialog box



3. **Click the **Disk Cleanup** button.**
Windows analyses the hard disk and determines how many unnecessary files you can delete and how much space will be freed by deleting these files.
After several seconds, the Disk Cleanup dialog box appears and displays this information, as shown in Figure 3-7.
The files you can safely delete fall into several categories—see Table 3-1: *Types of Files you can Delete to Save Space* for descriptions of them.

4. **Click **OK**.**
Disk Cleanup deletes the selected types of unnecessary files.
That's all there is to using Disk Cleanup to free space on your hard drive. If you find you still need more room on your hard disk, you have several more options. Here are some things you can do to reclaim space on your hard disk:
 - **Remove Unnecessary Programmes:** One of the best ways to reclaim space on your hard disk is to remove old programmes you don't use. Open Add or Remove Programs in the Control Panel to have Windows delete these programmes for you.
 - **Remove Unnecessary Windows Components:** Although this won't free up a lot of space, you can remove some Windows components by opening Add or Remove Programs in the Control Panel, clicking the Add/Remove Windows Components button, and deselecting the components you want to remove.

Table 3-1: Types of Files you can Delete to Save Space

| File Type | Description |
|---------------------------------|--|
| Downloaded Program Files | Similar to Temporary Internet Files, Downloaded Program Files are small programmes (ActiveX controls and Java applets if you want to be technical) that have been downloaded from the Internet when you view certain pages. |
| Temporary Internet Files | The Internet saves Web pages on your hard disk for quick viewing—so when you return to a Web page, it can fetch it much faster from your hard disk than it can from the Internet. This collection of files used to speed up the Internet is known as a cache. You can safely remove these temporary Internet files from your computer without deleting your Web settings and bookmarks or favourite locations. Disk Cleanup does not normally delete these files, since they help speed up the Internet. |
| Office Setup Files | To avoid the requirement of inserting a CD whenever you run a Microsoft Office programme, the setup files from programme installation may be saved on your computer. Deleting these files is not recommended as they help maintain your Office programmes. |
| Recycle Bin | The Recycle Bin contains files you have deleted from your computer. These files are not permanently removed until you empty the Recycle Bin. |
| Temporary Files | Programmes sometimes store temporary information in a TEMP folder, usually located in the Windows folder. Before a programme closes, it usually deletes this information. Turning your computer off without following the Windows shutdown procedure doesn't give the programme or Windows time to cleanup after themselves, and these TMP files are leftover. You can almost always safely remove .TMP files. |
| Temporary Offline Files | If you work over a network, copies of files you've worked on recently are saved on your computer so they can be easily accessed if you are disconnected from the network. |
| Offline Web Pages | Offline pages are Web pages that are stored on your computer so you can view them without being connected to the Internet. You can safely remove offline Web pages from your computer without deleting your Web settings and bookmarks or favourite locations. |
| Offline Files | Offline files are local copies of network files that you specifically made available. |
| Compress Old Files | Compress (or zip) old files into condensed versions to create more space on the hard drive. You can work with a compressed file or folder just as you would an uncompressed file or folder. |

 **QUICK REFERENCE**

To Free Space on Your Hard Disk:

- Click the **Start button** and select **My Computer** from the menu.
- Right-click the hard disk and select **Properties** from the shortcut menu.
- Click the **Disk Cleanup button**.
- Click **OK**.

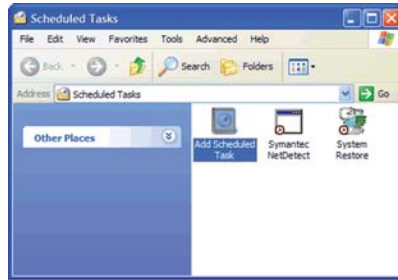
Tutorial 3-4: Scheduling Tasks

To keep your computer in peak condition, you should run maintenance programmes regularly. You can have Windows automatically perform these and other tasks on a regular basis for you with the *Task Scheduler*. Task Scheduler will automatically run programmes that you tell it to in advance. This tutorial explains how to use the Task Scheduler to run programmes on a regular basis.

1. Click the **Start button** and select **All Programs** → **Accessories** → **System Tools** → **Scheduled Tasks** from the menu.

The Scheduled Tasks window appears, as shown in Figure 3-8.

Figure 3-8
The Scheduled Tasks window

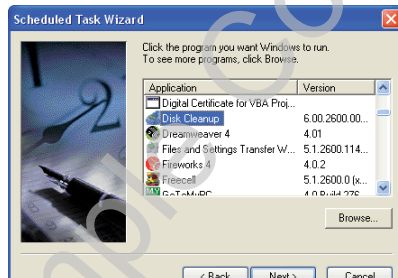


2. Double-click the **Add Scheduled Task icon**.
The first screen of the Schedule Tasks Wizard appears.
3. Click **Next**.

The Scheduled Task Wizard lists all the programmes that are installed on your computer. You must select the programme you want to schedule from the list. Error-checking, Microsoft Backup, Disk Defragmenter and Disk Cleanup are all excellent candidates for Scheduled Tasks.

Let's schedule the Disk Cleanup programme.

Figure 3-9
The Scheduled Task Wizard lists all the programmes on your computer—select the one you want to schedule



4. Select **Disk Cleanup** from the list and click **Next**.
Now you need to specify how often you want the selected programme to run, as shown in Figure 3-10.

Figure 3-10
Specify when you want the selected programme to run



5. Select **Monthly** and click **Next**.

Now you need to specify the time Task Scheduler should run the selected programme. You should always try to schedule a time when the computer won't be in use, such as late at night (so long as you don't turn off your computer when you're done with it).

6. Change the **Start time to 3:00 AM**.

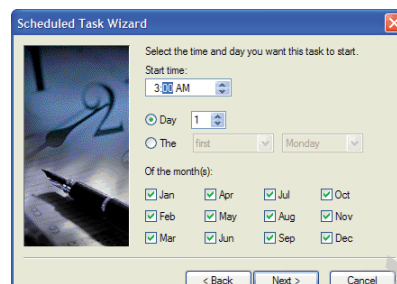
NOTE: The Task Scheduler can obviously only run a programme when your computer is turned on, so if you set the time to 3:00 AM you would have to leave your computer on overnight (on the first day of each month). Otherwise, set the time to one when you know your computer will be switched on.

To change the time, you must first select the hour, minute, or AM/PM. Now choose the day you want the programme to run.

7. Select the **Day** option, as shown in **Figure 3-11**.

The task will run at 3:00 AM the first day of every month.

Figure 3-11
Select the time and day you want the task to start



8. Click **Next**.

Now enter your user name and password. This makes the task run under your personalised settings.

9. Type your user name and password, confirm the password, and then click **Next**.

The last screen of the Scheduled Task Wizard appears, reporting that you have successfully added a new scheduled task.

10. Click **Finish**.

The Scheduled Task Wizard closes and the selected programme appears in the Scheduled Tasks window.

When you no longer want a programme to be scheduled, just delete it from the Scheduled Tasks window—just like you would delete a file.



QUICK REFERENCE

To Schedule a Task:

1. Click the **Start button** and select **All Programs** → **Accessories** → **System Tools** → **Scheduled Tasks** from the menu.
2. Double-click the **Add Scheduled Task** icon.
3. Click **Next**.
4. Select the program you want to schedule a task for and click **Next**.
5. Specify how often you want the program to run and click **Next**.
6. Select the time and day when you want the task to occur and click **Next**.
7. Enter your user name and password information and click **Next**.
8. Click **Finish**.

To Remove a Task from the Task Scheduler:

- Open the Task Scheduler and delete the task, just as you would a file or folder.

Tutorial 3-5: Installing New Software

Thanks to the advanced install files and improved operating systems, computer users rarely have to do more than click the mouse a few times to install a programme. It's usually just a matter of inserting the program CD, and before you know it, the programme is installed on your computer. But if nothing happens after you insert the disk, you may have to start things rolling yourself. This tutorial will show you how to install most programmes.

1. **Find the programme's disk (or disks) and insert it (or the first disk) into the disk drive.**

If your software comes on more than one disk, dig through the box until you find a disk labelled Disk 1, Installation, or Setup.

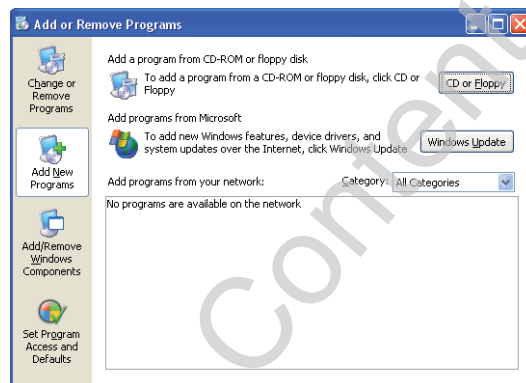
If you're installing a newer programme from a CD-ROM, you might not have to do much more—most CD-ROM's will automatically start the installation programme when the CD is inserted. You can move on to Step 8 if this is the case.

2. **Click the **Start** button and select **Control Panel** from the menu. Click the **Add or Remove Programs** category and click the **Add New Programs** button on the left side of the window.**



The Add or Remove Programs window appears, as shown in Figure 3-12. Here you must select where the programme you want to install is located.

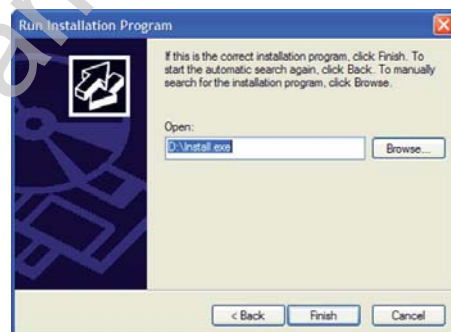
Figure 3-12
The Add or Remove Programs window



3. **Click the **CD or Floppy** button and click **Next** in the Install Program Wizard.**

Windows searches your CD-ROM drive for the program you want to install. Most programmes come with a special program called SETUP or INSTALL, which installs the main programme onto your computer.

Figure 3-13
The Run Installation dialog box



4. **Select the **Setup** or **Install** file and click **Finish**.**

The install wizard for the programme begins. All you have to do now is follow the wizard's instructions to finish installing the programme.

Figure 3-14
A typical Installation screen



Most programmes have a special installation programme used to install them onto your computer. These programmes are usually named Setup, Install or something similar.

5. **Follow the Install Wizard instructions to finish installing the programme.**
The programme should now be installed. However, if you're installing a finicky programme, a programme that you've downloaded from the Internet or a programme located on a network, you're probably going to have to install the programme yourself. Here's how to install a programme on your own:
6. **Click the Start button and select My Computer from the menu.**
You have to open the disk drive or folder where the setup programme is located. For example, double-click the CD-ROM icon if you're installing from a CD-ROM. If you're installing a programme from a network or that you've downloaded from the Internet, find and open the folder where the file is saved.
7. **Navigate to the location of the programme install file. Double-click the file name Setup or Install.**
The programme's install wizard appears.
8. **Follow the Install Wizard instructions to finish installing the programme.**

The installation process varies between each programme, although most set-ups have more similarities than differences. Most programmes use a step-by-step Wizard to guide you through the installation process, let you specify where you want to install the programme (although they have their own default folder in mind), and let you specify which programme components you want to install.

Many installation programmes create their own folder and icons in the Start menu, which can be both a blessing and a curse—a blessing because you don't have to manually add an icon to the All Programs menu, and a curse because if you've installed a lot of software onto your computer, your All Programs menu will be cluttered with dozens of folders and programs. You can always reorganise the All Programs menu and reduce the amount of clutter.



QUICK REFERENCE

To Install Software Using the Control Panel:

1. Find the programme's disk (or disks) and insert it (or the first disk) into the disk drive.
2. Click the **Start button** and select **Control Panel** from the menu.
3. Click **Add or Remove Programs**.
4. Click **Add New Programs**.

5. Click the **CD or Floppy button** and follow the wizard instructions to locate the Setup or Install file.

To Install Software Manually:

1. Open **My Computer**, find the disk drive or folder where the programme you want to install is located, and double-click the installation programme (usually called SETUP or INSTALL).
2. Follow the on-screen instructions to install the programme.

Tutorial 3-6: Removing Software

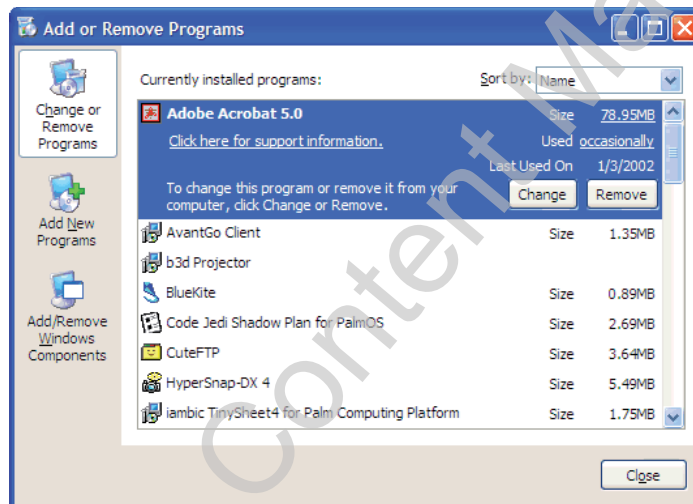
You've finally finished that adventure game you've spent 100 hours on, and since you have completed it and no longer need the game, you decide to reclaim the 200 megabytes it occupies on your hard drive. So how do you remove, or delete, a programme that you no longer need from Windows? You'll learn how in this tutorial.

Before Windows 95, removing programmes from the computer was a very messy process—so messy, in fact, that most people never removed programmes they no longer needed. They just sat there, taking up valuable space on the hard drive. Times have changed, and removing *most* programmes is a breeze with Windows XP. The following steps should remove all but the most obsolete programmes from your computer.

1. Click the **Start button** and select **Control Panel** from the menu. Click the **Add or Remove Programs** category.

The Add or Remove Programs dialog box appears with a list of all the programmes on your computer, as shown in Figure 3-15.

Figure 3-15
The Change or Remove Programs view of the Add or Remove Programs dialog box



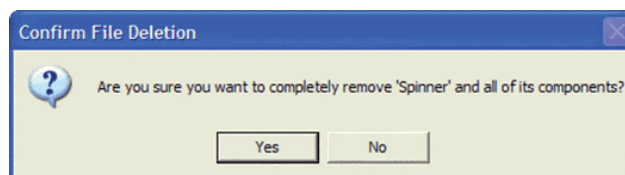
Most of the programmes installed on your computer should appear on this list, in alphabetical order.

2. Select the programme you want to remove from your computer, and click the **Remove button**.

Be absolutely sure you want to remove the programme, as it will be completely erased from your hard disk. If you created any files or documents with the programme that you're removing, it's probably a good idea to back them up, but removing a programme usually doesn't affect any files it created.

3. Click **Yes** to confirm the programme's removal, and finish removing the programme by following the on-screen instructions.

Figure 3-16
The Confirm File Deletion dialog box



Since every programme is different, the steps for removing a programme may differ slightly as well. The steps basically confirm that you want to delete the programme and may ask you to specify which components of a programme you want to delete. You may also have to restart your computer. After following the prompts and instructions, the selected programme is deleted from your computer. Of course, you can always reinstall the programme should you ever decide you need it again.

What if the programme I want to remove doesn't appear in the list? Sorry, but there is no easy way to remove this type of programme. The programme was probably written for an older version of Windows, or even MS-DOS, and cannot be automatically removed by Windows. There are still several things you can try to remove the programme:

Firstly, check the menu group where the programme is located in the Start menu. Usually there are several additional menus or icons. If one of the options says something like "Uninstall Software," you're in luck—you can click that option and remove the programme.

Secondly, you can purchase and install an uninstall programme to remove the programme. Uninstall programmes are great for removing older Windows programmes and they're usually safe to use. The disadvantage is that you have to buy them. Before rushing out to your computer shop, consider the number of programmes you need to remove from your computer. If it is only one or two, then the prospect of paying £20 or £30 for an Uninstall programme isn't very appealing.

Thirdly, you can try deleting the programme the old-fashioned way—by opening My Computer or Windows Explorer and finding and deleting the folder where the programme is located. Be very careful and make sure you know what you're doing when you remove or delete the programme yourself—you don't want to delete something that shouldn't be deleted!



QUICK REFERENCE

To Remove a Programme:

1. Click the **Start button** and select **Control Panel** from the menu.
2. Click the **Add or Remove Programs** category.
3. Select the programme you want to remove from your computer and click the **Remove button**.
4. Click **Yes** to confirm the programme's removal and finish removing the selected programme by following the on-screen instructions.

Tutorial 3-7: Adding and Removing Windows Components

Windows XP is normally not installed with all the components that come on the Windows XP CD. This prevents programmes you don't need from taking up hard disk space on the computer. For example, if your computer doesn't have a modem, it doesn't make much sense to install any communication components. So what are these optional Windows components? Take a look at Table 3-2: *Windows Components*. This tutorial will show you how you can add and remove these optional Windows components to and from your computer.

1. Click the **Start** button and select **Control Panel** from the menu. Click the **Add or Remove Programs** category and click the **Add/Remove Windows Components** button.

The Windows Components Wizard appears, as shown in Figure 3-17. You can view which components have been installed and which haven't by looking at the Components list.

Figure 3-17
The Windows Components Wizard

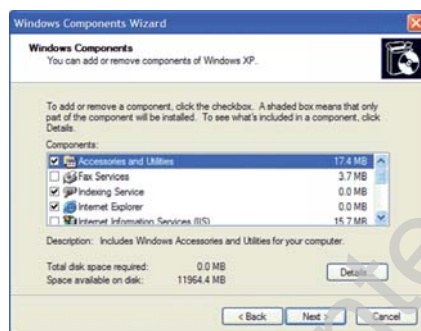
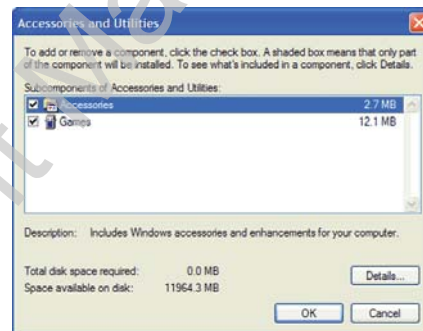


Figure 3-18
Details of the Accessories and Utilities component category



The Windows components are grouped by category. An unchecked box beside a category indicates *none* of its components have been installed. A checked box beside a category means *all* of its components have been installed. A shaded check box beside a category means *some* of its components have been installed. To view which components are in a category, select the category and click the Details button.

2. Scroll down the Components list to view all the components to choose from. Click the **Accessories and Utilities** category (the word, not the checkbox) to select it, and click the **Details** button.

The details of the Accessories and Utilities category appear in their own dialog box, as shown in Figure 3-18.

3. Click the **Games** category. Click the **Details** button.

Games installed on the computer are checked. To remove a Windows component, simply remove the check mark from a check box.

4. Click the **Internet Games** check box to uncheck it.

This component allows you to play the Windows games with other users over the Internet.

5. Click **OK** in the Games dialog box, and click **OK** in the Accessories and Utilities dialog box.

You have returned to the Windows Components Wizard window.

It's not recommended, but you can also remove an entire category by clicking its check box. Let's just remove the game component for now.

6. Click **Next.**

Windows identifies the component changes.

7. Click **Finish.**

The Internet Games component is removed from the computer.

Remember, if you remove a component, you can always go back and click the check box to add the component again. But to add a component, you may need to have the Windows XP CD-ROM on hand.

Table 3-2: Windows Components

| Components | Description |
|--|--|
| Accessories and Utilities | Install a variety of accessories, including games, small applications, and wallpaper. |
| Fax Services | Allows faxes to be sent and received. |
| Indexing Service | Locates, indexes, and updates documents to provide fast full-text searching. |
| Internet Explorer | Adds or removes access to Internet Explorer from the Start menu and Desktop. |
| Internet Information Services (IIS) | Includes Web and FTP support, along with support for FrontPage, transactions, Active Server Pages, and database connections. |
| Management and Monitoring Tools | Includes tools for monitoring and improving network performance. |
| Message Queuing | Programmes for playing sounds, animation, and video on your computer. Also adds additional sound effects. |
| Online Services | Provides guaranteed message delivery, efficient routing, security, and transactional support. |
| MSN Explorer | Explore the web, read your e-mail, talk to your online buddies, enjoy online music and video, and more. |
| Networking Services | Contains a variety of specialised, network related services and protocols. |
| Other Network File and Print Services | Shares files and printers on this computer with others on the network. |
| Outlook Express | E-mail client that allows you to send and receive e-mail messages. |
| Update Root Certificates | Automatically downloads the most current root certificates for secure e-mail, WEB browsing, and software delivery. |
| Windows Media Player | Plays media files, such as music and video. |
| Windows Messenger | Allows you to chat with your instant messenger contacts. |



QUICK REFERENCE

To Add or Remove Windows Components:

1. Click the **Start button** and select **Control Panel** from the menu.
2. Click the **Add or Remove Programs** category.
3. Click the **Add/Remove Windows Components** button.
4. Click the box beside the component category you want to add () or remove ()

5. Click **Next**.

6. Click **Finish**.

To Add or Remove a Windows Component in a Category:

1. Select the category, click **Details**, and then click the box beside the component category you want to add () or remove ()
2. Click **OK**.

Tutorial 3-8: Installing a Printer

Want to add a printer to your computer? Before you can use it you need to install it on your computer. This tutorial will show you how to install a printer attached to your computer.

1. **If at all possible, install the printer using the included software and documentation.**

Hopefully that's all you will have to do and you can skip the remaining steps in this tutorial! If you can't find the software and/or documentation, read on...

2. **Place the printer near your computer and plug the printer cable into your computer's USB or parallel port. Turn your computer and the printer on.**

Most printers connect to the USB port at the back of your computer, but there are still some printers that connect to the older, much larger, parallel port. Usually, the computer detects the new printer and will automatically begin installing the printer. If for some reason this doesn't happen, read on.

3. **Click the Start button and select Control Panel from the menu. Click the Printers and Other Hardware category.**

The Printers and Other Hardware window appears, as shown in Figure 3-19.



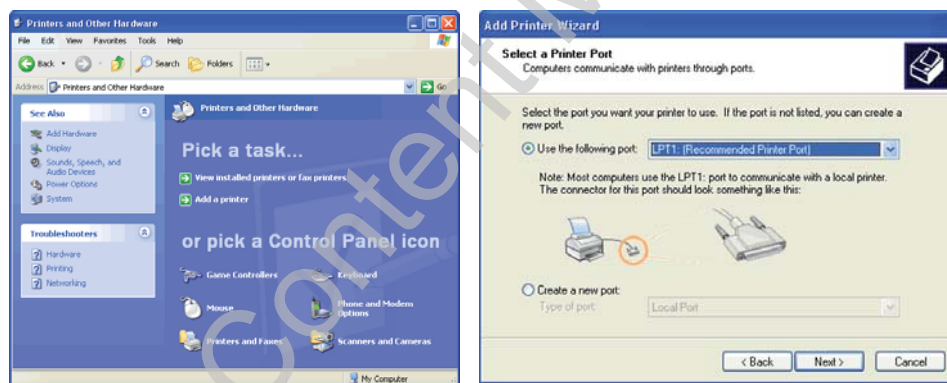
USB Port



Parallel Port

Figure 3-19
The XP Home Printers and Other Hardware window

Figure 3-20
Selecting a printer port (LPT1 and USB are the most common ports)



4. **Click the Add a printer task.**

The first page of the Add Printer Wizard springs onto your screen.

The Add Printer Wizard will help you setup your printer by walking you step-by-step through the entire installation process.

5. **Click Next.**

The Add Printer Wizard may ask how the printer is connected to the computer: locally or over a network. A local printer plugs directly into your computer; a network printer is located elsewhere on the network.

6. **Select the Local option.**

You can skip ahead by clicking the "Automatically detect and install my Plug and Play printer" check box, which attempts to install the printer for you.

7. **Click Next.**

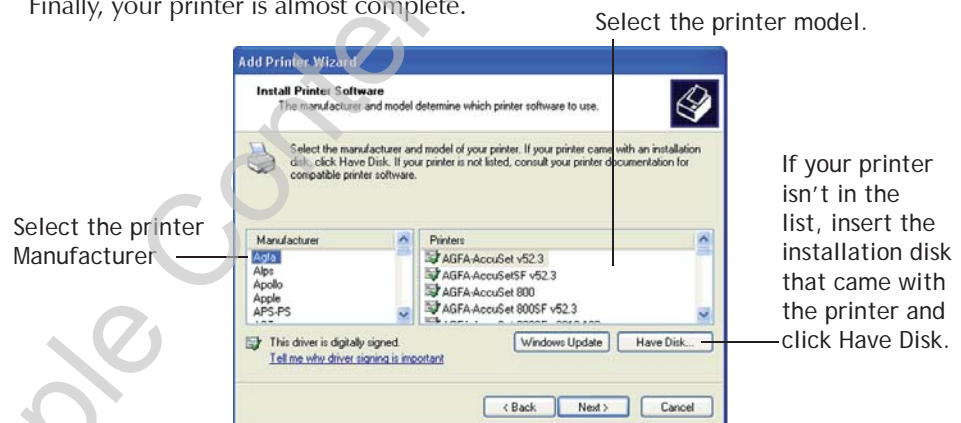
Here you need to specify the port you want to use.

8. **Select the port that your computer uses from the drop down list.**

If you don't see your port in the list (a common problem if you're using a USB printer) you will probably need to install the printer using the software that came with it. If you don't have the software, try downloading it from the manufacturer's Web site.

9. **Click the **manufacturer** of your printer from the manufacturer list.**
You may have to scroll down the list. When you click on the manufacturer's name, a list of printer models from that manufacturer appears in the model list to the right.
10. **Click the **model** of your printer in the model list.**
If you can't find your printer in the list, insert the installation disk that came with your computer and click the Have Disk button. You may have to refer to the instructions that came with your printer to install it.
11. **Click **Next**.**
Give the printer a name in the Printer Name box. You must also decide if you want to use the printer being installed as the default. The default printer is where Windows prints all of its files, unless you specify otherwise.
12. **Enter a printer name. Click the **Yes** option to set the default printer.**
The Add Printer Wizard assigns a name to the printer and sets it as the computer's default printer.
13. **Click **Next**.**
Specify if this printer will be shared by others. If your computer is not part of a network you won't be sharing the printer.
14. **Click **Next**.**
Windows asks if you would like to print a test page to make sure your new printer works. This is a good way to verify that your printer is working properly.
15. **Click **Yes** to print a test page and click **Next**.**
Finally, your printer is almost complete.

Figure 3-21
Selecting a printer driver by make and model



That's it—your printer is installed and should appear as a new icon in the Printers folder. Don't forget to see if your test page printed successfully.

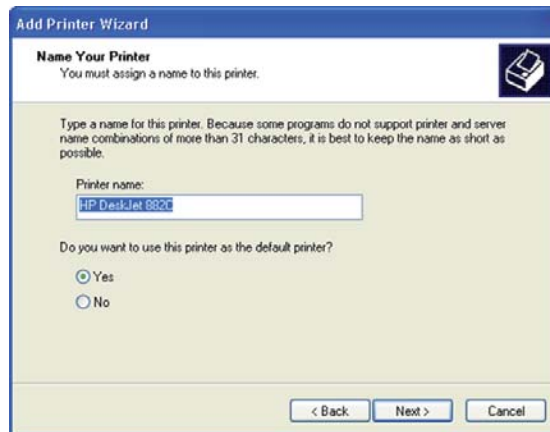
 **QUICK REFERENCE**

To Install a New Printer:

1. If at possible, install the printer using the included software and documentation.
2. Click the **Start** button and select **Control Panel** from the menu.
3. Click the **Printers and Other Hardware** category.
4. Click the **Add a printer** task. Click **Next**.
5. Specify how the printer is connected (local or network). Click **Next**.
6. Select a port to use with the printer. Click **Next**.
7. Select the printer's **manufacturer** and **model**.
If your printer doesn't appear in the list, insert the disk that came with the printer and click the **Have Disk** button. Click **Next**.
8. (Optional) Assign a name to the printer and set the printer as the default. Click **Next**.
9. Specify if the printer will be shared and click **Next**.
10. Specify if you want a test page printed and click **Next**.
11. Click **Finish**.

Tutorial 3-9: Changing Printer Settings and the Default Printer

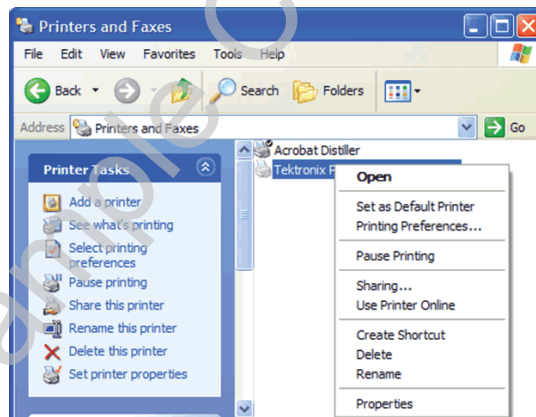
Figure 3-22
Assigning a name to the printer and designating the default printer



Sometimes you may want to tweak the settings on your printer. For example, perhaps you have more than one printer connected to your computer and want to change the default printer. Maybe you want to take advantage of some of your printer's more advanced features or are having trouble printing and want to look at your printer's settings to find out what's wrong. This tutorial will show you how to change which printer your computer uses as the default printer (where your computer prints everything unless you specify otherwise) and how to view and change the default settings for your printer.

1. Click the **Start** button and select **Control Panel** from the menu.
The Control Panel appears.
2. Click the **Printers and Other Hardware** category and click **Printers and Faxes**.
The Printers and Faxes window appears.

Figure 3-23
Right-click any printer in the Printers folder to change its settings

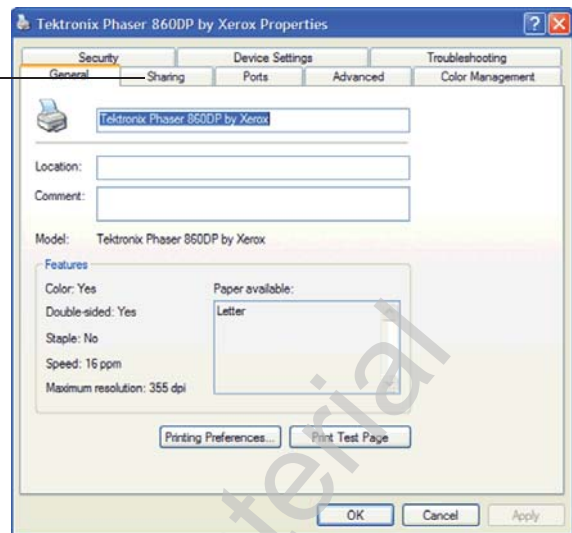


3. Right-click the printer you want to set as the default printer and select **Set as Default Printer** from the shortcut menu.
The default printer displays a black checkmark (✓). Any documents you print will be sent to the default printer.
You can also view the properties for your printers. Here's how:
4. Right-click the printer and select **Properties** from the shortcut menu.
The Properties dialog box for your particular printer appears, as shown in Figure 3-24. Keep in mind that every printer is different, so the Properties dialog box for your printer may look a lot different from the one shown in Figure 3-24. All Printer

Properties dialog boxes let you change the default options for your particular printer—what port it uses, its print quality, etc.

Figure 3-24
The printer Properties dialog box will be different for every printer, depending on the printer's features

Clicking a tab lets you view and change those settings for your printer



5. Click **Cancel** to close the Properties dialog box, then close the Printers folder.



QUICK REFERENCE

To Change the Default Printer:

1. Click the **Start button** and select **Control Panel** from the menu.
2. Click the **Printers and Other Hardware** category and click **Printers and Faxes**.
3. Right-click the desired printer and select **Set as Default Printer**.
4. **To View or Change a Printer's Properties:** Right-click the printer and select **Properties**.

Tutorial 3-10: Installing New Hardware

Anytime you add a new hardware gadget such as a printer or scanner to your computer, you need to make sure Windows XP can talk with and operate it. Windows communicates to your computer's hardware components using a small piece of software called a *driver*. A driver is like a computerised operating manual that tells Windows how to communicate and operate all the hardware devices in your computer.

Whenever you install a new piece of hardware to your computer, such as a network card or a removable storage device, you need to install the driver for that particular piece of hardware. If you're lucky, the piece of hardware is a *Plug and Play* device. Plug and Play devices are devices that Windows can automatically detect and set up to work with your computer, making them a breeze to install. Most new devices are Plug and Play. If the device doesn't automatically install, you'll have to get things going yourself. This tutorial will help you install a hardware device either way.

1. Plug in the hardware device to your computer.

Your computer can be on or off when you plug in the device, although the computer will have an easier time detecting the device if you plug it in before you turn on the computer.

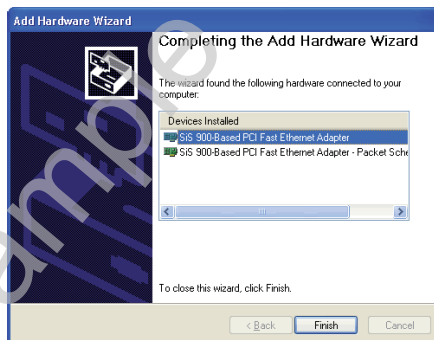
Figure 3-25
The Add Hardware Wizard



Figure 3-26
The Add Hardware Wizard searches for new hardware



Figure 3-27
Windows displays the detected hardware



Found New Hardware icon

2. If Windows XP detects the device, the Found New Hardware icon will appear in the left of the desktop window, followed by the Found New Hardware Wizard. Follow the on-screen instructions.

Make sure you have the disk or CD-ROM that came with your new hardware device and the Windows XP CD-ROM handy—Windows will probably ask you for them. If Windows XP doesn't automatically detect your new hardware, try installing the hardware yourself.

3. Click the **Start button** and select **Control Panel** from the menu. Click the **Performance and Maintenance** category.
The Performance and Maintenance category of the Control Panel appears.
4. Click **System**.
The System Properties dialog box appears.
5. Click the **Hardware** tab and click the **Add Hardware Wizard** button.
The first screen of the Add Hardware Wizard appears.
6. Click **Next** and follow the on-screen instructions to install the new hardware.
First, Windows looks for new Plug and Play devices on your computer. If it finds any, you will probably be asked to insert the disk or CD-ROM that came with your new hardware device.
Next, Windows searches for hardware that is not Plug and Play compatible, which may take a *long* time. If it finds any, you will be asked to insert the disk or CD-ROM that came with your new hardware device.

If you've followed the above steps and Windows still can't find your new device, or if the device doesn't work after you've installed it, bad news—you might have a hardware conflict. Some hardware devices require resources on your computer. These resources are as technical as they sound—IRQs, DMA channels, and I/O ports. All you need to know about them is that there is a limited number of them on your computer (for example, most computers have only one or two available IRQs), and, for the most part, several hardware components can't share the same resource. For example, if you were trying to install a modem that uses IRQ 3 and your network card is already using IRQ 3, the modem isn't going to work.

So what's the solution? You can change the resource settings for most devices—either through Windows or by moving some pins or switches on the hardware device itself (refer to the hardware's user manual for how to do this).



QUICK REFERENCE

To Add New Hardware to Your Computer:

1. Plug in the hardware device to your computer. (Windows should automatically detect and install the device for you. If not, go on to the next step).
2. If Windows doesn't recognise the new hardware, click the **Start button** and select **Control Panel** from the menu.
3. Click the **Performance and Maintenance** category and click **System**.
4. Click the **Hardware** tab and click the **Add Hardware Wizard** button.
5. Click **Next** and follow the on-screen instructions to search for your new hardware.

Tutorial 3-11: Shutting Down a Frozen Programme

Sooner or later you're going to discover that computers don't always work the way they're supposed to. Nothing is more frustrating than when a programme, for no apparent reason, decides to take a quick nap, locks up, and stops responding to your commands. There's usually no way to restore a frozen application, but you can usually shut down the misbehaving programme without having to restart your computer.

1. Start the WordPad programme.

The WordPad programme appears on the screen. Imagine that you've just finished writing a letter in WordPad. Like a good Windows user, you save your file, and then click the Print button to send the document to the printer. Nothing. Not only does the document fail to print, WordPad decides to go on strike and stops responding to your commands.

When a programme freezes, there's nothing you can do except dump the programme from your computer's memory (hopefully you've been periodically saving whatever you've been working on so you won't lose too much of your work, or if it's a Microsoft Office 2003 program you can use the AutoRecovery feature). The next step will show you how to forcefully close a programme.

2. Press **<Ctrl> + <Alt> + <Delete>**.

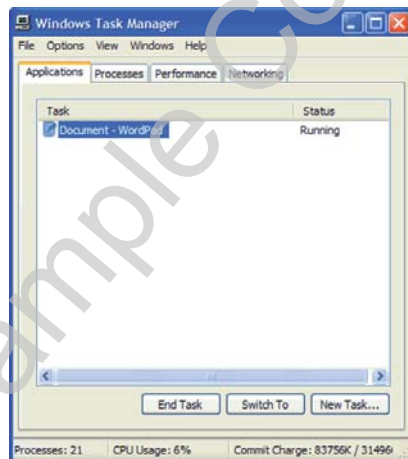
The Windows Task Manager window appears, as shown in Figure 3-28.

All the programmes that are running are listed. Any programmes that are frozen or locked up will have a "(Not responding)" message after them. WordPad hasn't stopped responding, but for the sake of this tutorial we'll pretend it has.

3. Select **WordPad** and click **End Task**.

Windows forcibly closes the WordPad programme.

Figure 3-28
The Windows Task Manager window



Sometimes a programme may cause your entire computer to lock-up, and even pressing **<Ctrl> + <Alt> + <Delete>** won't do anything. What should you do when this happens? There is only one thing you can do—turn your computer off, and restart it.

QUICK REFERENCE

To Shut Down a Frozen Programme:

1. Press **<Ctrl> + <Alt> + <Delete>**.
2. Select the program and click **End Task**.

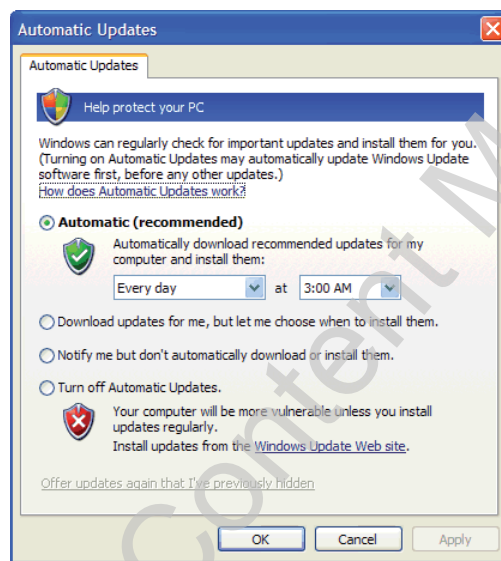
Tutorial 3-12: Using Automatic Updates

An Internet connection is required to use Automatic Updates.

When a manufacturer finds a problem in a product they have made, they call back the product for repairs or to replace it. Microsoft does a similar thing with Windows: when a security vulnerability is found, Microsoft creates a patch to repair the problem. You don't have to bring your computer into a repair shop or send it back to Microsoft, because Automatic Updates downloads critical repairs and updates that are essential for a functional computer onto your computer over the Internet.

1. Click the **Start button** and select **Control Panel** from the menu.
The Control Panel appears.
2. Click the **Security Center** category and click **Automatic Updates**.
The Automatic Updates dialog box appears, as shown in Figure 3-29.
The options to change Automatic Updates are described in the table below.

Figure 3-29
The Automatic Updates dialog box



Windows XP Service Pack 2 is an update that is installed on your computer through Automatic Updates.

Table 3-3: Automatic Update Settings

| Setting | Description |
|---|--|
| Automatic (recommended) | Updates are downloaded and installed automatically every day at 3:00 AM. The schedule for checking updates can be changed. |
| Download updates for me, but let me choose when to install them. | Updates are downloaded but not installed. An icon in the system tray notifies that updates are ready to be installed. |
| Notify me but don't automatically download or install them. | When updates are available, an icon in the system tray notifies you that updates are available at the Microsoft Web site. |
| Turn off Automatic Updates. | All responsibility to keep your computer up to date is yours. |

QUICK REFERENCE

To Run Automatic Updates:

1. Click the **Start button** and select **Control Panel** from the menu.
2. Click the **Security Center** category.
3. Click **Automatic Updates**.

Tutorial 3:13: Restoring Your Computer

If you are experiencing problems with your computer, you can use Windows XP's *System Restore* utility to return your computer configuration to a time before the problems occurred. For example, perhaps your computer doesn't work properly after you installed a bad discount software programme. You can use System Restore to return your computer configuration back to the way it was before you installed that programme, without losing recent work, such as e-mail, documents, or history and favourites lists.

System Restore keeps track of the changes you make to your computer at specific intervals and when you install new hardware and software programmes. You can also create your own restore points to record your computer settings at any given time, in case you want to return your computer to that state later.

In this tutorial you will learn how to use System Restore.

1. Click the **Start button** and select **All Programs** → **Accessories** → **System Tools** → **System Restore** from the menu.

The Welcome to System Restore window appears. You can select one of two options:

- Restore my computer to an earlier time: This option lets you undo the changes made to your computer by selecting a restore point on a calendar.
- Create a restore point: Windows XP automatically creates restore points, but you can also create your own restore points manually by selecting this option. This is useful if you are about to make a major change to your computer, such as installing a new program or new hardware.

Since Windows XP automatically creates restore points for you, most of the time you will select the first option.

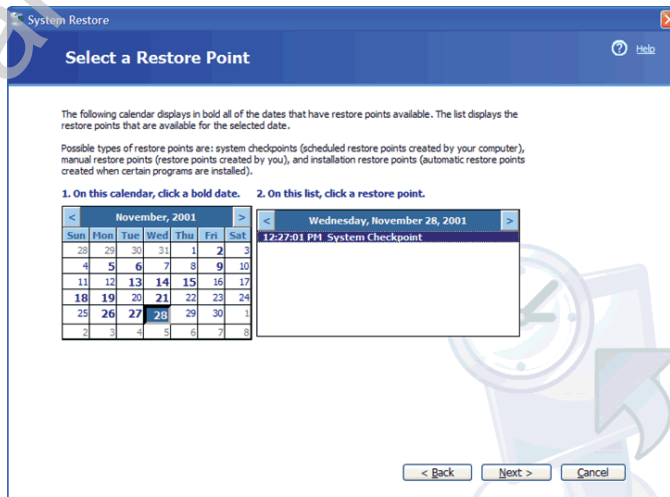
2. Make sure the **Restore my computer to an earlier time** option is selected and click **Next**.

The Select a Restore Point window appears, as shown in Figure 3-30.

The calendar displays the current month and the days for which restore points are available. Each day with a restore point appears in bold.

The right side of the window displays the restore points that are available for the selected day (if you were making a lot of system changes to your computer, there may be more than one).

Figure 3-30
The new System Restore programme can return your computer configuration to a time before the problems occurred



3. **Select the restore point nearest to the time when your computer was working properly. Click Next.**
The next screen appears, asking you to close all open files and programmes before restoring your computer.
4. **Close all open programmes. Click Next.**
System Restore returns your computer to the selected restore point configuration. When it's finished, your computer will automatically restart. After your computer restarts, you will be greeted by the System Restore window and a message indicating that your computer has been restored to a previous state.
5. **Click OK to close the System Restore window.**

You can also use System Restore to reverse the changes made when you restored your computer. To undo any restoration, simply repeat Step 1, select the "Undo my last restoration" option in Step 2, and follow the on-screen instructions.

Please note that System Restore does not replace the process of uninstalling a programme. To completely remove the files installed by a programme, you must remove the programme using Add/Remove Programs in the Control Panel or the programme's own uninstall programme.



QUICK REFERENCE

To Restore your Computer:

1. Click the **Start button** and select **All Programs** → **Accessories** → **System Tools** → **System Restore** from the menu.
2. Make sure the **Restore my computer to an earlier time option** is selected. Click **Next**.
3. Select the restore point nearest to the time when your computer was working properly. Click **Next**.
4. Close all open files and programs. Click **Next**.
5. When the restore is complete the computer automatically restarts.
6. Click **OK** to close the System Restore window.

To Create a Restore Point:

1. Click the **Start button** and select **All Programs** → **Accessories** → **System Tools** → **System Restore** from the menu.
2. Select **Create a restore point**. Click **Next**.
3. Enter a name for your restore point. Click **Create**.
4. Click **Close** to close the System Restore window.

Tutorial 3-14: Using the Device Manager

The Device Manager lets you:

- View information about your computer’s hardware.
- Remove hardware device drivers.
- Change the computer resources a device uses.

If you’re trying to install a new hardware device, have carefully followed the instructions that came with the device and the device still doesn’t function, there may be one of two problems:

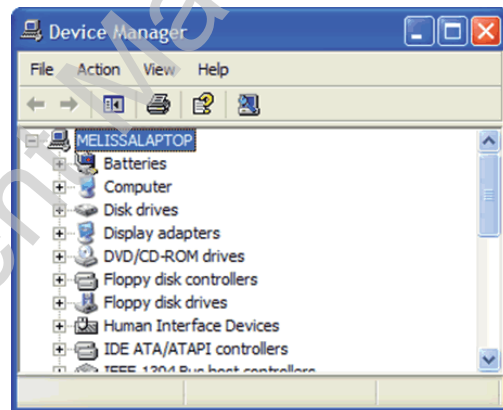
- The device is defective and you’ll need to get another one, or...
- You have a resource conflict. Most hardware devices require resources on your computer. These resources include Interrupt Requests (IRQs), Direct Memory Access (DMA) channels, and Input/Outputs (I/Os). You don’t have to know what these resources mean from a technical standpoint, but it is important that you realise that because these resources are limited, your computer may not be able to accommodate very many hardware components.

Warning!
Be extra careful when you use the Device Manager. You can cause serious problems if you accidentally remove or incorrectly configure a device.

Figure 3-31
The Hardware tab of the System Properties dialog box



Figure 3-32
The Device Manager lists all the hardware devices installed on your computer



The most common type of resource conflict is an Interrupt Request (IRQ) conflict, which occurs when there aren’t enough IRQs available. For example, if you were trying to install a modem that uses IRQ 3 and your network card is already using IRQ 3, the modem isn’t going to work.

So what’s the solution? You can change the resource settings for many devices, either by using the Device Manager or by moving some pins or switches on the hardware device itself (refer to the hardware’s user manual for how to do this).

This tutorial will introduce you to the Device Manager so you can see the hardware devices that are installed on your computer, and how to configure or remove them.

1. **Click the Start button and select Control Panel from the menu. Click the Performance and Maintenance category.**
The Performance and Maintenance category of the Control Panel appears.
2. **Click System.**
The System Properties dialog box appears.
3. **Click the Hardware tab and click the Device Manager button.**
The Device Manager displays your computer’s hardware in hierarchical order.

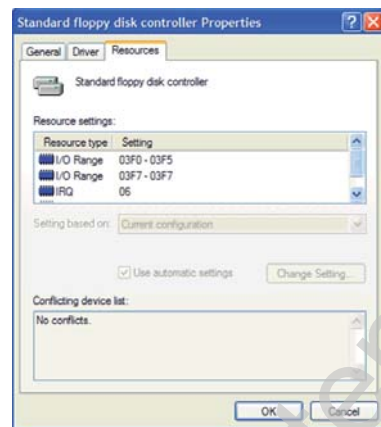
4. Click the **Computer plus symbol** to expand the category.
Right-click a hardware device to display its properties.
5. Right-click the **Network Connection** device and select **Properties** from the shortcut menu.

Here you can see which hardware devices are using which resources.

Most hardware devices have two or three tabs in the Properties dialog box. They are:

- **General:** Displays the status of the hardware and allows you to disable it.
- **Driver:** Displays details about the device driver and allows you to update the driver (provided you have a newer driver).
- **Resources:** Displays the resource currently used by the hardware. It's almost always best to let Windows manage a device's resources automatically. Only manually change a device's resources if instructed by the hardware manual or technical support.

Figure 3-33
The Resources tab lets you change the resources a particular device uses



6. Click the **Close** button and close all open windows to end the tutorial.

Table 3-4: Symbols You'll See in the Device Manager

| Symbol | Description |
|----------------|--|
| Unknown Device | The device doesn't have any drivers installed, and therefore your computer can't use it. You'll have to install drivers for the device—see the tutorial on installing hardware. |
| Device Problem | The device has a problem. This can be caused by a resource conflict (the device is trying to use a resource on your computer that's already in use), an incorrect driver, or a hardware failure. The type of problem will be displayed in the properties for the hardware. |

QUICK REFERENCE

To Open the Device Manager:

1. Click the **Start** button and select **Control Panel** from the menu.
2. Click the **Performance and Maintenance** category and click **System**.
3. Click the **Hardware** tab and click the **Device Manager** button.

To View or Change a Device's Properties:

- Right-click the device and select **Properties** from the shortcut menu.

To Remove a Device Driver:

- Select the device and click the **Uninstall** button on the toolbar.

Be VERY CAREFUL when using the Device Manager! Don't remove a hardware device or change its settings unless you know what you're doing.

Tutorial 3-15: Using Windows Update

Keeping your computer up to date is important. If you don't rely on Automatic Updates to do this for you, you are responsible for downloading updates through Windows Update. Windows Update allows you to download critical updates, but it includes more fun updates, like a new Windows Media Player or desktop themes.

1. Click the **Start button** and select **All Programs** → **Windows Update** from the menu.

The Microsoft Windows Update Web page appears with two options:

- Express Install: This option installs the same updates as Automatic Updates. Includes critical and security updates necessary for your computer to work properly.
- Custom Install: In addition to critical and security updates, you can install and review optional updates, such as new desktop themes.

Figure 3-34
The Microsoft Windows Update Web page



2. Click the type of install you want to perform.

Windows Update scans your computer to see which updates are available for your computer. When the scan is complete, go ahead and install your updates.

3. If you selected Express Install, click the **Install button**. If you selected Custom Install, click the **check box** next to the updates you want to install. Click **Go to install updates** to install the updates.

The Windows Update service downloads and installs the files you selected. Since you're on the Internet, this can take some time, depending on how many files you selected and how fast your connection to the Internet is. You may have to restart your computer when the download is complete, depending on the changes that have been made to your computer.

Windows XP Service Pack 2: Windows Update now includes security patches and updates for Microsoft applications, including SQL, Exchange, and Office, in addition to updates for Windows XP. Windows Update itself has changed, so you may be asked to update Windows Update before adding other updates.

QUICK REFERENCE

To Use Windows Update:

1. Establish a connection to the Internet.
2. Click the **Start button** and select **All Programs** → **Windows Update** from the menu.
3. Click the type of install you want to perform.
4. Express Install: Click the **Install button**.
5. Custom Install: Click the **check box** next to the updates you want to install. Click **Go to install updates** to install them.

Tutorial 3-16: Formatting a Disk

Before you can use a disk, you must format it so that you can save information on it. You can also format a disk to erase any files that are saved on it and prepare it for new files. You can save yourself a lot of time by buying pre-formatted disks—just make sure they are formatted in IBM format!

It's true that this type of disk is almost obsolete; some new computers don't even have this type of drive installed. But you may still find a need for them when installing drivers and USB ports. Here's how to format a disk:

1. Insert the disk you want to format into the drive.

NOTE: Formatting a disk completely erases any information stored on it, so make sure the disk you want to format doesn't contain any information you may need.

2. Click the **Start button and select **My Computer**.**

The My Computer window appears.

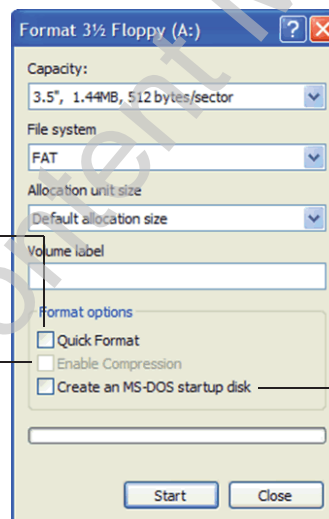
3. Right-click the drive containing the disk you want to format (usually A:), and select **Format from the shortcut menu.**

The Format dialog box appears. There are several options you can specify when formatting a disk—see Figure 3-36 to see what they are.

Figure 3-35
The Format 3½ Floppy dialog box

Erases all information from the disk, but doesn't scan the disk for damaged areas. Only works on disks that have previously been formatted.

Formats the volume so that folders and files on it are compressed. Compression is supported only on NTFS drives.



If you're having problems with your computer, use a startup disk to help remedy your problems.

4. Click **Start.**

The drive whirs as it formats the disk. Formatting a disk usually takes about a minute. When the format is complete, the Format Results dialog box appears with information about the formatted disk.

NOTE: If the Format Results dialog box says your disk has bytes in bad sectors, throw it away. A disk with bad sectors is not reliable and should not be entrusted with your valuable data.

5. Click **Close to close the Results dialog box, and click **Close** again to close the Format dialog box.**



QUICK REFERENCE

To Format a Disk:

1. Insert the disk you want to format into the drive.
2. Open My Computer, right-click the drive and select **Format** from the shortcut menu.
3. Select the formatting options and click **Start**.

Tutorial 3-17: Copying a Disk

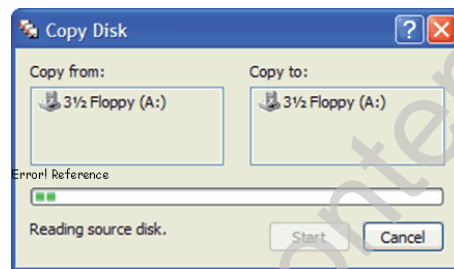
Instead of merely copying files and folders, someday you may find it necessary to make an exact copy of a disk. You should check two things before copying a disk. First, make sure the disks are the same density—most floppies are the High Density 1.44 MB type, so this shouldn't be a problem. Secondly, make sure that the destination disk—the one where the information is being copied—doesn't contain any information you may need, as the copy command will delete and replace any previously stored information with the information you are copying.

Unless you have a couple extra disks on hand, this isn't a hands-on exercise. When you do need to copy a disk, however, here's what to do:

1. **Insert the original disk you want to copy into the drive.**
2. **Click the **Start** button and select **My Computer** from the menu.**
The My Computer window appears.
3. **Right-click the drive containing the disk you want to copy (usually A:), and select **Copy Disk** from the shortcut menu.**

The Copy Disk dialog box appears. Not many options are listed here—just select the drive you want the files copied from and where you want the files copied. Yes, you can choose the same drive as the disk you copy from.

Figure 3-37
The Copy Disk dialog box



4. **Click **Start**.**
Another dialog box appears, asking you to confirm that the disk you want to copy from is inserted in the disk drive.
5. **Click **OK**.**
It will take about a minute for Windows to read all the information from the original source disk into your computer's memory.
6. **When prompted, insert the destination disk and click **OK**.**
Depending on your computer's configuration, Windows may ask you to swap the two disks several times to copy all the information from one disk to the other. When the copy is finished, the dialog box displays a message: "Copy completed successfully."
7. **Click **Close**.**

QUICK REFERENCE

To Copy a Disk:

1. Insert the source disk you want to copy into the disk drive.
2. Click the **Start** button and select **My Computer** from the menu.
3. Right-click the drive, and select **Copy Disk** from the shortcut menu.
4. Click **Start**.
5. Follow the on-screen instructions and insert the source and destination disk as prompted.

Chapter Three Review

Tutorial Summary

Repairing Disk Errors

- To Use Error-checking: Click the **Start button** and select **My Computer**. Right-click the disk you want to scan, select **Properties** from the shortcut menu, and click the **Tools** tab. Click the **Check Now button**, specify disk options, and click **Start**.

Defragmenting Your Hard Disk

- Click the **Start button** and select **My Computer**. Right-click the disk you want to defragment, select **Properties** from the shortcut menu, and click the **Tools** tab. Click the **Defragment Now** button, click **Analyse button**, and then click **Defragment**. Or, click the **Start button** and select **All Programs** → **Accessories** → **System tools** → **Disk Defragmenter** from the menu.

Freeing Up Space on Your Hard Disk

- Click the **Start button** and select **My Computer** from the menu. Right-click the hard disk and select **Properties** from the shortcut menu. Or click the **Start button** and select **All Programs** → **Accessories** → **System Tools** → **Disk Cleanup** from the menu. Click the **Disk Cleanup button** and click **OK**.
- You can also free up hard disk space by removing programmes and Windows components that you don't use.

Scheduling Tasks

- The Task Scheduler automatically runs specified programmes when you tell it to.
- To Schedule a Task: Click the **Start button** and select **All Programs** → **Accessories** → **System Tools** → **Scheduled Tasks**. Double-click the **Add Scheduled Task** icon, click **Next**, select the programme you want to schedule from the list, and click **Next**. Specify how often you want the programme to run and click **Next**. Select the time and day when you want the task to occur and click **Next**. Enter your user name and password information, click **Next**, and then click **Finish**.

Installing New Software

- To Install Software Using the Control Panel: Find the programme's disk (or disks) and insert it (or the first disk) into the disk drive. Click the **Start button** and select **Control Panel**. Click **Add or Remove Programs**. Click **Add New Programs**, click the **CD or Floppy button**, and then click **Next**. Follow the on-screen instructions to install the software automatically.
- To Install Software Manually: Open **My Computer**, find the disk drive or folder where the programme you want to install is located, and find and double-click the installation programme (usually called SETUP or INSTALL). Follow the on-screen instructions to install the programme.

Removing Software

- Click the **Start button** and select **Control Panel**. Click **Add or Remove Programs**. Click the **Change or Remove Programs button**, find and select the programme you want to remove from your computer, and click the **Remove button**. Finish removing the selected programme by following the on-screen instructions.

Adding and Removing Windows Components

- To Add or Remove Windows Components: Click the **Start button** and select **Control Panel** → **Add or Remove Programs**. Click the **Add/Remove Windows Components** button, and click the box beside the component category you want to add or remove. Click **Next**, then click **Finish**.
- To Add or Remove a Windows Component in a Category: Select the category, click **Details**, and then click the box beside the component category you want to add or remove. Click **OK** when you're finished.

Installing a Printer

- To Install a New Printer: If at all possible, install the printer using the included software and documentation. If you don't have the software click the **Start button** and select **Control Panel** from the menu. Click the **Printers and Other Hardware** category and click the **Add a printer** task and click **Next**. Specify how the printer is connected (local or network) and click **Next**. Select a port to use with the printer and click **Next**. Select the printer's **manufacturer** and **model**. If your printer doesn't appear in the list, insert the disk that came with the printer and click the **Have Disk button** and click **Next**. Assign a name to the printer and set the printer as the default and click **Next**. Specify if the printer will be shared and click **Next**. Specify if you want a test page printed and click **Next**. Finally, click **Finish**.

Changing Printer Settings and the Default Printer

- To Change the Default Printer: Click the **Start button** and select **Control Panel** from the menu. Click the **Printers and Other Hardware** category and click **Printers and Faxes**. Right-click the desired printer from the list and select **Set as Default Printer** from the shortcut menu.
- To View/Change a Printer's Default Properties: Right-click the appropriate printer, and select **Properties** from the shortcut menu.

Shutting Down a Frozen Programme

- When a programme freezes or locks-up, you can close the programme by pressing **<Ctrl> + <Alt> + <Delete>**, selecting the programme, and clicking **End Task**.

Installing New Hardware

- Most hardware devices are Plug and Play compliant, so Windows will automatically recognise and install them when you add them to your computer system.
- To Add New Hardware to Your Computer: Plug in the hardware device to your computer. Windows should automatically detect and install the device for you. If Windows doesn't recognise the new hardware, click the **Start button** and select **Control Panel** from the menu. Click the **Performance and Maintenance** category and click **System**. Click the **Hardware** tab and click the **Add Hardware Wizard** button. Click **Next** and follow the on-screen instructions to have Windows search for your new hardware.

Using Automatic Updates

- You must be connected to the Internet to run Automatic Updates.
- To Run Automatic Updates: Click the **Start button** and select **Control Panel** from the menu. Click the **Security Center** category and click **Automatic Updates**.

Using Windows Update

- Establish a connection to the Internet, then click the **Start button** and select **All Programs** → **Windows Update** from the menu. Click the type of install you want to perform. If you selected **Express Install**, click the **Install button**. If you selected **Custom Install**, click the **check box** next to the updates you want to install and then click **Go to install updates** to install them.

Restoring Your Computer

- To Restore your Computer: Click the **Start button** and select **All Programs** → **Accessories** → **System Tools** → **System Restore** from the menu. Make sure the **Restore my computer to an earlier time** option is selected and click **Next**. Select the restore point nearest to the time when your computer was working properly and click **Next**. Close all open files and programs and click **Next**. When the restore is complete the computer automatically restarts. Click **OK** to close the System Restore window.
- To Create a Restore Point: Click the **Start button** and select **All Programs** → **Accessories** → **System Tools** → **System Restore** from the menu. Select **Create a restore point**, click **Next**, enter a name for your restore point and click **Create**. Close the System Restore window.

Using the Device Manager:

- To Open the Device Manager: Click the **Start button** and select **Control Panel** from the menu. Click the **Performance and Maintenance** category and click **System**. Click the **Hardware** tab in the System Properties dialog box, and click the **Device Manager button**.
- To View/Change a Device's Properties: Right-click the device and select **Properties** from the shortcut menu.
- To Remove a Device Driver: Select the device and click the **Uninstall** button.

Be VERY CAREFUL when using the Device Manager! Don't remove a hardware device or change its settings unless you know what you're doing.

Formatting a Disk

- Formatting disk erases any previous files stored on it and prepares the disk so that you can save information on it.
- To Format a Floppy Disk: Insert the disk you want to format into the drive, open My Computer, right-click the drive, and select **Format** from the shortcut menu. Select the formatting options you want to use, and click **Start**.

Copying a Floppy Disk

- To Copy a Floppy Disk: Insert the source disk you want to copy into the disk drive and click the **Start button** and select **My Computer** from the menu. Right-click the drive, and select **Copy Disk** from the shortcut menu. Click **Start**. Follow the on-screen instructions and insert the source and destination disk as prompted.

Sample Content Material

MTC 116 – Electronic Office & The Windows Environment

Please answer each question by clicking in the red check-box or boxes that you wish to select. For questions 5 and 24, type into the grey space provided, which will expand to accommodate your answer.


| | | | |
|-----------|--|--------------------------------------|---------------------------------------|
| 1. | You can move the taskbar to any edge of the screen – True of False? | True <input type="checkbox"/> | False <input type="checkbox"/> |
|-----------|--|--------------------------------------|---------------------------------------|

| | | | |
|--|---|--|--------------------------|
| 2. Select all of the following statements which are true. | | | |
| a. | You can change the size of the taskbar by dragging its top edge until the taskbar is the size you want. | | <input type="checkbox"/> |
| b. | Move the pointer to the bottom of the screen to display a hidden taskbar. | | <input type="checkbox"/> |
| c. | You can position the taskbar so that it floats in the middle of the screen. | | <input type="checkbox"/> |
| d. | You can accidentally change the size of the taskbar so that it disappears almost completely from the screen – in which case you will need to resize it. | | <input type="checkbox"/> |

| | | | |
|--|--|--|--------------------------|
| 3. Select all of the following statements which are NOT true. | | | |
| a. | You can't add or remove programs from the Start menu. | | <input type="checkbox"/> |
| b. | Most programs add themselves to the Start menu's All Programs menu. | | <input type="checkbox"/> |
| c. | Deleting a program from the Start menu deletes the program from your local disk. | | <input type="checkbox"/> |
| d. | You can open recently used documents by clicking the Start button, selecting My Recent Documents (Documents in Windows 2000), and selecting the file you want to open. | | <input type="checkbox"/> |

| | | | |
|---|--------------------|--|--------------------------|
| 4. Which of the following allow you to create, rename, delete, and move folders? | | | |
| a. | Windows Explorer. | | <input type="checkbox"/> |
| b. | WordPad. | | <input type="checkbox"/> |
| c. | Internet Explorer. | | <input type="checkbox"/> |
| d. | The Taskbar. | | <input type="checkbox"/> |

| | | | |
|---|--|--|--|
| 5. You know a program is installed on your computer, but for some reason you can't find it in the All Programs menu. Explain three of the ways in which you can you start the program. | | | |
| a. | | | |
| b. | | | |
| c. | | | |

| | | | |
|---|---|--|--------------------------|
| 6. Which of the following statements are NOT true? | | | |
| a. | Shortcuts have a  in the corner. | | <input type="checkbox"/> |
| b. | When you delete a shortcut, it also deletes the file or folder it points to. | | <input type="checkbox"/> |
| c. | You can create a shortcut by dragging the file or folder to a new location with the right mouse button and selecting Create Shortcut Here from the shortcut menu. | | <input type="checkbox"/> |
| d. | The items in the Start menu's All Programs menu are actually shortcuts. | | <input type="checkbox"/> |

| | | | |
|----|--|-------------------------------|--------------------------------|
| 7. | Used only for advanced networking settings, the Control Panel should never be touched by ordinary users – True or False? | True <input type="checkbox"/> | False <input type="checkbox"/> |
|----|--|-------------------------------|--------------------------------|

| | | | |
|-----------|--|--------------------------|--|
| 8. | Select all of the following statements which are true. | | |
| a. | You can change the display style to Classic if you don't like Windows 2000/XP style. | <input type="checkbox"/> | |
| b. | You can change the colours for all Windows objects at once using a colour scheme. | <input type="checkbox"/> | |
| c. | Double-click the clock on the taskbar to adjust the time and date. | <input type="checkbox"/> | |
| d. | You can only use preset patterns as your desktop wallpaper. | <input type="checkbox"/> | |

| | | | |
|------------|--|--------------------------|--|
| 10. | From the following, select the ways in which you could customise your computer. | | |
| a. | Change the desktop wallpaper. | <input type="checkbox"/> | |
| b. | Apply a desktop theme, which comes with Windows 2000/XP. | <input type="checkbox"/> | |
| c. | Add a system sound. | <input type="checkbox"/> | |
| d. | Windows 2000/XP doesn't allow you to personalise your computer. | <input type="checkbox"/> | |

| | | | |
|-----|---|-------------------------------|--------------------------------|
| 12. | Double-clicking the desktop opens the Display Properties dialog box, which allows you to change any screen settings, such as colours, screen resolution, and desktop wallpaper – True or False? | True <input type="checkbox"/> | False <input type="checkbox"/> |
|-----|---|-------------------------------|--------------------------------|

| | | | |
|-----|--|-------------------------------|--------------------------------|
| 13. | The Notepad program can open any text files of any size – True or False? | True <input type="checkbox"/> | False <input type="checkbox"/> |
|-----|--|-------------------------------|--------------------------------|

| | | | |
|------------|---|--------------------------|--|
| 14. | To record sounds with the Sound Recorder, select the options that you will need. | | |
| a. | A sound card. | <input type="checkbox"/> | |
| b. | A microphone. | <input type="checkbox"/> | |
| c. | A MIDI interface. | <input type="checkbox"/> | |
| d. | Speakers. | <input type="checkbox"/> | |

| | | | |
|-----|--|-------------------------------|--------------------------------|
| 15. | The Calculator program can be used for scientific modes – True or False? | True <input type="checkbox"/> | False <input type="checkbox"/> |
|-----|--|-------------------------------|--------------------------------|

| | | | |
|------------|---|--------------------------|--|
| 16. | Which of the following statements are true about Error-checking? | | |
| a. | You can do a standard or thorough disk scan with Error-checking. | <input type="checkbox"/> | |
| b. | Error-checking can automatically repair most disk errors it finds. | <input type="checkbox"/> | |
| c. | Error-checking will find and remove any computer viruses it finds on your disk. | <input type="checkbox"/> | |
| d. | A thorough scan of a hard drive takes a long time—up to several hours. | <input type="checkbox"/> | |

| | | |
|------------|--|--------------------------|
| 17. | By right-clicking your hard drive and selecting Properties, which of these programs can you access? | |
| a. | Error-checking. | <input type="checkbox"/> |
| b. | Drive Converter (FAT32). | <input type="checkbox"/> |
| c. | Disk Defragmenter. | <input type="checkbox"/> |
| d. | Disk Cleanup. | <input type="checkbox"/> |

| | | |
|------------|---|--------------------------|
| 18. | You're a busy person and have better things to do than perform routine maintenance on your computer. What can you do to stop having to run Error-checking, Disk Clean-Up, and Disk Defragmenter each week? | |
| a. | Select Auto-run feature in the Disk Defragmenter program. | <input type="checkbox"/> |
| b. | Don't use your computer. | <input type="checkbox"/> |
| c. | Add these programs to the Start-Up folder in the Programs menu. | <input type="checkbox"/> |
| d. | Add these programs to the Task Scheduler. | <input type="checkbox"/> |

| | | |
|------------|---|--------------------------|
| 19. | You have purchased a new program on CD. Which of the following will allow you to install it on your computer? | |
| a. | Insert the CD-ROM into the drive—Windows may automatically install it. | <input type="checkbox"/> |
| b. | Insert the CD-ROM, open My Computer, look for a program file named "Setup", "Install", or something similar, and double-click it. | <input type="checkbox"/> |
| c. | Right-click the taskbar, select Properties from the shortcut menu, click the Start Menu Programs tab, and click the Add button. | <input type="checkbox"/> |
| d. | Open the Control Panel, double-click Add/Remove Programs, and click Install. | <input type="checkbox"/> |

| | | |
|------------|--|--------------------------|
| 20. | Select all of the following statements which are true. | |
| a. | You can remove most programs on your computer by opening the Control Panel, clicking Add or Remove Programs, selecting the program you want to remove, and clicking the Remove button. | <input type="checkbox"/> |
| b. | Everything included on the Windows 2000/XP CD-ROM is installed when you install Windows. | <input type="checkbox"/> |
| c. | Pressing <Ctrl> + <Alt> + <Delete> opens the Close Program window, which you can use to forcefully end a program that has stopped responding. | <input type="checkbox"/> |
| d. | The default printer is the printer Windows always uses unless you specify otherwise. | <input type="checkbox"/> |

| | | |
|------------|---|--------------------------|
| 21. | Which of the following statements are true? | |
| a. | Computers have a limited amount of resources, which are used by hardware devices. If two hardware devices try to use the same resource, you have a hardware conflict. | <input type="checkbox"/> |
| b. | Windows should automatically recognise and install any Plug and Play hardware devices that you've added when you first turn on the computer. | <input type="checkbox"/> |
| c. | You can use the Add Hardware Wizard to install your hardware if Windows fails to recognise it. | <input type="checkbox"/> |
| d. | Plug and Play devices get their name because you spend a lot of time playing around with them to get them to work. | <input type="checkbox"/> |

| | | |
|------------|--|--------------------------|
| 22. | From the following statements, select the difference between a workgroup and a domain. | |
| a. | A workgroup has centralised file and account maintenance. A domain is not centralised. | <input type="checkbox"/> |
| b. | A workgroup is a network of computers that share resources, but does not have a presence on the Internet. A domain has identification on the Internet, called an IP address. | <input type="checkbox"/> |
| c. | A workgroup is more common in organisations and businesses. A domain is more suitable for home users. | <input type="checkbox"/> |
| d. | A workgroup is a peer-to-peer network. A domain is a client/server network. | <input type="checkbox"/> |

| | | |
|------------|--|--------------------------|
| 23. | What kind of network is Windows XP Home configured for? | |
| a. | A domain. | <input type="checkbox"/> |
| b. | A workgroup. | <input type="checkbox"/> |
| c. | A client/server network. | <input type="checkbox"/> |
| d. | It isn't configured for a network. You must purchase networking software to create a network with Windows XP Home. | <input type="checkbox"/> |

| | | |
|------------|--|--|
| 24. | Name three settings which are personalized in a user account? | |
| a. | | |
| b. | | |
| c. | | |

| | | | |
|------------|---|-------------------------------|--------------------------------|
| 25. | When you create a user account on your domain computer, the user must already be part of the domain – True or False? | True <input type="checkbox"/> | False <input type="checkbox"/> |
|------------|---|-------------------------------|--------------------------------|

| | | |
|------------|---|--------------------------|
| 26. | Select which of the following statements are true. | |
| a. | When you create a user account, you can limit the user's access on the computer by choosing the account type. | <input type="checkbox"/> |
| b. | You must be logged in to an administrator account to create a user account on a computer. | <input type="checkbox"/> |
| c. | User accounts on Windows XP Home require a password. | <input type="checkbox"/> |
| d. | User accounts on Windows XP Professional use the user name and password they use to log on to a domain. | <input type="checkbox"/> |

| | | | |
|------------|---|-------------------------------|--------------------------------|
| 27. | The Guest account in Windows XP Home gives unlimited access to individuals without an account on the computer – True or False? | True <input type="checkbox"/> | False <input type="checkbox"/> |
|------------|---|-------------------------------|--------------------------------|

| | | |
|------------|---|--------------------------|
| 28. | Which of the following statements are true? | |
| a. | You can change the picture associated with an account in Windows XP Professional. | <input type="checkbox"/> |
| b. | Changing your account password regularly helps keep your account secure. | <input type="checkbox"/> |
| c. | You can change the picture associated with an account in Windows XP Home. | <input type="checkbox"/> |
| d. | Only an administrator can change an account password. | <input type="checkbox"/> |

| | | |
|--|---|--|
| 29. Why should you log off your account when you're finished using the computer? | | |
| a. | Log off so the computer is ready for the next user. | <input type="checkbox"/> |
| b. | Don't log off, just shut down the computer. | <input type="checkbox"/> |
| c. | Log off to prevent an unauthorised user from accessing your account or network. | <input type="checkbox"/> |
| d. | All of the above. | <input type="checkbox"/> |
| 30. You can change how users log on or off their accounts in Windows XP Home by turning off the Welcome screen – True or False? | | True <input type="checkbox"/> False <input type="checkbox"/> |
| 31. Which of the following are a required part of an Ethernet OR wireless network? | | |
| a. | A network hub or switch. | <input type="checkbox"/> |
| b. | A network administrator. | <input type="checkbox"/> |
| c. | A network interface card (NIC). | <input type="checkbox"/> |
| d. | An access point. | <input type="checkbox"/> |
| 32. What of the following might be wrong, if you are having trouble connecting to a wireless network? | | |
| a. | Your computer's serial number does not match the network name. | <input type="checkbox"/> |
| b. | Your WiFi card is not turned on. | <input type="checkbox"/> |
| c. | Your WiFi card does not support the same wireless network standard as the network you are trying to connect to. | <input type="checkbox"/> |
| d. | The WiFi signal strength is not strong enough. | <input type="checkbox"/> |
| 33. Which of the following are types of network components? | | |
| a. | Clients. | <input type="checkbox"/> |
| b. | Services. | <input type="checkbox"/> |
| c. | Modems. | <input type="checkbox"/> |
| d. | Protocols. | <input type="checkbox"/> |
| 34. TCP/IP is what holds the Internet together – True or False? | | True <input type="checkbox"/> False <input type="checkbox"/> |
| 35. What are some of the advantages of an Ethernet network? | | |
| a. | Because Ethernet has been around for quite some time, it is very reliable. | <input type="checkbox"/> |
| b. | Ethernet cables are very convenient. | <input type="checkbox"/> |
| c. | Because it doesn't broadcast information via airwaves, Ethernet is extremely secure. | <input type="checkbox"/> |
| d. | You can browse the Internet using hotspots found in most coffee shops. | <input type="checkbox"/> |
| 36. A large corporation would probably use a peer-to-peer network as its network – True or False? | | True <input type="checkbox"/> False <input type="checkbox"/> |

| | | | |
|------------|--|--------------------------------------|---------------------------------------|
| 37. | From the following, what are the benefits of networking? | | |
| | a. A network allows you to share information, such as files and folders. | | <input type="checkbox"/> |
| | b. A network allows you to share equipment, such as printers. | | <input type="checkbox"/> |
| | c. A network allows you to use software designed for networks, such as e-mail and multi-user databases. | | <input type="checkbox"/> |
| | d. A network allows you to share electricity and conserve power. | | <input type="checkbox"/> |
| 38. | In a peer-to-peer network, everyone stores their files on their own computer – True or False? | True <input type="checkbox"/> | False <input type="checkbox"/> |
| 39. | You plug your new computer into the office network, double-click the My Network Places to browse the network, but there's nothing there! From the following select what could be wrong? | | |
| | a. The Workgroup name in the Network dialog box is incorrect. | | <input type="checkbox"/> |
| | b. Your computer's voltage output is too high. | | <input type="checkbox"/> |
| | c. Your computer doesn't have the right network protocol installed. | | <input type="checkbox"/> |
| | d. Who cares? Give the network administrator a call—it's their job to fix these kinds of problems! | | <input type="checkbox"/> |
| 40. | In order to change access permissions for a shared folder, you must be logged on to Windows XP with a user account that has administrative privileges – True or False? | True <input type="checkbox"/> | False <input type="checkbox"/> |
| 41. | Which of the following are examples of one of Outlook's group collaboration features? | | |
| | a. Merging several different folders from different Outlook users together into a single, grouped folder. | | <input type="checkbox"/> |
| | b. Opening another person's folder. | | <input type="checkbox"/> |
| | c. Planning a meeting with other Outlook users. | | <input type="checkbox"/> |
| | d. Assigning a task to another user. | | <input type="checkbox"/> |
| 42. | When planning a meeting, if you add a person to the Required list, Outlook automatically assumes they will attend the meeting – True or False? | True <input type="checkbox"/> | False <input type="checkbox"/> |

| | | |
|------------|---|--------------------------|
| 43. | You have been asked to manage a colleague's Outlook calendar. Which of the following tasks do you need to complete in order to open your colleague's calendar whenever you start Outlook? | |
| a. | Make sure you have permission to access your colleague's entire Outlook account. | <input type="checkbox"/> |
| b. | Make sure you have permission to access your colleague's calendar folder. | <input type="checkbox"/> |
| c. | Select File → Open → Other User's Folder from the menu, click the Name button, find and double-click your colleague's name, click the Folder arrow, select the name of the folder you want to view, select the Open Automatically option, and click OK. | <input type="checkbox"/> |
| d. | Select Tools → E-Mail Accounts from the menu, select View or Change Existing E-Mail Accounts and click Next. Select Microsoft Exchange Server from the list, and click the Change button. Click the More Settings button and then click the Advanced tab, click the Add button, and type the name of your colleague in the following format: Last Name, First Name. | <input type="checkbox"/> |

| | | |
|------------|---|--------------------------|
| 44. | You have been put in charge of organising a dance. Feeling under-motivated, you decide to give the various jobs associated with the dance to other colleagues. What is the best way of doing this using Outlook? | |
| a. | Secretly add the required tasks to your colleague's Task Lists by opening their Task Lists folders. | <input type="checkbox"/> |
| b. | Create a fake recurring appointment that shows everyone that you are busy from 6:00 AM to 9:00 PM every day for the next 6 months and thus couldn't possibly have enough time to work on the various tasks associated with the dance. | <input type="checkbox"/> |
| c. | Use Outlook to plan a meeting with the colleagues where you can talk about the dance and hopefully give the various tasks over to someone else. | <input type="checkbox"/> |
| d. | Add the required tasks for the dance to Outlook's Task List and then assign them to other users. | <input type="checkbox"/> |