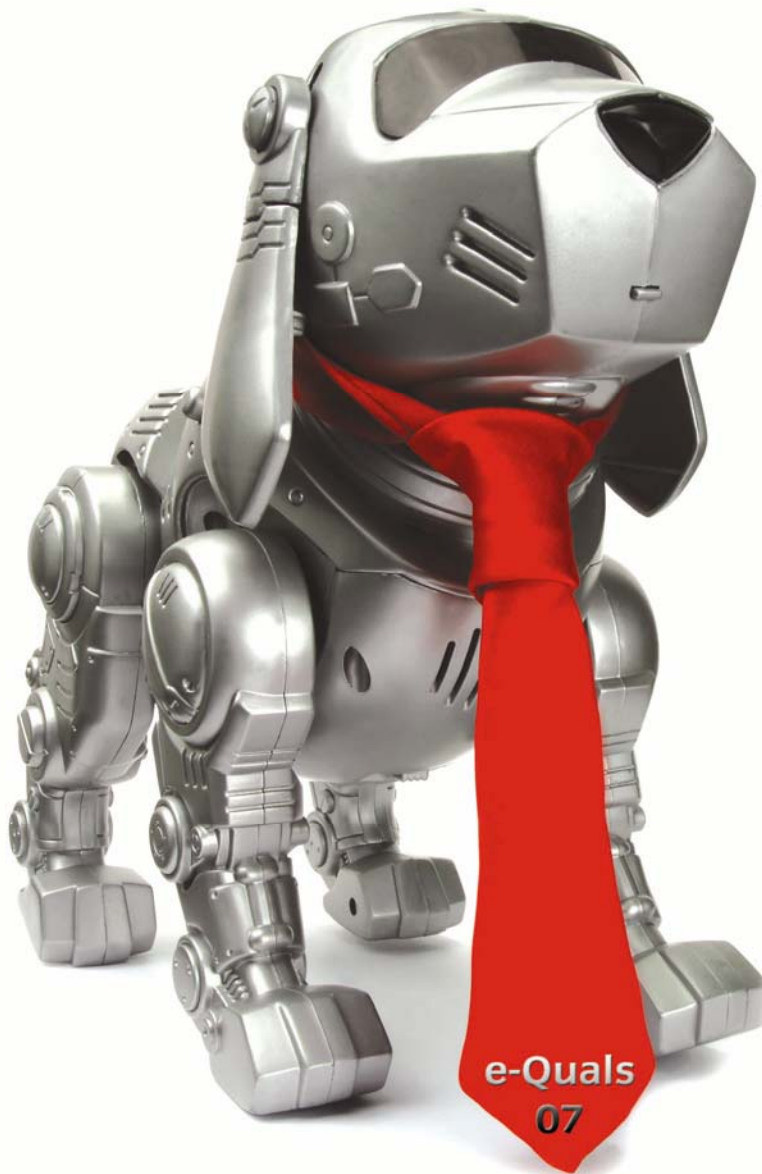# Level 2 Install, configure and maintain software (7266/7267-404/7540-230)

e-Quals
Assignment guide for Candidates
Assignment B

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

Introduction – Information for Candidates

About this document

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

Health and safety

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

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

Time allowance

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

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

Candidate instructions

Time allowance: 2 hours

Assignment set up:

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

- Task A – prepare the system and software for installation
- Task B – install and configure software
- Task C – plan and carry out post installation testing
- Task D – uninstall three applications

Scenario

You work as a support technician in a large call centre. You have been tasked with setting up a new workstation for a supervisor who needs specific software. You have completed the connections, installed the operating system and security software and have tested the hardware. You now need to install some software applications.

Task A – Prepare the system and software for installation

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

2 Check the details obtained in Task A1 against the system requirements for all **three** of the software applications you are about to install. Your Assessor will give details to you. Report any problems with compatibility.

3 Prepare the system for installation of the software.

    a) Close unnecessary programs.
    b) Back-up data files as detailed by your Assessor.
    c) Gain access to the installation files.

4 Scan the installation software for malware.

Q1 This workstation will be the only one using the three applications.

    a) Which type of licence would be suitable?
    b) Name **two** other licence types that might be necessary if more installations of the software are planned.

Q2   Name **two** common problems found during and after software installation and give **one** possible cause for each.

Q3   Name **two** possible consequences of installing unauthorised or 'pirate' software.

Task B – Install and configure software

1   Install the word processing application; opt for the 'full' or 'standard' option where required.

2   Configure the word processor as follows.

    a)   Save open files every 5 minutes.
    b)   Insert your own details in 'user information'.
    c)   Set the default font to 12 point Verdana Italic.
    d)   Set the default page as landscape A5.
    e)   Visible toolbars as directed by your Assessor.

    All other settings to be at default.

3   Install the spreadsheet application; opt for the 'full' or 'standard' option where required.

4   Configure the spreadsheet application as follows.

    a   Change the default file location to one decided by your Assessor.
    b   Set the macro security to Very High.
    c   Set to show three additional toolbars as decided by your Assessor.
    d   Set the username to your own name.

    All other settings to be at default.

5   Install the presentation software.

6   Make **four** changes to the default settings, of the presentation software, as detailed by your Assessor.

7   Record the details of **each** of the three applications you have just installed on the software installation log.

Q4   Explain briefly in what other format the above three applications might have been installed and give **two** advantages of doing so.

Q5   Give **two** reasons why a software installation may have to be upgraded from time-to-time **and** briefly explain both.

Task C – Plan and carry out post installation testing

This task involves planning and carrying out post installation testing logged on as the end user on each of the three software applications you have just installed, using the three files you backed up in Task A3.

1   For **each** of the three installed software applications, devise and write down the test plan to test their correct functioning both individually and at the same time, using the three backed-up files to help you. You must have at least **five** tests for **each** application, plus **three** for their combined use. During the testing, each of the three files must be opened, altered by adding data and then saved under a different name.

2   Test **each** of the software applications according to your test plan and record the results on the test sheet.

Q6   Give **two** examples of testing aids that might be supplied with software applications.

Q7   Give **two** examples of utility software commonly supplied with an operating system and briefly explain their function.

Task D – Uninstall three applications

You are now asked to uninstall the three applications you installed in Task A.

1   Using the information obtainable from the running software, record the details of **each** application to be uninstalled.

2   Back-up the **six** files that were used in the software testing.

3   Uninstall the **three** applications, at least **one** should be done using the operating system uninstaller or the application's own uninstaller.

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

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

Q8   Briefly explain why installed software must **not** be removed by deletion.

Q9   State **one** example where a software application can be safely removed by deletion.

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

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

End of assignment