<u>Supplementary Notes 9:</u>

Model Answers for November 1997 Essay Question

QUESTION 18

Notes:

The question assumes that you are a System Support Executive, and you are required to present a proposal to the Managing director. The first thing to do is to draft your points - to answer the question! Answer what is asked, not what you know. In this case, we are given five guidelines and it is good if we could find one point for each guideline, supported by some facts.

Draft points:

i)   Recommend: Novell Netware. Why? Because it is DOS based, as required by the company. Besides that, Novell also has proven to be a very popular choice as a network OS.

ii)   <u>Advantages over non-networked:</u>
        - Device sharing - can save cost.
        - Data sharing - can make communication within office to become more systematic and effective.
        New application that can be introduced:
        - File server: when certain important and common files can be stored in one central file server , thus providing easy access
        - E-mail: a very fast and economical communication tool.

iii)   <u>Networking topology</u>
        - suggest bus topology because of its popularity and it is easy to maintain.

iv)   <u>Hardware and software components</u>
        - Server (Pentium III 900MHz, 256MB RAM, 13.4 GB Hard disk)
        - Cable (coaxial)
        - Network card
        - T-Connector

v)   <u>General Steps</u>
        - First is to design the cable layout. Measure the length of cable required.
        - Install Network Operating Software on the server.
        - Next is to install NIC on all the computers.
        - Install NIC driver
        - Link all the computer using the cable based on the topology of choice.
        - Testing and troubleshooting.

QUESTION 19

Notes:

Since there is only two sub-questions for this 15 marks question, the explanations required should be more details.

Draft points:

Question (i)

Please, please use numbering to answer this type of "steps" questions - more neat and legible. Do not answer in paragraph format, this is not a story!

- Shut down the computer and make sure the power supply is turned off.
- Open up the casing
- Ground the electrostatic charge by touching on the casing of the power supply.
- Set the jumper setting for the new Hard Disk (HD).
- Remove the old HD and replace it with the new one.
- Plug the IDE connector to the HD, make sure the red wire point to the HD first pin.
- Close casing
- Boot up the computer and enter CMOS BIOS setup
- Auto-detect the HD from BIOS setup
- Save BIOS settings and restart the computer
- Insert a bootable diskette into drive A (which contains DOS commands, including format)
- From A, type "format c:/s" to format the new HD.
- If everything goes well, we should get the C prompt "C:\>" if we type "C:"
- The End.

Question (ii)

Describe - means that we must <u>state</u> and <u>explain</u> the points!
- Cool place
- Away from water
- Away from magnetic sources
- In an upright position