**LESSON NOTES 12**

**Year/Level: 13**          **Subjects: Computer Studies**

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|---|---|
| **Strand:** | CE 2 Computers and Application |
| **Sub-strand:** | CE13.2.1 Hardware, Software Installation and Basic Networking |
| **Content Learning Outcome:** | ❖ Utilities and Basic Computer Troubleshooting <br> • Utilities <br> • Utility suites <br> • Basic troubleshooting |

**Lesson Notes**

**Utilities**

Are specialized programs designed to make computing easier

There are hundreds of different utility programs. The five most essential utilities are:
1. **Troubleshooting programs** that recognize and correct problems, ideally before they become serious problems.
2. **Antivirus programs** that guard your computer system against viruses or other damaging programs that can invade your computer system.
3. **Uninstall program** that allow you too safely and completely remove programs and related files from your hard disk.
4. **Backup programs** that make copies of files to be used in case the originals are lost or damaged.
5. **File compression programs** that reduce the size of files so they require less storage space and can be sent more efficiently over the Internet.

**Utility Suites**

Like application software suites, utility suites combine several programs into one package. The

two best-known utility suites are McAfee Office and Norton System Works.
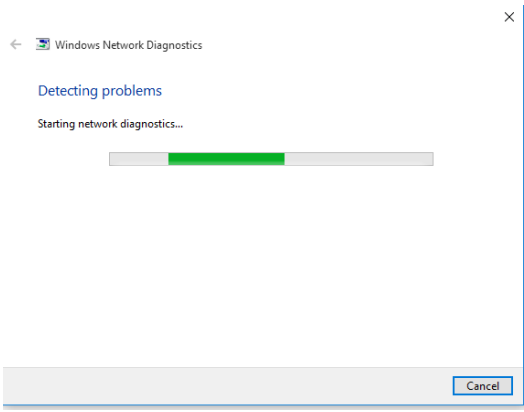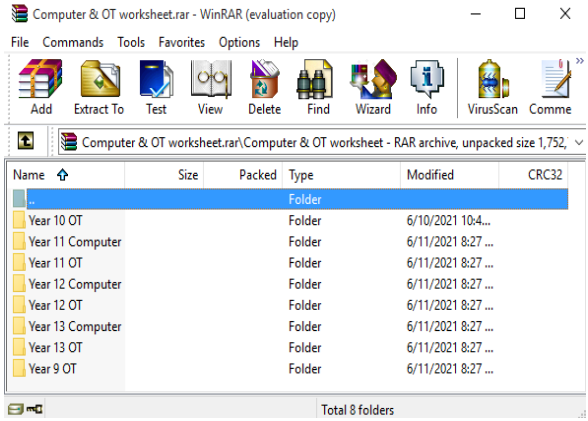
**Basic Troubleshooting**

There are a number of reasons why a hardware installation may have been unsuccessful, including:
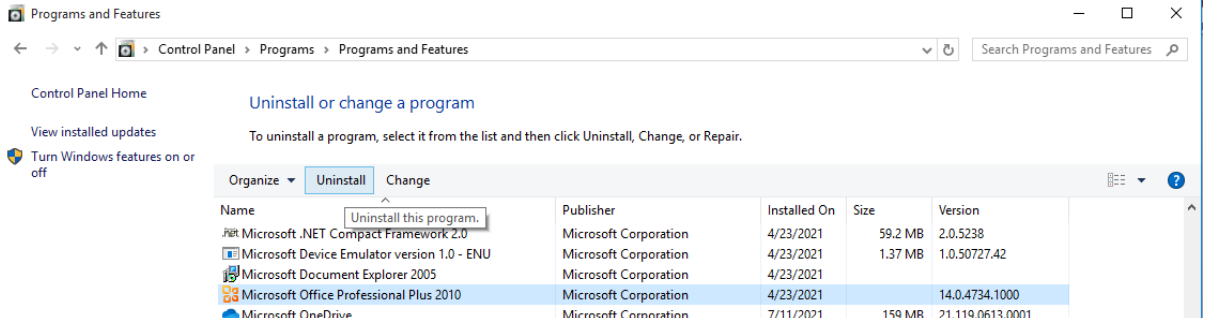• Loose connections
• Jumper settings
• Power supply
• Malfunctioning hardware

## Questions

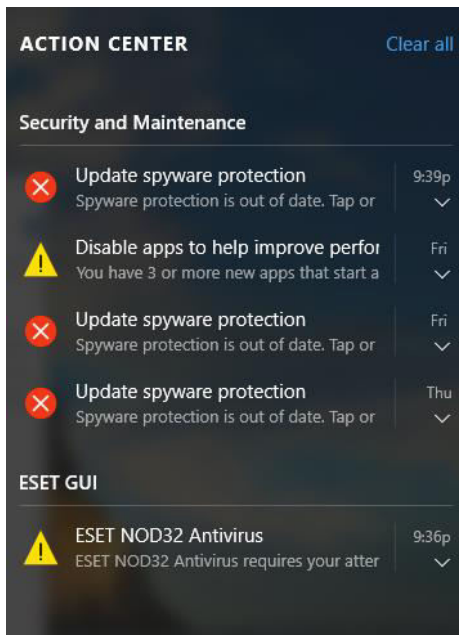1) Study the diagram below and indcate which utility program it is

(i)



(ii)



(iii)



2) Which one is more preferable for a school,Installing utility suite or single package program, why?

3) Explain what is the problem and what needs to be done?



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