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Chapter 1

Reviewing the Basics

1. List four major functions of an OS.

Answer: It manages hardware, runs applications, provides an interface for users, and stores, retrieves, and manipulates files.

2. Which app do you use on the Windows 8 Start screen to install new apps?

Answer: The Windows Store app

3. What might happen to the Windows system if too many services are running as indicated by multiple icons in the notification area of the taskbar?

Answer: The system might slow down and not perform well.

4. What part of a file name does Windows use to know which application to open to manage the file?

Answer: The file extension

5. What is the program filename and extension of File Explorer?

Answer: Explorer.exe

6. When you use File Explorer or Windows Explorer to delete a file from the hard drive, where does Windows put the file?

Answer: In the Recycle Bin

7. Which keys do you press to open the Windows 8 Quick Launch menu?

Answer: Win+X

8. What file extension is used to name a compressed folder?

Answer: .zip

9. What is the program name for the System Information utility?

Answer: Msinfo32.exe

10. By default, when does Windows hide file extensions in File Explorer?

Answer: When it knows which application is associated with the file extension

11. Which Windows 7 window can be used to get a report of the history of problems on a computer?

Answer: The Action Center

12. What are the two basic Windows 8 settings for network security?

Answer: Public and Private

13. List three types of user accounts available in Windows 8.

Answer: Administrator account, standard user account, and child account

14. Which Windows 8 charm can you use to set up a new user account?

Answer: The Settings charm

15. When does a user need to enter a password into the UAC box in order to continue?

Answer: When the user is signed in as a standard user

Thinking Critically

1. Suppose you have purchased and installed apps from the Windows Store on your Windows 8 home computer using your Microsoft account. At work, you connect your Microsoft account to your network ID to sign into your work computer. Will the apps installed on your home computer now be installed on your work computer? Select the best answer.

a. No, because apps from the Windows Store are only installed on the device where they were originally purchased.

b. Yes, because apps purchased with your Microsoft account are installed on up to five computers you sign in to using this account.

c. No, because syncing apps to all computers that use your Microsoft account is disabled by default.

d. Yes, because when you purchase an app from the Windows Store, you can designate that app be synced with all computers that use your Microsoft account.

e. No, because apps can never be synced on work computers that belong to a Windows domain.

Answer: b. Yes, because apps purchased with your Microsoft account are installed on up to five computers you sign in to using this account.

2. A user clicks the OneDrive app on the Windows 8 Start screen and Windows requests her Microsoft account and password. Which of the following statements are true?

    a. Another user has used the OneDrive app on this computer.

    b. This is the first time the user has opened the OneDrive app.

c. The user doesn't have a Microsoft account.

d. The user did not sign into Windows using a Microsoft account.

Answer: d. The user did not sign into Windows using a Microsoft account.

3. What two Windows tools can you use to know how much RAM is installed on your system?

Possible answers: System window, System Properties window, System Information window

4. Mary wants her 32-bit installation of Windows 7 Professional to run faster. She has 4 GB of memory installed on the motherboard. She decides more memory will help. She installs an additional 2 GB of memory for a total of 6 GB, but does not see any performance improvement. What is the problem and what should you tell Mary?

   a. She should use Control Panel to install the memory in Windows 7. After it is installed, performance should improve. Tell Mary how to open the Control Panel.

   b. A 32-bit OS cannot use more than 4 GB of memory. Tell Mary she has wasted her money.

   c. A 32-bit OS cannot use more than 4 GB of memory. Tell Mary to upgrade her system to the 64-bit version of Windows 7 Professional.

   d. A 32-bit OS cannot use more than 4 GB of memory. Explain to Mary the problem and discuss with her the possible solutions.

Answer: d. A 32-bit OS cannot use more than 4 GB of memory. Explain to Mary the problem and discuss with her the possible solutions.

5. Jack needs to email two documents to a friend but the files are so large his email server bounced them back as undeliverable. What is your advice?

   a. Tell Jack to open the documents and break each of them into two documents and then email the four documents separately.

   b. Tell Jack to put the two documents in a compressed folder and email the folder.

c. Tell Jack to put each document in a different compressed folder and email each folder separately.

d. Tell Jack to put the documents on a USB drive and snail mail the drive to his friend.

Answer: c. Tell Jack to put each document in a different compressed folder and email each folder separately.

Lab 1.1 Record Your Work and Make Deliverables

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Review Questions

1. What are the eight categories in the Category view in Control Panel?

Answer: System and Security – Network and Internet – Hardware and Sound – Programs – User Accounts and Family Safety – Appearance and Personalization – Clock, Language, and Region – Ease of Access

2. What are the four file types that can be used to save a snip using the Windows Snipping Tool?

Answer: PNG, GIF, JPG, and MHT

3. The Windows Experience Index rates a computer's performance on a scale of 1.0 to 7.9. If you're using a Windows 7 system, what can you conclude about its performance based on the rating of your computer?

Answer: Answers will vary from a slow to fast computer

4. Search the web for information about the price of Windows 8. How much would it cost to buy your current edition (such as Home, Professional, etc.) of the Windows 8 operating system as an upgrade from Windows 7?

Answer: $69.00 - $130.00 for an upgrade depending on the edition

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Lab ~~7.1~~1.2 Install a Windows 8 App and Manage the Start Screen

Review Questions

1. How do you open the Windows desktop? How do you close the desktop?

Answer: Click the **Desktop** tile on the Start screen. If the desktop has already been opened, point to the upper-left corner of the **Start** screen, and click the **Desktop** thumbnail.

Answer: Press and drag the top of the desktop down to the bottom of the screen.

2. How do you install an app that uses the Windows 8 interface? How do you uninstall a Windows 8 app?

Answer: Find and install the app using the Windows Store app.

Answer: Right-click the app tile, and select **Uninstall** from the status bar that appears at the bottom of the screen.

3. How do you access the Apps screen?

Answer: On the Start screen, click the **down arrow** near the lower-left corner of the screen.

4. How do you add a tile to the Start screen?

Answer: Search for the app. In the Search results right-click the app, and select **Pin to Start**.

5. How do you sign out from the computer? How do you shut down the computer?

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Answer: Sign out by clicking the user name on the Start screen, and then select **Sign out**, or press **Win+X**, select **Shut down or sign out**, and then click **Sign out**.

Answer: Shut down the computer by clicking the **Settings** wheel on the charms bar. Click the **Power** button, and then select **Shut down**, or press **Win+X**, select **Shut down or sign out**, and then click **Shut down**.

Lab ~~7.2~~1.3 Use a Microsoft Account and OneDrive

Review Questions

1. Why can you not use the OneDrive app while signed in using a local account?

Answer: You cannot use the OneDrive app while signed in using a local account because OneDrive requires a Microsoft account.

2. What are the two domain name endings offered when creating a new Microsoft account?

Answer: Outlook.com and Hotmail.com

3. How do you access the menu to add a new document to your OneDrive?

Answer: With the OneDrive app open, right-click anywhere on the screen.

4. Why might you want to save files to OneDrive instead of just saving to your local hard drive?

Answer: Using OneDrive means you can access your files easily through most devices that are connected to the Internet, and you do not need to connect to your local hard drive to access your files.

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5. List the steps to disconnect your Windows 8 local account from a Microsoft user account:

Answer: On the charms bar, click Settings, Change PC settings, and then Accounts. Select Disconnect.

Lab ~~7.3~~1.4 Use the Mail and People Apps

Review Questions

1. What are the steps to add a second email account to the Mail app?

Answer: Open the charms bar, and click Settings. On the Settings pane, click Accounts. In the Account pane, click Add an account, and follow the steps to set up your email using your Microsoft email.

2. By default, only email received in the last two weeks is downloaded to the Mail app. List the steps to have the Mail app download email from the last month:

Answer: While in the Mail app, open the Settings charm, click Accounts, and click your account. Click the item in the Download email from box. In the dropdown list, click The last month.

3. What are the steps to add an account in the People app?

Answer: Open the People app from the Start screen, click Connected to, and then click Add an account. Choose an option from the accounts listed, and then click Connect.

4. Using the People app, what can you do when connected to your Twitter account?

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Answer: Share links and videos with your Twitter followers. Find and follow friends already on Twitter.

Lab ~~7.4~~1.5 Use Windows Keyboard Shortcuts

Review Questions

1. What key is universally used to launch help?

Answer: F1

2. How many Windows logo keys are usually included on an enhanced keyboard?

Answer: Two

3. What keyboard shortcut combinations can be used to copy and paste a block of text?

Answer: Ctrl+C for copy and Ctrl+V for paste

4. Which key can you press to open the Start menu?

Answer: The Windows logo key

5. What is the result of the Windows logo + P key combination? Describe a situation in which a user might find this menu helpful:

Answer: This combination will display the dialog box with options for: Computer only, Duplicate, Extend, and Projector only. This feature can be helpful when using a projector or multiple monitors.

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Lab ~~7.5~~1.6 Gather and Record System Information

Review Questions

1. What are two ways to access the System window?

Answer: Press the **Win+X** keys, or right-click the Start button on the desktop. Then click **System**.

2. Using the charms bar, what are the steps to set the network security so that your computer does not automatically connect to devices, such as on a public network?

Answer: On the charms bar, click the **Settings** charm. Then click **Change PC settings**. Click **Network** in the left pane. Click to open your network connection.

3. Based on the system information you gathered, what component of your computer would you upgrade first? Why?

Answer: Answers may vary based on student experience and might include processor, RAM, graphics card, or hard drive.

4. Why is it beneficial to keep a written record of your system's configuration?

Answer: Written records help to keep track of a system's configuration when tracking multiple systems and comparing condition over time.

Lab ~~7.6~~1.7 Manage Windows 7 Libraries

Review Questions

1. What four libraries does Windows 7 create by default?

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Answer: Documents, Music, Pictures, and Videos

2. What two folders are included in the Documents library by default?

Answer: My Documents and Public Documents folders

3. What dialog box is used to change the save location of a library?

Answer: The library's Properties dialog box

4. What are the steps to create a new library?

Answer: Select Libraries in Windows Explorer and then click New library. Type the name for the new library.

5. Research online, and decide if and how libraries can be used in Windows 8:

Answer: Yes, to view Libraries in Windows 8, in File Explorer, on the View ribbon, click Navigation pane, and then select Show libraries.

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Chapter 1

Survey of Windows Features and Support Tools

At a Glance

Instructor's Manual Table of Contents

- Overview
- Objectives
- Teaching Tips
- Quick Quizzes
- Class Discussion Topics
- Additional Projects
- Additional Resources
- Key Terms

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Lecture Notes

Overview

Chapter 1 covers the Windows operating systems, and how this OS provides the interface between users and applications and hardware devices. Students will learn to use several Windows tools and utilities that are useful to view and manage storage devices, examine a system, and troubleshoot simple problems with hardware and applications. Students will also learn how Windows connects to a network and accesses resources on a network, as well as, how to create and manage user accounts.

Chapter Objectives

After reading this chapter and completing the exercises, the student will be able to:

- Use Windows to interface with users, files and folders, applications, and hardware
- Use Windows tools to explore, examine, and support the system
- Make network connections using Windows
- Manage local user accounts and Microsoft accounts in Windows

Teaching Tips

Windows Interfaces

1. Define how an operating system functions, noting that it facilitates communications between users and applications and users and hardware.

2. List some of the functions of an operating system:
   a. Provide a user interface
   b. Manage files
   c. Manage hardware
   d. Manage applications

3. Explain that IT support technicians should be very familiar with Windows 8 and Windows 7. Point out that Windows 10 has been released but the book was written before it was released.

4. Discuss how Windows OS offers a graphical user interface (GUI) that uses graphics instead of a command-driven interface. Mention that Windows 8 has two graphical interfaces: the modern interface and the desktop.

Teaching Tip	For a comparison of the latest versions of Windows, direct users to: https://www.microsoft.com/en-us/windows/compare

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Teaching Tip	Refer to the following Web site to learn more about the history of Windows operating systems: http://www.microsoft.com/windows/WinHistoryIntro.mspx

Windows 8 Modern Interface

1. Discuss the characteristics of the Windows 8 modern interface, pointing out that it was formerly called the Metro User Interface or Metro UI.

2. Mention that the modern interface uses pages in comparison to the windows used on the desktop.

3. Discuss the charms bar and demonstrate how to select the Settings charm.

4. Point out the Power icon in the upper-right corner of the Start screen and discuss the options that are available when clicking on the Power icon.

Windows 8 Desktop

1. Discuss how to switch from the Windows modern interface to the desktop interface.

2. While in the desktop interface, demonstrate how to launch a program from the desktop using one of the following methods:
   - Start button
   - Quick Launch menu
   - Pin to taskbar
   - Double-click the program file name in File Explorer
   - Shortcut on desktop
   - Run box

Windows 7 Desktop

1. Define a desktop as the initial screen displayed when a user logs into Windows.

2. Demonstrate the use of the Aero user interface within Windows 7/Vista and discuss how this interface affects resource requirements.

3. Show students how the start menu is organized in Windows 7/Vista and compare this to Windows 8.

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4. Identify the taskbar within Windows 7 and illustrate some of the functionality of the taskbar. You should show the following:
    a. Jump list
    b. Aero peek
    c. Notification area (or system tray, or systray)
5. Explain that a Windows 7 library is a collection of folders.

Teaching Tip	Refer to the following Web site for information on the Windows 7 Aero interface: http://windows.microsoft.com/en-US/windows7/What-is-the-Aero-desktop-experience

Windows Tools for Users and Technicians

Windows 8 File Explorer and Windows 7 Windows Explorer

1. Explore the use of the Windows 8 File Explorer and Windows 7 Windows Explorer. Show how Explorer can be used to find folders and files on a computer.

2. Explain a root directory as the very base of a file system, under which all other directories are subdirectories.

3. Emphasize how the root directory changes for different volumes. In other words, the root directory for the C: volume is different from the root directory of the D: volume because each volume has its own root directory.

4. Provide a more detailed explanation for what a subdirectory / child directory / folder is, and then show how to find a subdirectory when given a path.

5. Explain how a filename is used to identify a file, while a file extension is used to identify the type of file involved. Give an example of a path to a file with a visible file extension.

6. Define how the navigation pane can be used in Windows Explorer to quickly navigate multiple levels of folders.

7. Show how to change the appearance of folders and files within Windows Explorer.

8. When using the Details view for a folder, show how to add additional columns to the window for additional information.

9. Demonstrate how the Search box can be used for locating files.

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10. Use the various additional features with Windows Explorer to emphasize how students can use the tool to find and navigate the Windows file system.

11. Show how to perform the following operations using Windows Explorer:
    a. Create a folder
    b. Create a file
    c. Copy a file or folder
    d. Drag and drop file / folder to new location
    e. Rename a file or folder
    f. Delete a file or folder
    g. Select multiple items either with Shift or Ctrl

12. Note that files are sent to the Recycle bin when deleted, although files within the bin are not really deleted.

13. Demonstrate how to create a shortcut on the Windows desktop.

Teaching Tip	Refer to the following Web site to learn more about file organization: http://www.cim.mcgill.ca/~franco/OpSys-304-427/lecture-notes/node53.html

Quick Quiz 1

1. What term is used to describe software that controls a computer?
   Answer: operating system (OS)

2. Which of the following appears on the right side of any Windows 8 screen when you move your pointer to a right corner?
   A. Live tile
   B. Memory Manager
   C. Charms bar
   D. System tray
   Answer: C

3. Which element of the Windows 7 GUI gives windows a glassy appearance, but also consumes more hardware resources?
   Answer: Aero user interface

4. The top of a top-down hierarchical structure of subdirectories is called which of the following?
   A. Base directory
   B. Root directory
   C. Top directory
   D. Volume directory
   Answer: B

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5. True or False: Even though a computer running Windows might have multiple volumes, the computer only has one root directory for all volumes combined.
   Answer: False

The Control Panel

1. Introduce the Windows Control Panel as a window containing several small utility programs called applets. Mention that these applets are used to manage hardware, software, users, and the system.

2. Explain that there are different views available in Control: Category view and Classic view.

3. Demonstrate the following Control Panel applets:
   - Date and Time applet
   - Sound applet
   - Administrative Tools
   - Windows Firewall
   - Windows Defender
   - BitLocker Drive Encryption
   - Action Center
   - Folder Options applet

Folder Options

1. Explore the Folder Options applet in Control Panel. Demonstrate how to change Folder Options so that file extensions are visible.

Power Options

1. Explain that the Power Options applet can be used to help conserve power and increase the time before a battery pack on a laptop needs recharging.

2. Discuss the various power-saving states:
   - Sleep mode (suspend mode)
   - Hibernation

System Window

1. Demonstrate how to find the System window, and point out what useful information can be found there, such as memory installed, type of OS, and Windows edition.

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2. Describe the difference between a 32-bit operating system and a 64-bit operating system.

3. Explain how to activate Windows using the Activate Windows option within the System Window.

Teaching Tip	Refer to the following Web site to learn more about 64-bit vs. 32-bit Microsoft OSs: http://windows.microsoft.com/en-us/windows/32-bit-and-64-bit-windows#1TC=windows-7

System Information Window

1. The System information (msinfo32.exe) window should be explored. Students should be aware of what information can be found in this application.

2. Describe how a device driver is a piece of software that is used by an operating system to communicate with specific hardware.

Action Center

1. Introduce the Action Center, and explain the kind of information typically presented by the Action Center, such as important system issues.

2. Show how to retrieve archived messages in the Action Center to view a history of problems that have occurred on the computer.

Windows Network Connections

1. Explain that Windows offers three ways to share resources on a network: workgroups, homegroups, and domains.

Windows Workgroup and Homegroup

1. Introduce students to the term peer-to-peer (P2P) network, which is a network that doesn't have centralized control.

2. Discuss the differences between Workgroups and Homegroups. Point out that a homegroup provides less security than a workgroup.

Windows Domain

1. Explain to students that a Windows domain is a type of client-server network, where resources are managed by centralized computers.

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2. Introduce students to Windows Server Active Directory, which is a directory database that hold information about every user and device in a domain.

Public and Private Networks

1. Explain to students that Windows 8 offers two types of network security:
   - Public network
   - Private network

2. Discuss the three network security options that Windows 7 offers:
   - Public network
   - Home network
   - Work network

Making a Windows 8 Network Connection

1. Mention that in order to make a wired connection to a network, simply plug in the network cable and Windows will do the rest.

2. Demonstrate how to create a wireless connection in Windows 8. Point out to students that in later chapters they will learn to use the Network and Sharing Center to troubleshoot network problems.

Windows 7: Making a Windows 7 Connection

1. Outline the steps necessary to connect to a wireless network via Windows 7.

Domain Setup

1. Explain how to authenticate to a Windows domain.

Windows User Accounts

1. Discuss the various types and privileges for user accounts in Windows:
   - The scope of the account
   - Privileges for the account
   - A Microsoft account

Using a Microsoft Account with Windows 8

1. Highlight the advantages and disadvantages of signing in to Windows using a Microsoft account:
   - Personal settings across several devices
   - OneDrive storage in the cloud

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- Windows Store
- Private settings stored on the local computer

2. Demonstrate how to connect an existing local account or network ID to a Microsoft account. Point out that you can also switch the user account from a Microsoft account back to a local account or network ID.

3. Discuss where the three different accounts are authenticated:
   a. Local account is authenticated on the local computer and gives access to the local computer.
   b. A network ID is authenticated by a computer on the network and gives access to the local computer and other resources on the network.
   c. A Microsoft account is authenticated on the live.com website, which gives access to the local computer and online resources.

User Account Control Box

1. Elaborate on how the User Account Control (UAC) dialog box is used to escalate privileges only when necessary for applications to run.

2. Explain the difference between an Administrator account and a standard user account, and discuss how the UAC box facilitates standard user accounts to have minimal Administrator access.

Teaching Tip	Refer to the following Web site to learn more about a Microsoft account: http://windows.microsoft.com/en-us/windows/accounts

Quick Quiz 2

1. Which of the following is a collection of support tools used by technicians to support Windows, hardware, applications, and users?
   A. Print Management
   B. Event Viewer
   C. Console
   D. BitLocker
   Answer: C

2. True or False: Windows uses the file extension to know which application to open to manage the file, which is called the file association.
   Answer: True

3. A 64-bit OS performs better than a 32-bit OS, but what does it require more of?
   Answer: memory

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4. Which of the following is a centralized location used to solve problems with security and maintenance?
   A. Network and Sharing
   B. Action
   C. Solutions
   D. Control
   Answer: B

5. Which of the following is used to protect the Windows operating system against malware?
   A. UAC
   B. Libraries
   C. Hidden file extensions
   D. Read-only file attributes
   Answer: A

Class Discussion Topics

1. Do the graphical elements introduced in Windows 8/7 help or harm productivity? Should the effect on hardware resources be taken into account in such a discussion?

2. What are the drawbacks to using the UAC functionality within Windows 8 and Windows 7? Should standard user accounts even be able to make use of Administrator level privileges?

Additional Projects

1. Research the latest version of Microsoft Windows 8. Look for new features, system requirements, versions, and costs. Report your results in one to two paragraphs.

2. Compare the Windows 8 operating system to the newly released Windows 10 operating system,

Additional Resources

1. Microsoft's home page for Windows
   http://www.microsoft.com/windows/

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2. Overview of Operating System Functions
   http://computer.howstuffworks.com/operating-system.htm

3. Tips and Tricks for Navigating in Windows 8
   http://www.biztechmagazine.com/article/2013/03/tips-and-tricks-navigating-new-windows-8-user-interface

4. System Information Tools in Windows
   http://www.thewindowsclub.com/system-information-tool-msinfo32

5. Adding and Managing Users in Windows 8
   http://www.pcworld.com/article/258875/adding_and_managing_users_in_windows_8.html

Key Terms

For explanations of key terms, see the Glossary for this text.

32-bit operating system

64-bit operating system

Action Center

Active Directory

Administrative Tools

administrator account

Aero user interface

BitLocker Drive Encryption

category view

charm

charms bar

child directory

classic view

client-server

compressed (zipped) folder

Control Panel

Date and Time applet

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device driver

domain

domain account

File Explorer

file extension

filename

folder

Folder Options applet

gadget

global account

graphical user interface (GUI)

hibernation

homegroup

library

live sign in

live tiles

local account

logical topology

Metro User Interface (Metro UI)

Microsoft account

modern interface

navigation pane

Network and Sharing Center

network ID

Notepad

notification area

OneDrive

operating system (OS)

patch

path

peer-to-peer (P2P)

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physical topology

pinning

Power Options applet

Quick Launch menu

Recycle Bin

root directory

Security Center

service

service pack

sidebar

side-by-side apps

sleep mode

sleep timer

Sound applet

standard account

Start screen

subdirectory

suspend mode

System Information

system tray

System window

systray

taskbar

User Account Control (UAC) dialog box

volume

Windows 8.1

Windows Defender

Windows Explorer

Windows Firewall

Windows Store

workgroup

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