



Province of the
EASTERN CAPE
EDUCATION

DIRECTORATE SENIOR CURRICULUM MANAGEMENT (SEN-FET)

HOME SCHOOLING SELF-STUDY WORKSHEET ANSWER SHEET

SUBJECT	COMPUTER APPLICATIONS TECHNOLOGY	GRADE	12	DATE	16/04/20
TOPIC	SOFTWARE: Common Software Problems	TERM 1 REVISION	✓	TERM 2 CONTENT	(Please tick)

1. True or false statements

Indicate whether the following statements are TRUE or FALSE. Write 'true' or 'false' next to the question number. Correct the statement if it is FALSE. Change the underlined word(s) to make the statement TRUE. You may not simply use the word 'NOT' to change the statement.

- a. Software updates include improvements to program performance, stability and improved access.

Answer: True

- b. Software developers use write-only files by selling their software on CDs/DVDs.

Answer: True

- c. Faulty software leaves space for people with malicious intent to exploit the user.

Answer: True

- d. Flawed software can lead to problems, such as security risks, underperformance and overperformance.

Answer: True

2. Short and medium questions

Answer the following questions:

- a. What is the difference between SP1 and SP2 of the same software?

Answer: Service Pack 2 is a newer version than Service Pack 1. SP2 can contain improvements on any issues experienced with SP1.

- b. How does read-only files work?

Answer: Read-only files are files that have been set to allow the user to only read or move the file. It is useful to:

- protect data from being changed by others; and
- prevent accidental changes to data.

- c. Is it possible for a home user to change a file's attribute to or from "Read-only"? If so, explain how this can be done.

Answer: Yes, it is possible. Follow the listed steps:

- Go to the file you are trying to edit.
- Right-click the file and select Properties from the options list. This will open a new properties window.
- At the bottom of the properties window, under attributes, cancel the read-only option selection.
- Click OK at the bottom of the properties window.

- d. Name and describe five risks associated with using flawed software.

Answer:

- *Security risks:* Faulty software might not be fully secure and can contain flaws that people with malicious intent can exploit in order to access your computer and steal your data.
- *Underperformance:* Faulty software might cause your computer to underperform due to slow system response and transaction rates.
- *No performance:* Faulty software can lead to program and computer crashes. This might require you to restart your computer.
- *Navigation risks:* Faulty software can cause programs that make use of GPS (global positioning satellite) to give inaccurate results. This can lead to the user getting lost and wasting a lot of time trying to determine how to get to his or her destination.
- *Economical risks:* Faulty software used to make payments to workers can lead to some workers getting

- e. How can you minimise the risk of faulty or flawed software?

Answer: Update regularly. Report faulty software. Read forums or comments made about software before installing it.

3. Scenario

Bongi has recently downloaded a music album. She has a certain way of naming her music files but is having trouble trying to rename them.

- a. Why do you think Bongi is having this problem? Name at least two possible causes.

Answer: Any two of the following:

- The file is being used in another program.
- The read-only attribute is on.
- The downloaded file is corrupted.
- The naming of the files includes special characters on the keyboard that are not allowed to be used.

- b. Explain in detail how Bongi should go about fixing the problems mentioned in your previous answer.

Answer: Any two of the following, depending on how they answered in a:

She should take the following steps to change the read-only attribute:

- Go to the file you are trying to edit
- Right-click the file and select Properties from the options list. This will open a new properties window.
- At the bottom of the properties window, under attributes, cancel the read-only option selection.
- Click OK at the bottom of the properties window.
- She should close the program that uses the file before she renames it.
- She should delete the files and download them from a more trusted site.
- She should change her way of naming music.