WorldSkills Competition 2003

19 to 22 July 2003 in St. Gallen, Switzerland

Day 1

Trade 39   **IT PC and Network Support**

To be filled out by the candidate

Competitor   ....

Date   ....

Start time   ....

Stop time   ....

Signature   ....

To be filled out by the judges

Overall score   ....

Judge 1   ....

Judge2   ....

General Points

The competition has a fixed start and finish time; you must decide how best to divide your time.

At the final of the day 1 you will have created four handwritten log documents:

- o Activity Log

- o Assembly Log

- o List of Hardware Elements (peripheral, additional HW and CPU/HDD/RAM, with the following information: specification and serial number)

- o Repair Log (fault and its solution)

You can decide which task to begin with and how many details to include in your log documents. You must title each log document with the correct name such as, "Activity Log".

Equipment

You have the following equipment at your disposal:

Two PCs

PC1: (disassembled)

- o Motherboard, processor and power supply located on the chassis

- o RAM (2 x 128 MB)

- o HDD (40 GB)

- o IDE DVD-ROM (Hitachi-LG DVD ROM)

- o External loudspeaker

- o Keyboard

- o Mouse

- o Monitor

- o FDD

PC 2 (totally assembled)

Additional hardware:

- Scanner (HP scanjet 4500 C)

- Internal modem (V90 56 K PCI Modem SWI)

- HDD 1 (FSC HDD 36 GB U320 SCSI)

- HDD 2 (FSC Storage Bird USB 2.0)

- Tape drive (Seagate TapeStor 20GB)

- CD-RW (Liteon CD ReWriter LTR-52)

- USB camera (Philips ToUcam)

- Wireless LAN card (3COM 11 Mbps Wireless LAN)

- SCSI controller (FSC U160W LVD SCSI-Controller)

Additional software

- Operating System (Windows XP Professional)

- Drivers for peripherals

Additional equipment

- Tool kit

- Antistatic table, wrist strap

Tasks (Part 1)

Background

You work for the company UP-SOLUT GmBH.

The company operates in Switzerland, manufacturing products including plastic

masonry paint. At its Berne headquarters it employs around 250 staff that rely on

PCs.

Your job as a member of this company's PC support team is to solve all problems and

issues arising in connection with the IT infrastructure.

Your superior bought the components (PC1) as part of a special deal.

He gives you the job of assembling these components to make a fully-functioning PC.

Please pay attention to the specifications to ensure that you assemble and set up PC1

properly and in accordance with the company's internal guidelines.

Work Tasks (company's internal guide)

- Assemble PC1. Take care to follow ESD handling guidelines.

- In addition you must install and connect the following components:

  o Scanner

  o Modem

  o SCSI Hard disk

  o SCSI Controller

  o Tape drive

  o CD-RW (replace the DVD Rom)

  o USB cam

  o Wireless card

  o USB Storage

- Set up PC1 with the operating system you have in front of you. Ensure that all

  components are correctly installed.

- Connect your PC using the Wireless-LAN to the Server using the following parameters.

  o Key: AA.BB.CC.00.11.22.33.44.55.66.77.88.99

  o WEP 128 bit

  o SSID: Trade39

  o Network Specifications (See next page)

- Create a 4 GB partition on the IDE hard disk for the installation of the operating

  system. The rest of the hard disk should remain unpartitioned.

- The SCSI hard disk will be used as a data disk.

- PC1 specifications

    Computer name: SWISS [written on your Table] (e.g. SWISS05)

    Admin password: SSIWS

    User name   Administrator

- Network specifications

    Server name: Server39

    DOMAIN: Trade39

    User name   KSI

    Password   KSI

- Do not create an emergency repair disk.

- Set up the network printer.

Specifications

- Write an assembly log (HW and SW) including all steps.

- Make a list of the most important hardware and peripheral elements and their specifications (speed, size, etc.)

- Test the system by carrying out the following steps.

  o On the server you will find an image (photo39.jpg) in the directory (Files). This image should appear as a background image when the administrator is logged in.

  o Take a picture of yourself using the webcam and print it on the network printer (minimum resolution of 640 x 480 and at least the half size of a A4 paper). Call a judge as soon as the photo is printed out. The judge will bring the photo to your work station. You must not get up yourself.

  o Burn an emergency repair CD in front of the expert.

  o Write your name under the photo and scan the whole sheet. Your name must be visible on the scanned file.

  o Save the scanned file (name it as face39.jpg) on the SCSI hard disk.

  o Burn a CD with the scanned file (face39.jpg) you created and label the CD with your name

  o Copy the scanned file (face39.jpg) to the USB Storage

  o Copy the scanned file (face39.jpg) on to the tape.

  o Print out the tape report (Database Listing – Summary / print out the page 1, 2,and 3)

  - The company insists that every PC have a BIOS/CMOS password. Use the

password "Trade39".

Tasks (Part 2)

Background

A PC user who works for UP-SOLUT GmBH goes to a PC tuning course. He is so excited about what he has learned that he decides (without permission) to fine tune his company PC. This PC is known as PC2.

This is how the user describes the situation:

- I installed a few components. After that the PC didn't start properly, and strange blue screens appeared.

- To solve the problem I removed a component and installed a higher-performance processor, whatever it's called, instead. After that the PC wouldn't boot at all.

- Apart from that I didn't do anything!

- After a lot of experimenting I decided to give the PC to an expert.

Work steps

Your first task now is to localise and fix the faults. Please make a proper repair log as you work. (You should find a total of 9 faults). You should not reinstall the OS.

Additional tasks:

- Create an MS-DOS startup disk