Internet Services

Very Short Answer Type Questions [1 Mark each]

Question 1. Write the purpose of search engine. CBSE 2005

Answer: The main purpose of search engine is to help people to find more information in any topic, which user wants.

Question 2. Give the name of any two Websites, which are used as a search engines.

Answer: www.google.com and www.altavista.com

Question 3. What do you understand by uploading a file on Internet? Name software used for it.

Answer: To transfer a file from your computer to a server is called uploading a file on Internet. FTP is the software which is used for it.

Question 4. Distinguish between FTP and Telnet.

Answer: FTP (File Transfer Protocol) facilitates the transfer of files from one point to another while Telnet is a connection protocol that allows a user to connect to a remote server.

Question 5. What do you understand by telnet?

Answer: Telnet is a protocol that facilitates remote login on a computer.

Question 6. What do you understand by downloading files from Internet?

Answer: Downloading is transferring files from a server to a client's computer.

Question 7. What do you understand by remote login?

Answer: Remote login or remote access is the ability to get access to a computer or a network from a different computer.

Question 8. Give the name of any two Websites which are used to send E-mail.

Answer: www.gmail.com and www.rediffmail.com

Question 9. How can a Word document be sent along with an E-mail?

Answer: By attaching the Word file with an E-mail.

Question 10. Write one advantage and one limitation of E-mail over traditional mail.
or
Why is E-mail so popular over conventional mail?
or
Mention any two advantages of E-mail over conventional mail. CBSE 2010, 08, 04,03

Answer:
Advantages

1. E-mail is extremely cost effective.
2. E-mail takes lesser time for transmitting data than conventional mail.

Disadvantage

1. Need of Internet connection to send/receive mail.

Question 11. How can video conferencing be helpful to teachers?

Answer: Using video conferencing, teachers can communicate with different school teachers and students to discuss different topics or attend seminars online.

Question 12. State one advantage of video conferencing over personal face-to-face business meetings.

Answer: Video conferencing allows you to interact with many people face-to-face without being at same place.

Question 13. How multiple E-mail addresses are defined in To, Cc, Bcc field?

Answer: By using comma between E-mail addresses.

Question 14. How many forms can E-learning occur?

Answer: E-learning can be CD-ROM based, network based, Intranet or Internet based.

Question 15. Give the name of five Websites for locating someone online.

Answer: Facebook, White Pages, Super Pages, Bing and Yahoo search.

Question 16. How is newsgroup different from E-mail messages?

Answer: Unlike E-mail messages, which are visible only to the sender and specified recipients, newsgroup messages can be read by anyone, who view the group that they are posted in.

Short Answer Type Questions [2 & 3 Marks each]

Question 1. What is search engine? What is its usage? Give example.
or
What is a search engine? Give example of any one search engine. CBSE 2006, 02

Answer: A search engine is a Website that lets you search the Internet for Websites on specific topics. Search engines turn the Web into a powerful tool for finding information on any topic. There are several benefits of using search engine like,

- Who is constantly on the computer everyday writing something.
- Search engine provides a wealth of information for professional and personal use. e.g. Google

Question 2. When using a search engine, what does a minus sign used with keywords in the search box mean?

Answer: Search engine is a Website that provides the required data on specific content. It also allows users to enter keywords related to particular topics and retrieve information. The minus sign-in front of a word or phrase means that it includes first term but not the second term.

Question 3. How does FTP work?

Answer: FTP works on the principle of a client/server model. A FTP client program enables the user to interact with a FTP server program in order to access information and services on the server computer. To access FTP server program, users must be able to connect to the Internet or interact with FTP client program.

Question 4. Why uploading and downloading a file is required? Explain with example.
or
What is the need of uploading and downloading files?

Answer: When we need a file which is located at the server end, we have to download the file that means transmission of file from server to user's computer. Similarly, if we want to share something like file, picture etc., we have to upload that file or picture on the Internet that means transmission of file from user computer to server.

Question 5. **What is chatting? Is it necessary to be online while chatting?**

Answer: Chatting is the textual or multimedia conversation oyer the Internet. It is a real-time communication between two users via computer. It is widely interactive text based communication process that takes places over the Internet. Yes, it is necessary to be online, while chatting.

Question 6. **What is an E-mail? Write two advantages of an E-mail. CBSE 2012, 10**

Answer: E-mail (Electronic mail) is a popular Internet service, which is used for sending or receiving messages electronically over a computer network.
The advantages are as follows:

1. E-mail is a cost effective medium of communication.
2. Ease of use.

Question 7. **Mention some disadvantages of an E-mail.**

Answer:

- E-mail attachments can carry viruses.
- Limited size of data file can be sent.
- Hasty medium to convey emotions.
- No guarantee that the mail will be read until the user logs on and check E-mail.

Question 8. **Differentiate between E-mail and video conferencing.**

Answer: Differences between E-mail and video conferencing are as follows:

E-mail	Video Conferencing
E-mail refers to sending and receiving messages electronically.	Video conferencing is similar to face-to-face communication between two or more people.
It is not necessary for sender and recipient to be online at the same time.	It is necessary for sender and receiver to be online at the same time.

Question 9. **Mention the services which are provided by transactional category of an E-banking.**

Answer:

- There are no geographical barriers and the services that can be offered at a minimum cost.

- Through Internet banking, you can check your transactions at any time and as many times as you want to.

- If the fund transfer has to be made outstation, where the bank does not have a branch, the bank would demand outstation charges, whereas with the help of online banking, it will be absolutely free for you.

- Internet banking deploys the Internet as a medium for financial transaction. e.g. a customer login to his or her bank account by accessing the bank Website.

Question 10. Mention some benefits of video conferencing.

Answer: Some benefits of video conferencing are as follows:

- It increases productivity
- It saves money.
- It saves time.
- Many people can share videos at the same time.

Question 11. List some benefits of E-learning.

Answer: Some benefits of E-learning are as follows:

- It is self paced.
- It can work on any location and anytime.
- Online computer based courses are available.
- Reduces travel time and travel cost.

Question 12. What do you mean by E-shopping? Give three advantages of it. CBSE 2015

Answer: E-shopping or Online Shopping is the process of buying goods and services from merchants who sell their products on Internet.

Advantages of E-Shopping

1. Finding a product online is much more easier than looking for it in the local store.
2. Now-a-days online shopping is very reliable.
3. Most of the stores provide money back guarantee.
4. You have infinite options to choose a product.

Question 13. How multiple E-mail addresses are defined in To, Cc, Bcc field?

Answer: By using comma between E-mail addresses.

Question 14. How many forms can E-learning occur?

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Question 16. How is newsgroup different from E-mail messages?

Answer: Unlike E-mail messages, which are visible only to the sender and specified recipients, newsgroup messages can be read by anyone, who view the group that they are posted in.

Long Answer Type Questions [5 Marks each]

Question 1. When using a search engine to search, then would you use quotation marks around search terms? CBSE 2007

Answer:

- Quotation marks should be used around a phrase or search terms. Surrounding terms with quotation marks limit the search results to only those Web pages that contain the exact phrase, we have specified.

- Doing this ensures that, the concept will be searched for as a whole and not picked apart by the search engine or we can say, without the quotation marks, the results will include any page that contains the words we have used regardless of what order those words are in.

- E.g. typing death penalty without quotation marks could potentially retrieve all items that mention death, all items that mention penalty as well as the items about death penalty. This could lead to results that seem to have nothing to do with your topic. For best results, you should write "death penalty".

Question 2. Transferring files through E-mail is restricted due to fill size. Justify.

Answer:

- Over the Internet, a message will often pass through several mail transfer agents to reach the recipients. Each of these has to store the message before forwarding it on and many therefore, need to impose size limits.

- The result is that while large attachments may internally send within an organisation, they are unreliable when sending across Internet.

- E.g. In general, 10 MB is considered safe for the maximum size of an E-mail but, Google's Gmail service increased its limit to 25 MB.

Question 3. List some advantages and disadvantages of an E-mail.

Answer: Advantages of E-mail are as follows:

1. **Low cost** We can send the E-mail to other person at a very low cost. It requires only Internet connection cost to send the E-mail.

2. **Speed** E-mail can be sent at a very high speed.

3. **Waste reduction** E-mail goes a long way towards reducing the cluster of papers in the modern office, not to mention saving many trees.

4. **Ease of use** It is easy to send an E-mail as compared to traditional letter.

Disadvantages of E-mail are as follows:

1. **Hardware requirement** You need a computer to read or print E-mail.

2. **Impermanent** Your sent mail messages can be altered in all the ways.

3. **A hasty medium** It is a limitation because E-mail is so easy to use, it is also easy to send a message that you later regret.

4. **Hard to convey emotions** without the extra clues of voice, posture and expression, it is easy to understand what someone really means in a message.

Question 4. Discuss the structure of an E-mail message.

Answer: In an E-mail message, you will see the following fields which are as follows:

- **To** Mail-id of recipient.

- **Cc** (Carbon copy) It allows you to send the same mail message to multiple recipients at the same time.

- **Bcc** (Blind carbon copy) It allows the sender to send same mail message to multiple recipients without letting them know that some other person has also received the same message.

- **Subject** It is the title of the mail message.

- **Body** It contains the text of a message.

- **Attachments** It allows you to attach one or more files or documents like Word document, image, video, Web page etc.

- **Other options** Other options like emoticons, bold, italics hyperlink etc., are used to make message more interactive.

- **Formatting** Using the formatting tap, you can edit the message.

- **Send button** Once you complete the E-mail message, click at Send button to send the E-mail message.

Question 5. **Write short notes on the following terms: CBSE 2014**

1. Information retrieval
2. E-banking
3. Online shopping
4. E-reservation
5. E-groups

Answer:

1. **Information retrieval** It refers to the process of accessing the information that is stored on the Internet.

2. **E-banking** It refers to the automated delivery of new and traditional banking products and services directly to customers over the Internet.

3. **Online shopping** It refers to the activity of purchasing items from different Websites on Internet.

4. **E-reservation** It refers to the process that helps users to reserve movie, train and airline tickets as well as hotel rooms through Internet.

5. **E-groups** It refers to an online environment where users sharing common views and ideas that come together to meet and discuss topics of their interest.

Question 6. Give the benefits of social networking.

Answer: Benefits of social networking are as follows:

- People sharing views can connect and form a group.
- Individuals from all around the world can connect and thereby know about new cultures and languages etc.
- It is an easy and cost effective way to reach your consumers and people in your network.
- It helps in building credibility amongst the customer.
- For business purposes, connecting with your customers on a personal and professional level will make them loyal to your company and brand.
- Connecting with people in your friend's networks or your work networks will benefit you in the long run. It will help you to gain connections which may be useful in the future.

Question 7. What are the dangers associated with social networking? CBSE 2013

Answer: Dangers associated with social networking are as follows:

1. **Lack of anonymity** Social networking usually requires you to input your name, location, age, gender and many other types of personal information.
2. **Scams and harassment** Being online you are at risk of facing cases of harassment, cyber stalking, online scams and theft identity.
3. **Time consuming** If you are new to social networking, learning the process can be very time consuming.
4. **The illusion of security** The Internet is definitely not secured as social or human hackers can hack one's personal account.
5. **Isolation** Social networking sites do not provide isolation. As, once information is posted to a social networking site, it is no longer private.

Application Oriented Questions

Question 1. Now-a-days people can communicate to each other with the help of E-mail facility. It is gradually replacing other communication means such as telephone, post.

1. **What is meant by the term E-mail?**
2. **Which one of the following is an advantage of using E-mail compared to using post?**
   (a) Same delivery time anywhere in the world.
   (b) The E-mail can contain pictures.
   (c) You can send it anywhere.

Answer:

1. E-mail means Electronic Mail. It is a basic Internet service for sending or receiving messages electronically over the Internet.
2. (a) Same delivery time anywhere in the world.

Question 2. Somya wants to collect some information regarding the history of India.

1. **What is the fastest and easiest way of doing this that saves her efforts as well?**
2. **Write down the following steps in the correct order to show, how Somya could find information.**
   (a) Type keywords.
   (b) Look at the list of Websites starting at the top.
   (c) Load a search engine.
   (d) Click the search button.
   (e) Open the Web browser.

Answer:

1. Online search using search engine.
2. (e) Open the Web browser
   (c) Load a search engine
   (a) Type keywords
   (d) Click the search button
   (b) Look at the list of Websites starting at the top.

Question 3. Sharvan Joshi is a student of Political Science and is a keen researcher of political issues related to various countries and states. He wants to share his research and his own opinions on these issues on day-to-day basis with everyone on World Wide Web (WWW).
He is also interested in collecting views of others to enhance his research and knowledge related to his area of interest. He belongs to a middle class family and can not afford his own Website. Also being a non-technical person he can not create a dynamic Website to deal with day-to-day inputs.

1. **Suggest an easy way for Sharvan to achieve the same.**
2. **Also, name two popularly used free services that can help Sharvan in this regard.**

Answer:

1. Sharvan should develop a blog.
2. Twitter and Facebook.

Question 4. As life gets busy, it becomes difficult for everyone to keep track with school and college friends, old colleagues, old neighbours and favourite teachers. It is

important to keep in touch with all your near and dear ones.

At times, people sitting miles away doing similar kind of activity or solving similar kind of problems can help you to achieve goals faster by sharing their experience.

Similarly, people belonging to different socio-economic background can change your perspective and can enhance your understanding of various cultures. **CBSE 2011**

1. **Suggest any two real-time tools that are suitable for the above mentioned activities.**
2. **What is the generic name used for such tools?**

Answer:

1. Twitter and Facebook.
2. Social networking.

Question 5. **Mary has a prepaid Internet plan. She has a data limit of 14 GB. The average size of an E-mail with an attachment that Mary downloads is 1.4 MB. Approximately, how many E-mails can Mary download without exceeding her data limit?**
(a) 1.4
(b) 14
(c) 1000
(d) 10000
Answer: (d) 10000

Question 6. Anila works in a Multinational Company (MNC) and needs to work online from home also. She requires fast Internet connection. Which type of Internet connection in your view would be best suited for her? Apart from browsing on the Internet she will require uploading/ downloading of files to/from remote sites.
Which protocol will help her to perform this activity?

Answer: She should prefer broadband connection. FTP protocol will help her in uploading and downloading of files.

Question 7. Video conferencing is a face-to-face communication between two or more people which are not at the same place.
Suggest which equipments that will be needed for this purpose.

Answer: Computer, video camera, microphone and network such as Internet.

Question 8. Sam is researching Australian river system for his geography lesson. He typed 'rivers' into a search engine. The screenshot shows some results of his search.

Rivers Australia-www.rivers.com.au

www.rivers.com.au
Rivers Australia-Clothing and Footwear Merchants. Rivers is a national retailer, which has a wide range of footwear and clothing for men and women.
This site has….

Home Page-Northern Rivers Catchment Management Authority
www.northern.cma.nsw.gov.au
Welcome to the Northern **Rivers**
Catchment Management Authority…
The Northern Rivers
CMA was established in 2005 by the New South Wales government to …

Rivers Receptions
www.rivers.net.au
Gold Coast **River** Cruise, surfers paradise, dinner cruise, sightseeing whale tours, whale watching tours, functions, weddings, corporate events, boat charters,…

Longest Rivers – Geo Science Australia
www.ga.gov.au
Scientific Topics….Geographic Information…
The lengths of the 10 longest **rivers** in Australia were re-calculated in September 2008
…….. .
Which Website would most likely provide accurate scientific information about rivers?
(a) www.rivers.com.au
(b) www.northern.cma.nsw.gov.au
(c) www.rivers.net.au
(d) www.ga.gov . au

Answer: (d) www.ga.gov.au

Question 9. **Ram wants to attach a CD-ROM to an E-mail. Can it be possible? Also, give some items that can be attached to an E-mail.**

Answer: No, it is not possible.
You can attach following items to an E-mail:

- A Word document
- A digital photograph
- A program
- A slide show
- Audio file
- Video file
- Web page

Question 10. **Mr. Ravindra wants to send some money to her wife who is in some other city. Tell him the easiest way to transfer money through bank.**

Answer: E-banking is the easiest way to transfer money through bank.

Question 11. Gargi set-up the following Auto Delete options on her Web-based E-mail account.

Inbox	Never
Sent	Never
Draft	Never
Personal	Never
User created	Never
Trash	Older than 1 month
Filtered spam	Submit

What is the most likely reason, she has set the Trash folder to delete 'Older than 1 month'?
Gargi wants
(a) all E-mails to have a delete date.
(b) all sent E-mails to be deleted after 1 month.
(c) all deleted E-mails to only remain in the Trash folder for 1 month.
(d) all E-mails in her inbox to be moved to the Trash folder after 1 month.

Answer: (c) all deleted E-mails to only remain in the Trash folder for 1 month.

Multiple Choice Questions [1 Mark each]

Q1. A search engine is a program to search
(a) for information
(b) Web pages
(c) Web pages for specified index terms
(d) Web pages for information using specified search terms.

Answer: (d) A search engine is a software system that is designed to search for information on the Web pages.

Q2. Which of the following statements about search engine is true?   CBSE 2011
(a) Search engines discriminate between good and bad sites.
(b) Search engines have fixed hours, when we can use them.
(c) Search engines are waste of time as they do not provide relevant information.
(d) Search engine is a program designed to search for information on the Web using keywords.

Answer: (d) Search engine is a program designed to search for information on the Web using keywords.

Q3. A software that searches through a database of Web pages for particular information is known as
(a) domain
(b) E-mail client
(c) modem
(d) search engine

Answer: (d) Search engine searches a software through a database of Web pages for particular information.

Q4. Which software browse the Internet in a systematic manner? CBSE 2013
(a) Web crawler
(b) Web browser
(c) Indexing software
(d) Search algorithm

Answer: (a) Web search engine works by storing information about many Web pages, retrieved by a Web crawler.

Q5. Shri wants to search about computer vendor in Meerut excluding Dell category. Which of the following search query best suits his requirements?
(a) Computer vendor Meerut Dell
(b) Computer vendor Meerut not Dell
(c) Computer vendor + Meerut – Dell
(d) Computer vendor + Meerut + Dell

Answer: (c) Computer vendor + Meerut – Dell

Q6. Which of the following would you use to transfer files over the Internet?
(a) FTP
(b) E-mail
(c) HTTP
(d) Browser

Answer: (a) FTP is used to transfer files between computer on a network.

Q7. FTP is referred to as
(a) Force Transfer Protocol
(b) File Transport Protocol
(c) File Transfer Partition
(d) File Transfer Protocol

Answer: (d) FTP is a protocol through which Internet users can upload files from their computer to a Website. In which, FTP stands for File Transfer Protocol.

Q8. When you copy a Web page or a file from a server to your local computer, this process is called
(a) conferencing
(b) downloading
(c) uploading
(d) None of these

Answer: (b) Because we store information from a server computer to a user computer.

Q9. Image files uploaded and downloaded over the Internet can be processed with a compression application. Why are image files compressed before transmitted over Internet?
(a) to increase security
(b) to make them easier to open
(c) to reduce transmission time
(d) to improve the quality of images.

Answer: (c) Image files are compressed before transmitted over Internet to reduce transmission time.

Q10. Identify the software that helps you in sending and receiving an E-mail:
(a) MS-Office
(b) Internet Explorer
(c) MS-Outlook
(d) None of these

Answer: (c) MS-Outlook is preferred E-mail client which is used for sending or receiving an E-mail.

Q11. Bcc field contains the list of recipients. Bcc stands for   CBSE 2014
(a) Basic carbon copy
(b) Blind carbon copy
(c) Blind client copy
(d) Basic client copy

Answer: (b) Bcc denotes the Blind carbon copy.

Q12. A two way video conversation among multiple participants is called
(a) video chatting
(b) video talking
(c) video conferencing

(d) video watching

Answer: (c) Two or more people hear and see each other, share whiteboard and other applications through video conferencing.

Q13. ……. services typically include reviewing account activity and balance, sending electronic payments and transferring funds between accounts electronically.
(a) E-banking
(b) E-reservation
(c) E-posting
(d) E-mail

Answer: (a) E-banking provides all transactional and non-transactional activities.

Q14. Which of the following sites, would you prefer to buy books? CBSE 2011
(a) www.yahoomail.com
(b) www.sun.com
(c) www.msn.com
(d) www.amazon.com

Answer: (d) www.amazon.com is the world's largest online retailer and a best site for buying books.

Q15. E-reservation is a process of making reservations of
(a) tickets
(b) hotel rooms
(c) tourists packages
(d) All of these

Answer: (d) E-reservation is a process of making reservation of tickets, hotel rooms, tourists package etc.

Fill in the Blanks [1 Mark each]

Q1. Information is retrieved through Internet using ………….. .

Answer: search engine

Q2. LinkedIn is an example of ………….. Website.

Answer: social networking

Q3. FTP is responsible for downloading …………. from computer network.

Answer: files

Q4. ……….. is a real-time communication between two or more users via computer. CBSE 2013

Answer: Chat

Q5. E-mail is the process of sending and receiving messages ………… .

Answer: electronically

Q6. ………… elements help to express emotions or feelings in E-mail or text messages.

Answer: Emoticon

Q7. ……….. helps us to learn anywhere using Internet.

Answer: E-learning

Q8. Computer Based Training (CBT) is a type of ……….. .

Answer: E-learning

Q9. ………… can be used to ease the development of building E-learning platforms. CBSE 2014

Answer: Supporting tools (like HTML)

Q10. ……….. allows customers to conduct financial transactions on a secure Website. CBSE 2011

Answer: E-banking

Q11. Internet can bemused to get reservation of trains and air planes through ……….. service.

Answer: E-reservation

Q12. ……….. helps to create and maintain social relationship.

Answer: Social networking

Q13. …………is the online directory to find the information about people.

Answer: SuperPages

True or False [1 Mark each]

Q1. AltaVista is used for searching of available Internet connection.

Answer: False AltaVista is a search engine, which is used for searching information on a particular topic.

Q2. FTP utilises TCP/IP protocol suite.

Answer: True FTP is the easiest way to transfer files between computers via an Internet and utilises TCP (Transmission Control Protocol)/IP (Internet Protocol) systems to perform uploading and downloading tasks.

Q3. Downloading of files means transferring files from host computer to the Internet. CBSE 2011

Answer: False Downloading of files means transferring of files from an Internet to your computer.

Q4. Chat rooms are actual rooms, where chat session can take place. CBSE 2011

Answer: False Chat often occurs in a virtual chat room, which can include different peoples who may or may not know each other.

Q5. Plain text (txt) E-mail messages can be read by any type of E-mail application.

Answer: True Plain text E-mail contains plain text without any formatting options such as bold, italic, colored fonts etc., so these can be read by any type of E-mail application.

Q6. Video conferencing enables two or more people to only see one another.

Answer: False People can also communicate with the help of video conferencing. It often includes multiple people at each location.

Q7. E-learning only supports text materials.

Answer: False E-learning includes numerous types of media that deliver text, audio, images, animation and streaming videos.

Q8. We can make groups of our friends and family members on a social networking site. CBSE 2011

Answer: True Social networking provides various sites like Facebook and Orkut for making groups.