CompTIA A+ 220-701 Essentials Exam, 2009 Edition

Examination Objectives Mapped to Chapters

		Chapters	Page Numbers
Domain 1.0	**Hardware**		
1.1	**Categorize storage devices and backup media**		
1.1	• FDD	8	320-323
1.1	• HDD	8	306-307
1.1	o Solid state vs. magnetic	8	306-307
1.1	• Optical drives	10	450-459
1.1	o CD / DVD / RW / Blu-Ray	10	450-459
1.1	• Removable storage	10	459-467
1.1	o Tape drive	10	459-467
1.1	o Solid state (e.g. thumb drive, flash, SD cards, USB)	10	459-467
1.1	o External CD-RW and hard drive	10	459-467
1.1	o Hot swappable devices and non-hot swappable devices	10	459-467
1.1			
1.2	**Explain motherboard components, types and features**		
1.2	• Form Factor	4 5	100-110 160-164
1.2	o ATX / BTX	4 5	100-110 160-164
1.2	o micro ATX	4 5	100-110 160-164
1.2	o NLX	4 5	100-110 160-164
1.2	• I/O interfaces	5 9	168-180 368-379
1.2	o Sound	5 10	178-180 444-446
1.2	o Video	5 9	168-177 379-397
1.2	o USB 1.1 and 2.0	5 9	170 368-379
1.2	o Serial	5 9	168-180 368-379

1.2	o IEEE 1394 / Firewire	5 9	178-180 368-379
1.2	o Parallel	5 9	178-180 368-379
1.2	o NIC	5 17	178-180 861-863
1.2	o Modem	5	178-180
1.2	o PS/2	9	368-369, 398-402
1.2	• Memory slots		
1.2	o RIMM	7	276-285
1.2	o DIMM	7	276-285
1.2	o SODIMM	7	276-285
1.2	o SIMM	7	276-285
1.2	• Processor sockets	5	162-168
1.2	• Bus architecture	5	168-180
1.2	• Bus slots	5	168-180
1.2	o PCI	5	168-180
1.2	o AGP	5	168-180
1.2	o PCIe	5	168-180
1.2	o AMR	5	168-180
1.2	o CNR	5	168-180
1.2	o PCMCIA	21	1048-1052
1.2	• PATA		
1.2	o IDE	8	311-317
1.2	o EIDE	8	311-317
1.2	• SATA, eSATA	8	311-317
1.2	• Contrast RAID (levels 0, 1, 5)	8	319-320
1.2	• Chipsets	5	165-168
1.2	• BIOS / CMOS / Firmware	5	180-194
1.2	o POST	5	180-194
1.2	o CMOS battery	5	180-194
1.2	• Riser card / daughterboard	4 5	100-110 174-178
1.3	**Classify power supplies types and characteristics**		
1.3	• AC adapter	21	1056-1060
1.3	• ATX proprietary	4	100-110
1.3	• Voltage, wattage and capacity	4	116-122
1.3	• Voltage selector switch	4	116-122
1.3	• Pins (20, 24)	4	116-122
1.4	**Explain the purpose and characteristics of CPUs and their features**		

1.4	• Identify CPU types	6	220-229
1.4	o AMD	6	220-229
1.4	o Intel	6	220-229
1.4	• Hyper threading	6	220-229
1.4	• Multi core	6	220-229
1.4	o Dual core	6	220-229
1.4	o Triple core	6	220-229
1.4	o Quad core	6	220-229
1.4	• Onchip cache	6	220-229
1.4	o L1	6	220-229
1.4	o L2	6	220-229
1.4	• Speed (real vs. actual)	6	220-229
1.4	• 32bit vs. 64 bit	6	220-229
1.5	**Explain cooling methods and devices**		
1.5	• Heat sinks	6	230-236
1.5	• CPU and case fans	6	230-236
1.5	• Liquid cooling systems	6	230-236
1.5	• Thermal compound	6	230-236
1.6	**Compare and contrast memory types, characteristics and their purpose**		
1.6	• Types	6 7	220-225 276-285
1.6	o DRAM	6 7	220-225 276-285
1.6	o SRAM	6 7	240-245 276-285
1.6	o SDRAM	7	276-285
1.6	o DDR / DDR2 / DDR3	7	276-285
1.6	o RAMBUS	7	276-285
1.6	• Parity vs. Non-parity	7	276-285
1.6	• ECC vs. non-ECC	7	276-285
1.6	• Single sided vs. double sided	7	276-285
1.6	• Single channel vs. dual channel	7	276-285
1.6	• Speed	7	276-285
1.6	o PC100	7	276-285
1.6	o PC133	7	276-285
1.6	o PC2700	7	276-285
1.6	o PC3200	7	276-285
1.6	o DDR3-1600	7	276-285
1.6	o DDR2-667	7	276-285
1.7	**Distinguish between the different display devices and their characteristics**		

1.7	• Projectors, CRT and LCD	9	379-397
1.7	• LCD technologies	9	379-397
1.7	o Resolution (e.g. XGA, SXGA+, UXGA, WUXGA)	9	379-397
1.7	o Contrast ratio	9	379-397
1.7	o Native resolution	9	379-397
1.7	• Connector types	9	379-397
1.7	o VGA	9	379-397
1.7	o HDMi	9	379-397
1.7	o S-Video	9	379-397
1.7	o Component / RGB	9	379-397
1.7	o DVI pin compatibility	9	379-397
1.7	• Settings	9	379-397
1.7	o Refresh rate	9	379-397
1.7	o Resolution	9	379-397
1.7	o Multi-monitor	9	379-397
1.7	o Degauss	9	379-397
1.8	**Install and configure peripherals and input devices**		
1.8	• Mouse	9	398-402
1.8	• Keyboard	9	398-402
1.8	• Bar code reader	9	402-403
1.8	• Multimedia (e.g. web and digital cameras, MIDI, microphones)	10	467-472
1.8	• Biometric devices	9	403-406
1.8	• Touch screen	9	402
1.8	• KVM switch	9	406-407
1.9	**Summarize the function and types of adapter cards**		
1.9	• Video	9	379-397
1.9	o PCI	9	379-397
1.9	o PCIe	9	379-397
1.9	o AGP	9	379-397
1.9	• Multimedia	10	444-450
1.9	o Sound card	10	444-446
1.9	o TV tuner cards	10	444-450
1.9	o Capture cards	10	444-450
1.9	• I/O	9	368-398
1.9	o SCSI	8	317-319
1.9	o Serial	9	375-376
1.9	o USB	9	368-372
1.9	o Parallel	9	376-377

1.9	• Communications		
1.9	o NIC	17	815-817
1.9	o Modem	17	812-814
1.10	**Install, configure and optimize laptop components and features**		
1.10	• Expansion devices		
1.10	o PCMCIA cards	21	1048-1052
1.10	o PCI Express bus	21	1048-1052
1.10	o Docking station	21	1046-1048
1.10	• Communication connections		
1.10	o Bluetooth	21	1052-1056
1.10	o Infrared	9	377-379
1.10	o Cellular WAN	17 21	811-812 1052-1056
1.10	o Ethernet	17	853-858
1.10	o Modem	17	812-814
1.10	• Power and electrical input devices	21	1056-1060
1.10	o Auto-switching	21	1056-1060
1.10	o Fixed input power supplies	21	1056-1060
1.10	o Batteries	21	1056-1060
1.10	• Input devices	21	1066-1070
1.10	o Stylus / digitizer	21	1066-1068
1.10	o Function keys	21	1066-1070
1.10	o Point devices (e.g. touch pad, point stick / track point)	21	1066-1068
1.11	**Install and configure printers**		
1.11	• Differentiate between printer types	22	1102-1108
1.11	o Laser	22	1102-1108
1.11	o Inkjet	22	1102-1108
1.11	o Thermal	22	1102-1108
1.11	o Impact	22	1102-1108
1.11	• Local vs. network printers	22	1110-1111
1.11	• Printer drivers (compatibility)	22	1111-1126
1.11	• Consumables	22	1129-1131
Domain 2.0	**Troubleshooting, Repair and Maintenance**		
2.1	**Given a scenario, explain the troubleshooting theory**		
2.1	• Identify the problem	11	500-510
2.1	o Question user and identify user changes to computer and perform backups before making changes	3 11	84-85 500-503

2.1	• Establish a theory of probable cause (question the obvious)	11	500-510
2.1	• Test the theory to determine cause	11	500-510
2.1	o Once theory is confirmed determine next steps to resolve problem	11	500-510
2.1	o If theory is not confirmed re-establish new theory or escalate	11	500-510
2.1	• Establish a plan of action to resolve the problem and implement the solution	11	500-510
2.1	• Verify full system functionality and if applicable implement preventative measures	11	500-510
2.1	• Document findings, actions and outcomes	3 11	93 500-510
2.2	**Given a scenario, explain and interpret common hardware and operating system symptoms and their causes**		
2.2	• OS related symptoms	15	706-725
2.2	o Bluescreen	15	706-725
2.2	o System lock-up	15	706-725
2.2	o Input/output device	15	706-725
2.2	o Application install	12	551-555
2.2	o Start or load	15	725-762
2.2	o Windows specific printing problems	22	1126-1129
2.2	▪ Print spool stalled	22	1126-1129
2.2	▪ Incorrect / incompatible driver	22	1126-1129
2.2	• Hardware related symptoms		
2.2	o Excessive heat	4 15	122-123 724-725
2.2	o Noise	4 15	122-123 724-725
2.2	o Odors	4 15	122-123 724-725
2.2	o Status light indicators	17	815-817
2.2	o Alerts	15 17	724-725 815-817
2.2	o Visible damage (e.g. cable, plastic)	4 15	122-123 724-725
2.2	• Use documentation and resources	11	500-510
2.2	o User / installation manuals	11 15	500-510 724-725
2.2	o Internet / web based	11	500-510

		15	724-725
2.2	o Training materials	11 15	500-510 724-725
2.3	**Given a scenario, determine the troubleshooting methods and tools for printers**		
2.3	• Manage print jobs	22	1126-1129
2.3	• Print spooler	22	1126-1129
2.3	• Printer properties and settings	22	1126-1129
2.3	• Print a test page	22	1126-1129
2.4	**Given a scenario, explain and interpret common laptop issues and determine the appropriate basic troubleshooting method**		
2.4	• Issues	21	1036-1043
2.4	o Power conditions	21	1056-1060
2.4	o Video	21	1066-1070
2.4	o Keyboard	21	1066-1070
2.4	o Pointer	21	1066-1070
2.4	o Stylus	21	1066-1070
2.4	o Wireless card issues	21	1052-1056
2.4	• Methods	21	1036-1043
2.4	o Verify power (e.g. LEDs, swap AC adapter)	21	1056-1060
2.4	o Remove unneeded peripherals	21	1056-1060
2.4	o Plug in external monitor	21	1066-1070
2.4	o Toggle Fn keys or hardware switches	21	1066-1070
2.4	o Check LCD cutoff switch	21	1066-1070
2.4	o Verify backlight functionality and pixilation	21	1066-1070
2.4	o Check switch for built-in WIFI antennas or external antennas	21	1056-1060
2.5	**Given a scenario, integrate common preventative maintenance techniques**		
2.5	• Physical inspection	11	492-493, 500-510
2.5	• Updates	11	497-500
2.5	o Driver	15	706-725
2.5	o Firmware	5	180-185
2.5	o OS	12 13	548-550 570-585
2.5	o Security	19	979-980
2.5	• Scheduling preventative maintenance	11	497-500
2.5	o Defrag	13	570-585
2.5	o Scandisk	13	570-585

2.5	o Check disk	13	570-585
2.5	o Startup programs	13	570-585
2.5	• Use of appropriate repair tools and cleaning materials	11	490-493, 497-500
2.5	o Compressed air	11	497-500
2.5	o Lint free cloth	11	497-500
2.5	o Computer vacuum and compressors	11	497-500
2.5	• Power devices		
2.5	o Appropriate source such as power strip, surge protector or UPS	4 11	127-131 497-500
2.5	• Ensuring proper environment	11	490-493, 497-500
2.5	• Backup procedures	11 13	497-500 586-608
Domain 3.0	**Operating Systems and Software - unless otherwise noted, operating systems referred to within include Microsoft Windows 2000, Windows XP Professional, XP Home, XP MediaCenter, Windows Vista Home, Home Premium, Business and Ultimate.**		
3.1	**Compare and contrast the different Windows Operating Systems and their features**		
3.1	• Windows 2000, Windows XP 32bit vs. 64bit, Windows Vista 32 bit vs. 64bit	2 12	44-46 516-522
3.1	o Side bar, Aero, UAC, minimum system requirements, system limits	2 12	44-59 516-522
3.1	o Windows 2000 and newer – upgrade paths and requirements	12	516-522
3.1	o Terminology (32bit vs. 64bit – x86 vs. x64)	2	44-46
3.1	o Application compatibility, installed program locations (32bit vs. 64bit), Windows compatibility mode	12	551-555
3.1	o User interface, start bar layout	2	44-59
3.2	**Given a scenario, demonstrate proper use of user interfaces**		
3.2	• Windows Explorer	2	59-60
3.2	• My Computer	2	59-60
3.2	• Control Panel	2	66-67
3.2	• Command prompt utilities	2	69-70
3.2	o telnet	17	846-852
3.2	o Ping	17	845-846
3.2	o Ipconfig	17	846

3.2	• Run line utilities		
3.2	o Msconfig	14	652-655
3.2	o Msinfo32	2	68
3.2	o Dxdiag	9	393-395
3.2	o Cmd	2	69-70
3.2	o REGEDIT	14	667-674
3.2	• My Network Places	17	853-857
3.2	• Task bar / systray	2	47-53
3.2	• Administrative tools		
3.2	o Performance monitor, Event Viewer, Services, Computer Management	14	655-668
3.2	• MMC	14	658-661
3.2	• Task Manager	14	642-652
3.2	• Start Menu	2	47-53
3.3	**Explain the process and steps to install and configure the Windows OS**		
3.3	• File systems	12	530-537
3.3	o FAT32 vs. NTFS	12	530-537
3.3	• Directory structures	2	60-66
3.3	o Create folders	2	60-66
3.3	o Navigate directory structures	2	60-66
3.3	• Files	2	60-66
3.3	o Creation	2	60-66
3.3	o Extensions	2	60-66
3.3	o Attributes	2	60-66
3.3	o Permissions	19	955-963
3.3	• Verification of hardware compatibility and minimum requirements	12	520-522
3.3	• Installation methods	12	523-529
3.3	o Boot media such as CD, floppy or USB	12	523-529
3.3	o Network installation	12	523-529
3.3	o Install from image	12	523-529
3.3	o Recover CD	12	523-529
3.3	o Factory recovery partition	12	523-529
3.3	• Operating system installation options	12	530-537
3.3	o File system type	12	530-537
3.3	o Network configuration	12	530-537
3.3	o Repair install	12	530-537
3.3	• Disk preparation order	12	530-544
3.3	o Format drive	12	530-544
3.3	o Partition	12	530-544

3.3	o Start installation	12	530-565
3.3	• Device Manager	9	366-367
3.3	o Verify	9	366-367
3.3	o Install and update devices drivers	9	366-367
3.3	o Driver signing	9	366-367
3.3	• User data migration – User State Migration Tool (USMT)	12	532-537
3.3	• Virtual memory	13	583-585
3.3	• Configure power management		
3.3	o Suspend	21	1060-1065
3.3	o Wake on LAN	21	1060-1065
3.3	o Sleep timers	21	1060-1065
3.3	o Hibernate	21	1060-1065
3.3	o Standby	21	1060-1065
3.3	• Demonstrate safe removal of peripherals	9	368-372
3.4	**Explain the basics of boot sequences, methods and startup utilities**		
3.4	• Disk boot order / device priority	5	187-194
3.4	o Types of boot devices (disk, network, USB, other)	5	187-194
3.4	• Boot options	15	725-762
3.4	o Safe mode	15	725-762
3.4	o Boot to restore point	15	725-762
3.4	o Recovery options	15	725-762
3.4	• Automated System Recovery (ASR)	13	606-608
3.4	• Emergency Repair Disk (ERD)	15	725-762
3.4	• Recovery console	15	725-762
Domain 4.0	**Networking**		
4.1	**Summarize the basics of networking fundamentals, including technologies, devices and protocols**		
4.1	• Basics of configuring IP addressing and TCP/IP properties (DHCP, DNS)	17	827-842
4.1	• Bandwidth and latency	17	802-815
4.1	• Status indicators	17	815-817
4.1	• Protocols (TCP/IP, NETBIOS)	17	829-845
4.1	• Full-duplex, half-duplex	17	812
4.1	• Basics of workgroups and domains	12	530-537
4.1	• Common ports: HTTP, FTP, POP, SMTP, TELNET, HTTPS	17	829-832
4.1	• LAN / WAN	17	802-815

4.1	• Hub, switch and router	17	822-829
4.1	• Identify Virtual Private Networks (VPN)	17	852-853
4.1	• Basics class identification	17	833-838
4.2	**Categorize network cables and connectors and their implementations**		
4.2	• Cables	17	817-822
4.2	o Plenum / PVC	17	817-822
4.2	o UTP (e.g. CAT3, CAT5 / 5e, CAT6)	17	817-822
4.2	o STP	17	817-822
4.2	o Fiber	17	817-822
4.2	o Coaxial cable	17	817-822
4.2	• Connectors	17	817-822
4.2	o RJ45	17	817-822
4.2	o RJ11	17	817-822
4.3	**Compare and contrast the different network types**		
4.3	• Broadband	17	802-815
4.3	o DSL	17	802-815
4.3	o Cable	17	802-815
4.3	o Satellite	17	802-815
4.3	o Fiber	17	802-815
4.3	• Dial-up	17	802-815
4.3	• Wireless	17	802-815
4.3	o All 802.11 types	17	802-815
4.3	o WEP	17	809-810
4.3	o WPA	17	809-810
4.3	o SSID	17	809-810
4.3	o MAC filtering	17	809-810
4.3	o DHCP settings	17	826-839
4.3	• Bluetooth	17	802-815
4.3	• Cellular	17	802-815
Domain 5.0	**Security**		
5.1	**Explain the basics principles of security concepts and technologies**		
5.1	• Encryption technologies	19	967-969
5.1	• Data wiping / hard drive destruction / hard drive recycling	11 19	494 979-980
5.1	• Software firewall		
5.1	o Port security	19	979-980
5.1	o Exceptions	19	979-980
5.1	• Authentication technologies	19	940-955

5.1	o User name	19	940-955
5.1	o Password	19	940-955
5.1	o Biometrics	19	940-955
5.1	o Smart cards	19	940-955
5.1	• Basics of data sensitivity and data security		
5.1	o Compliance	19	940-955, 965-967
5.1	o Classifications	19	955-958
5.1	o Social engineering	19	977-979
5.2	**Summarize the following security features**		
5.2	• Wireless encryption	17	809-810
5.2	o WEPx and WPAx	17	809-810
5.2	o Client configuration (SSID)	17	809-810
5.2	• Malicious software protection	19	970-979
5.2	o Viruses	19	970-979
5.2	o Trojans	19	970-979
5.2	o Worms	19	970-979
5.2	o Spam	19	970-979
5.2	o Spyware	19	970-979
5.2	o Adware	19	970-979
5.2	o Grayware	19	970-979
5.2	• BIOS Security		
5.2	o Drive lock	19	946-959, 969-970
5.2	o Passwords	5 19	180-185 946-959, 969-970
5.2	o Intrusion detection	19	946-959, 969-970
5.2	o TPM	19	946-959, 969-970
5.2	• Password management / password complexity	5 19	180-185 942-955
5.2	• Locking workstation		
5.2	o Hardware	5 19	180-185 946-959, 969-970
5.2	o Operating system	19	970
5.2	• Biometrics	9 19	393-396 952-954
5.2	o Fingerprint scanner	9 19	393-396 952-954
Domain 6.0	**Operational Procedure**		
6.1	**Outline the purpose of appropriate safety and environmental procedures and given a scenario apply them**		
6.1	• ESD	4	122-127

6.1	• EMI		
6.1	o Network interference	4	122-127
6.1	o Magnets	4	122-127
6.1	• RFI		
6.1	o Cordless phone interference	4	122-127
6.1	o Microwaves	4	122-127
6.1	• Electrical safety		
6.1	o CRT	4	122-127
6.1	o Power supply	4	122-127
6.1	o Inverter	21	1056-1060
6.1	o Laser printers	4 22	122-127 1129-1131
6.1	o Matching power requirements of equipment with power distribution and UPSs	4	122-127
6.1	• Material Safety Data Sheets (MSDS)	11	490-492
6.1	• Cable management	11	490-492
6.1	o Avoiding trip hazards	11	490-492
6.1	• Physical safety	11	490-492
6.1	o Heavy devices	11	490-492
6.1	o Hot components	11 22	490-492 1129-1131
6.1	• Environmental – consider proper disposal procedures	11	494-495
6.2	**Given a scenario, demonstrate the appropriate use of communication skills and professionalism in the workplace**		
6.2	• Use proper language – avoid jargon, acronyms, slang	3	78-92
6.2	• Maintain a positive attitude	3	78-92
6.2	• Listen and do not interrupt a customer	3	78-92
6.2	• Be culturally sensitive	3	78-92
6.2	• Be on time	3	78-92
6.2	o If late contact the customer	3	78-92
6.2	• Avoid distractions	3	78-92
6.2	o Personal calls	3	78-92
6.2	o Talking to co-workers while interacting with customers	3	78-95
6.2	o Personal interruptions	3	78-92
6.2	• Dealing with a difficult customer or situation	3	78-92
6.2	o Avoid arguing with customers and/or being defensive	3	78-92
6.2	o Do not minimize customers'	3	78-92

	problems		
6.2	o Avoid being judgmental	3	78-92
6.2	o Clarify customer statements	3	78-92
6.2	▪ Ask open-ended questions to narrow the scope of the problem	3	78-92
6.2	▪ Restate the issue or question to verify understanding	3	78-92
6.2	• Set and meet expectations / timeline and communicate status with the customer	3	78-95
6.2	o Offer different repair / replacement options if applicable	3	78-92
6.2	o Provide proper documentation on the services provided	3	78-95
6.2	o Follow up with customers / user at a later date to verify satisfaction	3	78-92
6.2	• Deal appropriately with customers confidential materials	3	78-92
6.2	o Located on computer, desktop, printer, etc.	3	78-92