

# 31 Days Before Your CompTIA A+ Exams

Ben Conry

A day-by-day review guide for the Cisco Networking Academy IT Essentials student



# 31 Days Before Your CompTIA A+ Exams

Ben Conry

Copyright © 2009 Cisco Systems, Inc.

Published by:

Cisco Press

800 East 96th Street

Indianapolis, IN 46240 USA

All rights reserved. No part of this book may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying, recording, or by any information storage and retrieval system, without written permission from the publisher, except for the inclusion of brief quotations in a review.

Printed in the United States of America

First Printing April 2009

Library of Congress Cataloging-in-Publication Data:

Conry, Ben, 1973-

31 days before your CompTIA A+ exams / Ben Conry. -- 1st ed. p. cm.

ISBN 978-1-58713-231-5 (pbk.)

1. Electronic data processing personnel--Certification. 2. Computer technicians--Certification-Study guides. 3. Microcomputers--Maintenance and repair--Examinations--Study guides. 4. Computing Technology Industry Association--Examinations--Study guides. I. Title. II. Title: Thirty one days before your CompTIA A+ exams.

QA76.3.C65675 2009 004.165--dc22

2009010757

ISBN-13: 978-1-58713-231-5

ISBN-10: 1-58713-231-1

## Warning and Disclaimer

This book is designed to provide information about preparing for CompTIA A+ certification exams (2006 objectives). Every effort has been made to make this book as complete and as accurate as possible, but no warranty or fitness is implied.

The information is provided on an "as is" basis. The authors, Cisco Press, and Cisco Systems, Inc., shall have neither liability nor responsibility to any person or entity with respect to any loss or damages arising from the information contained in this book or from the use of the discs or programs that may accompany it.

This book is part of the Cisco Networking Academy® series from Cisco Press. The products in this series support and complement the Cisco Networking Academy curriculum. If you are using this book outside the Networking Academy, then you are not preparing with a Cisco trained and authorized Networking Academy provider.



For more information on the Cisco Networking Academy or to locate a Networking Academy, Please visit www.cisco.com/edu.

The opinions expressed in this book belong to the author and are not necessarily those of Cisco Systems, Inc.

## **Trademark Acknowledgments**

All terms mentioned in this book that are known to be trademarks or service marks have been appropriately capitalized. Cisco Press or Cisco Systems, Inc., cannot attest to the accuracy of this information. Use of a term in this book should not be regarded as affecting the validity of any trademark or service mark.

## **Corporate and Government Sales**

The publisher offers excellent discounts on this book when ordered in quantity for bulk purchases or special sales, which may include electronic versions and/or custom covers and content particular to your business, training goals, marketing focus, and branding interests. For more information, please contact:

U.S. Corporate and Government Sales

1-800-382-3419 corpsales@pearsontechgroup.com

For sales outside the United States please contact: International Sales international@pearsoned.com

#### **Feedback Information**

At Cisco Press, our goal is to create in-depth technical books of the highest quality and value. Each book is crafted with care and precision, undergoing rigorous development that involves the unique expertise of members from the professional technical community.

Readers' feedback is a natural continuation of this process. If you have any comments regarding how we could improve the quality of this book, or otherwise alter it to better suit your needs, you can contact us through e-mail at feedback@ciscopress.com. Please make sure to include the book title and ISBN in your message.

We greatly appreciate your assistance.

Publisher: Paul Boger

Associate Publisher: Dave Dusthimer Executive Editor: Mary Beth Ray Managing Editor: Patrick Kanouse Development Editor: Dayna Isley

Project Editor: Seth Kerney

Editorial Assistant: Vanessa Evans

Cover and Interior Designer: Louisa Adair

Composition: Mark Shirar Indexer: Ken Johnson Business Operation Manager, Cisco Press: Anand Sundaram

Manager Global Certification: Erik Ullanderson

Copy Editor: Keith Cline

Technical Editors: Sharon Hain, Matthew Newell

Proofreader: Sheri Cain



Americas Headquarters Cisco Systems, Inc. San Jose, CA Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.

Europe Headquarters Cisco Systems International BV Amsterdam, The Netherlands

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at www.cisco.com/go/offices.

CCDE CCENT Cisco Eos, Cisco HealthPresence, the Cisco logo, Cisco Lumin, Cisco Nexus. Cisco Stadium/lision, Cisco TelePresence, Cisco WebEx, DCE, and Welcome to the Human Network are trademarks. Changing the Way We Work. Live, it by and Learn and Cisco Store are service marks and Access Registrar. Aironet. AsyncOS, Bringing the Meeting To You, Catalyst. CCDB, CCDP, CCID, CCDP, CCND, CCNP, CCSP, CCVP, Cisco, the Cisco Certified Internetwork Expert Logo, Cisco IOS, Selsson Pisson, Selsson Spatems (Spate), and Selsson Selsson Below, Gisco Unity, Collaboration Without Limitation, Ether-Est Ehre-Switch, Event Center Fast Step. Follow Me Browsing, FormShare, GigaDrive, HomeLink, Internet Quotient, IOS, IPhone, Quick Study, IrroPort, the IronPort logo, LightStream, Linksys, Media Tone, MeetingPlace, MeetingPla

## Introduction

31 Days Before Your CompTIA A+ Exams is a bridge between the Cisco IT Essentials: PC Hardware and Software v4.0 course and the CompTIA A+ exams. You stand ready to make your knowledge official, provable, to become a professional computer technician. Every day for the next 31 days, you will cover a small area of the exams. The divide-and-conquer strategy allows you to focus on the topics at hand and not be overwhelmed with the massive amount of tested material.

Professional certifications have been an important part of the computing industry for many years and will continue to become more important. Many reasons exist for these certifications, but the most popularly cited reason is that of credibility. All other considerations held equal, the certified employee/consultant/job candidate is considered more valuable than one who is not.

## **Goals and Methods**

The goal of this book is to provide you with a step-by-step method of study and preparation for the CompTIA A+ exam that is mapped directly to the Cisco Networking Academy course IT Essentials: PC Hardware and Software. In this book, you will find the following:

- Short summaries of topics, definitions, and diagrams of important concepts
- Numbers that map topics in this book to pages in the IT Essentials: PC Hardware and Software v4.0 course
- Tables, figures, and examples of devices, directions, and commands you might find on the CompTIA A+ exams
- References for further study and exploration
- Occasional attempts at nerd humor

This book can also serve as guide for instructors to review the IT Essentials: PC Hardware and Software v4.0 course and prepare an entire class for the A+ exams. You can use this book to fit certification exam preparation into a busy schedule, because it is a little bit of study each day.

# Who Should Read This Book?

This book is for students who are about to take the CompTIA A+ exams and are either currently enrolled or a recent graduate of Cisco Networking Academy IT Essentials: PC Hardware and Software v4.0 course.

# **Strategies for Exam Preparation**

Find a distraction-free area: no kids, no siblings, no pets, no headphones, no radio or TV. (A cup of coffee and a fireplace are recommended, however.) Dedicate about an hour every day to study in this refuge. It can be difficult at first to find the time and place, but it is time and effort well spent. To that retreat, bring this book, your attention, and preferably access to the Cisco IT Essentials PC Hardware and Software v4.0 online course. A set of A+ flash cards are a great resource, too. InformIT offers a great set that you can find at http://www.informit.com/title/0789739208.

# **How This Book Is Organized**

This book is organized differently than most. The A+ exam has three paths to completion. Everyone takes the A+ Essentials exam. Then you choose one of three specialization exams to take. Successful completion of either the 220-602 Field Technician, 220-603 Remote Technician, or 220-604 Bench Technician exam will earn your A+ certification.

This book begins with the Essentials exam coverage in Day 31 to Day 15. After that, you choose which exam to take based on your scores in the eight domains covered on the Essentials exam. (Refer to the CompTIA website, http://www.comptia.org, for more information about the eight domains.) You will then continue on to the part of the book that covers that exam and work through Day 14 to Day 1 of that specific part.

To aid in your exam preparation, use the calendars printed on the tearout card to map out each day of study. Also, before you take the Essentials and specialized exams, use the checklists printed on the inside front and back covers of this book to ensure you have a firm grasp of the exam topics.

# **Hardware Concepts: Part 1 of 2**

# A+ Essentials Exam Objective

Objective 1.1: Identify the fundamental principles of using personal computers

# **Key Points**

Today you will cover topics from Chapters 1 and 3 in the IT Essentials v4.0 course. Specifically, you will review the names, purposes, and characteristics of storage devices, adapter cards, mother-boards, central processing units (CPU), and power supplies. Today is the first half of two challenging days. It does get easier. The internal devices have many details, all of which are fair game on the CompTIA A+ exam. Today you will cover the devices, and tomorrow you will review some of the technologies and installation procedures. Remember that 21% of the CompTIA A+ Essentials exam comes from these first two days. Faced with entering a cold swimming pool, a running-start, closed-eye, tucked-knee cannonball is a great way to get in the water (and impress your friends). So take a big breath and hold your nose.

# **Storage Devices**

**1.4.6:** Storage devices include hard drives, floppy drives, nonvolatile random-access memory (NVRAM), tape drives, optical drives (CD and DVD drives), and network drives.

#### **Hard Drives**

The hard disk drive (HDD) has been a mainstay of PCs for a long time. Because of its widespread use, it is a big part of the A+ exam. Traditionally, the HDD stores the operating system and the bulk of data in the PC. It is mounted in a 3.5-inch bay, and connects internally through a parallel advanced technology attachment (PATA) channel. PATA interfaces are sometimes referred to as advanced technology attachment (ATA) or integrated drive electronics (IDE). Jumpers are used to determine the HDD's designation either as master or slave.

Most new PCs use a controller called serial ATA (SATA) for HDD and optical drives. SATA does not use jumpers or designations. Instead, SATA uses one header and one cable per drive.

All HDDs work the same way. Arms move read/write (R/W) heads over the surface of spinning magnetic platters. These R/W heads either align molecules to create a positive charge (a 1) or leave it neutral charge (a 0), thus making the binary code. When reading, the heads float above the disks and feel the positive charges or no pull from the neutral.

## **Floppy Drives**

In many ways, a floppy disk drive (FDD) is like a HDD. It spins a disk, moves R/W heads across the surface, and stores data magnetically. There are two important differences: Capacity is limited to 1.44 MB, and the disk is removable by the end user. A classic A+ question involves an FDD status light that stays lit all the time. The cable is oriented backward. Turn off the PC, unplug the FDD cable from the drive, flip it over, and plug it back in. Normally, the colored wire on the ribbon cable (pin 1) is closest to the Berg power connector. On the motherboard end, it should be oriented based on the numbers printed around the FDD cable header. Because there are 34 wires in an FDD cable, it is narrower than a PATA ribbon.

#### Solid-State HDD and NVRAM

Ranging from small external universal serial bus (USB) devices to larger-capacity HDDs, solid-state drives are in reality NVRAM storage devices. NVRAM, often referred to as flash memory or flash RAM, is slower than RAM but still faster than traditional magnetic storage media. Unlike RAM, NVRAM can maintain its data when not powered. Solid-state drives are especially good for laptops where portability, performance, durability, and low power consumption are valued over price and drive capacity.

#### **Tape Drives**

A magnetic tape is drawn across stationary R/W heads, but the same magnetic process takes place. The tape is removable by the user, but the drive remains mounted and connected to the PC. Tape capacity is large, comparable to HDDs, but access time is slow because of the sequential nature of tape media. These are primarily used as server backups.

#### CD and DVD Drives

The basic optical drive is a compact disc read-only memory (CD-ROM). This CD-ROM drive reads premade discs and cannot write (burn) CDs. The CD can hold 650 MB or 700 MB of data. The CD-ROM drive mounts in a 5.25-inch bay and connects to the motherboard via a PATA or SATA interface.

Digital versatile disc (DVD) has many more variations. The basic read and write letters still apply, but there are two formats: + and –. For our purposes, they are the same. Just note that they are not compatible with each other. Plus drives only read/write plus CDs. Newer +/– hybrid drives can read and write both. Generally speaking, DVD drives are backward compatible and can use CDs. A typical DVD holds 4.7 GB of data or 8.5 GB for double layered (on the same side).

Table 31-1 compares CD and DVD drives.

Table 31-1	Optical	Drives
------------	---------	--------

CD Family	DVD Family	Need to Know
CD-ROM	DVD-ROM	Can only read premade discs.
CD-R	DVD+/-R	(Recordable) Write a disc once, and it is read-only after that.
CD-RW	DVD+/-RW	(Rewritable) Read and write a disc repeatedly.
CDRAM (not an optical drive)	DVD-RAM	("Endlessly" rewritable) Used primarily as surveillance- camera footage.

#### **Network Drives**

These drives are often referred to as remote, shared, or mapped drives. This means that the storage device resides on another computer, server, printer, or other network device, not on the end user's (local) PC.

## **Interfaces and Cables**

**1.4.7:** All storage devices in the computer are connected to the motherboard through cables. For your A+ exam, you just need to know a few basics about each cable. The term *hot swappable* means the drive can be connected and unplugged while the PC is running. Pin 1 is always the pin with the blue, red, or pink stripe. Both the device and the motherboard will specify (usually with inhumanly small numbers) which side is pin 1. If there is no indication how to orient the cable, put pin 1 closest to the Molex power plug.

Table 31-2 compares the features of different drive interfaces.

Table 31-2	Drive Interfaces

Interface	Drives per Channel	Number of Pins	Hot Swappable	Need to Know (In Order of Importance)
PATA, ATA, IDE, EIDE	2	40 80	No	Old standard. Two drives per channel. Jumpers assign master and slave drives.
SCSI	8 or 16	50 68 80	Yes	Typically found on servers.  Drives are arranged along a bus-like cable with terminators on both ends. Jumpers or dip switches assign drive numbers in binary.
SATA	1	7	Yes	Small cable improves air cooling. Faster than PATA. One drive per channel No jumpers, no master, and no slave.
FDD	1	34	No	Only for the FDD. Pin 1 is usually oriented closest to the power connector, but look for the red strip e. Some old FDD cables support mul- tiple FDDs. They have a twist in the middle of the ribbon connectors.

# **Adapter Cards**

**3.6.1, 3.9.2:** Adapter cards convert binary communication into a format that other devices or humans can understand. There is always an adapter card between an external port and the motherboard. Many fundamental adapter cards are built (integrated) into the motherboard. A driver is a small piece of software that explains to the OS how to use the device, not unlike a translation guide or instruction manual. It is common to install an OS and then need to install additional drivers afterward, even for commonly integrated devices such as sound cards and network interface cards (NIC). USB is an external port and is a common interface for external adapter cards. The devices that connect through an adapter card also need drivers.

## **Daughter Boards Versus Riser Boards**

A classic A+ exam question focuses on the difference between daughter and riser boards. Daughter boards and risers are essentially the same device. They are smaller boards that plug into the motherboard that expand the number of expansion slots, ports, or in some cases, add devices. If the board is used solely to add extra PCI slots or turn the angle of adapter cards to fit into smaller cases, then it is a riser. The two exceptions are Audio Modem Riser (AMR) and Communications Network Risers (CNR). They are an evolutionary missing link between true integrated devices and full-fledged expansion cards.

## **Adapter Card Interfaces**

**1.4.5:** Whereas there are countless ports and external devices, there are a finite number of expansion slots though which adapter cards and motherboards connect. What you need to know about adapter cards and interfaces is explained here in order of learning importance. Check out the Cisco IT Essentials v4.0 course curriculum for great photos of these cards. You should be able to identify them by sight and description.

Table 31-3 describes internal side of the cards and the kinds of expansion slots. Table 31-4 describes the external aspects, such as which devices or ports are commonly supported by specific cards.

Adapter Card/	Bus Width	Need to Know (In Order of Importance)
Bus Name	bus wiatii	Need to Know (in Order of Importance)
PCI	64	Current standard, 32 bit and 64 bit, shorter than ISA.
	32	Usually white.
		32 bit have two in-line slots; 64 bit have 3.
AGP	32	Dedicated graphics card slot, 32 bit, shorter than PCI. Brown.
PCIe	x1	Full duplex lets data be sent and received simultaneously.
	x4	Measured in throughput as a multiple of 250 MBps.
	x8	For example a x4 PCIe slot and card can transfer data at 1000 Mbps.
	x16	$(250 \text{ MBps} \times 4 = 1000 \text{ MBps})$

Table 31-3 Expansion Slots

**Expansion Slots** continued **Table 31-3** 

Adapter Card/ Bus Name	Bus Width	Need to Know (In Order of Importance)
EISA	32	Old technology, slot 8- and 16-bit versions (32-bit EISA).
ISA	16	Black.
	8	Common in older PCs.
MCA	32	Old proprietary IBM version competitor of 32-bit EISA.

Adapter Cards Table 31-4

Adapter	Uses These Buses	Need to Know (In Order of Importance)
NIC	PCI, PCIe, or USB	Connects the PC to a network.
Wireless NIC	PCI, PCIe, or USB	Connects a PC to a wireless network.
Video adapter	PCIe, AGP, or PCI	Translates data into video signal for the monitor.
USB	PCI	Is an adapter in this case. Like a SCSI, it forwards data onto another kind of bus. It often provides both internal and external USB ports.
FireWire	PCI or PCIe	Is similar to USB but nearly twice as fast.  Commonly used to transfer video or other data-intensive applications.
Sound/audio adapter	PCI or PCIe	Translates data into audio signals for speakers.
SCSI adapter	PCI or PCIe	Is an additional bus link, like a transfer station. It forwards data to and from the PC to SCSI HDDs and devices.
RAID adapter	PCI or PCIe	Controls the spreading of data across multiple HDDs. Commonly used for SCSI but can also be used for SATA.
Modem	PCI or USB	Is like a combination NIC and sound adapter. It connects the PC to an audio/telephone-based network.
Parallel port	PCI	Connects peripheral parallel devices to the PC. Although somewhat rare today, it was the predominant method to connect to printer, scanners, and fax machines. The distinctive cable has a 25-pin D plug on the computer end and a 36-pin Centronics port on the other.  Moves data along multiple channels simultaneously (parallel).
Serial port	PCI	Connects peripheral parallel devices to the PC. Not commonly used today. Moves data along one channel, bit by bit (serial).

## **Motherboards**

**1.4.1:** Motherboards are the unsung heroes in the PC. They are responsible for practically all the communication and physical connections. The vintage advanced technology (AT) and Baby AT motherboards of the 1990s are not a major focus on the A+ exam. You need to know that they supported mostly ISA expansion cards and have 66-MHz busses.

Advanced technology extended (ATX) motherboards have been continually upgraded and modified over the past 15 years. There have been letter designations along the way to thicken the alphabet soup. The ATX and its offspring make up the majority of the current marketplace. Table 31-5 describes the different motherboard form factors.

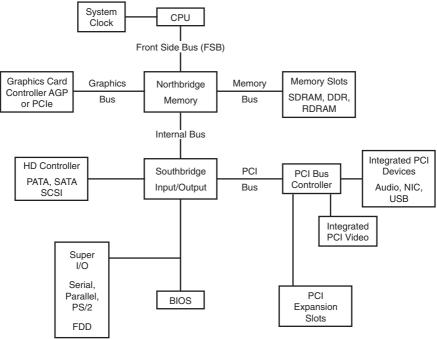
Table 31-5 Motherboard Form Factors

Motherboard Name	Need to Know (In Order of Importance)
ATX	Introduced riser boards and daughter boards. Integrated keyboard, mouse, and video. Single 20-pin power-supply connection.
BTX (balanced technology extended)	This progeny of the ATX is the most common motherboard on the market today.  First to integrate SATA, PCIe, and USB 2.0.
NLX	Integrated AGP, NIC, and USB support.
Mini ATX	Smaller and fewer expansion slots than ATX.
Micro ATX	Even smaller than Mini ATX.
LPX	Expansion cards run parallel to motherboard and can therefore fit in to a smaller case.  Proprietary designs complicate repair.  Typically must use original equipment manufacturer's (OEM) parts.
Mini LPX	Smaller and fewer expansion slots than LPX.

The chipset and buses on the motherboard determine a great deal about the computer that is built around it. The general architecture of motherboards is a great source of A+ questions.

Figure 31-1 shows the map of a motherboard, which is hierarchal. That means that it is organized from top to bottom in order of importance. Basically, the farther away a device is from the CPU, the less priority it has. Like the human body, the really important organs (devices) are inside, close to the core, and protected.

Figure 31-1 Motherboard Map



The CPU is only a processor, fast but not able to do anything but follow instructions. It uses a clock like a metronome to keep everything synchronous (on the beat), just as a marching band uses drums to stay together. The clock rate is the actual speed of the processor. The speed of this clock is measured in gigahertz (GHz) and is either set by jumpers (like those on PATA drives) on older systems or in the basic input/output system (BIOS) in newer PCs. The front-side bus (FSB) is the front door to the CPU. The width of the FSB determines whether the chip is a 32- or 64-bit processor. The speed of this bus is critical to the performance of the PC. All too often, novice technicians or manufacturers trying to save money will build and sell super-fast processors on cheap motherboards that have very slow FSBs. This is akin to driving a race car on a one-lane dirt road.

The northbridge controls two of the most important tasks on a PC: It sends instructions from RAM to the CPU, and it sends graphic data to the video card. The video card is a fast, dedicated card very much like a small motherboard complete with RAM and a graphic processing unit (GPU). Video cards often have their own cooling system. This allows the PC to worry about tasks other than constantly redrawing the monitor 60 or more times a second. RAM often has its own group of devices to support ever-faster access times and increasing capacities.

The other requests and data that are not RAM or video are forwarded on to the southbridge. That is where storage devices, adapter cards, and ports are located. This is collectively referred to as the input/output (I/O) controller. If your PC is using the integrated video, all that data must be processed by the southbridge. It is often busy with HDD and CD data, network traffic, and so on. Using AGP or PCIe cards tied into the northbridge used for video greatly increases the overall efficiency of the machine.

## **CPU Slots and Sockets**

**1.4.2:** CPUs connect to the motherboard in only two ways. A socket is designed to receive flat, square, tile-like CPUs with hundreds of tiny pins on one side. The socket uses zero-insertion-force (ZIF) to avoid bending pins during installation. The latching lever sits alongside the socket. Pull it away from the socket to free the catch. Then move the lever upward to release the CPU. The CPU sets into the pin grid array (PGA). During installation, note the orientation with the missing pin in the corner. The lever is returned to its position. Thermal compound is used to help transfer heat from the CPU to the heat sink. This material is toxic, and gloves should be used. The slot-style CPUs are built to receive a blade that contains the contacts. They simply slide in guided by posts and snap into place. Slot-style CPUs were common on older motherboards.

Table 31-6 shows CPU socket and slot specifications. Memorizing these specifications is universally disliked by A+ exam candidates. If you are good at memorizing, enjoy. For the rest of us, here are some patterns and a few tricks:

- PGA and the first number in the number of pins is almost always the same in the early CPUs.
- PGAs are always square  $(21 \times 21)$ , or the new ones are simply a number (949 grid PGA).
- Slots don't use PGAs (because they are slots).
- Socket 6 is not used at all and is not likely tested.
- In general, the newer the CPU, the less voltage it uses.
- The names of the later connectors include the number of pins (socket 370, for example).

Table 31-6 CPUs

Connector	CPU	Pins	Voltage
Socket 4	Pentium 60/66	273 pins 21 × 21 PGA	5V
Socket 5	Pentium 75/90/100/120/133	320 pins	3.3V 37 × 37 SPGA
Socket 7	Pentium MMX, AMD KS, Cyrix M	321 pins 37 × 37 SPGA	2.5V to 3.3V
Super Socket 7	AMD KS-2, AMD KS-III	321 pins 37 × 37 SPGA	2.5V to 3.3V
Socket 8	Pentium Pro	387 pins 24 × 26 SPGA	3.3V
Socket 370 or PGA 370 Socket	Pentium III FC-PGA, Celeron PPGA, Cyrix III	370 pins 37 × 37 SPGA	1.5V or 2V
Slot 1 or SC242	Pentium II, Pentium III	242 pins 2 rows	2.8V and 3.3V
Slot A	AMD Athlon	242 pins 2 rows	1.3V to 2.05V

Table 31-6 CPUs continued

Connector	CPU	Pins	Voltage
Socket A or Socket 462	AMD Athlon and Duron	462 pins SPGA	1.1V to 1.85V
Slot 2 or SC330	Pentium II Xeon, Pentium III Xeon	330 pins 2 rows	1.5V to 3.5V
Socket 423	Pentium 4	423 pins 39 × 39 SPGA	1.7V and 1.75V
Socket 478	Pentium 4	478 pins micro PGA (mPGA)	1.7V and 1.75V
Socket PAC418	Itanium	418 pins	3.3V
Socket PAC611	Itanium 2	611 pins	3.3V
Socket 603	Xeon DP and MP	603 pins	1.5V and 1.7V
Socket 754	AMD Athlon 64, Sempron, Turion 64	754 pins PGA	0.8V to 1.55V
Socket 775 or Socket T	Pentium 4, Celeron D, Pentium 4 Extreme Edition, Pentium D, Pentium Extreme Edition, Core 2 Duo, Core 2 Extreme	755 pins LGA	
Socket 939	AMD Athlon 64, Athlon 64 FX, Athlon 64 X2, Opteron, Sempron	939 pins PGA	0.8V to 1.55V
Socket 940	AMD Athlon 64 FX and Opteron	940 pins PGA	0.8V to 1.55V
Socket AM2	AMD Athlon 64, Athlon 64 X2, Athlon 64 FX, Sempron	940 pins PGA	1.35V

The reality is technicians always refer to the documentation to verify compatibility before purchasing CPUs and motherboards. A quick lookup is well worth avoiding a pricey mistake.

#### **RISC and CISC**

There are two families of CPUs: Complex Instruction Set Computing (CISC) and Reduced Instruction Set Computing (RISC). When asked to multiply  $4 \times 5$ , a CISC chip will spend more time looking for the multiplication tool among the many possible methods than completing the task quickly. A RISC will quickly find the addition tool among the fewer options available to it and add 4 + 4 + 4 + 4 + 4. The calculation will take longer, but locating the tool took less time. RISC is outstanding for repetitive tasks such as packet routing in Cisco routers, display adapters, servers. CISC chips are great for multipurpose PCs that face many different kinds of requests. Most CPUs are CISC, but only recently did Macintosh switch. For many years, it used RISC chips by Motorola. Today, Intel and American Micro Devices (AMD) dominate the PC CPU market.

# **Power Supplies**

**1.3.2:** Power supplies switch alternating current (AC) power from the wall to direct current (DC) power for the PC. There is a switch on the outside of the power supply that chooses 115 volts (V) AC in North America versus 230, the European standard. A switch near the power plug allows power supplies to accept U.S. or European standards. Power supplies are measured in watts (W); the more watts, the better. You need to provide more watts than the PC consumes. A 500-W supply is about standard. Gaming systems and other high-end graphics applications tend to use more than that.

The standard form factor for power supplies is the ATX. A 20-pin block connects the motherboard. Another small block of 4 to 8 pins lets the BIOS and OS control the power supply. The communication between computer and power supply is called advanced configuration and power interface (ACPI). All the other devices in the PC are powered by 12V yellow, 5V red, and a black ground wire. There are two sizes of plugs: Molex and Berg. Molex is bigger than Berg. An easy trick to remember this is that the name Molex (five letters) is longer than the name Berg (four letters). Newer power supplies provide special 15-pin power connectors for SATA drives. You can power SATA HDDs with either, but not both.

Use a multimeter to test the DC output. Set the multimeter to read volts DC (20V DC on older, non-auto-ranging multimeters). Put the common lead on the black ground wire or directly on the chassis (metal frame). The chassis is the electrical ground. Use the test lead to contact the other colors on a plug. The colors should read as shown in Table 31-7.

lable 31-7	Power-Supply voltages	
Color	Voltage	Mnemonic
Yellow	12V	You
Red	5V	Really
Orange	3.3V	Oughta
Black	0V	Believe
White	-5V	Warren
Blue	-12V	Buffett

Table 31-7 Power-Supply Voltages

Green, gray, and purple are signal wires and standby features, so they are not a major focus on the A+ exam.

To test the wall outlet, the multimeter must be set to read volts AC. Connect the black common lead on the round ground hole or the large (neutral) slot, and put the test lead in the small (phase) slot. A properly functioning outlet should read 110 to 120 VAC. In the absence of a multimeter, use a working lamp or appliance to test the outlet.

**WARNING:** These colors are not standard among all electrical systems. The black ground in DC should never be confused with the black wire in AC systems that carry 110V, usually at 20 amps or more, which is more than enough to kill you.

A technician should never, ever open three specific PC components: the power supply, laser printers, and cathode-ray tube (CRT) monitors. These contain capacitors and charges that are still "live," even when unplugged. The A+ exam uses these as distracters.

If you are not fully confident about electricity, find an experienced electrician and ask for a fuller explanation. You need to "own" this knowledge to be a PC technician.

Uninterruptible power supplies (UPS) are an external battery-powered device that supply power to computer and network devices during a power outage. Battery UPSs are frequently used on mission-critical devices like servers and routers. UPS power is usually limited to about 30 minutes and is normally designed to provide enough power to automatically shut down the PCs. For extreme cases, diesel generators are used to generate "unlimited" electricity (provided unlimited fuel is available) for banks, air traffic control, hospitals, and so on.

## **Homework**

- **1.** Practice drawing the motherboard map for memory.
- 2. Practice the power-supply mnemonic until you can re-create the chart from memory.
- 3. Wiki the ATX and BTX motherboards.
- 4. Have someone quiz you on the PCI, PCIe, AGP, and ISA need-to-know details.

## **Funwork**

There are several build-a-PC activities in this book. You don't need to actually purchase the equipment. These activities are like fantasy football or using a website to customize a car or shoe *with-out* actually buying it. These activities are designed to immerse you in the details and force you to "speak" your future language.

The first build-a-PC exercise is for a high-end, money-is-no-object, over-the-top (imaginary) game system. Start by reading online techie forums about video cards and motherboards. Immerse yourself in geekspeak, and it will get easier to understand. Ask techies questions, but watch out for IT bravado. Many hard-core techies are not kind to newbies. Also understand that these dream machines are not really tested on the A+ exam. State-of-the-art expert opinion and the A+ exam seldom line up. It is like asking a NASCAR driver how to parallel park for your driver's license exam.

"Purchase" a motherboard, CPU, HDD, and CD drive. Keep in mind that the motherboard determines the kind of storage interfaces, adapter cards, and RAM you can use in the future. Hint: The FSB and video adapter and RAM bus are common bottlenecks. Choose carefully. Next, figure out what kind of case and power supply best suits your needs. Tomorrow, we will add RAM and install the devices. Good luck and have fun. Check out computers by Alienware and other game-oriented PCs to see how the pros build them and to check your work.

NUMBERS	address classes (networks), 78
NONDERS	ADF (automatic document feeders), printers, 256
1xEV-DO protocol, 44	Administrative tools (Windows XP/2000),
10BASE-T Ethernet cable, 80	132
100BASE-T Ethernet cable, 80	administrator accounts
220-602 field technician exams	permissions, 54, 182
exam day preparation, 157	Windows administrators, 55
practice exams, 107	Administrator Tools, 188
test-taking strategies	ADSL (asymmetric digital subscriber
brain dumps, 156	line) Internet connections, 86
synonyms list, 155	adware, WIFI security, 93
writing practice questions, 156  220-603 remote technician exams	AGP (accelerated graphics ports), 268
	AMD (Advanced Micro Devices), 226, 269
customer service, 211	<b>ANSI (American National Standards</b>
exam day preparation, 217 practice exams, 107-108	Institute), 85
test-taking strategies	answers (exams), test-taking strategies,
brain dumps, 216	106
synonyms list, 215	antistatic wrist straps, 37, 235, 255
writing practice questions, 216	Apple OS X system requirements, 48-49
220-604 bench technician exams	Application layer (OSI network model),
exam day preparation, 281	76
practice exams, 108	applications
test-taking strategies	installing, 65
acronyms list, 265-273	Linux installations, 182
brain dumps, 280	Mac OS X installations, 181
synonyms list, 279	Windows Vista installations, 181
writing practice questions, 280 1000BASE-T Ethernet cable, 80	Windows XP installations, 181
TOODAGE-1 Edicinct casic, oo	updates, WIFI security, 93
	ARP (Address Resolution Protocol), 84, 147, 203
Α	,
	ASR (automated system recovery), 63, 131, 266
A4 paper size, 141	AT (advanced technology), 266
AC (alternating current), 268	AT commands, 85-86
accessibility options (OS), customizing,	ATA (advanced technology attachments), 267
ACPI (advanced configuration and power	attrib command, 126
interface), 40, 269	attrib switches, 171
acronyms list, 220-604 exams, 265-273	ATX (advanced technology extended),
adapter cards, 6-7	267
Add Novy Hondword Wiscord 60	motherboards, 8

Add New Hardware Wizard, 60

BNC (Bayonet-Neill-Concelman), 267

power supplies and, 12	BNC (British naval connectors), 267
audio/sound	boot process
adapter cards, 7	OS installations, 59
cable, 24	troubleshooting, 36
troubleshooting, 116	brain dumps (test-taking strategies)
authentication, WIFI security, 93	220-602 exam, 156
automatic network deployed image OS	220-603 exam, 216
installations, 137, 192	220-604 exam, 280
AV (antivirus) software, 93-94	<b>BRI ISDN Internet connections, 87</b>
	bridges, 76
D	broadcast (simplex) data signals, 77
В	browsers, troubleshooting, 200
	brushes (paint), 99
backups	brute force attacks (security attacks), 92
determining via file extensions, 55 Microsoft Backup Utility, 66	BSOD (blue screen of death), troubleshooting, 63
backwards compatibility	BTX (balanced technology extended),
Windows Vista, 187	8, 271
Windows XP, 187	buses (FSB), 9
bad clusters (HDD), troubleshooting, 30	
barcode readers, 72	
batteries	C
disposal of, 276	
disposing of, 100	
laptops, 45, 241-242	CAB files, Windows OS registration, 175
memory, 39	cable
NiCd batteries, 241	audio cable, 24
NiMH batteries, 241	CAT5 cable, 24, 146, 200
types of, 39-40	CAT6 cable, 146
bench technician practice exams	CAT6A cable, 146
(220-604)	Ethernet cable, 80
exam day preparation, 281	fiber optic cable, 149
practice exams, 108	FireWire cable, 22
test-taking strategies	HVD cable, SCSI arrays, 112
acronyms list, 265-273	LVD cable, SCSI arrays, 112 Molex power cable, SCSI arrays, 111
brain dumps, 280	network cable, 24
synonyms list, 279	patch cable, 146
writing practice questions, 280	SCSI cable, 5, 23
BIOS (basic input/output systems), 266	SE cable, SCSI arrays, 112
beep codes, 162-163	ST connectors, 272
flashing, 29	STP cable, 273
hardware information, finding, 225 upgrading, 29	troubleshooting, 148
BIOS chips, IC pullers and, 119	UTP cable, 146, 200, 267
Bluetooth	cable Internet connections, 86
classes of, 124	caches (memory), 17
networks, 80	CAL (Client Access Licenses), Windows

OS registration, 175	ping switches, 172
eameras	remote support, 169-170
digital	troubleshooting via, 169-170
batteries, 40	viewing, 65
CRU, 251	xcopy switches, 171 client/server networks, 79
FRU, 251	
memory and, 122, 252-253	CMOS (complementary metal-oxide semiconductors), 20, 269
resolution, 123, 252	
troubleshooting, 251	COM1 (communication port 1), 268
security, 276	command prompt
CAT5 cable, 24, 146, 200	common commands list, 53-54
CAT6 cable, 146	syntax of, 52 command-line switches
CAT6A cable, 146	* V
CCD (charged coupled devices), 20	accessing, 125 attrib command, 126
CD (compact discs), 266	dir command, 125
CD drives, 4	format command, 127
CD-ROM (compact disc-read-only memo-	ipconfig command, 127
ry), 270	ping command, 127
CD-RW (compact disc-rewritable), 266	xcopy command, 126
CDFS (compact disc file systems), 272	compatibility
CDMA (Code Division Multiple Access)	HCL, 59, 267
protocol, 44	Windows Vista, 187
	Windows XP, 187
cell phones, 247	Compatibility mode (OS), 51
batteries, 40	computer components, disposing of, 100
function over form, 248	computer data-gathering phase (trou-
keyboards, troubleshooting, 248-249 PEBCAK errors, 248	bleshooting process), 34
protocol list, 43-44	Computer Management MMC (Microsoft
troubleshooting, 247-249	Management Console), 132
CGA (color/graphics adapters), 269	CONFIG.SYS files, 176
cheat sheet reviews (test-taking strate-	connections, troubleshooting, 236
gies), 103-105	Control Panel, Registry, 51
CISC (Complex Instruction Set	cooling systems, 24, 239
Computing), 11	copy backups, 66
elean OS installations, 60	corona wires (printers), 256
cleaning	CPP (cost per page), printers and, 67
best practices, 120, 240	CPS (characters per second), printer
dot-matrix printers, 262	speed and, 67
inkjet printers, 262	CPU (central processing units), 269
laser printers, 262	AMD versus Intel, 226
printers, 256	CISC, 11
solutions for, 234	PAE, 226
CLI (command-line interface)	RISC, 11
attrib switches, 171	slots, 10-11
dir switches, 170	sockets, 10-11
format switches, 172	upgrades, 226-227 CRIMM (continuity RAMBUS inline
GUI versus, 52	memory module), 19, 266
ipconfig switches, 172	memory module,, 17, 200

CRT (cathode-ray tubes), 266	deb files, Linux application installations, 182
CRU (customer replaceable units), cameras and, 251	Debian Installer, Linux application instal
customer data-gathering phase (trou-	lations, 182
bleshooting process), 33	degreaser solvents, printers and, 256
customer explanation phase (trou-	device connections, troubleshooting, 236
bleshooting process), 35	<b>Device Manager, 61, 178, 225</b>
customer support, 211 SLA (service level agreements), 101	DHCP (Dynamic Host Configuration Protocol), 145, 199
tips for, 100	DHKDSK (Scandisk), 30
customizing OS, accessibility options, 129	differential backups, 66
	digital cameras
D	batteries, 40 CRU, 251 FRU, 251
D plugs, 113, 223	memory and, 122, 252-253
daily backups, 66	resolution, 123, 252 troubleshooting, 251
Data Link layer (OSI network model), 76	DIMM (dual inline memory modules), 19
data recovery	268
ASR, 63, 131	DIN (Deutsche Industrie Norm), 267
backups, 55, 66	dip (dual inline packages), 268
ERD, 63, 131	dir command, 125
Last Known Good Configuration, 64	dir switches, 170
OS, 131 Recovery Console, 131-132 System Restore, 131	directories, Mac OS X directory struc- tures, 180
data storage	DirectX updates, 226
CD drives, 4	disk management, accessing managemen
drive interface features comparison table,	utilities, 65
5	display adapter ports, 23-24
DVD drives, 4	disposal of
FDD, 4-5	batteries, 100, 276
Flash drives, 99 HDD, 3-5	computer components, 100
network drives, 5	electronic equipment, 276
tape drives, 4	DLL (dynamic link library) files,
daughter boards, 6	troubleshooting missing files, 61
DB-25, 268	DMA (direct memory access), 16, 272
DB-9, 268	DNS (domain name systems), 84, 92, 145, 199
DC (direct current), 268 DDoS (Distributed Denial of Service)	documentation phase (troubleshooting process), 35
attacks, 92	DoS (Denial of Service) attacks, 92
DDR (double data-rates), 18, 269	DOS (disk operating systems), 270
DDR RAM (double data-rate random	dot-matrix (impact) printers, 68, 262
access memory), 271	DPI (dots per inch), printer quality and,
DDR SDRAM (double data-rate symmet- ric dynamic random access memory), 268	67

DRAM (dynamic random access	EMI (electromagnetic interference), 271
memory), 17-18, 268	encryption
<b>drivers</b> managing via Device Manager, 61	symmetric encryption, 152, 208 WEP encryption, WIFI security, 93
mapping, 167	WPA encryption, WIFI security, 93
drum scanners, 71-72	ENET (Ethernet), 273
DVD (digital video discs), 269	EP (electrophotostatic) drums, printers,
DVD drives, 4	256
DVD-R (digital video disc-recordable),	EPP (enhanced parallel ports), 223, 270
269	ERD (emergency repair disks),
DVD-RAM (digital versatile disc-random	63, 131, 266
access memory), 267	error codes, printers, 259-260
DVD-ROM (digital video disc-read only	ESD (electrostatic discharge), 99, 267
memory), 270	ESDI (enhanced small device interface),
DVD-RW (digital video disc-rewritable), 267	265
	Ethernet (ENET), 273
DVI (digital video interface) ports, 23	Ethernet networks, 79-80
DVI (digital visual interfaces), 269 dye sublimation printers, 69	EVDO (evolution data optimized or evolution data only), 266
	Event Viewer, 64, 132
E	EVGA (extended video graphics adapter/array), 265
	exams
EAP-Cisco. See LEAP, 93	220-602 exams
	brain dumps, 156
ECC (error correction codes), 18, 269 ECR (extended conclusiving parts), 223	exam data preparation, 157
ECP (extended capabilities ports), 223, 269	synonyms list, 155
EDGE protocol, 44	test-taking strategies, 155-156 writing practice questions, 156
	220-603 exams
EDO (extended data output), RAM, 18	brain dumps, 216
EDO SDRAM (extended data out symmetric dynamic random access	customer service, 211
memory), 269	exam data preparation, 217
EEPROM (electrically erasable program-	synonyms list, 215
mable read-only memory), 18, 269	test-taking strategies, 215
EFS (encrypting file systems), 271	writing practice questions, 216 220-604 exams
EGA (enhanced graphics adapters), 269	acronyms list, 265-273
EIDE (enhanced integrated drive elec-	brain dumps, 280
tronics), 266	exam data preparation, 281
EISA (extended industry standard	synonyms list, 279
architecture) expansion slots, 112	test-taking strategies, 279
EISA (extended industry standard	writing practice questions, 280 practice exams
architectures), 269	bench technician exams (220-604), 108
electricity, 235-236	field technician exams (220-602), 107
elimination, process of (test-taking strategies), 106	remote technician exams (220-603),
strategies), 100	107-108 web resources, 103

questions	moving, 177
process of elimination, 106	recognizing by viewing, 176
RTDQ (read the doggone question),	sharing, 177, 200
106	NFS, 146
scoring	remote access and, 167
Exam Score Reports, 106	SMB, 146
perfect scores, 105	filters
test-taking strategies	MAC filtering, WIFI security, 93
220-602 exams, 155-156	packet filters, firewalls, 151, 207
220-603 exams, 215	proxy filters, firewalls, 151, 207
220-604 exams, 279 cheat sheet reviews, 103-105	fire extinguishers, 98
process of elimination, 106	firewalls
RTDQ (read the doggone question),	hardware firewalls, 94
106	packet filtering, 151, 207
expansion slots, 112	proxy filters, 151, 207
adapter cards and, 6	software firewalls, 94 stateful packet inspection, 152, 207
laptops, 41	WIFI security, 93-94
legacy expansion slots, 223	FireWire, 7, 22
	firmware
F	printers, 139, 195, 257
Г	routers, updating in, 93
	Flash memory, 123
fans (cooling systems), 25	cameras and, 252-253
FAT (file allocation tables), 266	digital cameras, 123
FAT12 (file allocation tables 12-bit), 272	Flash drives, 99
FAT16 (file allocation tables 16-bit), 266	flashing BIOS, 29
FAT32 (file allocation tables 32-bit), 266	flatbed scanners, 71-72
FCC (Federal Communications	fobs, security and, 275-276
Commission), 85, 271	"foggy" pages (printers/printing),
	troubleshooting, 142, 197
FDD (floppy disk drives), 4-5, 267	folders
FDDI networks, 79	shared folders, 128, 167
fiber optic cable, 149	system folders, accessing, 128
field technician practice exams (220-602)	format command, 127
exam day preparation, 157	format switches, 172
practice exams, 107	formatting HDD (hard disk drives), 30
test-taking strategies brain dumps, 156	FPM (fast page memory), 18
synonyms list, 155	FPM (fast page-mode), 266-267
writing practice questions, 156	FRU (field replaceable units), 251, 270
files	FSB (front-side buses), 9, 227
attributes, RASH acronym, 57	FTP, 84, 145, 199
extensions	full backups, 66
changing associations, 65	full duplex data signals, 77
common file extensions list, 55-56	ran aupies aam signais, //
determining backups via, 55	
third-party software extensions list, 56	

G - H	NVRAM, 19
<b>u</b> 11	parity and, 18
	RAM, 17-19
gateways, 148, 204	RDRAM, 19
GB (gigabytes), 267	ROM, 18
	SDRAM, 18
GDI (graphics device interface),	SRAM, 17-18
196, 257, 265	VRAM, 18
GHz (gigahertz), 270	motherboards, 8-9, 12
GPRS protocol, 43	mouse devices, 20
GPS protocol, 43	network cable, 24
GSM protocol, 43	parallel ports, 23
GUI (graphical user interface), 52, 267	peripherals, 20
	power supplies, 12-13
guide rails (printers), 256	PS/2 ports, 22
	S-video ports, 24
	SCSI cable, 5, 23 serial ports, 23
hackers, 91, 94	system resources
half duplex data signals, 77	DMA, 16
handheld scanners, 71-72	I/O addresses, 16
· ·	IRO, 15
hardened passwords, WIFI security, 93	touchpads, 20
hardware	troubleshooting
audio cable, 24	best practices, 35
CAT5 cable, 24	boot problems, 36
cooling systems, 24	computer data-gathering phase, 34
CPU	customer data-gathering phase, 33
CISC, 11	customer explanation phase, 35
RISC, 11	documentation phase, 35
slots, 10-11	issue verification phase, 34
sockets, 10-11	monitor resolution, 36-37
display adapter ports, 23-24	POST, 35
disposal of, 276	problem evaluation phase, 34
DVI ports, 23	process overview, 33
expansion slots, 6	quick solutions phase, 34
finding information on, 225 firewalls, 94	remote support, 161-163
FireWire, 22	solution implementation phase, 34
HCL, 267	USB ports, 21
HDMI ports, 24	VGA ports, 23
installing, 60	VID, 20
keyboards, 20	Hash, 152, 208
memory	hazards, types of, 97
caches, 17	HCL (Hardware Compatibility Lists),
DDR, 18	59, 267
DRAM, 17-18	HDD (hard disk drives), 272
ECC, 18	backups, 66
EDO, 18	bad clusters, troubleshooting, 30
EEPROM, 18	best practices, 30
FPM, 18	disk management, 65
memory slots, 19	formatting, 30

laptop HDD, 245	IEC (International Electrotechnical
low disk space/memory errors, trou- bleshooting, 64	Commission), 85
partitioning, 29-30	IEEE (Institute of Electrical and
PATA channels, 3-5	Electronics Engineers), 85, 268
RAM, paging, 57	image resolution, cameras and, 252
SATA, 3-5	IMAP (Internet Message Access Protocol), 84, 199
solid-state HDD, 4	impact (dot-matrix) printers, 68
swapping drives, 245 virtual memory, 57	incremental backups, 66
HDMI (high definition media interface),	_ :
267	inkjet cartridges
HDMI ports, 24	cleaning up, 142, 197, 256, 263 refilling, 141
heat stable cleaner, printers and, 256	inkjet printers, 68
hemostats, 119	maintenance, 262
Hex drivers, 99	troubleshooting, 261
•	installing
HKEY_CLASSES_ROOT, 51, 188	applications, 65
HKEY_CURRENT_CONFIG, 51, 188	hardware, 60
HKEY_CURRENT_USER, 51	language packs, 129
HKEY_LOCAL_MACHINE, 51, 187	OS
HKEY_USERS, 51, 187	Add New Hardware Wizard, 60
hot swappable devices, 122, 245	automatic network deployed image
HPFS (high performance file systems),	installations, 137, 192
272	boot process, 59 clean installations, 60
HTML (Hypertext Markup Language),	Device Manager, 61
84	HCL, 59
HTTP (Hypertext Transfer Protocol),	local image installations, 136, 192
84, 145	network deployed image installations,
HTTPS (Hypertext Transfer Protocol	137, 192
Secure), 84, 145	software installations/removals, 61
hubs, 76, 79, 148	unattended installations, 136, 192 PATA drives, 27-28
HVD (high-voltage differential) cable,	RAID, 29
SCSI arrays, 112	SATA drives, 27
	SCSI, 28
I .	Intel CPU, 226
1	Internet
	connections
I/O (input/output), 270	ADSL connections, 86
addresses, 16	BRI ISDN connections, 87
controllers, 9	cable connections, 86
IAB (Internet Architecture Board), 85	PLT connections, 87
IC (integrated circuit) pullers, 119	POTS connections, 86 PRI ISDN connections, 87
ICMP (Internet Control Message	satellite connections, 86
Protocol), 84	ISP, 270
IDE (integrated drive electronics), 267	IP (Internet protocol), 84, 271
iDEN protocol, 43	IP addresses, 77, 177

ipconfig /?, troubleshooting networks, 88	memory, expansion slots, 41
ipconfig /all, troubleshooting networks,	monitors, troubleshooting, 45
87-88	network connections, troubleshooting, 45 network drives, 121
ipconfig command, 127	network drives, 121 networked projectors, 121
ipconfig switches, 172	networking, 121
IPX/SP, 84	projectors and, 41
IR (infrared), 268	SDD, 246
IrDA (Infrared Data Association), 266	shared-memory laptops, video sharing, 243
IRQ (interrupt requests), 15, 225, 265	swappable devices, 122
ISA (industry standard architecture) expansion slots, 112	touch screens, troubleshooting, 45 troubleshooting, 44-45, 243 video sharing, 243
ISA (industry standard architectures),	VRAM, 122
272	laser printers, 67
ISO (Industry Standards Organization),	maintenance, 262
85, 266	troubleshooting, 260-261
ISP (Internet service providers), 270	Last Known Good Configuration, 64
issue verification phase (troubleshooting	Layer 2 (networks), 76-77
process), 34	Layer 3 (networks), 77
	Layered PC Model, OS and, 47-48
J - K - L	LCD (liquid crystal display) monitors, 242-243, 273
	LEAP (Lightweight Extensible
Kb (kilobit), 268	Authentication Protocol), WIFI security,
KB (kilobytes), 267	93
keyboards, 20	LED (light emitting diodes), 265
cell phones/PDA, troubleshooting,	LED colors (monitors), 115
248-249	legacy expansion slots, 223
shortcuts, Windows OS, 189-190	legal paper size, 141
troubleshooting, 117	letter paper size, 141
wireless keyboards, troubleshooting, 249	licensing, Windows OS, 175
KEY_CURRENT_USER, 187	Linux, 49, 180-181
"known-good" devices, 236	application installations, 65, 182 CLI, viewing, 65 sudo, 54
LAN (local area networks), 75, 267	system requirements, 49
language packs	LiPo (Lithium-ion polymer) batteries, 40
installing, 129	Lithium-ion batteries, 40
troubleshooting, 117	local image OS installations, 136, 192
laptops	logical memory, 51
batteries, 241-242	logical network topologies, 79
troubleshooting, 45	loopback testers, 99
<i>types of, 39-40</i> cleaning, 44	LPT (line printer terminals), 266
expansion slots, 41	LPT1 (line printer terminal 1), 266
HDD, 245	LPX (low profile extended), 8, 268
LCD monitors, 242-243	LVD (low-voltage differential), 112, 272

M	EEPROM, 269
141	Flash memory, 123, 252-253
	FPM, 18
MAC addresses	HDD low memory errors, 64
	laptops
OUI, 77	expansion slots, 41
packets and, 148, 204	shared-memory laptops, 243
MAC filtering, WIFI security, 93	logical memory, 51
Mac OS X, 48	memory dumps, 63
application installations, 65, 181	memory slots, 19
CLI, viewing, 65	MicroDIMM, 270
directory structure of, 180	parity and, 18
disk management, 65	PROM, 273
system requirements, 49	RAM, 17-18, 272
magnetic tape drives, 4	ECC, 18
maintenance	EDO, 18
cleaning best practices, 120, 240	NVRAM, 19
cooling best practices, 239	paging, 57
hemostats, 119	printers and, 139, 195, 256
IC pullers, 119	RDRAM, 19
laptops, cleaning, 44	VRAM, 18, 122
preventive maintenance, 37-38	RDRAM, 270
printers/printing, 72, 140, 256, 262	RIMM, 267
reach tools, 119	ROM, 18, 267
safety basics, 119	SDRAM, 18, 266-268
scanners, 72	SGRAM, 269
screwdrivers, 119	SIMM, 269
man-in-the-middle attacks, 92	SoDIMM, 269
mapping network drives, 128, 167	SRAM, 17-18, 271
	UDMA, 270
Mb (megabits), 265	virtual memory, 57
MB (megabyte), 272	MHz (megahertz), 269
MBR (master boot records), 63, 266	micro ATX (advanced technology
MCA (Micro Channel Architecture)	extended) motherboards, 8
expansion slots, 112	MicroDIMM (micro dual inline memory
MCA (micro channel architectures), 268	module), 270
MD5 (message digest algorithm 5),	MICRODIMM (single inline memory
152, 208	modules), 19
memory	Microsoft Backup Utility, 66
·	MIDI (musical instrument digital
battery memory, 39 caches, 17	interface), 265
cameras and, 252-253 DDR, 18	mini ATX (advanced technology extended) motherboards, 8
DDR RAM, 271	mini LPX motherboards, 8
DDR SDRAM, 268	mirroring, 29
digital cameras, 122	6,
DIMM, 268	MMC (Microsoft Management Console),
DMA, 272	271
DRAM, 17-18, 268	MMS protocol, 43
DVD-RAM, 267	MMX (multimedia extensions), 267
EDO SDRAM, 269	modems, 7

Molex power cable, SCSI arrays, 111	NetBEUI, 84
monitoring user activity, 168	network cable, 24
monitors	network cards (NIC), 7, 147, 204, 271
cleaning, 120	network deployed image OS installations,
laptops, troubleshooting, 45	137, 192
LCD monitors, 242-243	network drives, 5, 121, 128
LED colors, 115	Network layer (OSI network model), 76
resolution, 36-37, 115	network printers, 258
troubleshooting, 36-37, 115	
motherboards, 8	network protocols, 84
ATX, power supplies and, 12	networked laptops, 121
CPU slots, 10-11	networked PDA, 121
CPU sockets, 10-11	networked projectors, 121
daughter boards, 6 FSB, 9	networks
I/O controllers, 9	address classes, 78
riser boards, 6	Bluetooth networks, 80
video cards, 9	Category 5 cable, 200
mouse devices, 20	client/server networks, 79
moving files, 177	defining, 75
MP3 (Moving Picture Experts Group),	Ethernet networks, 79-80
271	FDDI, 79
MPEG (Moving Picture Experts Group),	file sharing, 200 full duplex data signals, 77
266	half duplex data signals, 77
	IP addressing, 77
MSAU (multistation access hubs), 79	LAN, 75, 267
MSCONFIG utility, 64	laptop connections, 45
MSDS (material safety data sheets), 98,	Layer 2, 76-77
272, 276	Layer 3, 77
MTBF (mean time between failures),	logical topologies, 79
printer reliability and, 67	MAC addressing, 77
multicasting, 77	mapping drives, 167
multicore, defining, 50	multicasting, 77
multimeters, 12, 37, 235-236	OSI network model, 76, 80
multiprocessing, defining, 50	packets, following, 147-148 PAN, 272
multitasking, defining, 50	peer-to-peer networks, 79
multithreading, defining, 50	physical topologies, 78
multiusers, defining, 50	ports, common protocols list, 199
	printer connections, 69
	simplex (broadcast) data signals, 77
N	subnetting, 78
••	token ring networks, 79
	troubleshooting
naming	following packets, 203-204
PCs, 177	ipconfig /?, 88
shared folders, 128	ipconfig /all, 87-88
NAT (Network Address Translation),	laptop connections, 45 TCP/IP, 88
147, 203	wireless networks, 208

UTP cable, 200	command-line switches
VPN, 152, 168	attrib command, 126
WAN, 75	dir command, 125
WIFI networks, 79-80	format command, 127
wireless networks, 208	ipconfig command, 127
WLAN, 75	ping command, 127
NFS (network file systems), file sharing,	xcopy command, 126
146	Compatibility mode, 51
NIC (network interface cards),	data recovery
7, 147, 204, 271	ASR, 63
NiCd (nickel-cadmium) batteries, 40, 241	backups, 66
NiMH (nickel metal hydride) batteries,	ERD, 63
40, 241	Last Known Good Configuration, 64
NLX (new low-profile extended), 268	DirectX updates, 226
NLX motherboards, 8	DOS, 270
·	file attributes, RASH acronym, 57 file extensions, 55-56
NOS (network operating systems), 50	GUI, 52
NTFS (new technology file systems), 265	installing
NTLDR (new technology loaders), 272	Add New Hardware Wizard, 60
NVRAM (nonvolatile random access	automatic network deployed image
memory), 19	installations, 137, 192
• * * * * * * * * * * * * * * * * * * *	boot process, 59
	clean installations, 60
0	Device Manager, 61
	HCL, 59
	local image installations, 136, 192
OCR (optical character recognition),	network deployed image installations,
scanners and, 72	137, 192
OEM (original equipment manufacturer),	software installations/removals, 61
266	unattended installations, 136, 192
	language packs, installing, 129
OS (operating systems), 272	Layered PC Model and, 47-48
accessibility options, customizing, 129	Linux, 49, 180-181
administrator accounts	application installations, 182
permissions, 54	installing applications on, 65
Windows, 55	sudo, 54
applications, installing, 65	system requirements, 49
CLI	viewing CLI, 65
attrib switches, 171 dir switches, 170	Mac OS X, 48
format switches, 170	accessing disk management utilities, 65
ipconfig switches, 172	application installations, 181
ping switches, 172	directory structure of, 180
remote support, 169-170	installing applications on, 65
troubleshooting via, 169-170	system requirements, 49
xcopy switches, 171	viewing CLI, 65
CLU, 52	memory
command prompt	logical memory, 51
common commands list, 53-54	virtual memory, 57
syntax of, 52	network drives, mapping, 128
- Jout off, 0 =	NOS, 50

permissions, 132	Windows XP
Protected mode, 51	backwards compatibility, 187
Real mode, 51	distributions, 186-187
Registry, 51	OSI network model, 76, 80
Remote Assistance, 133	OSI reference model, 83
Remote Desktop Connection, 133	OSR (original equipment manufacturer
remote support, 169-170	service releases), 272
shared folders, naming conventions, 128	OUI (Organizational Unique Identifiers),
system folders, accessing, 128	MAC addressing, 77
system recovery, 131	MAC dudiessing, 11
troubleshooting	
BSOD, 63	P
changing file extension associations,	г
65	
CLI and, 169-170	packet-switching protocol, 43
data recovery, 63	packets
Event Viewer, 64	•
HKEY_CLASSES_ROOT, 188	filtering, firewalls, 151, 207
HKEY_CURRENT_CONFIG, 188	following in networks, 147-148, 203-204
HKEY_LOCAL_MACHINE, 187	MAC addresses and, 148, 204 translating, 147, 204
HKEY_USERS, 187	PAE (physical address extensions), CPU
KEY_CURRENT_USER, 187	and, 226
low disk space/memory errors, 64 memory dumps, 63	
MSCONFIG utility, 64	paging, 57
permissions, 132	paint brushes, 99
Regedit.exe, 187	PAN (personal area networks), 272
stop codes, 63	paper (printers/printing)
Syskey.exe, 187	foggy pages, troubleshooting, 142, 197
system recovery, 131	printer pickup problems, troubleshooting,
updates, 93, 137, 192	142, 197
user permissions, 54	recycling, 141, 196, 263
versions of, checking, 177	sizes of, 141
Virtual real mode, 51	troubleshooting, 261
Windows 9x/Me	paper pickup tires (printers), 256
boot sequence, 135-136, 191	parallel ports, 7, 23, 113, 223
Recovery Console configuration, 191	parity, memory and, 18
Windows OS, 48	part retrievers, 99
accessing disk management utilities, 65	partitioning HDD (hard disk drives),
administrator accounts, 55	29-30
installing applications on, 65	passwords
keyboard shortcuts, 189-190	hacker attacks, 94
Policy Editor, 188	hardened passwords, 93
system requirements, 49	routers, 93
upgrading, 185	security policies, 94
viewing CLI, 65	WIFI security, 93
WDDM, 49	PAT (Port Address Translation), 147, 203
Windows Vista, 179-181	PATA (parallel advanced technology
Windows XP, 179-181	attachment) channels
Windows Vista backwards compatibility,	HDD, 3, 5
187	installing, 27-28

PGA2 (pin grid arrays 2), 272
phishing attacks, 92
physical attacks (security attacks), 92
Physical layer (OSI network model),
76, 80
physical network topologies, 78
physical security, 276
PIN (personal identification numbers),
270
ping command, 127, 208
ping switches, 172
pixel death (LCD monitors), 242
platens (printers), 256
PLT (power line transmissions) Internet
connections, 87
PnP (plug and play), 271
Policy Editor, 188
POP (Post Office Protocol), 84, 145, 199
portable storage. See Flash drives
ports
AGP, 268
COM1, 268
common protocols list, 145, 199
display adapter ports, 23-24
DVI ports, 23
ECP, 269
EPP, 270
HDMI ports, 24
parallel ports, 7, 23, 113, 223 PS/2 ports, 22
S-video ports, 24
serial ports, 7, 23, 113, 223
testers, 99
USB ports, 21
VGA ports, 23, 113, 223
POST (power-on self tests), 35, 269
POTS (plain old telephone system)
Internet connections, 86
power supplies, 12
AC, 268
ATX motherboards, 12
batteries, 39-40
DC, 268
exotic case configurations, 113
laptops, 241-242 multimeters and, 12
oddly-shaped power supplies, 224
UPS, 13, 271

PPM (pages per minute), printer speed and, 67	RAM and, 139, 195, 256 rubber roller reconditioners, 256
practice exams	sharing, 258
bench technician exams (220-604), 108 field technician exams (220-602), 107 remote technician exams (220-603), 107-108 web resources, 103	solid ink printers, 68 thermal printers, 69 toner cleaning up, 142, 197, 263 refilling, 141
practice questions, writing (test-taking	troubleshooting, 69, 255
strategies)	degreaser solvent, 256
220-602 exams, 156	error codes, 259-260 "foggy" pages, 142, 197
220-603 exams, 216	"foggy" pages, 142, 197 heat stable cleaner. 256
220-604 exams, 280	inkjet printers, 261
Presentation layer (OSI network model),	laser printers, 260-261
76	paper, 261
preventive maintenance, 37-38	paper pickup problems, 142, 197
cleaning best practices, 120	repetitive lines, 142, 197
printers, 140	rollers, 142, 197
safety basics, 119	TCP/IP settings, 259
PRI ISDN Internet connections, 87	tick marks, 142, 197
printers/printing	WYSIWYG, 140, 196, 257
ADF, 256	problem evaluation phase
cleaning, 256	(troubleshooting process), 34
corona wires, 256	process of elimination
CPP, 67	(test-taking strategies), 106
CPS, 67	product keys, Windows OS registration,
dot matrix (impact) printers, 68, 262	175
DPI, 67	projectors, 41, 253
dye sublimation printers, 69	PROM (programmable read-only
EP drums, 256	memory), 273
firmware updates, 139, 195, 257	Protected mode (OS), 51
FPM, 267 GDI, 196	protocol ports list, 199
guide rails, 256	proxy filters, firewalls, 151, 207
impact (dot-matrix) printers, 68, 262	PS (PostScript), 196, 257
inkjet printers, 68, 262	- · · · · · · · · · · · · · · · · · · ·
laser printers, 67, 262	PS/2 (personal system/2 connectors), 273
LPT, 266	PS/2 ports, 22
LPT1, 266	
maintenance, 72, 140, 262	0 0
MTBF, 67	Q - R
network connections, 69	
network printers, 258	QoS (Quality of Service), 273
paper pickup tires, 256	questions (exams)
paper size, 141, 196, 263	practice questions, writing (test-taking
PCL, 196, 257, 270	strategies)
PDL, 140, 196, 257	220-602 exams, 156
platens, 256	220-603 exams, 216
PPM, 67	220-604 exams, 280
PS, 196, 257	test taking strategies 106

test-taking strategies, 106

quick solutions phase (troubleshooting	remote support
process), 34	CLI and, 169-170
	Remote Assistance
RAID (redundant array of independent	enabling, 165
discs), 270	troubleshooting, 166
adapter cards, 7	Remote Desktop, 166
installing, 29	troubleshooting hardware via, 161
RAM (random access memory), 272	BIOS beep codes, 162-163
DDR RAM, 271	SCSI, 163
DRAM, 17-18	remote technician practice exams
ECC, 18	(220-603)
EDO, 18	customer service, 211
NVRAM, 19	exam day preparation, 217
paging, 57	practice exams, 107-108
printers and, 139, 195, 256	test-taking strategies
RDRAM, 19	brain dumps, 216
SDRAM, 18	synonyms list, 215
SRAM, 17-18, 271	writing practice questions, 216
VRAM, 18, 122	removing software, 61
RAMBUS, 270	rendering (graphics), 140, 196, 257
RASH (read-only, archive, system,	repeaters, 76
hidden) file attributes acronym, 57 RDRAM (RAMBUS dynamic random	repetitive lines (printers/printing), troubleshooting, 142, 197
access memory), 19, 270	replay attacks, 92
reach tools, 119	resolution
Real mode (OS), 51	cameras, 123, 252
recovery	monitors, 36-37, 115
·	RF (radio frequencies), 268
data recovery  ASR, 63, 131	RGB (red green blue), 271
backups, 55, 66	RIMM (RAMBUS inline memory
ERD, 63, 131	module). See RDRAM
Last Known Good Configuration, 64	RIP, 84
OS, 131	,
Recovery Console, 131-132	RISC (reduced instruction set computer)
System Restore, 131	11, 271
system recovery, ASR, 266	riser boards, 6
Recovery Console, 131-132, 191	RJ (registered jacks), 270
recycling paper, 141, 196, 263	RJ-11 (registered jack function 11), 270
refilling toner, 141	RJ-45 (registered jack-45), 271
Regedit.exe, 187	rollers (printers/printing), troubleshoot-
registration, Windows OS, 175	ing, 142, 197
Registry, 51	ROM (read only memory), 18, 267
remote access, 167	root (administrator) permissions, Linux
*	application installations, 182
Remote Assistance, 133	routers, 148
enabling, 165	firmware updates, 93
troubleshooting, 166	packets, following (network
Remote Desktop, 166	troubleshooting), 204
Remote Desktop Connection, 133	passwords WIFI security 93

RPM (RedHat Package Manager), Linux application installations, 182	SCSI ID (small computer system interface identifiers), 271
RS-232 (recommended standard 232), 267	SD cards (secure digital cards), 269
RTC (real-time clock), 270	SDRAM (synchronous dynamic random
RTDQ (read the doggone question),	access memory), 18, 266-268
test-taking strategies, 106	SE (single-ended) cable, SCSI arrays, 112
rubber roller reconditioners (printers),	SEC (single edge connectors), 271
256	security
	brute force attacks, 92 cameras and, 276
S	DDoS attacks, 92
	DNS poisoning, 92
	DoS attacks, 92
S-video ports, 24	encryption, 152, 208
safe mode (OS recovery), 131	firewalls
safety	packet filtering, 151, 207
batteries, disposal of, 100	proxy filters, 151, 207
clothing and, 97	stateful packet inspection, 152, 207
computer components, disposal of, 100	WIFI security, 93
ESD (electrostatic discharge), 99	fobs, 275-276
fire extinguishers, 98	hackers, 91
hazards, types of, 97	Hash, 152, 208
MSDS (material safety data sheets), 98	man-in-the-middle attacks, 92
tools, overview of, 99	MSDS, 272, 276
SATA (serial advanced technology	passwords
attachment) drives	hacker attacks, 94
best practices, 30	hardened passwords, 93
installing, 27	policy development, 94
SATA (serial advanced technology	routers, 93
attachments), 3-5, 270	security policies, 94 WIFI security, 93
satellite Internet connections, 86	phishing attacks, 92
Scandisk (CHKDSK), 30	physical security, 276
scanners, 71-72, 139, 195, 257	replay attacks, 92
scoring (exams)	smart card readers, 276
	spoofing attacks, 92
Exam Score Reports, 106	symmetric encryption, 152, 208
perfect scores, 105 screwdrivers, 37, 119, 233	SYN floods, 92
	theft, 92
SCSI (small computer system interface)	Trojan horse attacks, 92
cable, 5, 23	troubleshooting, 95
SCSI (small computer system interface),	WIFI, 93-94
272	worms, 92
comparison chart, 222	serial ports, 7, 23, 113, 223
installing, 28	Services MMC (Microsoft Management
troubleshooting, 163, 221	Console), 132
SCSI (small computer system interface)	Session layer (OSI network model), 76
arrays, 111-112	SFC (system file checkers), 270
SCSI adapter cards, 7	

SGRAM (synchronous graphics random access memory), 269	special characters (text), troubleshooting, 117
SHA (Secure Hash Algorithm), 152, 208	SPGA (staggered pin grid arrays), 268
shared folders, 128, 167	spoofing attacks, 92
shared-memory laptops, video sharing,	SPP (standard parallel ports), 223
243	spyware, 94, 168
sharing	SRAM (static random access memory),
files, 177	17-18, 271
NFS, 146	SSD (solid state drives), 246
remote access and, 167	SSH (Secure Shell), 84, 145, 167, 199
SMB, 146	SSID (service set identifiers), 268
printers, 258	SSID broadcasts, WIFI security, 93
video, laptops and, 243 shortcuts (keyboard), Windows OS	ST (straight tip) cable connectors, 272
shortcuts, 189-190	standards organizations, 85
SIMM (single inline memory modules),	stateful packet inspection (firewalls),
19, 269	152, 207
simplex (broadcast) data signals, 77	stop codes (memory dumps), trou-
SLA (service level agreements), 101	bleshooting, 63
SLI (scalable link interfaces), 269	storage (data)
SLR (single-lens reflex) cameras,	CD drives, 4
troubleshooting, 251	drive interface features comparison table, 5
smart card readers, security and, 276	DVD drives, 4
SMB (server message blocks), file	FDD, 4-5
sharing, 146	Flash drives, 99
SMS protocol, 43	HDD, 3-5 network drives, 5
SMTP, 84, 145, 199	tape drives, 4
SoDIMM (small outline dual inline	STP (shielded twisted pair) cable, 273
memory modules), 19, 269	striping, 29
software	stuck pixels (LCD monitors), 242
firewalls, 94	subnetting, 78
installing, 61	sudo, 54
removing, 61	support
SOHO (small office/home office), 269	• •
solder, 235	customer support  SLA (service level agreements), 101
solid ink printers, 68	tips for, 100
solid-state HDD (hard disk drives), 4	remote support
solution implementation phase	CI and, 169-170
(troubleshooting process), 34	Remote Assistance, 165-166
sound/audio	Remote Desktop, 166
adapter cards, 7	troubleshooting hardware via, 161-163
cable, 24	SVGA (super video graphics arrays), 272
troubleshooting, 116	swappable devices, laptops and, 122
SP (service packs), 267	swapping drives, 245
SPDIF (Sony-Phillips digital interface	
format), 266	

switches (command-line), 76, 148	brain dumps, 216
accessing, 125	customer service, 211
attrib command, 126	exam data preparation, 217
dir command, 125	synonyms list, 215
format command, 127	test-taking strategies, 215
ipconfig command, 127	writing practice questions, 216
ping command, 127	220-604 exams
xcopy command, 126	acronyms list, 265-273
switching, 77	brain dumps, 280
SXGA (super extended graphic arrays),	exam data preparation, 281
270	synonyms list, 279
symmetric encryption, 152, 208	test-taking strategies, 279
SYN floods, 92	writing practice questions, 280 practice exams
synonyms lists	bench technician exams (220-604), 108
	field technician exams (220-602), 107
220-602 exams, 155 220-603 exams, 215	remote technician exams (220-603),
220-604 exams, 279	107-108
Syskey.exe, 187	web resources. 103
	questions
system folders, accessing, 128	process of elimination, 106
System Information, 225	RTDQ (read the doggone question),
system recovery, ASR, 266	106
system resources	scoring
DMA, 16	Exam Score Reports, 106
I/O addresses, 16	perfect scores, 105
IRQ, 15	test-taking strategies
System Restore, 131	220-602 exams, 155-156
	220-603 exams, 215
	220-604 exams, 279
T	cheat sheet reviews, 103-105
	process of elimination, 106
	RTDQ (read the doggone question),
tape drives, 4	106
Tb (Terabit), 270	text
TB (terabytes), 272	printers and, 67
TCP, 84	scanners, OCR, 72
TCP/IP (Transmission Control	special characters, troubleshooting, 117
Protocol/Internet Protocol), 88, 268	TFT (thin film transfer) projectors, troubleshooting, 253
TCP/IP reference model, 83	
Telnet, 84, 145, 167, 199	TFTP (Trivial File Transfer Protocol), 145, 199
tests	theft (security attacks), 92
220-602 exams	thermal printers, 69
brain dumps, 156	three-prong reach tools, 119
exam data preparation, 157	
synonyms list, 155	TIA/EIA (Telecommunications Industry Association/Electronic Industries
test-taking strategies, 155-156	
writing practice questions, 156	Alliance), 85
220-603 exams	tick marks (printers/printing), troubleshooting, 142, 197

token ring networks, 79	customer explanation phase, 35
tokens (VPN), 152	documentation phase, 35
toner	issue verification phase, 34
cleaning up, 142, 197, 263	monitor resolution, 36-37
degreaser solvent, 256	POST, 35
refilling, 141	problem evaluation phase, 34
tools (troubleshooting), 99	process overview, 33
<del>-</del> '	quick solutions phase, 34
topologies	remote support, 161-163
client/server topologies, 79	solution implementation phase, 34
logical topologies, 79	HDD
peer-to-peer topologies, 79	bad clusters, 30
physical topologies, 78	low disk space/memory errors, 64
Torx drivers, 99	hemostats, 119
touch screens (laptops), troubleshooting,	IC pullers, 119
45	keyboards, 117, 249
touchpads, 20	"known-good" devices, 236
Transport layer (OSI network model), 76	language packs, 117
Trojan horse attacks, 92	laptops, 44-45, 243
	LCD monitors, 243
troubleshooting	memory dumps, 63
antistatic wrist straps, 37	monitors, 115, 243
audio/sound, 116	MSCONFIG utility, 64
batteries, disposal of, 100	multimeters, 12, 37, 235-236
BIOS beep codes, 162-163	networks
browsers, 200	following packets, 203-204
BSOD, 63	ipconfig /?, 88
cable, 148	ipconfig /all, 87-88
cameras, 251	TCP/IP, 88
cell phones, 247-249	OS
cleaning best practices, 120	HKEY_CLASSES_ROOT, 188
CLI and, 169-170	HKEY_CURRENT_CONFIG, 188
computer components, disposal of, 100	HKEY_LOCAL_MACHINE, 187
cooling best practices, 239	HKEY_USERS, 187
customer support	KEY_CURRENT_USER, 187 permissions, 132
SLA (service level agreements), 101	Regedit.exe, 187
tips for, 100	Syskey.exe, 187
data recovery	system recovery, 131
ASR, 63	PDA, 247-249
ERD, 63	PEBCAK errors, 117
Last Known Good Configuration, 64	printers/printing, 69, 255
device connections, 236	degreaser solvent, 256
DLL files, missing files, 61	error codes, 259-260
ESD (electrostatic discharge), 99	"foggy" pages, 142, 197
Event Viewer, 64	heat stable cleaner, 256
file extensions, changing associations, 65	
hardware	inkjet printers, 261 laser printers, 260-261
best practices, 35	paper, 261
boot problems, 36	paper, 201 paper pickup problems, 142, 197
computer data-gathering phase, 34	repetitive lines, 142, 197
customer data-gathering phase, 33	repenuve unes, 142, 17/

rollers, 142, 197
TCP/IP settings, 259
tick marks, 142, 197
projectors, 253
reach tools, 119
Remote Assistance, 166
safety basics, 119
screwdrivers, 37, 119, 233
SCSI, 163, 221
SCSI arrays, 111
security, 95
special characters (text), 117
stop codes (memory dumps), 63
TCP/IP, 88
tools for, 99, 233-235
video cards, 115
video drivers, 116
volume control, 116
wireless networks, 208

# U

UART (universal asynchronous receiver transmitters), 271

UDF (universal disk format), 270

UDMA (ultra direct memory access), 270

UDP (User Datagram Protocol), 84

UL (Underwriters Laboratories), 85

UMTS (Universal Mobile

Telecommunications System) protocol, 44

unattended OS installations, 136, 192

UP (unshielded twisted pair) cable, 146

updates

applications, WIFI security, 93 AV software, 94 DirectX, 226 firmware updates, printers, 139, 195, 257 OS, 93, 137, 192 router firmware, 93

#### upgrades

BIOS, 29 CPU, 226-227 Windows OS, 185

UPS (uninterruptible power supplies), 13, 271

URL (uniform resource locators), 268

#### USB (universal serial buses), 272

adapter cards, 7 ports, 21

#### users

monitoring activity of, 168 permissions, 54 UTP (unshielded twisted pair) cable, 200, 267

UXGA (ultra extended graphics arrays), 273

## V

**VESA (Video Electronics Standards** Association), 112, 265 VGA (video graphics array) ports, 23, 113, 223 VGA (video graphics arrays), 271 VID (video input devices), CMOS versus **CCD, 20** video cards, 7, 9, 115 video drivers, troubleshooting, 116 video sharing, laptops and, 243 virtual memory, 57 Virtual real mode (OS), 51 VoIP (Voice over Internet Protocol), 84 volume control, troubleshooting, 116 VPN (virtual private networks), 152, 168 VRAM (virtual random access memory),

# W

18, 122

WAN (wide area networks), 75
WAP (Wireless Application Protocol), 93, 272
WDDM (Windows Display Driver Model), 49
web servers, remote access, 167
WEP (Wired Equivalency Protocol), 93, 266

#### WIFI (wireless fidelity), 269

networks, 79-80 security, 93-94

#### Windows 9x/Me

boot sequence, 135-136, 191 Recovery Console configuration, 191

Windows 2000, Administrative tools, 132

#### Windows OS (operating systems)

administrator accounts, 55
applications, installing on, 65
CLI, viewing, 65
disk management, accessing management
utilities, 65
keyboard shortcuts, 189-190
Layered PC Model, 47-48
licensing, 175
Policy Editor, 188
registration, 175

system requirements, 49 upgrading, 185

WDDM, 49

#### Windows Vista, 179

application installations, 181 backwards compatibility, 187 Policy Editor, 188 Remote Assistance enabling, 165 troubleshooting, 166

#### Windows XP, 179

Administrative tools, 132 application installations, 181 backwards compatibility, 187 distributions of, 186-187 Policy Editor, 188 Remote Assistance enabling, 165 troubleshooting, 166

wireless keyboards, troubleshooting, 117, 249

wireless networks, troubleshooting, 208 Wireless NIC adapter cards, 7

WLAN (wireless local area networks), 75, 265

worms, 92

WPA (Wi-Fi Protected Access), 93, 270 wrist straps (antistatic), 37

WTLS (Wireless Transport Layer Security), WIFI security, 93 WUXGA (wide ultra extended graphics arrays), 269

WYSIWYG (what you see is what you get), printers and, 140, 196, 257

X - Y - Z

xcopy command, 126 xcopy switches, 171 XGA (extended graphics arrays), 272

ZIF (zero-insertion-force), 227, 272 ZIP (zigzag inline packages), 270