

**CompTIA® A+® Training Kit (Exam 220-801 and Exam 220-802)**

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To ensure the ongoing accuracy of this book and its companion content, we've reviewed and confirmed the errors listed below. If you find a new error, we hope you'll report it to us on our website: [www.microsoftpressstore.com/contact-us/errata](http://www.microsoftpressstore.com/contact-us/errata).

Page	Location	Description	Date corrected
xl	"Software Requirements" section, second bulleted item	Should read: Windows 7 (32-bit). You can download a 90-day trial copy of Windows 7 Enterprise here: <a href="http://technet.microsoft.com/en-US/evalcenter/dn407368">http://technet.microsoft.com/en-US/evalcenter/dn407368</a> . Select "32-bit" from the drop down box.	2/25/2015
45	Table 2-1, Pico-ITX row, Metric Size column	Reads: 10 mm x 7.2 mm  Should read: 10 cm x 7.2 cm	2/25/2015
59	Step 10	Reads: ...IEEE 1394 firewall connection...  Should read: ...IEEE 1394 Firewire connection...	2/25/2015

Page	Location	Description	Date corrected
67	First paragraph before the "Security" section	<p>The following section should be added:</p> <p><b>Bus Speed</b></p> <p>A bus is simply a circuit that connects one part of the motherboard to another. The more data a bus can handle at one time, the faster it allows information to travel. The speed of the bus, measured in megahertz (MHz), refers to how much data can move across the bus simultaneously.</p> <p>Bus speed usually refers to the speed of the front side bus (FSB), which connects the CPU to the north bridge. FSB speeds can range from 66 MHz to more than 800 MHz. Because the CPU reaches the memory controller through the north bridge, FSB speed can dramatically affect a computer's performance.</p> <p>Here are some of the other busses found on a motherboard:</p> <ul style="list-style-type: none"> <li>* The back side bus connects the CPU to the level 2 (L2) cache, also known as secondary or external cache. The processor determines the speed of the back side bus.</li> <li>The memory bus connects the north bridge to the memory.</li> <li>* The IDE or ATA bus connects the south bridge to the disk drives.</li> <li>* The AGP bus connects the video card to the memory and the CPU. The speed of the AGP bus is usually 66 MHz.</li> <li>* The PCI bus connects PCI slots to the south bridge. On most systems, the speed of the PCI bus is 33 MHz. Also compatible with PCI is PCI Express, which is much faster than PCI but is still compatible with current software and operating systems. PCI Express is likely to replace both PCI and AGP busses.</li> </ul> <p>The faster a computer's bus speed, the faster it will operate—to a point. A fast bus speed cannot make up for a slow processor or chipset. You can monitor the bus speed through the motherboard utilities. Additionally, many BIOS programs include tools that monitor the bus speed. For example, Figure 2-11 shows a BIOS page with the speed of the CPU and RAM based on the 133 MHz clock. Some BIOS programs also include the ability to modify the speeds and overclock the system.</p>	2/25/2015
100	AMD bulleted list item, fifth sub-bulleted item	<p>Reads:</p> <p>Bulldozer-22 nm proccs</p> <p>Should read:</p> <p>Bulldozer-32 nm process</p>	2/25/2015
103	Fifth bulleted item	<p>The following sentence should be deleted:</p> <p>LGA 1,156 CPUs will work in LGA 1155, but the BIOS may need to be upgraded.</p>	2/25/2015
132	Quick Check Answers reader aid	<p>The Quick Check Answers should be swapped as follows:</p> <ol style="list-style-type: none"> <li>1. SATA 2 is 3 Gbps, and SATA 3 is 6 Gbps</li> <li>2. L-shaped connectors</li> </ol>	2/25/2015
209	Third paragraph	<p>Reads:</p> <p>HTMI resolutions...</p> <p>Should read:</p> <p>HDMI resolutions...</p>	2/25/2015

Page	Location	Description	Date corrected
265	Answer 4	<p>Reads:</p> <p>4. Correct Answer: A</p> <p>Should read:</p> <p>4. Correct Answer: C</p>	2/25/2015
292	After the "System" section	<p>The following section should be added:</p> <p>How to Replace Your Laptop CPU</p> <p>If you need to replace the CPU on a laptop, ensure that you refer to the manual to identify the steps required for the specific laptop. The following generic steps apply to most laptops:</p> <ol style="list-style-type: none"> <li>1. Remove the plastic panels.</li> <li>2. Detach the keyboard.</li> <li>3. Lift the heat sink.</li> <li>4. Remove and replace the CPU.</li> <li>5. Clean off the thermal paste.</li> <li>6. Add new thermal paste.</li> <li>7. Replace the heat sink.</li> <li>8. Re-assemble the laptop.</li> <li>9. Power up the system and check out.</li> </ol>	
383	Step 4 graphic	The graphic shown after step 4 is incorrect. The correct graphic should show the Turn User Account Control On Or Off window of Control Panel.	3/12/2015
405	Third paragraph, first sentence	<p>Reads:</p> <p>The second point to remember when creating a dual-boot system is to install the newer operating system first.</p> <p>Should read:</p> <p>The second point to remember when creating a dual-boot system is to install the newer operating system last.</p>	2/25/2015
479	"Default Paths" section, third paragraph, first sentence	<p>Reads:</p> <p>You can view the known paths for your system by typing at the prompt and pressing Enter.</p> <p>Should read:</p> <p>You can view the known paths for your system by typing path at the prompt and pressing Enter.</p>	2/25/2015

Page	Location	Description	Date corrected
569	Before the "Shares" section	<p>The following section should be added:            Troubleshooting Hard Drives and RAID Arrays</p> <p>The previous section covered many of the tools you can use with disks. In addition to knowing what the tools are, you should also know when to use them.</p> <p>* <b>Fdisk</b>. If you need to install an older operating system that doesn't include built-in tools to create partitions, you can use the fdisk program to create partitions. After the partitions are created, you need to format them. An undocumented feature with fdisk is the fdisk /mbr command that can be used to repair the master boot record on older operating systems. Newer operating systems include the Fixmbr command from the recovery console.</p> <p>* <b>Fformat</b>. Use this on new disks and RAID arrays to prepare them with either the FAT32 or NTFS file system. If an existing disk is having problems, you can use chkdsk (or Check Disk) to locate bad sectors and fix errors on a disk. If there are many errors and you have a backup of the data, you can do a full format instead of using chkdsk. This will check the disk for bad sectors and mark all bad sectors so they won't be used. Although this step deletes all the data on the disk, you can restore the data from your backup.</p>	2/25/2015
636	"ISDN" section, second bulleted item	<p>Reads:            Primary Rate Interface (PRI). A PRI uses 23 64-Kbps data channels and one 64-Kbps data channel.</p> <p>Should read:            Primary Rate Interface (PRI). A PRI uses 23 64-Kbps data channels and one 64-Kbps signal control channel.</p>	2/25/2015
724	First paragraph, second and third sentences	<p>Reads:            Each hexadecimal number can be represented with four bits. For example, 8 is 1001 and F is 1111.</p> <p>Should read:            Each hexadecimal number can be represented with four bits. For example, 8 is 1000 and F is 1111.</p>	2/25/2015
793	Question 2	<p>Reads:            2. Correct Answer: A</p> <p>Should read:            2. Correct Answer: D</p>	2/25/2015

Page	Location	Description	Date corrected
897	Step 4	<p>Reads:</p> <p>4. Remediate infected system. Ensure that the antivirus software is up to date. If necessary, you might need to copy definition files from an uninfected system, but you do not want to connect the infected system to the network or to the Internet. Next, use tools to scan and remove the malware. You might need to use Safe Mode or a preinstallation environment.</p> <p>Should read:</p> <p>4. Remediate infected system. Update antivirus software and remove malware from the system.</p> <p>    a. Update anti-virus software. Ensure that the antivirus software is up to date. If necessary, you might need to copy definition files from an uninfected system, but you do not want to connect the infected system to the network or to the Internet.</p> <p>    b. Use scan and removal techniques. Next, use antivirus tools to scan and remove the malware. In some cases, the malware protects itself when the system is booted normally. If the antivirus software cannot remove the malware, boot into Safe Mode or a preinstallation environment as described earlier.</p>	2/25/2015

Page	Location	Description	Date corrected
897	Before the "Recognizing Other Security Threats" section	<p>The following section should be added:</p> <p>Troubleshooting Common Security Issues</p> <p>After you've identified security issues or other problems, you need to take action to resolve them. The previous section, "Removing Malware," provided several steps you can take to remove known malware. However, sometimes you might need to take additional steps to overcome the problems.</p> <ul style="list-style-type: none"> <li>* <b>Spam.</b> If a user is receiving an excessive amount of spam, you can show the user how to mark email as junk or spam so that it is automatically moved to the junk mail folder. Unsubscribing isn't always effective. If the user tries to unsubscribe to email sent by an illegal spammer, the unsubscribe request confirms the email address to the spammer. The result is more spam for the user.</li> <li>* <b>Renamed system files.</b> If malware renames system files, you need to either restore the original file or rename it. You can also use the <code>sfc /scannow</code> command described in Chapter 14 to verify and repair all system files.</li> <li>* <b>Files disappearing.</b> If files are disappearing, you need to first take steps to remove all malware on your system. After you do, you can restore the files.</li> <li>* <b>File permission changes.</b> Some malware attempts to protect itself by modifying permissions. For example, it might give itself full permission and block other access, including the ability to delete it. One way you can resolve this is by booting into Safe Mode with the administrator account. You'll then be able to restore the permissions from within Safe Mode.</li> <li>* <b>Hijacked email.</b> A hijacked email account is one that is being used by an unauthorized person or by malware. In most cases, the attacker discovers the original password and starts using the email to send spam or malicious email to others. Users are typically informed by their friends that they are receiving spam from the hijacked account. The solution is to change the password of the account to something different and use a strong, complex password.</li> </ul>	2/25/2015