

MARK EDWARD SOPER



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Mark Edward Soper

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800 East 96th Street
Indianapolis, Indiana 46240 USA

CompTIA® A+ 220-901 and 220-902 Cert Guide

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Contents at a Glance

	Introduction	lvii
CHAPTER 1	Technician Essentials and Computer/Device Anatomy	101 3
CHAPTER 2	Configure and Use BIOS/UEFI Tools	31
CHAPTER 3	Motherboard Components	67
CHAPTER 4	RAM Types and Features	99
CHAPTER 5	PC Expansion Cards	125
CHAPTER 6	Storage Devices	161
CHAPTER 7	CPUs	205
CHAPTER 8	Ports and Interfaces	253
CHAPTER 9	Designing and Building Custom PC Configurations	301
CHAPTER 10	Using, Maintaining, and Installing Printers and Multifunction Devices	369
CHAPTER 11	Networking	425
CHAPTER 12	Mobile Devices	507
CHAPTER 13	Hardware and Network Troubleshooting	569
CHAPTER 14	Windows Operating Systems Features and Installation	673
CHAPTER 15	Managing Microsoft Windows	735
CHAPTER 16	Networking Microsoft Windows	839
CHAPTER 17	Operational Procedures	881
CHAPTER 18	OS X and Linux	921
CHAPTER 19	Virtualization, Cloud Computing, and Network Services	957
CHAPTER 20	Mobile Operating Systems and Devices	981
CHAPTER 21	Security	1021
CHAPTER 22	Troubleshooting Desktop and Mobile Operating Systems	1077
	Glossary	1151
	Index	1220
Online-only Elements:		
Appendix A	CompTIA A+ Objectives	
Appendix B	Memory Tables	
Appendix C	Answers to Memory Tables	

Table of Contents

Introduction lvii

Chapter 1 Technician Essentials and Computer/Device Anatomy 101 3

Foundation Topics 4

The Essential Parts of Any Computer or Mobile Device 4

Front and Rear Views of a Desktop PC 5

All Around a Laptop Computer 9

All-in-One Computers 11

Smartphones and Tablets 11

Quick Reference to PC and Mobile Components 13

Hardware, Software, and Firmware 15

Hardware 15

Software 15

Firmware 16

Why Hardware, Software, and Firmware Are Important to Understand 16

The CompTIA Six-Step Troubleshooting Theory 17

Technician Tools and Equipment 17

Basic Tools and Supplies for Assembly/Disassembly of Computers 18

System and Electrical Testing Tools 19

Network Installation and Configuration Tools 19

Printer Maintenance Tools 20

Software and Operating Systems 20

Spare Parts and Equipment to Test 21

Important Websites 22

Exam Preparation Tasks 23

Review Questions 23

Answers and Explanations to Review Questions 28

Chapter 2 Configure and Use BIOS/UEFI Tools 31

Foundation Topics 32

BIOS/UEFI Configuration 32

Accessing the BIOS Setup Program 32

UEFI and Traditional BIOS 33

BIOS Settings Overview	34
Automatic Configuration of BIOS/CMOS Settings	37
Main Menu	38
Main/Standard Features/Settings	39
Discovering System Information	39
Boot Settings and Boot Sequence	40
Integrated Ports and Peripherals	42
<i>SATA Configuration</i>	42
<i>USB Host Adapters and Charging Support</i>	43
<i>Audio and Ethernet Ports</i>	44
Power Management	46
Monitoring	47
Processor and Memory Configuration	48
Virtualization Support	48
Security Features	50
Exiting BIOS and Saving/Discarding Changes	51
Flash Upgrade BIOS	53
Flash BIOS Update	54
Using BIOS/UEFI Diagnostics	57
Exam Preparation Tasks	57
Review All the Key Topics	57
Complete the Tables and Lists from Memory	58
Define Key Terms	58
Complete Hands-On Labs	59
Lab 2-1: Disable Onboard Audio	59
Lab 2-2: Check Fan and Voltage Levels	59
Answer Review Questions	60
Answers and Explanations to Hands-On Labs	63
Lab 2-1: Disable Onboard Audio	63
Lab 2-2: Check Fan and Voltage Levels	64
Answers and Explanations to Review Questions	64

Chapter 3 Motherboard Components 67

Foundation Topics	68
ATX, ITX, and Smaller Sizes	68
ATX and microATX	68
ITX Family	70
Comparing ATX, MicroATX, and Mini-ITX Motherboards	72
Expansion Slot Types	72
PCI Slots	72
PCI-X Slots	73
PCIe (PCI Express) Slots	73
RAM Sockets	76
CPU Sockets	77
Chipsets	77
CMOS Battery	79
Power Connectors	80
Fan Connectors	81
Front and Top Panel Connectors	82
Bus Speeds	84
Installing Motherboards	85
Step-by-Step Motherboard Removal	85
Preparing the Motherboard for Installation	88
Step-by-Step Motherboard Installation	89
Exam Preparation Tasks	90
Review All the Key Topics	90
Complete the Tables and Lists from Memory	91
Define Key Terms	91
Complete Hands-On Labs	91
Lab 3-1: Determine Available USB Ports, Locations, and Types	92
Lab 3-2: Determine Smallest Form Factor Suitable for a New PC	92
Answer Review Questions	92
Answers and Explanations to Hands-On Labs	97
Lab 3-1: Determine Available USB Ports, Locations, and Types	97
Lab 3-2: Determine Smallest Form Factor Suitable for a New PC	97
Answers and Explanations to Review Questions	97

Chapter 4	RAM Types and Features	99
	Foundation Topics	100
	Memory Upgrade Considerations	100
	RAM Types	101
	SRAM	102
	SDRAM	102
	DDR SDRAM	102
	DDR2 SDRAM	102
	DDR3 SDRAM	103
	Parity vs Non-Parity	105
	ECC vs non-ECC Memory	106
	Buffered (Registered) vs Unbuffered	107
	SO-DIMM vs DIMM	107
	RAM Configurations	109
	Single-Channel	109
	Dual-Channel	109
	Triple-Channel	110
	Quad-Channel	111
	Single-Sided vs Double-Sided	111
	RAM Compatibility	111
	Installing Memory	112
	Preparations for Installing DIMM Memory	112
	Exam Preparation Tasks	116
	Review All the Key Topics	116
	Complete the Tables and Lists from Memory	116
	Define Key Terms	116
	Complete Hands-On Lab	117
	Lab 4-1: Select and Install the Correct RAM	117
	Answer Review Questions	118
	Answers and Explanations to Hands-On Labs	121
	Lab 4-1: Select and Install the Correct RAM	121
	Answers and Explanations to Review Questions	122

Chapter 5 PC Expansion Cards 125

Foundation Topics	126
Expansion Card and Slot Overview	126
Installing Sound Cards	127
Installing a USB Audio Device	128
Configuring a Sound Card with Windows	128
Configuring a Sound Card with OS X	129
Configuring a Sound Card with Linux	129
Installing Video Cards	129
BIOS Configuration	130
Removing Drivers for an Old Video Card or Onboard Video	131
Removing the Old Video Card	131
Video Card Physical Installation	134
Driver Installation	134
Installing Network Cards	135
Installing USB Cards	136
Installing FireWire Cards	137
Installing Thunderbolt Cards	138
Installing Storage Cards	140
Installing Modem Cards	140
Installing Wireless/Cellular Cards	142
Installing TV Tuner Cards	145
Installing Video Capture Cards	146
Installing Riser Cards	147
Speakers	148
Display Devices	148
Exam Preparation Tasks	151
Review All the Key Topics	151
Define Key Terms	152
Complete Hands-On Labs	152
Lab 5-1: Checking a System for Required I/O Ports	152
Lab 5-2: Checking a System for Required Expansion Slots	152
Answer Review Questions	153

Answers and Explanations to Hands-On Labs	157
Lab 5-1: Checking a System for Required I/O Ports	157
Lab 5-2: Checking a System for Required Expansion Slots	158
Answers and Explanations to Review Questions	159
Chapter 6 Storage Devices	161
Foundation Topics	162
Optical Drive Features and Capacities	162
CD-ROM / CD-RW	162
DVD Recordable and Rewriteable Standards	163
Blu-ray (BD)	164
Drive Speed Ratings	164
Recording Files to Optical Discs	165
<i>Creating Optical Discs in Windows</i>	165
<i>Using Third-Party Optical Disc Mastering Programs for Windows</i>	167
<i>Using Third-Party Drag-and-Drop File Copying Programs</i>	167
<i>Burning Discs in OS X</i>	168
<i>Burning Discs in Linux</i>	168
Magnetic Hard Disk Drives	169
Form Factors	170
Spin Rate	170
Internal Hard Disk Drive, SSD, and Optical Drive Installation	172
Installing an eSATA Hard Disk	177
Flash Drives	179
Flash Card Reader	181
Solid State Drives	184
SSD	184
Hybrid	186
eMMC	186
Hot-Swappable Drives	187
Safely Ejecting a Drive in Windows	187
Safely Ejecting a USB Drive in OS X	188
Safely Ejecting a USB Drive in Linux	188
RAID Types	189
Creating an SATA RAID Array	190

- Tape Drive 194
 - Tape Drive Capacities 195
- Exam Preparation Tasks 195
- Review All the Key Topics 195
- Complete the Tables and Lists from Memory 196
- Define Key Terms 196
- Complete Hands-On Labs 196
 - Lab 6-1: Researching Optical Drives 196
 - Lab 6-2: Checking RAID Support and Creating a RAID Array 197
- Answer Review Questions 197
- Answers and Explanations to Hands-On Labs 200
 - Lab 6-1: Researching Optical Drives 200
 - Lab 6-2: Checking RAID Support and Creating a RAID Array 200
- Answers and Explanations to Review Questions 202

Chapter 7 CPUs 205

- Foundation Topics 206
- Processor Characteristics 206
 - Speeds 206
 - Overclocking* 208
 - Cores 208
 - Cache Size/Type 209
 - Hyper-Threading (HT Technology) 210
 - Virtualization Support 210
 - Architecture (32-bit vs. 64-bit) 211
 - Integrated GPU 211
 - Intel HD Graphics from Clarkdale to Ivy Bridge* 211
 - Intel HD Graphics for Haswell Processors* 212
 - Intel HD Graphics for Broadwell Processors* 213
 - Intel HD Graphics for Skylake Processors* 213
 - AMD APU Graphics* 214
 - Execute Disable Bit (EDB) 214
- Socket Types 215
 - Intel 215
 - Land Grid Array Sockets* 216
 - Processor Code Names* 218

<i>LGA 775</i>	219
<i>LGA 1366</i>	220
<i>LGA 1156</i>	220
<i>LGA 1155</i>	221
<i>LGA 1150</i>	222
<i>LGA 2011</i>	223
AMD	224
<i>mPGA Sockets</i>	225
<i>Socket AM3</i>	226
<i>Socket AM3+</i>	227
<i>Socket FM1</i>	228
<i>Socket FM2</i>	229
<i>Socket FM2+</i>	230
Cooling	231
Heat Sink	231
Fans	231
Phase-Change Material/Thermal Paste	232
Liquid-Based Cooling	234
Fanless/Passive Heat Sink	235
CPU Installation	236
Intel Processors	237
<i>Intel Processor Removal</i>	237
<i>Intel Processor Installation</i>	238
AMD Processors	240
<i>AMD Processor Removal</i>	240
<i>AMD Processor Installation</i>	241
Exam Preparation Tasks	243
Review All the Key Topics	243
Complete the Tables and Lists from Memory	244
Define Key Terms	244
Complete Hands-On Labs	244
Lab 7-1: Installed CPUs and Upgrade Options	244
Lab 7-2: Shopping for a CPU Upgrade	245
Answer Review Questions	245

Answers and Explanations for Hands-On Labs	248
Lab 7-1: Installed CPUs and Upgrade Options	248
Lab 7-2: Lab 7-2 Shopping for a CPU Upgrade	249
Answers and Explanations to Review Questions	250
Chapter 8 Ports and Interfaces	253
Foundation Topics	254
Rear Panel Port Clusters	254
USB	255
USB 1.1 and 2.0	258
USB 3.0	260
USB 3.1	260
USB Adapters	262
FireWire (IEEE 1394)	265
FireWire 400	266
FireWire 800	266
SATA and eSATA	267
SATA Configuration and Cabling	269
Thunderbolt	271
Video	273
VGA	274
DVI	274
<i>DVI and Copy Protection</i>	276
HDMI	276
DisplayPort	278
<i>DisplayPort Versions</i>	278
<i>DisplayPort and Thunderbolt</i>	278
RCA	279
S-Video (Mini-DIN 4)	279
Mini-DIN 6	280
Component	280
BNC Coaxial	281
Video Adapters and Converters	282
<i>Thunderbolt to DVI</i>	282
<i>HDMI to VGA</i>	282

	<i>DVI to HDMI</i>	283
	<i>DVI-I to VGA</i>	283
Audio		284
	Analog	284
	SPDIF (Digital)	286
PS/2		287
	PS/2 Keyboard Port	287
	PS/2 Mouse Port	287
	PS/2 Combo Port	288
Exam Preparation Tasks		288
Review All the Key Topics		288
Complete the Tables and Lists from Memory		288
Define Key Terms		289
Complete Hands-On Labs		289
	Lab 8-1: Evaluating Port Types and Performance	289
	Lab 8-2: Display Connections	289
Answer Review Questions		290
Answers and Explanations for Hands-On Labs		296
	Lab 8-1: Evaluating Port Types and Performance	296
	Lab 8-2: Display Connections	297
Answers and Explanations to Review Questions		297
Chapter 9	Designing and Building Custom PC Configurations	301
	Foundation Topics	302
	Custom PC Configurations	302
	Graphic / CAD / CAM Design Workstation	302
	Audio/Video Editing Workstation	304
	Virtualization Workstation	306
	Gaming PC	307
	Home Theater PC	310
	Standard Thick Client	311
	Thin Client	312
	Home Server PC	313

Evaluating Onboard Components	314
General System Information	314
Processor Information and Hardware-Assisted Virtualization Readiness	316
Installing Power Supplies	317
Power Supply Ratings	318
Multivoltage Power Supplies	322
Power Supply Form Factors and Connectors	323
Removing and Replacing the Power Supply	328
Installing and Configuring Input, Output, and I/O Devices	332
Mouse	333
<i>Pairing a Bluetooth Mouse (Windows)</i>	333
Keyboard	335
Scanner	336
Barcode Reader	336
Biometric Devices	337
Game Pads and Joysticks	337
Digitizer	338
Motion Sensor	338
Touch Pads	339
Smart Card Readers	339
Digital Cameras	339
<i>Installing a Digital Camera</i>	340
Microphone	341
<i>Installing and Configuring a Microphone</i>	341
Webcam	342
<i>Installing and Configuring a Webcam</i>	343
Camcorder	343
Speakers	344
Touch Screen	345
KVM	346
Smart TV	346
Set-Top Box	347
Installing a MIDI-Enabled Device	348

Display Types	349
LCD Display Types	349
<i>TN vs IPS</i>	349
<i>Fluorescent vs. LED Backlighting</i>	350
Plasma	350
Data Projector	350
<i>LCD Projectors</i>	350
<i>DLP Projectors</i>	351
OLED	352
Video Display Settings and Features	352
Resolution	352
Refresh Rates and Frame Rates	356
Analog versus Digital Displays	357
Brightness/Lumens	358
Privacy and Antiglare Filters	358
Exam Preparation Tasks	358
Review All the Key Topics	358
Define Key Terms	359
Complete the Tables and Lists from Memory	360
Complete Hands-On Labs	360
Lab 9-1: Investigating a Power Supply	360
Lab 9-2: Adding I/O Devices	361
Answer Review Questions	361
Answers and Explanations for Hands-On Labs	365
Lab 9-1: Investigating a Power Supply	365
Lab 9-2: Adding I/O Devices	365
Answers and Explanations to Review Questions	365
Chapter 10 Using, Maintaining, and Installing Printers and Multifunction Devices	369
Foundation Topics	370
Laser Printers	370
Laser Components	370
Toner Cartridges	370

Laser Imaging Process	371
<i>Step 1: Processing</i>	373
<i>Step 2: Charging</i>	373
<i>Step 3: Exposing</i>	373
<i>Step 4: Developing</i>	374
<i>Step 5: Transferring</i>	374
<i>Step 6: Fusing</i>	374
<i>Step 7: Cleaning</i>	374
Color Laser Printing Differences	374
Laser Media Types	375
Laser Maintenance	375
<i>Replacing Toner Cartridges</i>	376
<i>Installing Maintenance Kits</i>	376
<i>Resetting Paper Counts</i>	376
<i>Calibration</i>	377
<i>Cleaning</i>	377
Inkjet Printers	378
Inkjet Components	378
Inkjet Printing Process	379
Inkjet Media Types	381
Inkjet Maintenance	381
<i>Replacing Ink Cartridges</i>	381
<i>Calibration</i>	382
<i>Nozzle Check and Head Cleaning</i>	383
Thermal Printers	385
Thermal Feed Assembly and Heating Element	385
Thermal Printer Ribbons	385
Thermal Print Process	386
Thermal Paper and Media	387
Thermal Maintenance	388
<i>Cleaning Heating Elements</i>	388
<i>Removing Debris</i>	388
Impact Printers	388
Impact Components and Print Process	389
Impact Dot-Matrix Print Heads	390

Impact Printer Ribbons	390
Impact Printer Paper Types	391
Impact Printer Maintenance	391
<i>Replacing the Ribbon</i>	391
<i>Replacing the Print Head</i>	391
<i>Replacing Paper</i>	392
Virtual Printers	392
Print to File	392
Print to PDF or XPS	393
<i>Print to PDF or XPS in Windows</i>	393
<i>Print to PDF in OS X</i>	394
<i>Print to PDF in Linux</i>	394
Print to Image	394
<i>Print to Image for Windows</i>	394
<i>Print to Image for OS X</i>	395
<i>Ghostscript (Linux, OS X, and Windows)</i>	395
Installing Your Printer or Multifunction Device	395
Printer/Multifunction Device Installation for Windows	395
<i>Using Add Printer (Windows 7/8/8.1)</i>	395
<i>Installing a Printer with a Vendor-Supplied Driver</i>	396
Printer/Multifunction Device Installation for OS X	396
Printer/Multifunction Device Installation for Linux	398
Printer/Multifunction Device Installation for iOS and Android	400
Configuring Your Printer or Multifunction Device	401
Configuring Printer Settings in Windows	401
Configuring Printer Settings in OS X	403
Configuring Printer Settings in Linux	405
Configuring Printer Settings in iOS and Android	406
Device Sharing Options	407
Integrated Ethernet Print/Multifunction Device Sharing	408
Adding Ethernet Print/Multifunction Device Sharing	409
Wireless Device Sharing Options	410
Bluetooth	410
802.11(a,b,g,n,ac)	410

- Infrastructure vs. Ad Hoc 411
 - Ad-Hoc Wireless Network Support in Windows* 411
 - Ad-Hoc Wireless Network Support in OS X* 411
 - Ad Hoc Wireless Networking Support in Linux* 412
 - Wireless Hosted Networking* 412
- Cloud and Remote Printing 412
 - Using Public and Shared Devices 413
 - Using Apps 413
- Configuring Your Operating System to Share a Printer or Device 413
 - Windows Print Sharing 414
 - TCP/IP 414
 - Bonjour 414
 - AirPrint 415
- Maintaining Data Privacy 415
 - Using User Authentication 415
 - Using Hard Drive Caching 416
- Exam Preparation Tasks 416
- Review All the Key Topics 416
- Complete the Tables and Lists from Memory 416
- Define Key Terms 417
- Complete Hands-On Labs 417
 - Lab 10-1: Printer Maintenance 417
 - Lab 10-2: Printer Properties and Sharing 417
- Answer Review Questions 418
- Answers and Explanations for Hands-On Labs 421
 - Lab 10-1: Printer Maintenance 421
 - Lab 10-2: Printer Properties and Sharing 421
- Answers and Explanations to Review Questions 421
- Chapter 11 Networking 425**
 - Foundation Topics 426
 - Network Cable and Connector Types and Characteristics 426
 - Fiber 426
 - Twisted-Pair 427
 - TP Cable Grades* 428
 - Shielded Twisted-Pair (STP) versus Unshielded Twisted-Pair (UTP)* 428

<i>T568B (ELA-568B) and T568A (ELA-568A) Standards</i>	429
<i>RJ-45 Versus RJ-11</i>	431
Coaxial	432
<i>Legacy 10Mbps Ethernet Coaxial Cable Standards</i>	433
<i>RG-59 and RG-6 Coaxial Cable</i>	434
Plenum and PVC	435
TCP/IP	436
IPv4	436
<i>Class A, B, and C IP Address Ranges</i>	437
<i>Using Subnetting</i>	439
<i>Using CIDR</i>	439
<i>Public and Private IP Addresses</i>	440
<i>APIPA IP Addresses</i>	440
IPv6	441
<i>IPv6 Addressing</i>	441
<i>IPv6 Address Types</i>	442
<i>Viewing IP Address Information</i>	443
Dynamic versus Static IP Addresses	444
<i>Client-Side DHCP Settings</i>	445
<i>TCP/IP Alternate Configuration</i>	446
<i>Client-Side IP and DNS Addresses</i>	447
<i>Client-Side DNS Configuration</i>	449
<i>TCP/IP User-Configured Advanced Settings</i>	450
<i>Gateway</i>	451
TCP and UDP Ports, Protocols, and Purposes	451
FTP	452
SSH	453
Telnet	453
SMTP	454
DNS	454
HTTP/HTTPS	454
POP3	454
IMAP	455
SMB/CIFS	455
AFP	456

Remote Desktop Protocol	456
SSL	456
TLS	456
HTML	456
DHCP	457
SNMP	458
LDAP	458
WiFi (Wi-Fi) Network and Encryption Standards	458
Wi-Fi Standards	458
<i>Understanding MIMO</i>	460
Wi-Fi Encryption Types	461
<i>WEP (Wired Equivalent Privacy)</i>	461
<i>WPA (Wi-Fi Protected Access)</i>	461
<i>WPA2 (Wi-Fi Protected Access 2)</i>	462
<i>WPS (Wi-Fi Protected Setup)</i>	462
Configure SOHO Wired or Wireless Router	463
Channels	463
NAT	464
Port Forwarding, Port Triggering, and DNAT	465
DMZ	466
DHCP	467
Basic QoS	468
UPnP	468
Firmware	468
Internet Connection Types	469
Cable	469
DSL	470
Dial-up	474
<i>Modem Technologies and Types</i>	474
<i>Requirements for a Dial-Up Internet Connection</i>	475
<i>Creating a Dial-Up Connection</i>	476
Fiber	477
Satellite	478

ISDN	479
<i>ISDN Hardware</i>	479
<i>Setting Up an ISDN Connection</i>	479
Line of Sight Wireless	480
Network Types	480
LAN	480
WAN	481
MAN	481
PAN	481
Network Architecture Devices	481
Hub	481
Switch	482
Router	483
Wireless Access Point	483
Bridge	484
Modem	484
Firewall	484
Patch Panel	484
Repeaters/Extenders	485
Power Over Ethernet	487
Using Networking Tools	487
Cutting Tool	487
Cable Stripper	488
Crimper	488
Punchdown Tool	489
Multimeter	489
Tone Generator and Probe	489
Cable Tester	490
Loopback Plug	491
Wi-Fi Analyzer	491
Exam Preparation Tasks	492
Review All the Key Topics	492
Complete the Tables and Lists from Memory	492
Define Key Terms	492

Complete Hands-On Labs	493
Lab 11-1: Exploring Wired and Wireless Network Hardware	493
Lab 11-2: Exploring TCP/IP and Wi-Fi Configuration	493
Answer Review Questions	494
Answers and Explanations for Hands-On Labs	501
Lab 11-1: Exploring Wired and Wireless Network Hardware	501
Lab 11-2: Exploring TCP/IP and Wi-Fi Configuration	501
Answers and Explanations to Review Questions	502
Chapter 12 Mobile Devices	507
Foundation Topics	508
Install and Configure Laptop Hardware and Components	508
ExpressCard	508
SODIMM Memory	510
Flash Memory	511
Ports and Adapters	512
Replace Laptop Components	514
Battery	518
Keyboard	520
Storage (HDD) and Optical Drives	521
Memory	524
Smart Card Reader	526
Wireless Card	527
Screen	529
DC Jack	531
Touchpad	532
Plastics/Frames	533
Speaker	535
System Board	535
CPU and Heat Sink	537
Laptop Display Components	540
LCD	540
<i>Fluorescent versus LED Backlighting</i>	<i>540</i>
<i>IPS versus TN Panels</i>	<i>541</i>
OLED	541

Wi-Fi Antenna Connector/Placement	541
Webcam	542
Microphone	542
Inverter	543
Digitizer	543
Using Laptop Features	543
Special Function Keys	544
Docking Station	546
Laptop and Cable Locks	547
Rotating/Removable Screens	549
Characteristics of Other Mobile Devices	550
Tablets	550
Smartphones	550
Wearable Technology Devices	551
Phablets	551
E-Readers	551
Smart Camera	551
GPS	552
Accessories and Ports Used by Other Mobile Devices	552
NFC	552
Proprietary Vendor-Specific Ports (Communication/Power)	552
Lightning for Apple iOS	553
MicroUSB/MiniUSB for Android, Windows	553
Bluetooth	553
IR	554
Hotspot/Tethering	554
Headsets	554
Speakers	554
Game Pads	554
Tablet/Smartphone Docking Stations	555
Extra Battery Packs/Battery Chargers	555
Protective Covers/Waterproofing	555
Credit Card Readers	556
Memory/MicroSD	556

Exam Preparation Tasks	557
Review All the Key Topics	557
Memory Table	557
Define Key Terms	557
Complete Hands-On Labs	558
Lab 12-1: Laptop Features and Upgrade Options	558
Lab 12-2: Mobile Device Features	559
Answer Review Questions	559
Answers and Explanations to Hands-On Labs	565
Lab 12-1: Laptop Features and Upgrade Options	565
Lab 12-2: Mobile Device Features	565
Answers and Explanations to Review Questions	565
Chapter 13 Hardware and Network Troubleshooting	569
Foundation Topics	570
Troubleshooting Motherboard, RAM, CPU, and Power Issues	570
Unexpected Shutdowns	570
System Lockups	570
POST Code Beeps	572
<i>POST Error Messages</i>	573
Blank Screen on Bootup	574
BIOS Time and Settings Resets	575
Attempts to Boot to Incorrect Device	576
Continuous Reboots	577
No Power	577
<i>Power Supply Failure</i>	577
<i>Incorrect Front Panel Wiring Connections to the Motherboard</i>	577
<i>Loose or Missing Power Leads from Power Supply</i>	578
<i>Surge Suppressor or UPS Failure</i>	578
Overheating	578
<i>Overloading</i>	578
<i>Fan Failure</i>	578
<i>Inadequate Airflow Outside the System</i>	579
<i>Inadequate Airflow Inside the System</i>	580
<i>Dirt and Dust</i>	581
<i>Installing/Replacing Case Fans</i>	583

Loud Noise	583
Intermittent Device Failure	584
Fans Spin—No Power to Other Devices	584
Indicator Lights	585
Smoke or Burning Smells	585
Step-by-Step Power Supply Troubleshooting	585
Distended Capacitors	586
Proprietary Crash Screens (BSOD/Pin wheel)	588
Recommended Tools	588
Multimeter	588
Power Supply Tester	592
Loopback Plugs	594
POST Card and POST Hex Codes	594
Troubleshooting Hard Drives and RAID Arrays	596
Read/Write Failure	596
Slow Performance	597
Loud Clicking Noise	599
Failure to Boot	600
Drive Not Recognized	600
OS Not Found	601
RAID Not Found	602
RAID Stops Working	602
Proprietary Crash Screens (BSOD/PinWheel)	603
S.M.A.R.T. Errors	603
<i>When Should You Check SMART Attributes?</i>	604
Recommended Hardware and Software Tools	604
<i>Screwdriver</i>	604
<i>Drive Enclosures</i>	604
<i>Windows-Based Disk Tools</i>	606
<i>Recycle Bin</i>	606
Defragmentation	607
CHKDSK (Error-Checking)	609
<i>Using Hard Disk Diagnostics</i>	611
<i>Using Data Recovery Software</i>	612

Troubleshooting Video, Projector, and Display Issues	613
VGA Mode	613
No Image on Screen	614
<i>Laptop/Tablet/Convertible 2-1</i>	<i>614</i>
<i>Desktop Computer</i>	<i>614</i>
<i>Projector</i>	<i>614</i>
Overheat Shutdown	615
Dead Pixels	615
Artifacts	615
Incorrect Color Patterns	616
Dim Image	617
Flickering Image	617
Distorted Image	617
Distorted Geometry	618
Burn-In	619
<i>LCD Displays</i>	<i>619</i>
<i>Plasma Displays</i>	<i>620</i>
Oversized Images and Icons	620
Network Troubleshooting	622
No Connectivity	622
APIPA/Link-Local Address	623
Limited Connectivity/Local Connectivity	623
Local Connectivity	624
Intermittent Connectivity	625
IP Conflict	625
Slow Transfer Speeds	625
Low RF Signal	626
SSID Not Found	626
Quick Reference to Network Hardware Tools	627
Overview of Network Command-Line Tools	627
PING	628
IPCONFIG	629
IFCONFIG	630
TRACERT	631
NETSTAT	631

NBTSTAT	631
NET	632
NETDOM	632
NSLOOKUP	633
Mobile Device Troubleshooting	633
No Display	634
Dim Display	634
Flickering Display	634
Sticking Keys	635
Intermittent Wireless	635
Battery Not Charging	636
Ghost Cursor/Pointer Drift	636
No Power	637
Num Lock Indicator Lights	638
No Wireless Connectivity	638
No Bluetooth Connectivity	638
Cannot Display to External Monitor	639
Touchscreen Non-Responsive	639
Apps Not Loading	639
Slow Performance	640
Unable to Decrypt Email	640
Extremely Short Battery Life	640
Overheating	641
Frozen System	641
No Sound from Speakers	641
GPS Not Functioning	641
Swollen Battery	642
Mobile Device Disassembly Process	642
Document and Label Cable and Screw Locations	642
Organize Parts	643
Refer to Manufacturer Resources	643
Use Appropriate Hand Tools	644

Printer Troubleshooting	645
Streaks	645
<i>Laser Printer</i>	645
<i>Inkjet Printer</i>	645
<i>Thermal Printers</i>	646
<i>Impact Printers</i>	646
Faded Prints	646
<i>Laser Printers</i>	646
<i>Inkjet Printers</i>	646
<i>Thermal Printers</i>	647
<i>Impact Printers</i>	647
Ghost Images	647
Toner Not Fused to the Paper	647
Creased Paper	647
Paper Not Feeding	647
Paper Jam	648
<i>Paper Path Issues</i>	648
<i>Paper Loading, Paper Type, and Media Thickness Issues</i>	648
<i>Media Caught Inside the Printer</i>	648
No Connectivity	649
Garbled Characters on Paper	649
Vertical Lines on Page	649
Backed-Up Print Queue	650
<i>Releasing a Print Queue</i>	650
<i>Clearing Select Print Jobs or All Print Jobs in a Queue</i>	650
Low-Memory Errors	651
Access Denied	653
Printer Will Not Print	653
Color Prints in Wrong Print Color	653
Unable to Install Printer	654
Error Codes	655
Printing Blank Pages	657
No Image on Printer Display	657
Using Printer Troubleshooting Tools	657

Exam Preparation Tasks	658
Review All the Key Topics	658
Complete the Tables and Lists from Memory	658
Define Key Terms	659
Complete Hands-on Labs	659
Lab 13-1: Beep Codes, Fans, Multimeter, and Hard Disk Testing	659
Lab 13-2: Network, Mobile Device, and Printer Troubleshooting	660
Answer Review Questions	660
Answers and Explanations to Hands-On Labs	667
Lab 13-1: Beep Codes, Fans, Multimeter, and Hard Disk Testing	667
Lab 13-2: Network, Mobile Device, and Printer Troubleshooting	668
Answers and Explanations to Review Questions	668
Chapter 14 Windows Operating Systems Features and Installation	673
Foundation Topics	674
Differences Between Windows Versions	674
Windows Vista, Windows 7, and Windows 8/8.1 Features Compared	675
Windows Desktop (Aero, Aero Glass, Sidebar, Gadgets, Start Screen, Start Menu)	677
Control Panel Views	679
Shadow Copy	680
Compatibility Mode	681
<i>Starting Program Compatibility Wizard in Windows 8/8.1</i>	681
<i>Starting Program Compatibility Wizard in Windows 7</i>	682
<i>Using Program Compatibility Wizard in Windows 7/8/8.1</i>	682
<i>Program Compatibility Wizard in Windows Vista</i>	683
Virtual XP Mode	685
Administrative Tools	685
Modern UI	686
Side-by-Side Apps	687
Pinning Programs to the Taskbar	688
OneDrive Cloud Storage	688
Windows Store	690

Multi-monitor Task Bars	690
Charms	690
Live Sign In	692
Action Center	692
File Structure and Paths	693
<i>Libraries</i>	694
<i>32-Bit Versus 64-Bit File Structure and Paths</i>	694
Windows Upgrade Paths	694
Boot Methods	698
Installation Types	699
<i>Upgrade Installation</i>	699
<i>Clean Install</i>	700
<i>Multiboot Installation</i>	701
<i>Repair Installation</i>	702
<i>Unattended Installation</i>	704
<i>Remote Network Installation</i>	705
<i>Image Deployment</i>	705
Partitioning Methods	707
Partitioning Overview	708
<i>MBR Versus GPT Partition Types</i>	709
<i>Disk Preparation Using MBR</i>	709
<i>Partitioning Using GPT</i>	710
<i>Dynamic and Basic Disks</i>	710
<i>Creating Partitions During Windows Vista/7/8/8.1/10 Installation</i>	710
Windows File Systems	712
FAT32	713
<i>exFAT (FAT64)</i>	713
NTFS	714
<i>Converting a Drive's File System with CONVERT.EXT</i>	716
<i>Quick Formatting versus Full Formatting</i>	717
Configuring Windows During/After Installation	717
Loading Alternative Drivers	717
Workgroup vs Domain Setup	717
Time/Date/Language/Region Settings	718

Installing Drivers, Software, Updates	718
Using Windows Update and Microsoft Update	718
Installing Service Packs Manually	720
Using the Factory Recovery Partition	723
Refresh and Reset (Windows 8/8.1/10)	723
Characteristics of a Properly Formatted Boot Drive	725
Exam Preparation Tasks	725
Review All the Key Topics	725
Define Key Terms	726
Complete the Tables and Lists from Memory	726
Complete Hands-On Lab	726
Lab 14-1: Using Windows Features	726
Answer Review Questions	727
Answers and Explanations to Hands-On Labs	731
Using Windows Features	731
Answers and Explanations to Review Questions	731
Chapter 15 Managing Microsoft Windows	735
Foundation Topics	736
Command-Line Tools	736
Commands Available with Standard Privileges vs. Administrative Privileges	737
Starting a Command Prompt Session with CMD.EXE	737
Using Wildcards to Specify a Range of Files	739
TASKKILL	740
BOOTREC	740
SHUTDOWN	741
TASKLIST	743
MKDIR, CHDIR, and RMDIR (MD, CD, and RD)	744
DEL	745
FORMAT	745
<i>Using FORMAT with USB Flash and Removable-Media Drives</i>	<i>746</i>
<i>Formatting Drives with Windows Explorer and File Explorer</i>	<i>746</i>
<i>Using FORMAT from the Command Prompt</i>	<i>747</i>
COPY	748

XCOPY	748
ROBOCOPY	749
Diskpart	751
SFC	752
CHKDSK	753
GPUPDATE	753
GPRESULT	754
DIR	754
EXIT	755
HELP	755
EXPAND	755
Command /?	755
Microsoft Administrative Tools	756
Computer Management (MMC)	756
Using Device Manager	757
Performance Monitor	763
Services (Services.msc)	764
Task Scheduler	766
<i>Create a Task in Windows</i>	766
Print Management	768
Component Services	769
Data Sources (ODBC)	769
Local Security Policy	769
Windows Memory Diagnostics	769
Task Manager	770
MSCONFIG	773
Disk Management	775
Drive Status	775
Initializing a Disk	777
Creating a New Simple Volume	777
Extending Partitions	778
Shrink Partitions	778
Splitting Partitions	779

Mounting a Drive	779
Assigning/Changing Drive Letters	780
Adding Arrays	781
Storage Spaces	783
Windows Upgrade Tools	785
Windows Easy Transfer (WET)	786
User State Migration Tool (USMT)	787
System Utilities	788
Using REGEDIT	789
<i>Making Changes to the Registry by Importing a Text File</i>	790
<i>Backing Up the Registry Before Editing</i>	790
COMMAND	791
MSTSC (Remote Desktop Connection)	791
<i>Compatibility with MSTSC Connections</i>	791
<i>Configuring Remote Settings on the Host Computer</i>	792
<i>Starting MSTSC and Connecting to a Remote Computer</i>	792
NOTEPAD	794
EXPLORER	794
<i>Windows Explorer (Windows Vista/7)</i>	794
<i>File Explorer (Windows 8/8.1/10)</i>	796
<i>Displaying Drives, Files, and Folders</i>	797
<i>Libraries (Windows 7/8/8.1/10)</i>	798
MSINFO32 (System Information)	799
DXDIAG (DirectX Diagnostics)	801
System Restore	802
<i>Creating a Restore Point</i>	802
<i>Restoring Your System to an Earlier Condition</i>	803
<i>Configuring System Restore Options</i>	803
<i>What to Try Before Using System Restore</i>	803
Windows Update	804
Control Panel Utilities	804
Starting Control Panel	805
Category and Icon Views	805
Shortcuts to Control Panel Functions	809

Display/Display Settings	810
Folder Options	812
System	814
<i>Performance (Virtual Memory) Settings</i>	816
Power Options	818
<i>Hibernate</i>	818
<i>Sleep/Suspend/Standby</i>	818
<i>Power Plans</i>	819
Programs and Features	821
HomeGroup (Windows 7/8/8.1/10)	822
Devices and Printers	822
Sound	823
Troubleshooting	824
Internet Options	824
Exam Preparation Tasks	825
Review All the Key Topics	825
Define Key Terms	826
Complete the Tables and Lists from Memory	826
Complete Hands-On Labs	826
Lab 15-1: Determining System Components	826
Lab 15-2: Checking Power and Display Settings	827
Answer Review Questions	827
Answers and Explanations to Hands-On Labs	833
Lab 15-1: Determining System Components	833
Lab 15-2: Checking Power and Display Settings	833
Answers and Explanations to Review Questions	834
Chapter 16 Networking Microsoft Windows	839
Foundation Topics	840
Homegroup vs. Workgroup	840
Workgroup Networking	840
<i>Creating a Workgroup</i>	840
HomeGroup Networking	842
<i>Creating a Homegroup</i>	842
Domain Setup	844

Network Shares	845
Sharing a Folder	845
Joining a Homegroup and Custom File Sharing	846
Mapped Drive Letters	847
Administrative Shares	849
Printer Sharing versus Network Printer Mapping	849
Establish Networking Connections	850
VPN Connections	851
Dial-Up Connections	852
Wireless Connections	854
Wired Connections	854
WWAN (Cellular) Connections	855
Proxy Settings	855
Remote Desktop Connection and Remote Assistance	856
Home vs. Work vs. Public Network Settings	858
Windows 7 Network Locations	859
Windows 8/8.1 Network Locations	860
Firewall Settings	862
Enabling/Disabling Windows Firewall	864
Exceptions	864
Configuration	865
Configuring an Alternative IP Address in Windows	866
Network Card Properties	868
QoS (Quality of Service)	869
Half Duplex/Full Duplex/Auto	869
Speed	869
Wake-on-LAN	870
BIOS (on-board NIC)	872
Exam Preparation Tasks	872
Review All the Key Topics	872
Define Key Terms	873
Complete Hands-On Lab	873
Lab 16-1: Windows Networking Tasks	873

Answer Review Questions	873
Answers and Explanations to Hands-On Labs	877
Lab 16-1: Windows Networking Tasks	877
Answers and Explanations to Review Questions	877

Chapter 17 Operational Procedures 881

Foundation Topics	882
Using Appropriate Safety Procedures	882
Equipment Grounding	882
Component Handling and Storage	884
<i>Antistatic Bags</i>	886
<i>ESD Straps</i>	886
<i>ESD Mats</i>	888
<i>Self-Grounding</i>	888
Toxic Waste Handling	889
<i>Recycling Batteries</i>	890
<i>Toner</i>	890
<i>CRT Displays</i>	891
Personal Safety	891
<i>Disconnect Power First</i>	891
<i>Remove Jewelry</i>	891
<i>Lifting Techniques</i>	892
<i>Weight Limitations</i>	892
<i>Electrical Fire Safety</i>	892
<i>Cable Management</i>	893
<i>Safety Goggles</i>	893
<i>Air Filter Mask</i>	893
Compliance with Local Government Regulations	894
Applying Environmental Controls	894
Material Safety Data Sheet (MSDS)	894
Temperature, Humidity, and Air	896
Power Surges, Brownouts, and Blackouts	896
<i>Power Surges and Surge Suppressors</i>	897
<i>Blackouts, Brownouts, and Battery Backup Units</i>	897

Addressing Prohibited Content or Activity	899
Incident Response	899
<i>First Response</i>	899
Documentation	900
Chain of Custody	900
Licensing/DRM/EULA	900
DRM	901
EULA	901
Understanding Open Source and Commercial Licenses	901
Personal versus Enterprise Licenses	903
Personally Identifiable Information	903
Following Corporate End-User Policies and Security Best Practices	905
Communication Methods and Professionalism	906
Use Proper Language	906
Maintain a Positive Attitude/Project Confidence	906
Actively Listen to the Customer	906
Be Culturally Sensitive	907
Be Punctual	907
Avoid Distractions	907
Dealing with Difficult Customers or Situations	907
Setting and Meeting Expectations/Timeline and Communicating with the Customer	908
Dealing Appropriately with Customers' Confidential and Private Materials	908
Exam Preparation Tasks	909
Review All the Key Topics	909
Complete the Tables and Lists from Memory	909
Define Key Terms	909
Complete Hands-On Labs	910
Lab 17-1: Safety and Environmental Policies and Procedures	910
Lab 17-2: Prohibited Content, Licensing, Removing Personally Identifiable Content, and Professional Behavior	911
Answer Review Questions	912

Answers and Explanations to Hands-On Labs 916

Lab 17-1: Safety and Environmental Policies and Procedures 916

Lab 17-2: Prohibited Content, Licensing, Removing Personally
Identifiable Content, and Professional Behavior 917

Answers and Explanations to Review Questions 917

Chapter 18 OS X and Linux 921

Foundation Topics 922

Best Practices 922

Scheduled Backups 922

Scheduled Disk Maintenance 923

System Updates/App Store 924

Patch Management 925

Driver/Firmware Updates 926

Antivirus/Antimalware Updates 926

Tools 926

Backup/Time Machine 926

Configuring Time Machine 926

Using Disk Utility in OS X 928

Configuring a Backup App in Linux 929

Restore/Snapshot 930

Image Recovery 931

Disk Maintenance Utilities 931

Shell/Terminal 932

Screen Sharing 933

Force Quit 934

Force Quit in OS X 934

Force Quit in OS X or Linux Terminal 935

Features 936

Multiple Desktops/Mission Control 936

Spotlight 936

iCloud 937

Keychain 938

Gestures 938

Finder	938
Remote Disc	939
Dock	939
Boot Camp	940
Basic Linux Commands	940
ls	941
grep	941
cd	942
shutdown	942
pwd vs. passwd	943
mv	943
cp	943
rm	943
chmod	944
chown	944
iwconfig/ifconfig	945
ps	945
su/sudo	946
apt-get	946
vi	946
dd	946
Exam Preparation Tasks	947
Review All the Key Topics	947
Complete the Tables and Lists from Memory	947
Define Key Terms	947
Complete Hands-On Lab	947
Lab 18-1: OS X and Linux Commands	948
Answer Review Questions	948
Answers and Explanations to Hands-On Lab	952
Lab 18-1: OS X and Linux Commands	952
Answers and Explanations to Review Questions	952

Chapter 19 Virtualization, Cloud Computing, and Network Services 957

Foundation Topics	958
Client-Side Virtualization Overview	958
Host/Guest Virtualization	959
Hypervisor	961
Purpose of Virtual Machines	961
Resource Requirements	963
Emulator Requirements	963
<i>Checking for BIOS/UEFI and Processor Support for Virtualization</i>	964
Security Requirements	965
Network Requirements	965
Identify Basic Cloud Concepts	966
SaaS	966
PaaS	967
IaaS	968
Public vs. Private vs. Hybrid vs. Community	968
Rapid Elasticity	969
On-Demand	969
Resource Pooling	969
Measured Service	969
Properties and Purposes of Network Services—Server Roles	969
Web Server	969
File Server	970
Print Server	970
DHCP Server	970
DNS Server	970
Proxy Server	970
Mail Server	971
Authentication Server	971
Internet Appliances	971
UTM	971
IDS	972
IPS	972

Legacy and Embedded Systems	972
Exam Preparation Tasks	973
Review All the Key Topics	973
Define Key Terms	974
Complete Hands-On Lab	974
Lab 19-1: Checking for Virtualization Support	974
Answer Review Questions	974
Answers and Explanations to Hands-On Labs	978
Lab 19-1: Checking for Virtualization Support	978
Answers and Explanations to Review Questions	978
Chapter 20 Mobile Operating Systems and Devices	981
Foundation Topics	982
Android vs iOS vs Windows Features	982
Open-Source vs. Closed-Source/Vendor-Specific	982
<i>Open-Source: Android</i>	982
<i>Closed-Source: iOS and Windows 10 Mobile</i>	985
App Source (Apple Store, Google Play Store, and Windows Store)	987
Screen Orientation and Calibration (Accelerometer/Gyroscope)	987
GPS and Geotracking	992
Wi-Fi Calling	993
Launcher/GUI	993
<i>Rearranging Tiles in iOS, Android, or Windows 10 Mobile</i>	993
<i>Creating a Folder in iOS</i>	994
<i>Creating a Folder in Android</i>	994
Virtual Assistant	995
SDK/APK	996
Emergency Notification	997
Mobile Payment Service	997
Mobile Device Connectivity	997
Wireless / Cellular Data Network	998
<i>Tethering</i>	998
<i>Hotspot</i>	999
<i>Airplane Mode</i>	1001

Bluetooth	1002
<i>Steps to Configure a Bluetooth Headset on an Android-Based Device</i>	1003
<i>Steps to Configure a Bluetooth Headset on an iOS-Based Device</i>	1005
Email Configuration	1006
Corporate and ISP Email Configuration	1006
<i>Connecting to IMAP or Exchange Servers</i>	1007
Integrated Commercial Provider Email Configuration	1008
PRI Updates/PRL Updates/Baseband Updates	1008
Radio Firmware	1009
IMEI vs IMSI	1009
VPN	1010
Data Synchronization	1010
Synchronization Methods	1011
Cloud-Based Synchronization	1011
Desktop-Based Synchronization	1012
Email Synchronization	1012
Software Requirements for Synchronization Software	1012
Connection Types for Synchronization Software	1012
Exam Preparation Tasks	1013
Review All the Key Topics	1013
Define Key Terms	1013
Complete Hands-On Labs	1013
Lab 20-1: Updating Mobile Devices and Enabling Personal Assistants	1014
Lab 20-2: Tethering, Hot Spots, and Synchronization	1014
Answer Review Questions	1014
Answers and Explanations to Hands-On Labs	1017
Lab 20-1: Updating Mobile Devices and Enabling Personal Assistants	1017
Lab 20-2: Tethering, Hot Spots, and Synchronization	1017
Answers and Explanations to Review Questions	1018

Chapter 21 Security 1021

Foundation Topics	1022
Common Security Threats and Vulnerabilities	1022
Malware	1023
<i>Spyware</i>	1023
<i>Viruses</i>	1024
<i>Worms</i>	1024
<i>Trojan Horse</i>	1024
<i>Rootkits</i>	1024
<i>Ransomware</i>	1024
Phishing	1024
Spear Phishing	1025
Spoofing	1026
Social Engineering	1026
Shoulder Surfing	1026
Zero-Day Attack	1026
Zombie/Botnet	1026
Brute Forcing	1027
Dictionary Attacks	1027
Non-Compliant Systems	1027
Violations of Security Best Practices	1027
Tailgating	1028
Man-in-the-Middle	1028
Common Prevention Methods	1028
Physical Security	1029
<i>Lock doors</i>	1029
<i>Mantrap</i>	1029
<i>Cable Locks</i>	1030
<i>Securing Physical documents/Passwords/Shredding</i>	1030
<i>Biometrics</i>	1030
<i>ID Badges</i>	1030
<i>RFID Badge</i>	1031
<i>Key Fobs</i>	1031
<i>Smart Card</i>	1031

<i>Tokens</i>	1032
<i>Privacy Filters</i>	1032
<i>Entry Control Roster</i>	1032
Digital Security	1032
<i>Antivirus/Anti-malware</i>	1032
<i>Firewalls</i>	1033
<i>User Authentication/Strong Passwords</i>	1034
<i>Multifactor Authentication</i>	1034
<i>Directory Permissions</i>	1035
<i>VPN</i>	1035
<i>DLP</i>	1036
<i>Disabling Ports</i>	1036
<i>Access Control Lists</i>	1036
<i>Smart Card</i>	1036
<i>E-mail Filtering</i>	1036
<i>Trusted/Untrusted Software Sources</i>	1036
User Education/AUP (Acceptable Use Policy)	1037
Principle of Least Permission	1038
Windows Basic Security Settings	1038
Users and Groups	1039
NTFS vs Share Permissions	1040
<i>Moving and Copying Folders and Files</i>	1040
<i>File Attributes</i>	1040
Shared Files and Folders	1041
<i>Administrative Shares vs Local Shares</i>	1041
<i>Permission Inheritance and Propagation</i>	1041
System Files and Folders	1042
User Authentication	1042
BitLocker and BitLocker to Go	1042
EFS	1043
Best Security Practices for Workstations	1044
Password Best Practices	1045
<i>Setting Strong Passwords</i>	1045
<i>Password Expiration</i>	1045

<i>Changing Default User Names/Passwords</i>	1045
<i>Screensaver Required Password</i>	1045
<i>BIOS/UEFI Passwords</i>	1046
<i>Requiring Passwords</i>	1046
Account Management	1047
<i>Restricting User Permissions</i>	1047
<i>Login Time Restrictions</i>	1047
<i>Disabling Guest Account</i>	1047
<i>Failed Attempts Lockout</i>	1048
<i>Timeout/Screen Lock</i>	1048
Disabling Autorun	1048
Using Data Encryption	1049
Patch/Update Management	1049
Securing Mobile Devices	1049
Screen Locks	1050
Locator Applications	1051
Remote Wipes	1051
Remote Backup Applications	1052
Failed Login Attempts Restrictions	1052
Antivirus/Anti-malware	1053
Patching/OS Updates	1053
Biometric Authentication	1054
Full Device Encryption	1054
Multifactor Authentication	1054
Authenticator Applications	1054
Trusted Sources vs. Untrusted Sources	1055
Firewalls	1055
Policies and Procedures	1055
<i>BYOD versus Corporate Owned Devices</i>	1055
<i>Profile Security Requirements</i>	1056
Data Destruction and Disposal Methods	1056
Physical Destruction Methods	1057
<i>Shredder</i>	1057
<i>Drill / Hammer</i>	1057

<i>Electromagnetic (Degaussing)</i>	1057
<i>Incineration</i>	1057
<i>Certificate of Destruction</i>	1057
Recycling or Repurposing Best Practices	1057
<i>Low-Level Format vs. Standard Format</i>	1058
<i>Overwrite</i>	1058
<i>Drive Wipe</i>	1058
SOHO Network Security	1058
Wireless-Specific Security	1059
<i>Changing Default SSID</i>	1059
<i>Setting Encryption</i>	1060
<i>Disabling SSID Broadcast</i>	1061
<i>Antenna and Access Point Placement</i>	1062
<i>Radio Power Levels</i>	1062
<i>Wi-Fi Protected Setup (WPS)</i>	1063
Change Default Usernames and Passwords	1063
Enable MAC Filtering	1064
Assign Static IP Addresses	1064
Firewall Settings	1064
Port Forwarding/Mapping	1065
Disabling Ports	1065
Content Filtering / Parental Controls	1065
Update Firmware	1065
Physical Security	1066
Exam Preparation Tasks	1066
Review All the Key Topics	1066
Complete the Tables and Lists from Memory	1067
Define Key Terms	1067
Complete Hands-On Labs	1068
Lab 21-1: Physical, Operating System, Email, and Password Security	1068
Lab 21-2: Protecting Against Autorun, Wiping Disks, and Securing a SOHO Network	1068
Answer Review Questions	1069

Answers and Explanations to Hands-On Labs	1072
Lab 21-1: Physical, Operating System, Email, and Password Security	1072
Lab 21-2: Protecting Against Autorun, Wiping Disks, and Securing a SOHO Network	1072
Answers and Explanations to Review Questions	1073
Chapter 22 Troubleshooting Desktop and Mobile Operating Systems	1077
Foundation Topics	1078
Troubleshooting Common Symptoms	1078
Proprietary Crash Screens	1078
Troubleshooting Windows STOP Errors (BSOD)	1078
<i>Causes of BSOD Errors</i>	1079
<i>Researching Causes and Solutions</i>	1080
OS X Pin Wheel	1081
Failure to Boot	1082
<i>Windows Boot Errors</i>	1082
<i>Can't Boot Linux</i>	1085
<i>Can't Boot OS X</i>	1088
Improper Shutdown (Windows)	1089
Spontaneous Shutdown/Restart	1089
<i>Windows STOP (BSOD) Error Automatic Restart</i>	1089
<i>OS X Kernel Panic Automatic Restart</i>	1090
Device Fails to Start/Detected (Windows)	1091
Missing DLL Message (Windows)	1092
Services Fail to Start	1092
<i>Windows</i>	1092
<i>Linux</i>	1093
<i>OS X</i>	1093
Compatibility Error (Windows)	1093
Slow System Performance	1094
<i>Windows</i>	1094
<i>Linux</i>	1094
<i>OS X</i>	1095

Boots to Safe Mode (Windows)	1096
File Fails to Open	1096
Missing GRUB/LILO (Linux)	1096
Kernel Panic (OS X/Linux)	1097
Multiple Monitor Misalignment/Orientation	1098
<i>Windows</i>	1098
<i>OS X</i>	1101
<i>Linux</i>	1102
Missing Boot Configuration Data	1104
Missing Operating System	1104
Missing Graphical Interface	1104
GUI Fails to Load (Windows)	1104
Tools for Troubleshooting Software	1105
BIOS/UEFI	1105
SFC (Windows)	1105
Logs	1105
System Recovery Options (Windows)	1107
Repair Discs	1108
Pre-installation Environments	1109
MSCONFIG (Windows)	1110
DEFRAG	1110
REGSVR32 (Windows)	1110
REGEDIT (Windows)	1111
Safe Mode (Windows)	1111
Command Prompt (Windows)	1116
Uninstall/Reinstall/Repair	1116
Troubleshoot Mobile OS and Application Issues	1116
System Lockout	1117
Soft Reset	1118
Hard Reset	1118
Adjust Configurations/Settings	1119
Mobile Devices and Application Security Issues	1121
Signal Drop/Weak Signal	1121
Power Drain	1121

Slow Data Speeds	1121
Unintended Wi-Fi Connection	1122
Unintended Bluetooth Pairing	1122
Leaked Personal Files/Data	1122
Data Transmission Overlimit	1123
Unauthorized Account Access	1123
Unauthorized Root Access	1123
Unauthorized Location Tracking	1123
Unauthorized Camera/Microphone Activation	1124
High Resource Utilization	1124
Tools	1125
<i>Anti-Malware</i>	1125
<i>App Scanner</i>	1125
<i>Factory Reset/Clean Install</i>	1125
<i>Uninstall/Reinstall Apps</i>	1126
<i>Wi-Fi Analyzer</i>	1128
<i>Force Stop</i>	1128
<i>Cell Tower Analyzer</i>	1129
<i>Backup/Restore</i>	1129
<i>Apple Configurator</i>	1130
<i>Google Sync</i>	1131
Troubleshooting PC Security Issues	1131
Common Symptoms of Malware Infections	1131
Tools	1133
Best Practice Procedure for Malware Removal	1135
Exam Preparation Tasks	1136
Review All the Key Topics	1136
Complete the Tables and Lists from Memory	1136
Define Key Terms	1136
Complete Hands-On Lab	1137
Lab 22-1: Troubleshooting Windows, OS X, Linux, iOS, and Android	1137
Answer Review Questions	1138

Answers and Explanations to Hands-On Lab 1144

Lab 22-1: Troubleshooting Windows, OS X, Linux, iOS, and
Android 1144

Answers and Explanations to Review Questions 1145

Glossary 1151

Index 1220

Online-only Elements:

Appendix A CompTIA A+ Objectives

Appendix B Memory Tables

Appendix C Answers to Memory Tables

About the Author

Mark Edward Soper has been working with PCs since the days of the IBM PC/XT and AT as a salesperson, technology advisor, consultant, experimenter, and technology writer and content creator. Since 1992, he has taught thousands of students across the country how to repair, manage, and troubleshoot the hardware, software, operating systems, and firmware inside their PCs. He has created many versions of his experimental computer known as “FrankenPC” for this and previous books. Mark earned his CompTIA A+ Certification in 1999 and has written five other A+ Certification books covering previous versions of the A+ Certification exams for Pearson imprints. Mark is also the creator of *Building and Repairing PCs* (Que Video).

Mark has contributed to many editions of *Upgrading and Repairing PCs*, working on the 11th through 18th and 20th through 22nd editions; co-authored *Upgrading and Repairing Networks*, Fifth Edition; and has written two books about digital photography, *Easy Digital Cameras* and *The Shot Doctor: The Amateur’s Guide to Taking Great Digital Photos*.

In addition, Mark has written *Easy Windows 10*, *Easy Windows 8.1*, *Easy Windows 8*, *Easy Microsoft Windows 7*, and *Sams Teach Yourself Microsoft Windows 7 in 10 Minutes*. He also wrote two books about Windows Vista: *Maximum PC Microsoft Windows Vista Exposed* and *Unleashing Microsoft Windows Vista Media Center*.

Mark has also contributed to Que’s Special Edition *Using* series on Windows Me, Windows XP, and Windows Vista and to Que’s *Windows 7 In Depth*. Mark has also created a number of hardware tutorial videos available from the OnGadgets&Hardware podcast channel at www.quepublishing.com.

Mark has also written many blog entries and articles for MaximumPC.com and *Maximum PC* magazine. He currently teaches Microsoft Office for University of Southern Indiana and Ivy Tech Corporate College in Evansville, Indiana, and also has taught A+ Certification and other technology-related subjects at Ivy Tech Community College. See Mark’s website at www.markesoper.com for news and information about upcoming projects.

About the Technical Reviewer

Chris Crayton (MCSE) is an author, technical consultant, and trainer. He has worked as a computer technology and networking instructor, information security director, network administrator, network engineer, and PC specialist. Chris has authored several print and online books on PC repair, CompTIA A+, CompTIA Security+, and Microsoft Windows. He has also served as technical editor and content contributor on numerous technical titles for several of the leading publishing companies. He holds numerous industry certifications, has been recognized with many professional teaching awards, and has served as a state-level SkillsUSA competition judge.

Dedication

For Moses

Acknowledgments

After more than sixteen years as a full-time technology content provider, I realize more than ever how richly I have been blessed by God in my family and in the team of technology experts I get to work with.

Thanks first and foremost to Almighty God, who has given us the ability to create and to receive glimpses of the mysteries of the universe.

Thanks also to my family, PC and Mac users alike, who agree to disagree about the best technology, but work and play well with each other. Thanks especially to Cheryl for her love and patience.

As always, Pearson has put together an outstanding team for this edition, and I especially want to thank Dave Dusthimer for his vision of becoming the leading provider of CompTIA A+ study material. I wish him well in retirement.

A major thank you goes out to Michelle Newcomb, Ellie Bru, Sandra Schroeder, and Mandie Frank for keeping this process rolling along. And a big thank you to Technical Editor Chris Crayton for great suggestions and tips along the way and to Beth Smith for creating thought-provoking questions to test your skills.

Finally, a thank you to Vanessa, Tim, and Gary. We want to see you succeed both in passing your exams and in your IT career. We all wish you the very best.

We Want to Hear from You!

As the reader of this book, you are our most important critic and commentator. We value your opinion and want to know what we're doing right, what we could do better, what areas you'd like to see us publish in, and any other words of wisdom you're willing to pass our way.

We welcome your comments. You can email or write to let us know what you did or didn't like about this book—as well as what we can do to make our books better.

Please note that we cannot help you with technical problems related to the topic of this book.

When you write, please be sure to include this book's title and author as well as your name, email address, and phone number. We will carefully review your comments and share them with the author and editors who worked on the book.

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*Be sure to check the box that you would like to hear from us to receive exclusive discounts on future editions of this product.

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Learn



Certify



Work

Learn more about what the exam covers by reviewing the following:

- Exam objectives for key study points.
- Sample questions for a general overview of what to expect on the exam and examples of question format.
- Visit online forums, like LinkedIn, to see what other IT professionals say about CompTIA exams.

Purchase a voucher at a Pearson VUE testing center or at CompTIAstore.com.

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Learn more: Certification.CompTIA.org/aplus

* Source: CompTIA 9th Annual Information Security Trends study; 500 U.S. IT and Business Executives Responsible for Security
 ** Source: CompTIA Employer Perceptions of IT Training and Certification

Introduction

CompTIA A+ Certification is widely recognized as the first certification you should receive in an information technology (IT) career. Whether you are planning to specialize in PC or mobile device hardware, operating systems management, security or network management, the CompTIA A+ Certification exams measure the baseline skills you need to master to begin your journey toward greater responsibilities and achievements in IT.

CompTIA A+ Certification is designed to be a “vendor-neutral” exam that measures your knowledge of industry-standard technology.

Goals and Methods

The number one goal of this book is a simple one: to help you pass the 2016 version of the CompTIA A+ Certification exams 220-901 and 220-902.

Because CompTIA A+ Certification exams now stress problem-solving abilities and reasoning more than memorization of terms and facts, our goal is to help you master and understand the required objectives for each exam.

To aid you in mastering and understanding the A+ Certification objectives, this book uses the following methods:

- The beginning of each chapter defines the topics to be covered in the chapter; it also lists the corresponding CompTIA A+ objective numbers.
- The body of the chapter explains the topics from a hands-on and a theory-based standpoint. This includes in-depth descriptions, tables, and figures that are geared to build your knowledge so that you can pass the exam. The chapters are broken down into several topics each.
- The key topics indicate important figures, tables, and lists of information that you should know for the exam. They are interspersed throughout the chapter and are listed in table format at the end of the chapter.
- You can find memory tables online in Appendix B, “Memory Tables” and Appendix C “Answers to Memory Tables.” Use them to help memorize important information.
- Key terms without definitions are listed at the end of each chapter. Write down the definition of each term and check your work against the key terms in the glossary.

What's New?

You'll find plenty that's new and improved in this edition, including:

- Reorganized text to minimize duplication of coverage between objectives
- New coverage of Linux and OS X features and troubleshooting
- New coverage of MacBook features such as Thunderbolt 2
- Updated processor coverage
- Updated BIOS dialogs, including more UEFI BIOS examples
- USB 3.1 and USB-Type C
- mSATA and M.2 SSDs
- Improved photos and illustrations
- Enhanced laptop teardown and subassembly replacement procedures
- Updated memory coverage (DDR4 DIMMs and UniDIMMs)
- Updated coverage of mobile devices including teardown tips
- Enhanced coverage of desktop and laptop upgrades, including Thunderbolt and the miniPCIe card
- Updated coverage of docking stations and video cable adapters
- Updated power supply and cooling system information
- Improved coverage of network hardware and cabling
- Enhanced coverage of device troubleshooting, teardown, and upgrades
- New coverage of dealing with prohibited content/activity
- Enhanced coverage of Windows features
- Enhanced discussion of Windows upgrade paths and methods
- New Windows 8/8.1/10 features
- Enhanced coverage of ESD protection issues
- Enhanced coverage of Windows OS troubleshooting
- Enhanced Control Panel discussion
- Enhanced coverage of iOS and Android devices

- Enhanced coverage of security issues (physical, digital, wireless network, wired network, workgroup and homegroup folders)
- New coverage of network and cloud computing concepts
- Enhanced coverage of security issues
- New coverage of Linux and OS X OS troubleshooting

For a number of years, the CompTIA A+ Certification objectives were divided into a hardware exam and an operating systems exam. Starting with the 2006 exam, the exams were restructured so that knowledge of hardware and operating systems were needed for both exams. The 2012 exams were restructured again, and further restructuring has taken place for the 2016 exams. Exam 220-901 covers hardware, networking, mobile devices, and hardware and network troubleshooting. Exam 220-902 covers Windows operating systems; OS X, Linux, virtualization, cloud and network services; mobile operating systems; security; software troubleshooting for Windows, OS X, Linux, and mobile devices; and operational procedures.

For more information about how the A+ certification can help your career, or to download the latest official objectives, access CompTIA's A+ web page at <https://certification.comptia.org/certifications/a>.

In this book, we cover the major objectives but combine some of them when necessary to make a topic easier to understand. To make sure you can relate the book's contents to the CompTIA A+ Certification objectives, each chapter contains cross-references to the appropriate objectives as needed, and we provide a master cross-reference list later in this introduction.

Who Should Read This Book?

The CompTIA A+ exams measure the necessary competencies for an entry-level IT professional with the equivalent knowledge of 6 to 12 months of hands-on experience in the lab or field. This book is written for people who have that amount of experience working with desktop PCs, laptops, and mobile devices. Average readers will have attempted in the past to replace a hardware component within a PC or mobile device; they should also understand how to navigate through Windows, access the Internet, and have (or be willing to learn) a basic knowledge of OS X and Linux features.

Readers will range from people who are attempting to attain a position in the IT field to people who want to keep their skills sharp or perhaps retain their job due to a company policy that mandates that they take the new exams.

This book is also aimed at the reader who wants to acquire additional certifications beyond the A+ certification (Network+, Security+, and so on). The book is designed in such a way to offer easy transition to future certification studies.

Strategies for Exam Preparation

Strategies for exam preparation will vary depending on your existing skills, knowledge, and equipment available. Of course, the ideal exam preparation would consist of building a PC from scratch and installing and configuring the operating systems covered.

Chapter 1 contains lists of the tools, software, and operating systems recommended by CompTIA for exam study and preparation and how to track down the best deals. In Chapter 19, in the sidebar “Preparing for the A+ Certification Exam with Virtual Machines,” we provide information on how to use popular virtualization programs and operating system trial versions to run Windows and Linux on your existing system. To run OS X as a VM, see <http://techsviewer.com/how-to-install-mac-os-x-el-capitan-on-vmware-on-pc/>.

This hands-on approach will really help to reinforce the ideas and concepts expressed in the book. However, not everyone has access to this equipment, so the next best step you can take is to read through the chapters in this book, jotting notes down with key concepts or configurations on a separate notepad. Each chapter contains a quiz that you can use to test your knowledge of the chapter’s topics. It’s located near the end of the chapter.

After you have read through the book, have a look at the current exam objectives for the CompTIA A+ Certification Exams listed at <https://certification.comptia.org/certifications/a>. If there are any areas shown in the certification exam outline that you would still like to study, find those sections in the book and review them.

When you feel confident in your skills, attempt the practice exam included on the companion website with this book. As you work through the practice exam, note the areas where you lack confidence and review those concepts or configurations in the book. After you have reviewed the areas, work through the practice exam a second time and rate your skills. Keep in mind that the more you work through the practice exam, the more familiar the questions will become.

After you have worked through the practice exam a second time and feel confident with your skills, schedule the real CompTIA A+ 220-901 and 220-902 exams through Pearson Vue (www.vue.com). To prevent the information from evaporating out of your mind, you should typically take the exam within a week of when you consider yourself ready to take the exam.

The CompTIA A+ Certification credential for those passing the certification exams is valid for three years. To renew your certification without retaking the exam, you need to participate in continuing education (CE) activities and pay an annual maintenance fee of \$25.00 (\$75.00 for three years). See <https://certification.comptia.org/continuing-education/how-to-renew/ce-program-fees> for fee details. To learn more about the certification renewal policy, see <https://certification.comptia.org/continuing-education>.

Table I-1 CompTIA A+ Exam Topics

Chapter	Exam Topics	CompTIA A+ Exam Objectives Covered
1	Computer/Device Anatomy 101 Essential tools, equipment, and software for the technician CompTIA six-step troubleshooting theory	220-901 Objectives 1.1, 1.2, 1.3, 1.5, 1.6, 1.7, 1.8, 1.10, 1.11 220-902 5.5
2	Understanding BIOS and UEFI firmware Configuration of BIOS and UEFI firmware Updating BIOS and UEFI firmware Using BIOS and UEFI diagnostics	220-901 Objective 1.1
3	Motherboard form factors Expansion slots Components Power, fan and front-panel connectors Bus speeds Reset button	220-901 Objective 1.2
4	RAM types RAM form factors ECC vs Non-ECC RAM configurations RAM compatibility	220-901 Objective 1.3
5	Expansion card and slot overview Installation and configuration of sound, video, network, USB, and other PC expansion cards Riser cards	220-901 Objective 1.4 220-901 Objective 1.9

Chapter	Exam Topics	CompTIA A+ Exam Objectives Covered
6	Optical drive types Magnetic hard disk drive Flash drive Solid state drive (SSD) Drive installation Hot-swapping drives RAID types Tape drive capacities	220-901 Objective 1.5
7	Processor characteristics Intel and AMD socket types Heat sinks and cooling Installation	220-901 Objective 1.6
8	Rear-panel and expansion card ports USB FireWire SATA and eSATA Thunderbolt Video Audio PS/2	220-901 Objective 1.7 220-901 Objective 1.11
9	Custom PC configurations Power supply selection and installation Installing and configuring input, output, and i/o devices	220-901 Objective 1.8 220-901 Objective 1.10 220-901 Objective 1.12
10	Printers and multifunction devices	220-901 Objective 1.12 220-901 Objective 1.13 220-901 Objective 1.14 220-901 Objective 1.15

Chapter	Exam Topics	CompTIA A+ Exam Objectives Covered
11	Networking	220-901 Objective 2.1
	Cables	220-901 Objective 2.2
	Hardware	220-901 Objective 2.3
	Ports	220-901 Objective 2.4
	TCP/IP	220-901 Objective 2.5
	Routers	220-901 Objective 2.6
	Wireless	220-901 Objective 2.7
		220-901 Objective 2.8
		220-901 Objective 2.9
12	Laptop expansion options	220-901 Objective 3.1
	Replace components	220-901 Objective 3.2
	Laptop display components	220-901 Objective 3.3
	Laptop features	220-901 Objective 3.4
	Tablets, Phablets, Smartphones	220-901 Objective 3.5
	Wearables	
	e-readers	
	Accessories	
13	Troubleshooting motherboards, RAM, power supplies, CPUs	220-901 Objective 4.1
		220-901 Objective 4.2
	Troubleshooting hard drives and RAID arrays	220-901 Objective 4.3
	Troubleshooting video cards and displays	220-901 Objective 4.4
	Troubleshooting networks	220-901 Objective 4.5
	Troubleshooting mobile devices	220-901 Objective 4.6
	Troubleshooting printers	
14	Windows features	220-902 Objective 1.1
	Booting and installing Windows	220-902 Objective 1.2
	Partitions and file systems	
	Installing updates	
	Factory recovery partition	

Chapter	Exam Topics	CompTIA A+ Exam Objectives Covered
15	Using Microsoft Windows command line tools, features, and Control Panel utilities	220-902 Objective 1.3 220-902 Objective 1.4 220-902 Objective 1.5
16	Configuring and managing networks and sharing in Microsoft Windows	220-902 Objective 1.6
17	Safety procedures	220-902 Objective 5.1
	Environmental controls	220-902 Objective 5.2
	Addressing prohibited content and activity	220-902 Objective 5.3
	Software licensing issues	220-902 Objective 5.4
	Policies and security best practices	
	Communicating methods and professional behavior	
18	OS X and Linux common functions	220-902 Objective 2.1
	Backup	
	Tools	
	Basic Linux commands	
	Features	
19	Client-side virtualization	220-902 Objective 2.2
	SaaS, public cloud, and other cloud computing concepts	220-902 Objective 2.3
	Roles of network hosts (servers, Internet appliances, legacy/embedded systems)	220-902 Objective 2.4
20	Basic features of Android, iOS, and Windows Mobile operating systems	220-902 Objective 2.5 220-902 Objective 2.6
	Configuring connectivity and email	220-902 Objective 2.7
	Mobile device synchronization	
21	Security threats and vulnerabilities	220-902 Objective 3.1
	Prevention methods	220-902 Objective 3.2
	Windows security settings	220-902 Objective 3.3
	Security best practices for workstations	220-902 Objective 3.4
	Securing mobile devices	220-902 Objective 3.5
	Data destruction and disposal	220-902 Objective 3.6
	SOHO network security	220-902 Objective 3.7

Chapter	Exam Topics	CompTIA A+ Exam Objectives Covered
22	Troubleshoot Windows, Linux, OS X operating systems	220-902 Objective 4.1
	Troubleshooting iOS and Android devices, applications, security	220-902 Objective 4.2 220-902 Objective 4.3 220-902 Objective 4.4

Companion Website

Register this book to get access to the Pearson IT Certification test engine and other study materials plus additional bonus content. Check this site regularly for new and updated postings written by the author that provide further insight into the more troublesome topics on the exam. Be sure to check the box that you would like to hear from us to receive updates and exclusive discounts on future editions of this product or related products.

To access this companion website, follow these steps:

- Step 1.** Go to www.pearsonITcertification.com/register and log in or create a new account.
- Step 2.** Enter the ISBN: 9780789756527.
- Step 3.** Answer the challenge question as proof of purchase.
- Step 4.** Click on the Access Bonus Content link in the Registered Products section of your account page to be taken to the page where your downloadable content is available.

Please note that many of our companion content files can be very large, especially image and video files.

If you are unable to locate the files for this title by following the steps, please visit www.pearsonITcertification.com/contact and select the “Site Problems/ Comments” option. Our customer service representatives will assist you.

Pearson IT Certification Practice Test Engine and Questions

The companion website includes the Pearson IT Certification Practice Test engine—software that displays and grades a set of exam-realistic multiple-choice questions. Using the Pearson IT Certification Practice Test engine, you can either study by going through the questions in Study Mode or take a simulated exam that mimics real exam conditions.

The installation process requires two major steps: installing the software and then activating the exam. The website has a recent copy of the Pearson IT Certification Practice Test engine. The practice exam—the database of exam questions—is not on this site.

NOTE The cardboard case in the back of this book includes the companion website and a piece of paper. The paper lists the activation code for the practice exam associated with this book. Do not lose the activation code. On the opposite side of the paper from the activation code is a unique, one-time use coupon code for the purchase of the Premium Edition eBook and Practice Test.

Install the Software

The Pearson IT Certification Practice Test is a Windows-only desktop application. You can run it on a Mac using a Windows Virtual Machine, but it was built specifically for the PC platform. The minimum system requirements are:

- Windows 10, Windows 8.1, or Windows 7
- Microsoft .NET Framework 4.5 Client
- Pentium class 1 GHz processor (or equivalent)
- 512 MB RAM
- 650 MB disc space plus 50 MB for each downloaded practice exam
- Access to the Internet to register and download exam databases

The software installation process is pretty routine as compared with other software installation processes. If you have already installed the Pearson IT Certification Practice Test software from another Pearson product, there is no need for you to reinstall the software. Simply launch the software on your desktop and proceed to activate the practice exam from this book by using the activation code included in the access code card sleeve in the back of the book.

The following steps outline the installation process:

- Step 1.** Download the exam practice test engine from the companion site.
- Step 2.** Respond to Windows prompts as you would with any typical software installation process.

The installation process will give you the option to activate your exam with the activation code supplied on the paper in the cardboard sleeve. This process requires that you establish a Pearson website login. You will need this login in order to activate

the exam, so please do register when prompted. If you already have a Pearson website login, there is no need to register again. Just use your existing login.

Activate and Download the Practice Exam

Once the exam engine is installed, you should then activate the exam associated with this book (if you did not do so during the installation process) as follows:

- Step 1.** Start the Pearson IT Certification Practice Test software from the Windows **Start** menu or from your desktop shortcut icon.
- Step 2.** To activate and download the exam associated with this book, from the **My Products** or **Tools** tab, select the **Activate Exam** button.
- Step 3.** At the next screen, enter the Activation Key from paper inside the cardboard holder in the back of the book. Once entered, click the **Activate** button.
- Step 4.** The activation process will download the practice exam. Click **Next**, then click **Finish**.

Once the activation process is completed, the **My Products** tab should list your new exam. If you do not see the exam, make sure you have selected the **My Products** tab on the menu. At this point, the software and practice exam are ready to use. Simply select the exam and click the **Open Exam** button.

To update a particular exam you have already activated and downloaded, simply select the **Tools** tab and select the **Update Products** button. Updating your exams will ensure you have the latest changes and updates to the exam data.

If you wish to check for updates to the Pearson Cert Practice Test exam engine software, simply select the **Tools** tab and select the **Update Application** button. This will ensure you are running the latest version of the software engine.

Activating Other Exams

The exam software installation process, and the registration process, only has to happen once. Then, for each new exam, only a few steps are required. For instance, if you buy another new Pearson IT Certification Cert Guide or Cisco Press Official Cert Guide, extract the activation code from the cardboard sleeve in the back of that book—you don't even need the exam engine at this point. From there, all you have to do is start the exam engine (if not still up and running), and perform steps 2 through 4 from the previous list.

Premium Edition eBook and Practice Tests

This book also includes an exclusive offer for 70% off the Premium Edition eBook and Practice Tests edition of this title. Please see the coupon code included with the cardboard sleeve for information on how to purchase the Premium Edition.



This chapter covers the following subjects:

- **Introduction to BIOS/UEFI**—This section explains the motherboard's firmware, known as the BIOS or UEFI.
- **BIOS/UEFI Configuration**—This section demonstrates how to access the BIOS and modify settings; for example, RAM, processor, and video settings.
- **Flash Upgrade BIOS/UEFI**—In this section, you learn how to upgrade the BIOS through a process known as flashing.
- **Using BIOS/UEFI Diagnostics**—In this section, you learn about diagnostic features built into many BIOS/UEFI chips.

Configure and Use BIOS/UEFI Tools

The **Basic Input/Output System (BIOS)** is an essential component of the motherboard. This boot firmware, also known as System BIOS or, on most recent systems, unified extensible firmware interface (UEFI), is the first code run by a computer when it is booted. It prepares the machine by testing it during bootup and paves the way for the operating system to start. It tests and initializes components such as the processor, RAM, video card, hard drives, optical, and USB drives. If any errors occur, the BIOS/UEFI reports them as part of the testing stage, known as the **power-on self-test (POST)**. The BIOS/UEFI resides on a ROM chip and stores a setup program that you can access when the computer first boots up. From this program, a user can change settings in the BIOS and upgrade the BIOS as well. In this chapter, you find out about how the BIOS/UEFI, **CMOS**, and batteries on the motherboard interact and learn how to configure and upgrade the BIOS.

From this point on, the term *BIOS* refers to both traditional BIOS and UEFI firmware except when they differ in function.

220-901: Objective 1.1 Given a scenario, configure settings and use BIOS/UEFI tools on a PC.

Foundation Topics

BIOS/UEFI Configuration

The system BIOS has default settings provided by the system or motherboard maker, but as a system is built up with storage devices, memory modules, adapter cards, and other components, it is usually necessary to alter the standard settings.

To perform this task, the system assembler must use the BIOS setup program to make changes and save them to the CMOS (complementary metal oxide semiconductor) chip. Originally, the BIOS setup program was run from a bootable floppy disk, but for many years virtually all system BIOS chips have included the setup program.

Accessing the BIOS Setup Program

The BIOS configuration program is stored in the BIOS chip itself. Just press the key or key combination displayed onscreen (or described in the manual) to get started.

Key Topic

Although these keystrokes vary from system to system, the most popular keys on current systems include the escape (Esc) key, the Delete (Del) key, the F1 key, the F2 key, or the F10 key.

Most recent systems display the key(s) necessary to start the BIOS setup program at startup, as shown in Figure 2-1. However, if you don't know which key to press to start your computer's BIOS setup program, check the system or motherboard manual for the correct key(s).



1. Keystrokes for configuration options at startup

Figure 2-1 A typical splash screen displays the keystrokes needed to start the BIOS setup program.

NOTE Because the settings you make in the BIOS setup program are stored in the nonvolatile CMOS, the settings are often called CMOS settings or BIOS settings. The contents of CMOS are maintained by a battery. See Chapter 3, “Motherboard Components,” for typical BIOS chip and CMOS battery locations on current systems.

CAUTION BIOS configuration programs vary widely, but the screens used in the following sections are representative of the options available on typical recent systems; your system might have similar options but place the settings on different screens than those shown here. Laptops, corporate desktops, and Windows tablets generally offer fewer options than those shown here.

OS X uses operating system menus to make changes to system devices, rather than permitting direct access to the BIOS. See Chapter 18, “OS X and Linux,” for details.

Be sure to consult the manual that came with your computer or motherboard before toying with the settings you find here. Fiddling with the settings can improve performance, but it can also wreak havoc on an otherwise healthy device if you don’t know what you’re doing. Be warned!

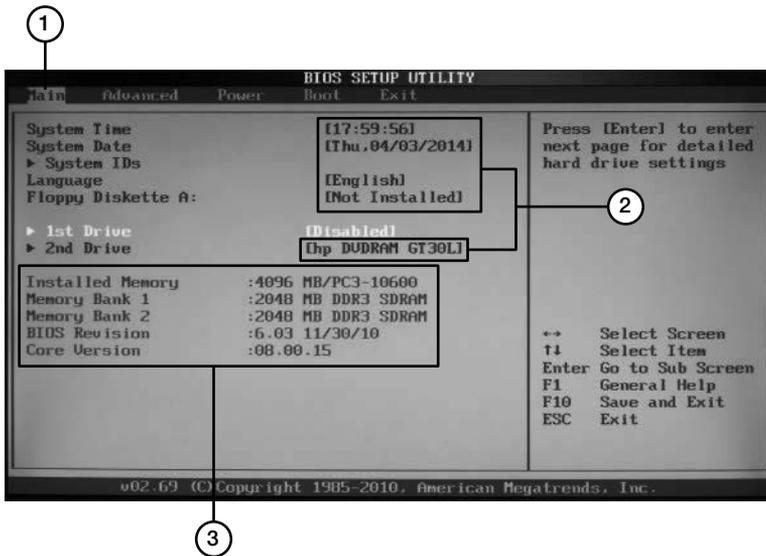
UEFI and Traditional BIOS

Key Topic

Most recent desktop and laptop computers (and all desktop and laptop computers from 2014 on) now use a new type of firmware called the Unified Extensible Firmware Initiative (UEFI) to display a mouse-driven GUI or text-based menu for BIOS setup. OS X computers all use UEFI firmware. Compared to a traditional Flash ROM BIOS, UEFI has the following advantages:

- Support for hard drives of 2.2TB and higher capacity. These drives require the use of the GUID Partition Table (GPT) to access full capacity.
- Faster system startup (booting) and other optimizations.
- Larger-size ROM chips used by UEFI make room for additional features, better diagnostics, the ability to open a shell environment for easy flash updates, and the ability to save multiple BIOS configurations for reuse.

UEFI firmware offers similar settings to those used by a traditional BIOS (see Figure 2-2) along with additional options (refer to Figures 2-3 and beyond). Most desktop systems with UEFI firmware use a mouse-driven graphical interface. However, many laptops with UEFI firmware use a text-based interface similar to BIOS.



1. Selected menu
2. Editable items
3. Reported by system; not editable

Figure 2-2 This computer uses a traditional BIOS.

To learn more about UEFI, visit <http://www.uefi.org/>.

NOTE For more information about BIOS and UEFI functions, beep codes, and upgrades, see the BIOS chapter in the 22nd edition of Scott Mueller’s *Upgrading and Repairing PCs*.

BIOS Settings Overview

The following sections review the typical setup process using various UEFI firmware versions on systems running Intel Core i3 3227U, Intel Core i5 i6600, AMD FX-8350, and AMD A10-5800K processors.

Table 2-1 provides a detailed discussion of the most important CMOS/BIOS settings. Use this table as a quick reference to the settings you need to make or verify in any system. Examples of these and other settings are provided in the following sections.

**Table 2-1** Major CMOS/BIOS/UEFI Settings

Option	Settings	Notes
Boot Sequence	Hard drive, optical (CD/DVD, Blu-ray), USB, network ROM; order as wanted	To boot from bootable OS or diagnostic CDs or DVDs, place the CD or DVD (optical) drive before the hard drive in the boot sequence. To boot from a bootable USB device, place the USB device before the hard drive in the boot sequence. You can enable or disable additional boot devices on some systems.
Memory Configuration	By SPD or Auto (default); manual settings (Frequency, CAS Latency [CL], Fast R-2-R turnaround, and so on) also available	Provides stable operation using the settings stored in memory by the vendor. Use manual settings (frequency, CAS latency, and so on) for overclocking (running memory at faster than normal speeds) or to enable memory of different speeds to be used safely by selecting slower settings.
CPU Clock and Frequency	Automatically detected on most recent systems	Faster or higher settings overclock the system but could cause instability (see Chapter 8, “Ports and Interfaces,” for details). Some systems default to low values when the system doesn’t start properly.
Hardware Monitor	Enable display for all fans plugged in to the motherboard	Also known as PC Health on some systems; can be monitored from within the OS with vendor-supplied or third-party utilities.
Onboard Audio, Modem, or Network	Enable or disable	Enable when you don’t use add-on cards for any of these functions; disable each setting before installing a replacement card. Some systems include two network adapters.
USB Legacy	Enable when USB keyboard is used	Enables USB keyboard to work outside the OS.
Serial Ports	Disable unused ports; use default settings for port you use	Also known as COM ports. Most systems no longer have serial ports.
Parallel Port	Disable unused port; use EPP/ECP mode with default IRQ/DMA when parallel port or device is connected	Compatible with almost any parallel printer or device; be sure to use an IEEE-1284-compatible printer cable. Most recent systems no longer include parallel (LPT) ports.
USB Function	Enable	When motherboard supports USB 2.0 (Hi-Speed USB) ports, be sure to enable USB 2.0 function and load USB 2.0 drivers in the OS.

Option	Settings	Notes
USB 3.0 Function	Enable	USB 3.0 ports also support USB 3.1, 2.0, and USB 1.1 devices. Disable when USB 3.0 drivers are not available for operating system.
Keyboard	NumLock, auto-repeat rate/delay	Leave at defaults (NumLock On) unless keyboard has problems.
Plug-and-Play OS	Enable for all except some Linux distributions, Windows NT, MS-DOS	When enabled, Windows configures devices.
Primary VGA BIOS	Varies	Select the primary graphics card type (PCIe or onboard).
Shadowing	Varies	Enable shadowing for video BIOS; leave other shadowing disabled.
Quiet Boot	Varies	Disable to display system configuration information at startup.
Boot-Time Diagnostic Screen	Varies	Enable to display system configuration information at startup.
Virtualization	Varies	Enable to run hardware-based virtualization programs such as Hyper-V or Parallels so that you can run multiple operating systems, each in its own window.
Power Management (Menu)	Enable unless you have problems with devices	Enable CPU fan settings to receive warnings of CPU fan failure.
S1 or S3 standby	Enable S3	Use S1 (which saves minimal power) only when you use devices that do not properly wake up from S3 standby.
AC Pwr Loss Restart	Enable restart or Full on	Prevents the system from staying down when a power failure takes place.
Wake on LAN (WOL)	Enable when you use WOL-compatible network card or modem	WOL-compatible cards use a small cable between the card and the motherboard. Some integrated network ports also support WOL.
User/Power-On Password	Blocks system from starting when password is not known	Enable when physical security settings are needed, but be sure to record the password in a secure place.
Setup Password	Blocks access to setup when password is not known	Both passwords can be cleared on both systems when CMOS RAM is cleared.

Option	Settings	Notes
Write-Protect Boot Sector	Varies	Enable for normal use, but disable when installing drives or using a multiboot system. Helps prevent accidental formatting but might not stop third-party disk prep software from working.
Boot Virus Detection (Antivirus Boot Sector)	Enable	Stops true infections but allows multiboot configuration.
SATA Drives	Varies	Auto-detects drive type and settings at startup time. Select CD/DVD for CD/DVD/Blu-ray drive; select None when drive is not present or to disable an installed drive.
SATA Drive configuration	IDE, AHCI, RAID	IDE setting emulates now-obsolete PATA drives. To take advantage of hot-swapping and Native Command Queuing (NCQ) to improve performance, select AHCI. Use RAID when the drive will be used as part of a RAID array.

Automatic Configuration of BIOS/CMOS Settings

As you can see from Table 2-1, there are many options to select when configuring BIOS settings. Many BIOS firmware versions enable you to automatically configure your system with a choice of these options from the main menu:

- BIOS defaults (also referred to as Original/Fail-Safe on some systems)
- Setup defaults (also referred to as Optimal on some systems)

These options primarily deal with performance configuration settings in the BIOS firmware, such as memory timings, memory cache, and the like. The settings used by each BIOS setup option are customized by the motherboard or system manufacturer.

Use BIOS defaults to troubleshoot the system because these settings are conservative in memory timings and other options. Normally, the setup defaults provide better performance. As you view the setup screens in this chapter, you'll note these options are listed.

CAUTION If you use automatic setup after you make manual changes, all your manual changes will be overridden. Use Setup Defaults and then make any other changes you want.

With many recent systems, you can select Optimal or Setup defaults, save your changes, and then exit; the system will then work acceptably. However, to configure drive settings, USB settings, or to enable or disable ports, you also need to work with individual BIOS settings, such as the ones shown in the following sections.

TIP On typical systems, you set numerical settings, such as date and time, by scrolling through allowable values with keys such as + and – or page up/page down. However, to select settings with a limited range of options, such as enable/disable or choices from a menu, press Enter or the right-arrow key on the keyboard and then choose the option you want from the available choices.

Main Menu

When you start the BIOS configuration program for your system, you might see a GUI menu similar to the UEFI CMOS Setup Utility menus shown in Figures 2-3 and 2-4. Many laptops and corporate-oriented desktop computers with UEFI BIOS use a text-based menu such as the one shown in Figure 2-5 (later in this chapter).

From this menu, you can go to any menu, select default settings, save changes, or exit setup without saving any changes.

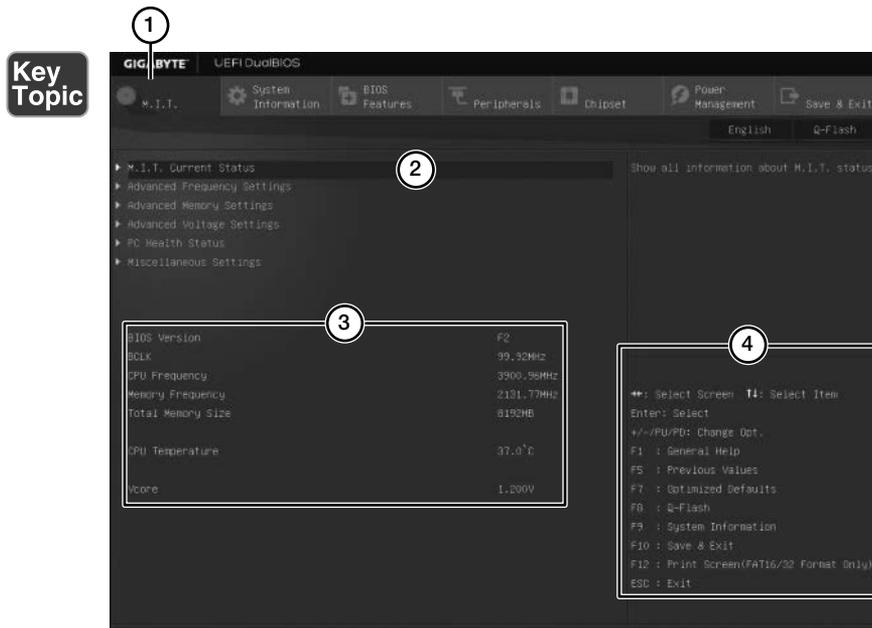
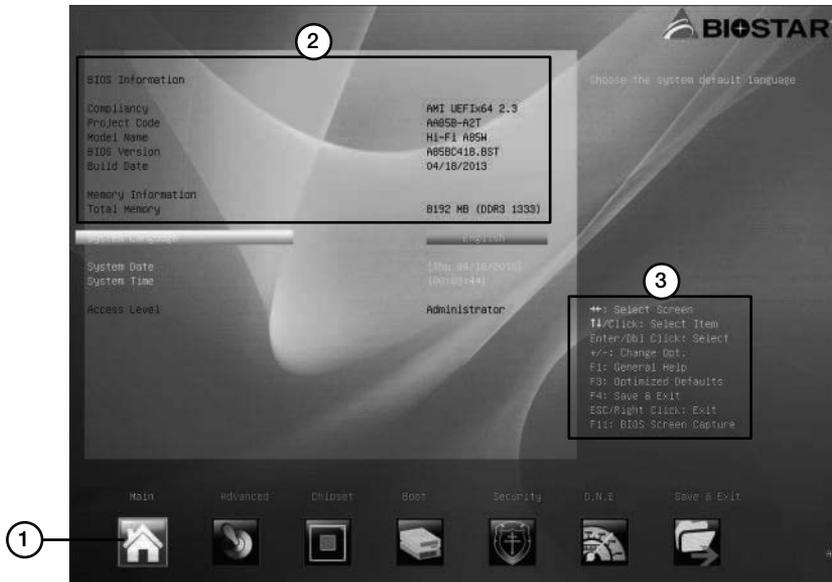


Figure 2-3 A typical UEFI main setup menu for a desktop system with an Intel processor (UEFI BIOS for Gigabyte Z170XP-SLI).

TIP When you need to quickly find a particular BIOS setting and don't have the manual for the system or the motherboard, visit the system or motherboard vendor's website and download the manual. In most cases, especially with a motherboard-specific manual, the BIOS screens are illustrated. Most vendors provide the manuals in Adobe Reader (PDF) format.

**Key
Topic**



1. Current menu
2. UEFI BIOS and memory information
3. Keystroke legend

Figure 2-4 A typical UEFI main setup menu for a desktop system with an AMD processor (UEFI BIOS for BIOSTAR Hi-Fi A85W).

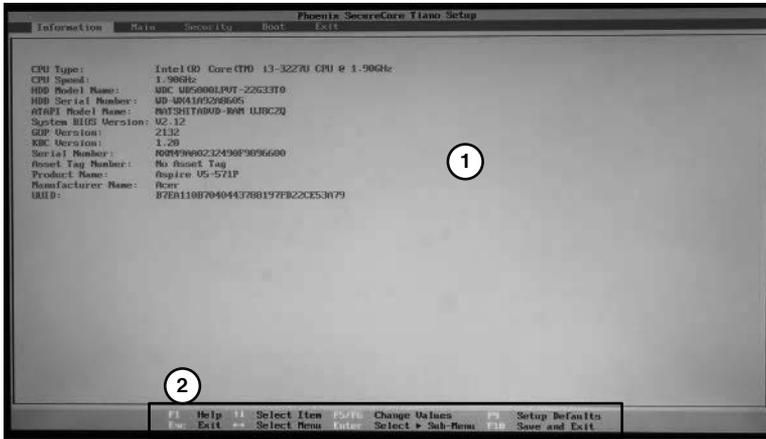
Main/Standard Features/Settings

The Main/Standard Features/Settings menus (refer to Figures 2-3 and 2-4) frequently report system features (such as the motherboard model and onboard RAM) and sometimes also configure the system's date and time. To access other settings, use arrow keys or your mouse to highlight the appropriate icon or text menu.

Discovering System Information

Most systems display system information such as processor type, clock speed, cache memory size, installed memory (RAM), and BIOS information from within the

BIOS (see Figure 2-5). Use this information to help determine whether a system needs a processor, memory, or BIOS update.



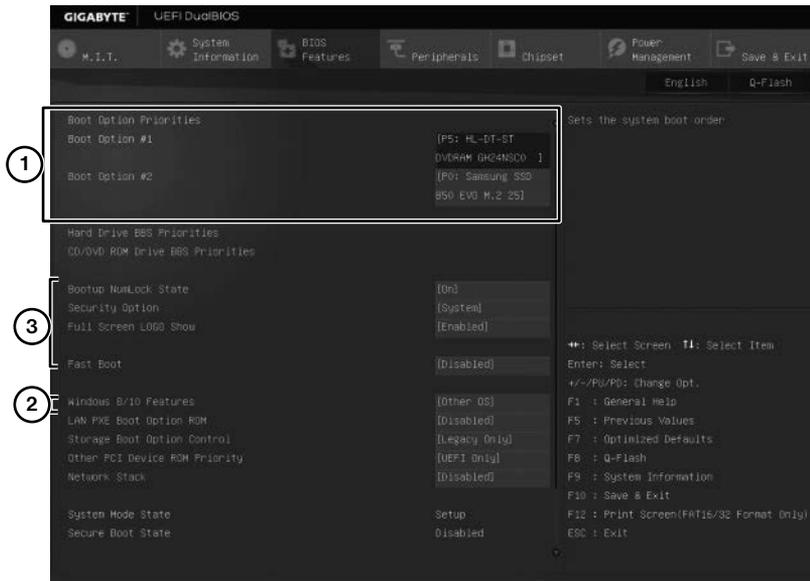
1. Processor and BIOS information
2. Keystroke legend

Figure 2-5 Information dialog on a typical laptop with text-based UEFI firmware.

NOTE You might need to look at multiple screens to locate all CPU and BIOS information desired, depending upon the system.

Boot Settings and Boot Sequence

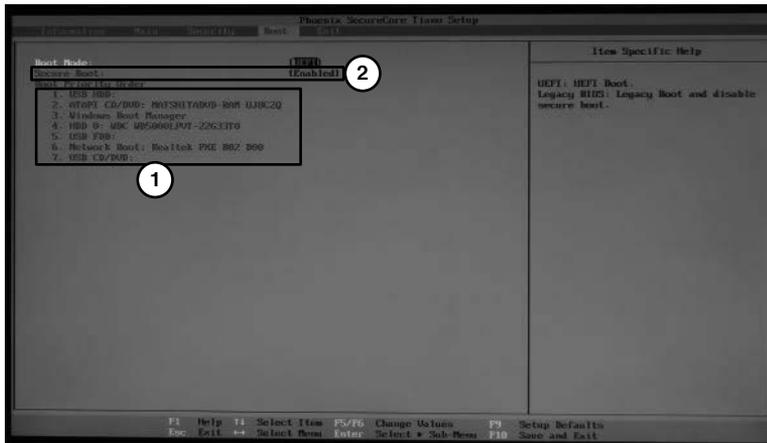
Most computers include settings that control how the system boots and the sequence in which drives are checked for bootable operating system files. Depending on the system, these settings might be part of a larger menu, such as an Advanced Settings menu, a BIOS Features menu (see Figure 2-6), or a separate Boot menu (see Figure 2-7).



1. Boot sequence
2. Other OS setting [eq] secure boot disabled
3. Other boot options

Figure 2-6 Boot sequence and other boot settings in the BIOS Features menu.

Key Topic



1. CD/DVD and USB flash boot before windows boot manager or hard disk drive
2. Secure boot enabled

Figure 2-7 A typical Boot menu configured to permit booting from a CD/DVD or USB flash drive before the hard drive.

Enabling Fast Boot skips memory and drive tests to enable faster startup. Enabling Boot Up NumLock turns on the keyboard's NumLock option.

Secure Boot

When enabled, **Secure Boot** (see Figure 2-7)—also known as Windows 8/10 Features in Figure 2-6)—blocks installation of other operating systems and also requires the user to access UEFI setup by restarting the computer in a special Troubleshooting mode from within Windows 8 or later. Secure Boot is enabled by default on systems shipped with Windows 8, 8.1, or 10. Windows 7 users, Linux users, or those who want more flexibility in accessing UEFI BIOS (for example, technicians making changes in UEFI firmware) should disable Secure Boot.

The menus shown in Figures 2-6 and 2-7 are used to adjust the order in which drives are checked for bootable media. For faster booting, set the hard drive with system files as the first boot device. However, when you want to have the option to boot from an optical (CD/DVD/Blu-ray) disk or from a USB flash or hard drive for diagnostics or operating system installations, put those drives before SATA hard drives in the boot order.

NOTE Even when the first boot drive is set up as CD/DVD, some discs will prompt the user to press a key to boot from the CD/DVD drive when a bootable disc is found. Otherwise, the system checks the next available device for boot files.

Integrated Ports and Peripherals

Typical desktop systems are loaded with onboard ports and features, and the menus shown in Figures 2-8, 2-9, 2-10, and 2-11 are typical of the BIOS menus used to enable, disable, and configure storage, audio, network, and USB ports.

SATA Configuration

Use the SATA configuration options (such as those shown in Figure 2-8) to enable or disable SATA and eSATA ports and to configure SATA host adapters to run in compatible (emulating PATA), native (AHCI), or RAID modes. AHCI supports Native Command Queuing (NCQ) for faster performance and permits hot-swapping of eSATA drives.

To learn more about RAID configuration, see “RAID Types” in Chapter 6, “Storage Devices.”

USB Host Adapters and Charging Support

Most systems have separate settings for the USB (2.0) and USB 3.0 (a.k.a. SuperSpeed) controllers (on systems that have USB 3.0 ports). If you don’t enable USB 2.0 or USB 3.0 in your system BIOS, all your system’s USB ports will run at the next lower speed.

Some USB configuration utilities can also be used to enable a specified USB port to output at a higher amperage than normal to enable faster charging of smartphones. Figure 2-9 illustrates a system with USB 3.0 support enabled and battery charging support being enabled.



1. SATA ports enabled
2. SATA ports configured to run in AHCI mode
3. Port 0 is connected to a 250GB SSD
4. Port 1 is connected to a DVD optical drive

Figure 2-8 A UEFI configuration dialog for SATA ports.



1. USB 3.0 host adapter enabled
2. Charging option being edited

Figure 2-9 Configuring a USB host adapter for battery charging.

Audio and Ethernet Ports

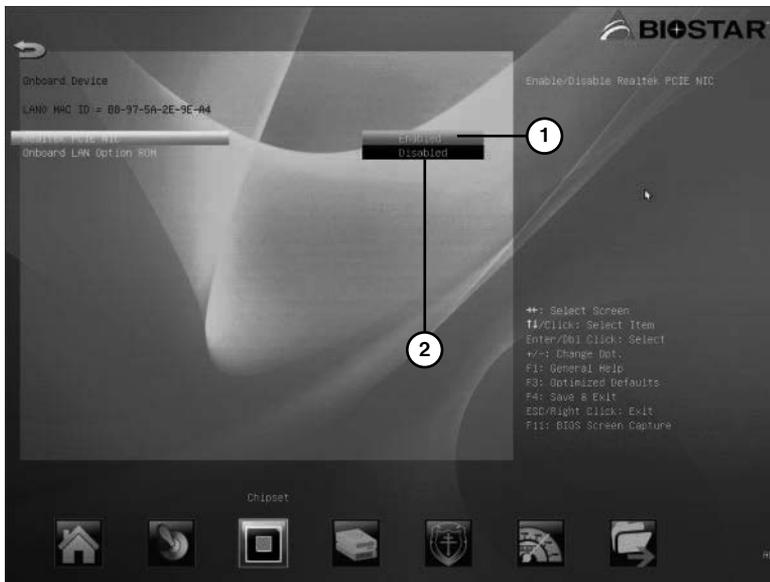
Depending upon the system, these and other integrated ports might be configured using a common menu or on separate menus. In Figure 2-10, the HD “Azalia” on-board audio is enabled; if a separate sound card was installed, onboard audio should be disabled. SPDIF audio can be directed through the SPDIF digital audio port (default) or the HDMI AV port (optional) using this menu.

In Figure 2-11, the onboard LAN option ROM is disabled on this system. Enable it when you want to boot from an operating system that is stored on a network drive.



1. HD Audio enabled
2. Change to HDMI to permit HDMI cable to carry audio as well as video signals

Figure 2-10 Configuring onboard HD Audio.



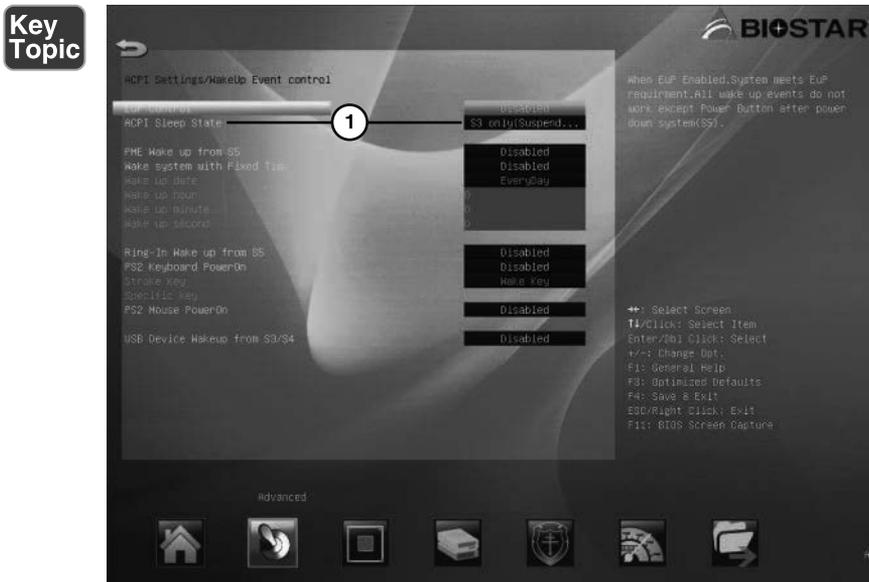
1. Ethernet network adapter enabled
2. LAN Option ROM (for booting from network) disabled

Figure 2-11 Configuring the onboard network adapter.

NOTE Systems with support for legacy ports such as floppy, serial (COM), and parallel (LPT) use a separate BIOS settings menu for configuration. Do not enable these ports unless you use them.

Power Management

Although operating systems include power management features, the BIOS controls how any given system responds to standby or power-out conditions. Figure 2-12 illustrates a typical power management menu.



1. ACPI S3 sleep state enabled

Figure 2-12 Typical power management configuration menu.

ACPI is the power management function used in modern systems, replacing the older APM standard; it should be enabled. Most systems offer two ACPI standby states: S1/POS (power on standby) and S3/STR (suspend to RAM). Use S3/STR whenever possible because it uses much less power when the system is idle.

You can also configure your system power button, specify how to restart your system when AC power is lost, and specify how to wake up a system from standby, sleep, or hibernation modes. Some systems display these settings in the same dialog as power management, whereas others use a separate dialog or submenu.

Monitoring

As hot as a small room containing a PC can get, it's a whole lot hotter inside the PC itself. Excessive heat is the enemy of system stability and shortens the life of your hardware. Adding fans can help, but when they fail, you have problems. See Chapter 7, "CPUs," for more information.

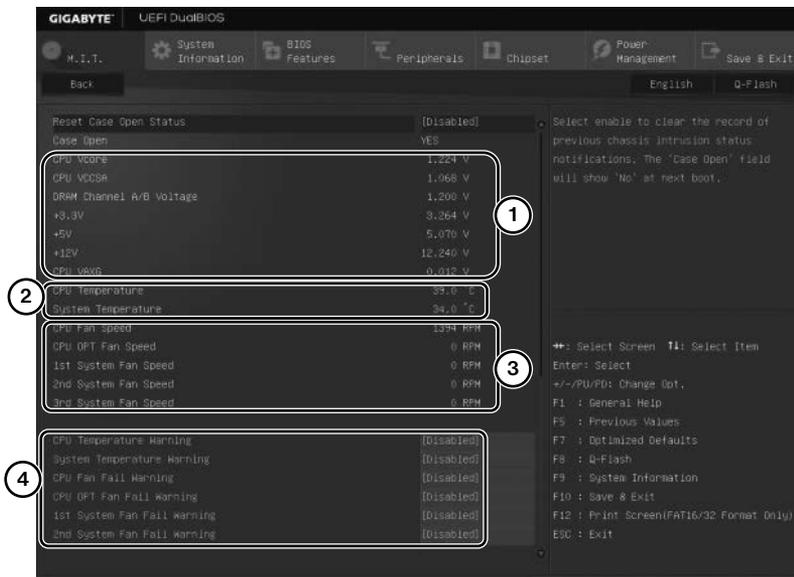
The Hardware Monitor BIOS dialog (sometimes referred to as PC Health) is a common feature in most recent desktop systems. It is used to display the following (refer to Figure 2-13):

- Temperature monitoring
- Fan speeds
- Intrusion detection/notification
- Voltage

Many systems can also be configured to warn when CPU or system temperatures reach a dangerously high level or when fans stop turning or spin at too low a speed for proper cooling.

Windows-based hardware monitoring programs can also be used to display this information during normal system operation.

**Key
Topic**

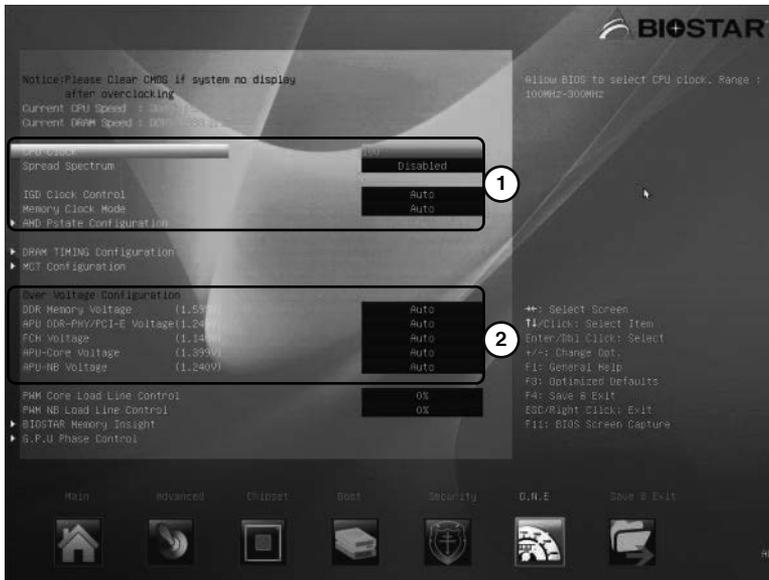


1. Voltage levels
2. Temperature levels
3. Fan speeds
4. Warnings (not configured)

Figure 2-13 Typical PC Health hardware monitoring menu.

Processor and Memory Configuration

To monitor system clock and **bus speed** settings, check the processor and memory configuration dialog typically available on gaming-oriented systems or others designed for overclocking (see Figure 2-14). On these systems, you can disable the normal Auto settings and manually tweak speeds, voltages, and other timing settings.



1. Clock adjustment options

2. Voltage adjustments

Figure 2-14 CPU configuration dialog used for viewing and changing clock and bus speeds for overclocking.

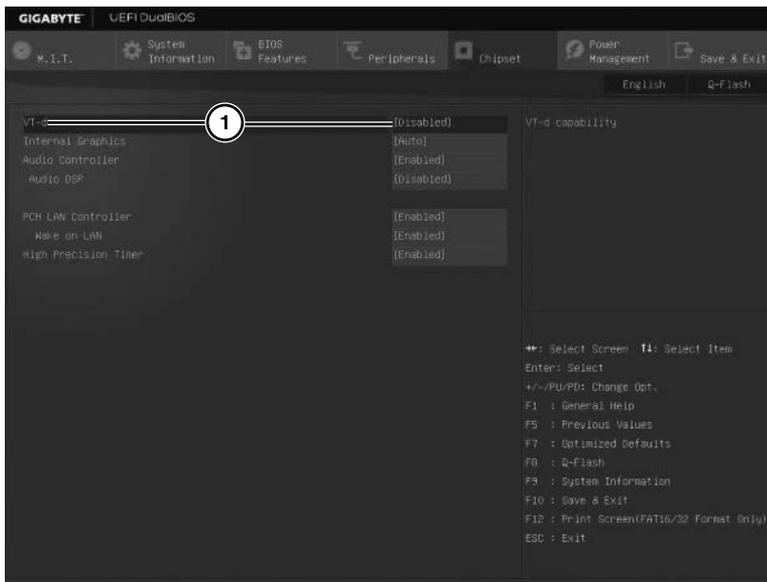
Virtualization Support

Virtualization is the capability to run multiple operating systems on a single computer at the same time. Although virtualization does not require processor support, virtualization programs such as Windows Virtual PC and Hyper-V, Oracle VM VirtualBox, and versions of VMware Workstation provide much better performance on systems that have hardware-assisted **virtualization support** enabled.

For a system to support hardware-assisted virtualization, it must include a CPU that supports virtualization and virtualization must be enabled in the system BIOS.

NOTE Intel processors that include VT-x technology support hardware-assisted virtualization. AMD processors that include AMD-V technology support hardware-assisted virtualization. To determine whether a computer running Windows can support hardware-assisted virtualization, download and run havdetectiontool.exe, which is available from the Microsoft Download Center at www.microsoft.com.

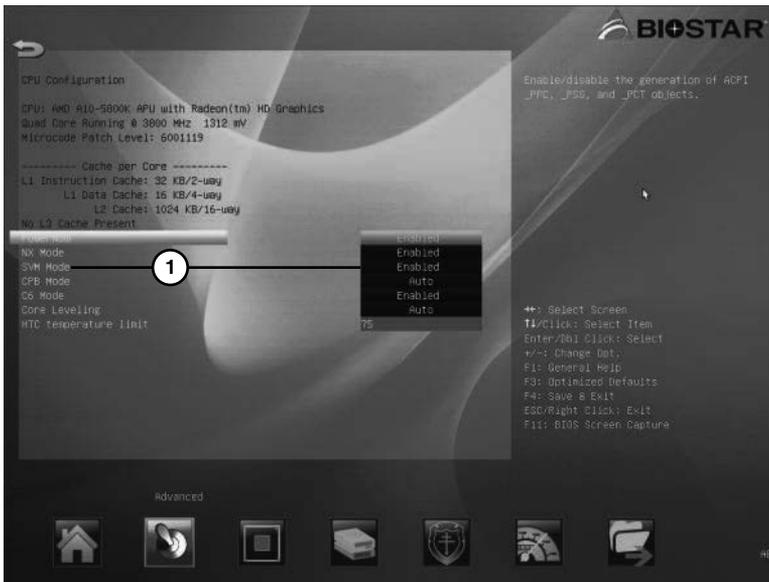
Intel-based systems with VT support might have two entries for virtualization. Intel Virtualization Technology (also known as VT or VT-x) must be enabled for hardware-assisted virtualization to be supported. Intel VT with Directed I/O (VT-d Tech) can also be enabled to help improve I/O performance, although processors that support VT-x vary in their levels of VT-d support. Some systems, such as the one shown in Figure 2-15, have a single entry that enables or disables virtualization. When VT-d is enabled, VT-x is also enabled.



1. Intel virtualization not enabled

Figure 2-15 Virtualization is not enabled on this Intel-based system.

AMD-based systems that support hardware-assisted virtualization feature a single BIOS setting that might be labeled Virtualization, Secure Virtual Machine Mode, or SVM (see Figure 2-16).



1. AMD virtualization enabled.

Figure 2-16 Virtualization has been enabled on this AMD-based system.

Security Features

Security features of various types are scattered around the typical system BIOS/UEFI dialogs. Features and their locations vary by system and might include:

- **BIOS password**—BIOS Settings Password or Security dialogs
- **Power-on password**—Configured through the Security dialog
- **Chassis intrusion**—Various locations
- **Boot sector protection**—Advanced BIOS Features dialog
- **Secure Boot**—Boot or other dialogs
- **LoJack for Laptops**—An after-market product embedded in firmware or installed by the end user; not managed with BIOS dialogs
- **TPM (trusted program module)**—Security dialog

Enable the BIOS password feature to permit access to BIOS setup dialogs only for those with the password. The power-on password option prevents anyone without the password from starting the system. Note that these options can be defeated by opening the system and clearing the CMOS memory.

Intrusion detection/notification, also known as Chassis Intrusion, when enabled, displays a warning on startup that the system has been opened.

Boot sector protection, found primarily on older systems, protects the default system drive's boot sector from being changed by viruses or other unwanted programs. Depending on the implementation, this option might need to be disabled before an operating system installation or upgrade.

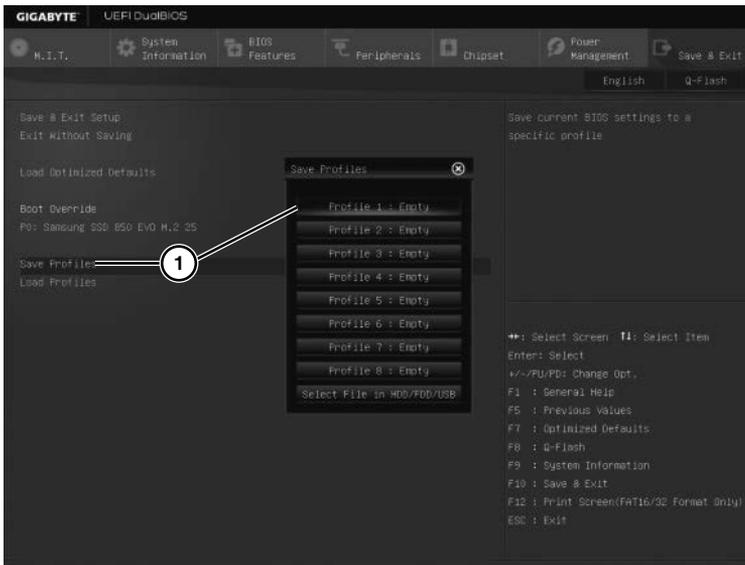
Secure Boot is a feature that permits only software trusted by the PC manufacturer to be used to boot the system. When Secure Boot is enabled, the UEFI firmware checks for signatures on the boot software, option ROMs, and the operating system. Secure Boot support was first introduced in Windows 8, Windows RT, Windows Server 2012, and is also supported in newer versions.

A **TPM (trusted program module)** is used by Windows editions that support BitLocker full-disk encryption feature to protect the contents of the system hard drive (Vista) or any specified drive (Windows 7/8/8.1/10). Although many corporate laptops include a built-in TPM module, desktop computers and servers might include a connection for an optional TPM. For more information about using BitLocker, see Chapter 21, "Security."

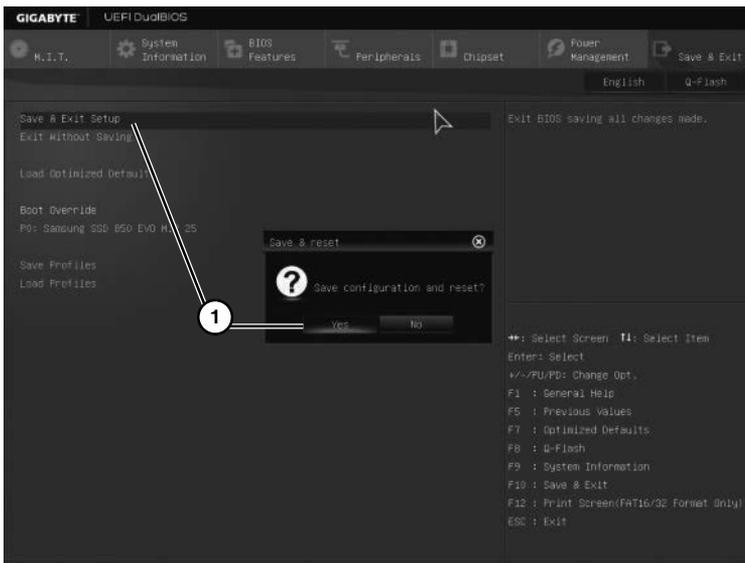
LoJack for Laptops (and other mobile devices) is a popular security feature embedded in the laptop BIOSes of a number of systems and can be added to other systems. It consists of two components: a BIOS-resident component and the Computrace Agent, which is activated by LoJack when a computer is reported as stolen. To learn more about LoJack for laptops, tablets, and smartphones see www.absolute.com/en/lojackforlaptops/home.aspx.

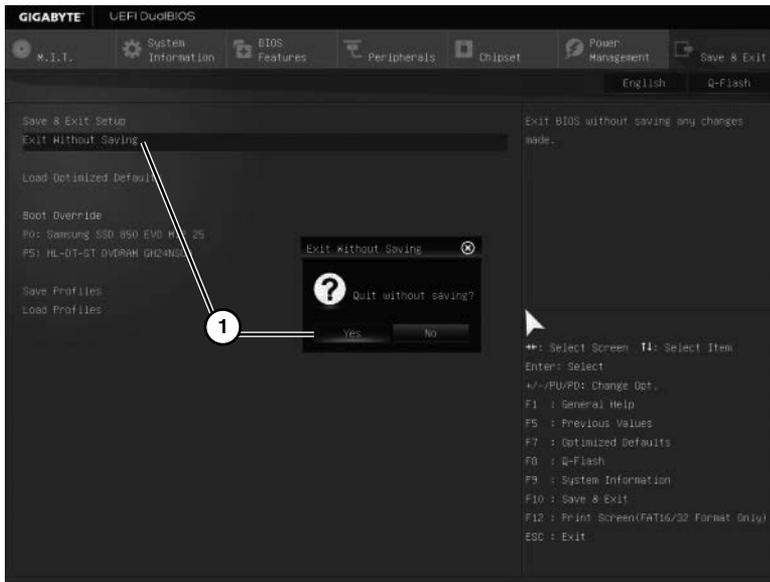
Exiting BIOS and Saving/Discarding Changes

When you exit the BIOS setup program, you can elect to save configuration changes or discard them. Many systems with UEFI firmware permit the user to save multiple BIOS configuration settings (see Figure 2-17).

**Key
Topic**

1. Selecting a location for storing the current UEFI firmware settings
Figure 2-17 Preparing to save the current BIOS configuration to a file.

If you made changes you want to keep, choose the option to save changes (see Figure 2-18). If you were “just looking” and did not intend to make any changes, choose the option to discard changes (see Figure 2-19). When you exit the BIOS setup program with either option, the system restarts.


1. Exiting and saving the current UEFI firmware configuration
Figure 2-18 Preparing to save changes and exit the BIOS configuration menu.



1. Exiting and discarding the current BIOS configuration

Figure 2-19 Preparing to discard changes and exit the BIOS configuration menu.

Flash Upgrade BIOS

The BIOS chip can be regarded as the “glue” that binds the hardware to the operating system. If the BIOS doesn’t recognize the operating system or the hardware it communicates with, you’re sure to have problems.

Because the BIOS chip bridges hardware to the operating system, you need to update the BIOS whenever your current BIOS version is unable to properly support

- New hardware, such as large SATA hard drives and different types of removable-storage drives
- New CPU models
- Memory modules with different capacities or timings
- New operating systems and features (such as virtualization or power management)
- New BIOS options

BIOS updates can also be used to solve problems with power management or other hardware-related issues.

A computer that is more than one year old or that is a candidate for a new processor might need a BIOS update. In the 1980s into the early 1990s, a BIOS update required a physical chip swap and, sometimes, reprogramming the chip with a device called an Electrically Erasable Programmable Read-Only Memory (EEPROM) burner. If the replacement or reprogrammed BIOS chip was installed incorrectly into the socket, it could be destroyed.

Fortunately, since the mid-1990s, a BIOS update can now be performed with software. The Flash BIOS chips in use on practically every recent system contain a special type of memory that can be changed through a software download from the system or motherboard maker.

Although Flash BIOS updates are easier to perform than the older, replace-the-chip style, you still need to be careful. An incomplete or incorrect BIOS update will prevent your system from being accessed. No BIOS, no boot! Regardless of the method, for maximum safety, follow these initial steps:

- Step 1.** Back up important data.
- Step 2.** Record the current BIOS configuration, especially hard drive settings as discussed earlier in this chapter.

CAUTION BIOS configuration information might need to be reentered after a BIOS update, especially if you must install a different chip.

Flash BIOS Update

So you've decided you need a Flash BIOS update. Where do you get it? Don't ask the BIOS manufacturers (Phoenix, Insyde, AMI, and Award/Phoenix). They don't sell BIOS updates because their basic products are modified by motherboard and system vendors. Following are the general steps to locate a Flash BIOS update and install it:

- Step 1.** For major brands of computers, go to the vendor's website and look for "downloads" or "tech support" links. The BIOS updates are listed by system model and by version; avoid beta (prerelease) versions.

TIP If your system is a generic system (that is, it came with a mainboard or motherboard manual and other component manuals rather than a full system manual), you need to contact the motherboard maker.

To determine the motherboard's make and model, you can download and run Belarc Advisor (free for personal use) from www.belarc.com/free_download.html.

See the following websites for additional help:

- Wim's BIOS page (www.wimbios.com)
- eSupport (www.biosagentplus.com)
- American Megatrend's BIOS Support page (www.ami.com/support/bios.cfm)

You can also buy a replacement flash BIOS file from www.eSupport.com if you cannot get an updated BIOS code from your system or motherboard vendor.

Step 2. Locate the correct BIOS update for your system or motherboard. For generic motherboards, Wim's BIOS page also has links to the motherboard vendors' websites.

Step 3. Determine the installation media needed to install the BIOS image. Many recent systems use a Windows-based installer, but some use a bootable CD or USB flash drive.

Step 4. Be sure to download all files needed to install the BIOS image. In most cases, a download contains the appropriate loader program and the BIOS image, but for some motherboards, you might also need to download a separate loader program. If the website has instructions posted, print or save them for reference.

For installation from bootable media, see Steps 5 and 6.

Step 5. If you need to create bootable media, follow the vendor's instructions to create the media and place the loader and BIOS image files on the media.

Step 6. To install from bootable media, make sure the drive is the first item in the BIOS boot sequence. Insert or connect your media and restart the system. If prompted, press a key to start the upgrade process. Some upgrades run automatically, others require you to choose the image from a menu, and still others require the actual filename of the BIOS. The BIOS update might also prompt you to save your current BIOS image. Choose this option if possible so that you have a copy of your current BIOS in case there's a problem. After the process starts, it takes approximately three minutes to rewrite the contents of the BIOS chip with the updated information.

For installation from Windows, see Step 5a and Step 6a.

- Step 5a.** Close all Windows programs before starting the update process.
- Step 6a.** Navigate to the folder containing the BIOS update and double-click it to start the update process. Follow the prompts onscreen to complete the process. It takes approximately three minutes to rewrite the contents of the BIOS chip with the updated information.

CAUTION While performing a Flash upgrade, make sure you don't turn off the power to your PC and that you keep children or pets away from the computer to prevent an accidental shutdown. (Read: Your four-year-old decides to unplug the computer.) Wait for a message indicating the BIOS update has been completed before you even think about touching the computer. If the power goes out during the Flash update, the BIOS chip could be rendered useless.

- Step 7.** Remove the media and restart the system to use your new BIOS features. Reconfigure the BIOS settings if necessary.

Recovering from a Failed BIOS Update

If the primary system BIOS is damaged, keep in mind that some motherboard vendors offer dual BIOS chips on some products. The secondary BIOS performs the same functions as the primary BIOS so the system can continue to run.

If you use the wrong Flash BIOS file to update your BIOS, or if the update process doesn't finish, your system can't start. You might need to contact the system or motherboard maker for service or purchase a replacement BIOS chip.

Some BIOSes contain a "mini-BIOS" that can be reinstalled from a reserved part of the chip. Systems with this feature have a jumper on the motherboard called the Flash recovery jumper.

Key Topic

To use this feature, download the correct Flash BIOS, make a bootable disc from it, and take it to the computer with the defective BIOS. Set the jumper to Recovery, insert the bootable media, and then rerun the setup process. Because the video won't work, you'll need to listen for beeps and watch for the drive light to run during this process. Turn off the computer, reset the jumper to Normal, and then restart the computer.

If the update can't be installed, your motherboard might have a jumper that write-protects the Flash BIOS. Check the manual to see whether your system has this feature. To update a BIOS on a system with a write-protected jumper, you must follow these steps:

- Step 1.** Disable the write protection.
- Step 2.** Perform the update.
- Step 3.** Re-enable the write-protection to keep unauthorized people from changing the BIOS.

Using BIOS/UEFI Diagnostics

Some system vendors provide UEFI diagnostics programs that can be installed on a bootable USB drive or might be available to run at system startup time. These diagnostic programs can be used to test the motherboard, RAM, displays, drives, fans, and other components. Figure 2-20 illustrates the main menu of the HP Hardware Diagnostics utility.

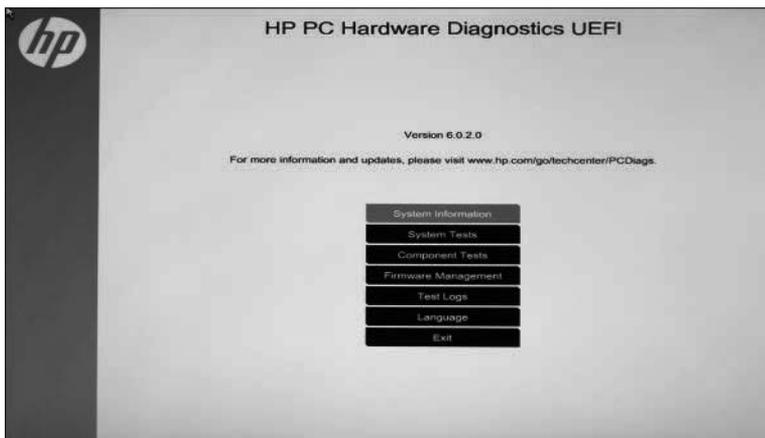


Figure 2-20 Preparing to test a computer with HP PC Hardware Diagnostics UEFI.

Exam Preparation Tasks

Review All the Key Topics

Review the most important topics in the chapter, noted with the Key Topic icon in the outer margin of the page. Table 2-2 lists a reference to these key topics and the page numbers on which each is found.

Table 2-2 Key Topics for Chapter 2

Key Topic Element	Description	Page Number
Text	Common keystrokes used to access BIOS Setup	32
Text	Definition of UEFI firmware	33
Table 2-1	Major CMOS/BIOS/UEFI Settings	35
Figure 2-3	A typical CMOS UEFI Setup main menu	38
Figure 2-4	A typical UEFI main setup menu for a desktop system with an AMD processor (UEFI BIOS for BIOSTAR Hi-Fi A85W).	39
Figure 2-7	A typical Boot Sequence submenu configured to permit booting from a CD/DVD or USB flash drive before the hard disk	41
Figure 2-12	Typical power management configuration menu	46
Figure 2-13	A typical hardware monitor screen	47
Figure 2-17	Typical exit dialog with the option to save changes to a file	52
Text	Flash BIOS update	56

Complete the Tables and Lists from Memory

Print a copy of Appendix C, “Memory Tables” (found on the CD), or at least the section for this chapter, and complete the tables and lists from memory. Appendix D, “Answers to Memory Tables,” also on the CD, includes completed tables and lists to check your work.

Define Key Terms

Define the following key terms from this chapter, and check your answers in the glossary.

Basic Input/Output System (BIOS), power-on self-test (POST), CMOS, virtualization support, TPM, LoJack for Laptops, Secure Boot, Intrusion detection/notification, voltage, clock, bus speed

Complete Hands-On Labs

Complete the hands-on labs, and then see the answers and explanations at the end of the chapter.

Lab 2-1: Disable Onboard Audio

Scenario: You are a technician working at a PC repair bench. You need to install a sound card into a system that has onboard audio. Before you can do this, you need to turn off the onboard audio feature in the system BIOS.

- Step 1.** Review the BIOS screens listed earlier in this chapter. From Figure 2-3, which menu selection would you choose?
- Step 2.** Review the BIOS screens (see Figures 2-6 through 2-17). Which figure has the correct menu option for disabling onboard audio?
- Step 3.** What is the menu called?
- Step 4.** What is the option called?
- Step 5.** What is the current setting?
- Step 6.** What is the setting you need to select?
- Step 7.** What key do you press to exit setup and save changes?

Lab 2-2: Check Fan and Voltage Levels

Scenario: You are a technician working at a PC repair bench. Your client reports that the computer is overheating. You need to check the performance of fans connected to the motherboard and the voltage levels on the motherboard.

- Step 1.** Review the CMOS (BIOS) setup screens listed earlier in this chapter. From Figure 2-3, which menu selection would you choose?
- Step 2.** Review the CMOS (BIOS) setup screens (see Figures 2-6 through 2-17). Which figure displays fan speeds and voltage levels?
- Step 3.** What is the CPU fan speed?
- Step 4.** What is the CPU voltage called?
- Step 5.** What is the voltage for the CPU?
- Step 6.** What key do you press to exit setup without saving changes?

Answer Review Questions

Answer these review questions and then see the answers and explanations at the end of the chapter.

1. Which of the following best describes the BIOS?
 - a. Firmware contained on a ROM chip
 - b. The first code run when the computer starts up
 - c. Volatile and requires a battery to maintain its memory
 - d. Program contained in the Master Boot Record (MBR)
2. When the user wants to change the default settings in the BIOS startup program, where are those changes saved and stored?
 - a. UEFI
 - b. POST
 - c. MBR
 - d. CMOS
3. Which of the following statements is false?
 - a. UEFI does not support traditional Master Boot Record (MBR) hard drive partitioning.
 - b. UEFI is capable of working with the GUID Partition Table (GPT).
 - c. UEFI enables more efficient use of larger hard drives than traditional BIOS.
 - d. Apple OS X uses UEFI.
4. If there were a problem during startup with your computer's memory, where would that problem be reported?
 - a. CMOS
 - b. POST
 - c. MBR
 - d. TPM
5. Which of the following steps should be taken before installing a new sound card?
 - a. You should disable the onboard audio controller in POST.
 - b. You should use POST to configure the new sound card.
 - c. You should disable the onboard audio controller in the BIOS settings.
 - d. You should configure the new sound card in the MBR.

6. Which of the following statements best describes the function of the Secure Boot setting in UEFI firmware?
 - a. It prevents Windows 8 or Windows 10 from booting.
 - b. It allows Linux to be used as an operating system.
 - c. It enables AHCI mode.
 - d. It enables only Windows 8 or Windows 10 to be used as an operating system.
7. In which of the following configuration programs might you navigate the menu screens using a mouse?
 - a. UEFI
 - b. CMOS
 - c. BIOS
 - d. POST
8. In the following figure, which of the following actions makes and saves changes to the CMOS chip?
 1. Pressing Del
 2. Pressing Tab
 3. Pressing F9
 4. Pressing F12



1. Keystrokes for configuration options at startup

- a. Pressing Del
- b. Pressing Tab
- c. Pressing F9
- d. Pressing F12

9. Which of the following information is *not* found in the BIOS/UEFI startup settings?
 - a. Time and date
 - b. Installed memory
 - c. CPU temperature
 - d. CPU type and speed
 - e. IP address
10. Which of the following statements best describes the effect of enabling Quick Boot in the startup program?
 - a. It omits POST.
 - b. It does not run the memory and drive tests.
 - c. It does not check CMOS settings.
 - d. It activates the S3 power saving program.
11. What is the power management system used for in modern computers?
 - a. APM
 - b. SATA
 - c. ATAPI
 - d. ACPI
12. A friend has just bought a new computer and has given you his old computer. The old computer has a 30 GB IDE hard drive that you want to upgrade to a new 3 TB SATA hard drive, but when you install your new hard drive, you find that you can access only about 2 TB of space. Which of the following statements best describes how to remedy the situation?
 - a. You should install new drivers for the new SATA drive.
 - b. You should enable the new drive in the CMOS settings.
 - c. You should upgrade your current motherboard along with the new hard drive.
 - d. You should return the hard disk drive and use a 2 TB hard disk drive instead.
13. In Table 2-3, identify which of the following are stored on ROM chips and which are stored on RAM chips. Also indicate which require(s) an outside source of power to maintain its memory.

Table 2-3 ROM/RAM/POWER

Options	BIOS	UEFI	CMOS
ROM or RAM?			
Requires Battery or No Power Source?			

14. Match the following security features with their definitions.

Features	Definitions
A. TPM	1. Warns when chassis has been opened
B. Secure Boot	2. Limits access to startup screens to users with proper authorization
C. BIOS password	3. Supports BitLocker encryption
D. Power-on password	4. Requires user to provide identification when turning system on
E. Intrusion detection	5. Checks signature of boot software and permits only trusted software to start the system
	6. Allows computer's location to be traced if stolen
	7. Warns when a virus tries to attack the system

15. Which of the following best describes to permanently change or upgrade the BIOS program?
- Download a new program from the system manufacturer and flash the BIOS.
 - Make any necessary changes to the CMOS program and save those changes to the BIOS.
 - Make any necessary changes to the POST program as it is testing and initializing the various components.
 - After the MBR has been run, save any changes to the BIOS.

Answers and Explanations to Hands-On Labs

Lab 2-1: Disable Onboard Audio

To access the onboard audio screen from Figure 2-3, the most likely menu to go to is the Peripherals menu. However, on other systems, the correct answer might be Advanced or other options.

Figure 2-10 is the figure including the HD Audio setting.

The menu is the Advanced menu.

The option is called HD Audio Azalia Device.

The current setting is Enabled.

The setting to select is Disabled.

The key to save changes and exit varies by BIOS/UEFI firmware. In Figure 2-17, the key is F10 (the most common choice). However, a different BIOS/UEFI firmware dialog shown in Figure 2-16 uses F4.

Lab 2-2: Check Fan and Voltage Levels

The PC Health Status menu is the most likely place to find this information. Figure 2-13 illustrates a typical dialog.

The CPU fan speed is 1394 RPM (rpm). The CPU voltage is listed as two values: CPU Vcore and CPU VCCSA. CPU Vcore is 1.224V, and the CPU VCCSA is 1.068V.

To exit without saving changes, use the Esc key.

Answers and Explanations to Review Questions

1. **A.** During startup, the BIOS program (or the more recent UEFI) is the first program to run and is responsible for starting the computer. The BIOS is stored on a ROM chip and is not volatile. The BIOS is not part of the MBR.
2. **D.** When changes are made to the startup program in either the BIOS or the newer UEFI, those changes are stored on the CMOS chip.
3. **A.** UEFI does support traditional Master Boot Record (MBR) hard drive partitioning and is also capable of working with the GUID Partition Table (GPT) and modern large hard drives. UEFI is also used by OS X.
4. **B.** During startup, the BIOS program runs POST, which tests and initializes components such as memory, CPU, hard drives, optical drives, USB drives, and video cards and then reports any problems found.
5. **C.** Restart the computer and open the startup settings. Disable the onboard audio before installing the new sound card and save the changes to CMOS.
6. **D.** Secure Boot must be disabled when the user wants to install a different operating system.
7. **A.** The UEFI display uses a mouse-driven GUI in addition to the keyboard navigation used by the BIOS.

8. **A.** CMOS is a RAM chip that is used to store changes made to the startup program within the BIOS or UEFI. To edit the startup program, you should check the user's manual or restart the computer and watch the screen for instructions to enter the BIOS setup. In the diagram, pressing Del allows you to enter the startup program. Any changes made here may be saved in CMOS.
9. **E.** The IP address is found in the Network and Sharing Center or through the command-line interface, not in the BIOS or UEFI.
10. **B.** Quick Boot enables faster system startup by skipping the memory and drive tests when booting the computer. POST and CMOS are always involved in the boot process. The S3 power setting does not affect the boot process.
11. **D.** ACPI replaced APM as the power management utility on modern computers. SATA is a type of hard drive. ATAPI is the standard for CDs and DVDs.
12. **C.** An older traditional BIOS can support only a maximum hard drive size of 2.2 TB. To use the new 3 TB hard drive, you need to replace the motherboard with a newer one that supports UEFI (which supports up to 9.4 ZB hard drives).
- 13.

ROM/RAM/POWER Answers

Options	BIOS	UEFI	CMOS
ROM or RAM?	ROM	ROM	RAM
Requires Battery or No Power Source?	No power source	No power source	Requires battery

BIOS and UEFI are both stored on ROM chips and therefore are permanent and do not require an additional power source. CMOS is stored in RAM, which is volatile and requires a CMOS battery to provide a constant trickle of power to maintain its memory.

14. A. 3; B. 5; C. 2; D. 4; E.1. Incorrect definitions: 6, 7.
15. **A.** The BIOS program (or the newer UEFI program) is stored as permanent memory in ROM. To permanently change the programming for either of these chips, you must download a new program from the manufacturer and flash that program onto the BIOS or UEFI. Changes made to the CMOS chip, which is RAM, are temporary and will be lost if power is lost in the CMOS battery. POST and the MBR do not affect the contents of either the BIOS or the UEFI.



Index

Symbols

- 3-claw parts retrieval tools, 18
- 3TB hard drives and Windows file systems, 715
- 32-bit CPU architectures, 211
- 64-bit CPU architectures, 211
- 80 PLUS certification standard, power supplies, 322

A

- absolute paths (folders/directories), 744
- AC Pwr Loss Restart, BIOS configuration, 36
- accelerometers/screen orientation, 988
- access denied messages (printers), troubleshooting, 653
- account access (unauthorized), troubleshooting (mobile devices), 1123
- Acer V5-571P laptop, components view, 10
- ACL (Access Control Lists), 1036
- ACPI (Advanced Configuration and Power Interface), BIOS configuration, 46
- Action Center (Windows), 692
- active listening (communication methods/professionalism), 906
- Ad-Hoc wireless networks, device sharing, 411-412
- adapters/ports, laptops, 512-514

add-on cards

- dial-up Internet connections, 474
- USB ports, 257

Add Printer option (Windows), 395

administrator accounts (Windows), 1039

administrative shares

- Windows networks, 849
- Windows security, 1041

administrative tools (Windows), 685-686, 756

- Component Services, 769
- Computer Management, 756
- Data Sources (ODBC), 769
- Device Manager, 757-763
- Local Security, 769
- MMC, 757, 788
- MSCONFIG, 773-775
- Performance Monitor, 763
- Print Management, 768
- Services (Services.msc), 764-765, 788
- starting, 756
- Task Manager, 770-773
- Task Scheduler, 766-767
- Windows Memory Diagnostics, 769

ADSL (Asynchronous DSL), 470

advertising (TCP/IP), 440

Aero desktop (Windows 7/Vista), 677-679

AFP (Apple Filing Protocol), 456

air (compressed), 20

- environmental controls, 896
- printers, 657

air filter masks (safety), 893-894

air filtration enclosures (environmental controls), 896

Airplane mode (mobile devices), 641, 1001

AirPrint printer sharing service, 415

all-in-one computers, components quick reference, 11-15

AMD CrossFire, multi-GPU configuration, 133

AMD processors, 206

- 32/64-bit architectures, 211
- APU graphics, 214
- cache memory, 209-210
- cooling
 - fanless cooling systems, 235*
 - fans, 231-232*
 - heat sinks, 231, 234-235*
 - liquid-based cooling systems, 234*
 - passive heat sinks, 235*
 - phase-change material/thermal paste, 232-234*
- cores, 208
- EDB, 214
- installing, 241-243
- integrated GPU, 214
- overclocking, 206-208
- removing, 240-241
- sockets, 224
 - mPGA sockets, 225-226*
 - quick reference chart, 215*
 - Socket AM3, 226-227*
 - Socket AM3+, 227-228*

- Socket FM1, 228-229*
- Socket FM2, 229-230*
- Socket FM2+, 230*
- ZIF sockets, 240*
- speeds, 206
- virtualization, 49, 210

amperage versus wattage, 320

analog audio, 284-285

analog displays versus digital displays, 357

analog Internet connections. *See* dial-up Internet connections

Android, 982, 985

- APK, 996
- apps, repairing, 1127
- baseband updates, 1008
- Bluetooth connectivity, 998, 1002-1005
- commercial email provider configuration, 1008
- configurations/settings, troubleshooting, 1119-1120
- corporate/ISP email configuration, 1006-1008
- data synchronization, 1010-1012
- geotracking, 992-993
- Google Play Store, 987
- GPS/location services, 992
- IMEI, 1009
- IMSI, 1009
- Launcher/GUI, 993-994
- MiniUSB ports, 553
- mobile payment services, 997

- multifunction devices
 - configuring, 406*
 - installing, 400*
- printers
 - configuring, 406*
 - installing, 400*
- PRI updates, 1008
- PRL updates, 1008
- radio firmware, 1009
- rooting, 987
- screen calibration, 989-992
- screen orientation, 988
- SSO authentication, 1012
- virtual assistants, 995-996
- VPN, 1010
- WEA, 997
- Wi-Fi calling, 993
- wireless/cellular connectivity, 997
 - Airplane Mode, 1001*
 - hotspots, 999-1000*
 - tethering, 998*

Android Help website, 22

Android Pay. *See* mobile payment services

Android Samsung Galaxy smartphone, rear view, 13

antennas

- MIMO, 460-461
- over-the-air digital TV, 435
- repeaters, 485
- Wi-Fi antenna connectors, laptops, 541
- wireless network security, 1062

antiglare filters (displays), 358

- antimalware software, 21, 1032-1033, 1134**
 - mobile devices, 1053, 1125
 - updates, 926
- antistatic bags, 886**
- antivirus software, 21, 1032-1033, 1134**
 - Boot Virus Detection (Antivirus Boot Sector), 37
 - mobile devices, 1053
 - updates, 926
- anycast IPv6 addressing, 442**
- AP (Access Points), wireless network security, 1062**
- APIPA IP addresses, IPv4 addresses, 440**
- APIPA/link-local addresses, troubleshooting, 623**
- APK (Android Application Packages), 996**
- Apple Configurator, 1130-1131**
- Apple Help and Support website, 22**
- Apple iOS, 982, 985-986**
 - Apple Store, 987
 - baseband updates, 1008
 - Bluetooth connectivity, 998, 1002-1005
 - commercial email provider configuration, 1008
 - corporate/ISP email configuration, 1006-1008
 - data synchronization, 1010-1012
 - geotracking, 992-993
 - GPS/location services, 992
 - IMEI, 1009
 - IMSI, 1009
 - jailbreaking, 987
 - Launcher/GUI, 993-994
 - Lightning connectors, 553
 - mobile payment services, 997
 - multifunction devices
 - configuring, 403*
 - installing, 396-397*
 - PRI updates, 1008
 - printers
 - configuring, 403*
 - installing, 396-397*
 - PRL updates, 1008
 - radio firmware, 1009
 - screen calibration, 989-992
 - screen orientation, 988
 - SDK, 996
 - SSO authentication, 1012
 - virtual assistants, 995-996
 - virtual printers, 394-395
 - VPN, 1010
 - WEA, 997
 - Wi-Fi calling, 993
 - wireless/cellular connectivity, 997-1001
- Apple iPad mini 2, rear view, 12**
- Apple iPhone 6, rear view, 12**
- Apple MacBook Air laptop, components view, 11**
- Apple Pay. *See* mobile payment services**
- Applications tab (Task Manager), 771**
- app scanner, mobile devices, 1125**
- apps**
 - Android apps, repairing, 1127
 - Apple Store, 924, 987
 - cloud printing, 413
 - defining, 15
 - Google Play Store, 987
 - iOS apps, updating, 1127
 - managing, Dock (OS X), 939
 - troubleshooting, 639, 1116-1117
 - antimalware, 1125*
 - Apple Configurator, 1130-1131*
 - app scanner, 1125*
 - backups, 1129-1130*
 - cameras, 1124*
 - Cell Tower Analyzer, 1129*
 - configurations/settings, 1119-1121*
 - data transmission overlimit, 1123*
 - factory resets/clean installs, 1125-1126*
 - Force Stop, 1128*
 - Google Sync, 1131*
 - hard resets, 1118-1119*
 - high resource utilization, 1124-1125*
 - leaked personal files/data, 1122*
 - microphones, 1124*
 - power drain, 1121*
 - restores, 1129-1130*
 - signal drops/weak signals, 1121*
 - slow data speeds, 1121-1122*
 - soft resets, 1118*
 - system lockouts, 1117-1118*
 - unauthorized account access, 1123*

unauthorized location tracking, 1123-1124

unauthorized root access, 1123

uninstall/reinstall apps, 1126-1127

unintended Bluetooth pairings, 1122

unintended Wi-Fi connections, 1122

Wi-Fi Analyzer, 1128

Windows

running apps in full-screen, 686

side-by-side apps, 687

Windows Store, 987

apt-get command (Linux/OS X), 946

areal density, hard disk drives, 171

arrays

Disk Management, adding arrays via, 781

mirrored arrays, 781

RAID 5 arrays, 781-783

spanned arrays, 781

striped arrays, 781

artifacts (video), troubleshooting, 615-616

assigning drive letters (Disk Management), 780-781

attitude/confidence (communication methods/professionalism), 906

ATX (Advanced Technology Integrated) motherboards, 68-69, 72

audio

audio cards

audio/video editing workstations, 305

gaming PC, 308

audio/video editing workstations, configuring, 304-306

beep codes, 573

headsets, 554

microphones, 341-342, 542

mobile devices, troubleshooting, 641

Onboard Audio, BIOS configuration, 35

riser cards, 148-149

sound cards, 127-129

Sound icon (Control Panel), 823

speakers

custom PC configurations, 344

mobile devices, 554

replacing in laptops, 535

surround sound audio, home theater PC, 310

USB audio devices, 128

audio connectors, motherboards, 82-83

audio jacks

analog audio, 284-285

audio mini jacks, 284-285

SPDIF (digital), 286

audio ports, BIOS configuration, 44

AUP (Acceptable Use Policies), 1037-1038

authentication

authenticator applications, mobile devices, 1055

authentication servers, 971

biometrics, 1054

multifactor authentication, 1034, 1054

SSO authentication and mobile OS, 1012

user authentication, 1034, 1042

auto setting (NIC), 869

autoranging multimeters, 588

AutoRun, disabling, 1048-1049

autoswitching power supplies, 323

B

backups

battery backup (UPS) units, 897-898

Disk Utility (OS X), 928-931

full backups, 923

incremental backups, 923

Linux, 929-931

mobile devices, 1129-1130

Registry, backing up before editing, 790

remote backups, mobile device security, 1052

scheduled backups, 922-923, 926-929

Time Machine (Mac OS), 926, 930-931

Balanced power plan (Windows power options), 819

barcode readers, custom PC configurations, 336-337

basebands, updating mobile devices, 1008

basic tools/equipment, 18

batteries

battery backup (UPS) units, 897-898

BIOS configuration, 43

chargers, 555

- CMOS batteries and motherboards, 79
- ESD, 519
- extra battery packs, 555
- laptops, 515, 518-519
- mobile devices, 555, 636, 640-642
- recycling, 890
- troubleshooting
 - BIOS time/settings resets, 575-576*
 - mobile devices, 640-642*
- BCD store, repairing, 1083**
- BDXL drives, 164**
- beep codes, troubleshooting, 572-573**
- Belarc System Advisor**
 - custom PC configurations, 314
 - Windows upgrades, 697
- Berg power connectors, USB card installations, 136**
- best practices**
 - data recycling/repurposing
 - low-level format versus standard format, 1058*
 - overwriting data, 1058*
 - wiping hard drives, 1058*
 - laptops, repairing, 516-517
 - Linux maintenance
 - antimalware updates, 926*
 - antivirus updates, 926*
 - driver updates, 926*
 - firmware updates, 926*
 - patch management, 925*
 - scheduled backups, 922-923, 926, 929*
 - scheduled disk maintenance, 923*
 - system updates, 924*
- Mac OS maintenance
 - antimalware updates, 926*
 - antivirus updates, 926*
 - driver updates, 926*
 - firmware updates, 926*
 - scheduled backups, 922-923, 926-929*
 - system updates, 924*
- malware removal, 1135
- security, 905, 1027
- System Restore, 803
- workstation security, 1044
 - account management, 1047-1048*
 - AutoRun, 1048-1049*
 - data encryption, 1049*
 - passwords, 1045-1047*
 - patches, 1049*
 - updates, 1049*
- bezels (plastic), replacing in laptops, 533-534**
- biometrics**
 - custom PC configurations, 337
 - mobile devices, 1054
 - physical security, 1030, 1054
- BIOS (Basic Input/Output System), 31**
 - batteries/charging support, 43
 - boot sequence, 35
 - Boot-Time diagnostic screen, 36
 - bootup
 - AC Pwr Loss Restart, 36*
 - boot sequence, 40-42*
 - boot settings, 40-42*
 - Boot Up NumLock, 42*
 - Boot Virus Detection (Antivirus Boot Sector), 37*
 - CD/DVD drives, 42*
 - Fast Boot, 42*
 - Power Management (Menu), 36*
 - quiet boot, 36*
 - S1, 36*
 - S3 standby, 36*
 - Secure Boot, 42*
 - security, 50-51*
 - setup passwords, 36*
 - user/power-on passwords, 36*
 - virtualization, 36, 48-49*
 - WOL, 36*
 - Write-Protect Boot Sector, 37*
- CMOS settings, 33
 - automatic configuration, 37-38*
 - quick reference guide, 34-37*
- configuration programs, 32-33
- CPU Clock/frequency, 35
- diagnostics, 57
- exiting, 51-53
- Flash ROM BIOS versus UEFI, 33
- Flash updates, 54-56
- Hardware Monitor, 35, 47
- keyboards, 36
- Main menu, 38-39
- memory configuration, 35, 48
- modems, 35
- networks, 35

- NIC, 872
- Onboard Audio, 35
- parallel ports, 35
- PnP OS, 36
- ports
 - audio ports, 44*
 - Ethernet ports, 44*
 - legacy ports, 46*
 - SATA ports, 42-43*
- power management, 46
- Primary VGA BIOS, 36
- processor configuration, 48
- SATA drives, 37
- saving/discarding changes, 51-53
- security, 36, 50-51
- serial ports, 35
- Settings menu, 39
- shadowing, 36
- Standard Features menu, 39
- system information, displaying, 39
- troubleshooting
 - beep codes, 572-573*
 - bootup failures, 600*
 - error messages, 573-574*
 - RAID arrays, 602*
 - time/settings resets, 575-576*
- UEFI
 - advantages of, 33*
 - custom PC configurations, 314*
 - Flash ROM BIOS versus, 33*
 - passwords, 1046*
 - troubleshooting, 1105*
 - virtualization, 964*
 - web resources, 34*
- upgrading
 - Flash updates, 54-56*
 - recovering from failed updates, 56-57*
- USB 3.0 function, 36
- USB function, 35
- USB host adapters, 43
- USB Legacy, 35
- video cards, 130
- BitLocker, Windows security, 1043**
- BitLocker To Go, Windows security, 1043**
- black pixels, troubleshooting, 615**
- blackouts/brownouts, 897-898**
- blank screen on bootup, troubleshooting, 574-575**
- blink codes, troubleshooting, 572**
- Bluetooth**
 - Bluebugging, 1028
 - Bluejacking, 1028
 - Bluesnarfing, 1028
 - connectivity (mobile OS), 998, 1002-1005
 - device sharing, 410
 - mice (pointing devices), pairing, 333-334
 - mobile devices, 553, 638-639
 - security threats, 1028
 - smartphones, 551
 - unintended pairings, troubleshooting (mobile devices), 1122
 - wearable technology devices, 551
- Blu-ray drives, 162-164**
- Blu-ray/DVD players. See set-top boxes**
- BNC coaxial video connectors, 274, 281, 434**
- Bonjour printer sharing service, 414-415**
- Boot Camp (Mac OS), 940, 1088**
- boot drives, Windows, 725**
- boot failures, troubleshooting**
 - Linux, 1085-1087
 - OS X, 1088
 - Windows, 1082-1084
- Boot-Time diagnostic screen, BIOS configuration, 36**
- BOOTMGR, 1082-1083**
- BOOTREC command, 736, 740-741**
- bootup**
 - BIOS
 - boot security, 50-51*
 - boot sequence, 40-42*
 - boot settings, 40-42*
 - Boot Up NumLock, 42*
 - Boot Virus Detection (Antivirus Boot Sector), 37*
 - CD/DVD drives, 42*
 - Fast Boot, 42*
 - quiet boot, 36*
 - Secure Boot, 42*
 - Write-Protect Boot Sector, 37*
 - boots to safe mode (Windows), troubleshooting, 1096
 - Secure Boot, 51

- troubleshooting
 - blank screen on bootup*, 574-575
 - booting to incorrect devices*, 576
 - bootup failures*, 600
 - hard drives*, 602
 - Windows, 698
 - botnet/zombie attacks**, 1026
 - BRI (Basic Rate Interface), ISDN Internet connections**, 480
 - bridges**, 484
 - brightness/lumens (displays)**, 358
 - brownouts/blackouts**, 897-898
 - brute force attacks**, 1027
 - BSOD (Blue Screen of Death), troubleshooting**, 588, 603, 1078-1081, 1089
 - buffered (registered) memory**, 107
 - burn-ins (ghost images), troubleshooting**, 619-620
 - burning smells/smoke, troubleshooting**, 585
 - bus speeds, motherboards**, 84
 - business card stock, inkjet printers**, 381
-
- C**
- cable locks (physical security)**, 547, 1030
 - cabling**
 - cable/wire strippers, 20, 488, 627
 - cable testers, 20, 490, 627
 - coaxial cabling, 433-435
 - eSATA interfaces, 270
 - fiber-optic cabling, 426-427
 - Internet connections, 469-470
 - managing (personal safety), 893
 - network cable/connectors, 20
 - plenum cabling, 435
 - PVC cabling, 435
 - riser cabling, 436
 - SATA interfaces, 270
 - TP cabling
 - grades of*, 428
 - R7-11 connectors*, 431-432
 - R7-45 connectors*, 431-432
 - STP cabling*, 428
 - T568A (EIA-568A) standard*, 429-431
 - T568B (EIA-568B) standard*, 429
 - UTP cabling*, 429
 - troubleshooting
 - blank screen on bootup*, 574-575
 - RAID arrays*, 602
 - read/write failures*, 596
 - USB
 - adapter kits*, 262-265
 - header cable connectors*, 256
 - caching (hard drives)**
 - cache size, 171
 - memory, 209-210
 - printer security, 416
 - CAD/CAM/graphic design workstations, configuring**, 302-303
 - calibrating**
 - inkjet printers, 382-383
 - screens, 989-992
 - camcorders, custom PC configurations**, 343
 - cameras**
 - digital cameras
 - custom PC configurations*, 339-340
 - RAW photos*, 341
 - mobile devices, troubleshooting, 1124
 - smart cameras, characteristics of, 551
 - smartphones, 11
 - tablets, 11
 - capacitors (power supplies), troubleshooting**, 583, 586-587
 - card brackets**, 18
 - card readers**
 - flash card readers, 181-183
 - laptops, 10
 - printers and, 182
 - card screw kits**, 18
 - case covers, replacing in laptops**, 533-534
 - case screw kits**, 18
 - Category view (Control Panel)**, 805-807
 - CD (CHDIR) command**, 736, 744-745
 - cd command (Linux/OS X)**, 942
 - CD drives**, 162-164
 - CD/DVD**
 - burning
 - CDFS*, 166
 - Live File System*, 166
 - Mac OS X*, 168

- UDF*, 166
- Windows*, 165-168
- CD/DVD drives, BIOS configuration, 42
- retrieving files via Remote Disc (OS X), 939
- CD-ROM boot method, Windows bootup**, 698
- Cell Tower Analyzer, mobile devices**, 1129
- cellular/wireless connectivity**
 - cellular/wireless cards, installing, 142-145
 - data usage, troubleshooting (mobile devices), 1123
 - mobile OS, 997
 - Airplane Mode*, 1001
 - hotspots*, 999, 1000
 - tethering*, 998
 - WWAN connections, Windows networks, 855
- certificates of destruction (security)**, 1057
- certifications (OS), defining**, 16
- chain of custody, addressing prohibited content/activity**, 900
- Change Drive Letters and Paths (Disk Management)**, 780-781
- charging support (batteries), BIOS configuration**, 43
- charms (Windows 8/8.1)**, 690-691
- chipsets**
 - motherboards, 77-79
 - Mueller, Scott, 77-78
 - North Bridge chips, 78-79
 - South Bridge chips, 78-79
 - troubleshooting, 597
- CHKDSK command, 609-611, 753**
 - data recovery software, 612-613
 - hard disk diagnostics, 611-612
- CHKDSK** command**, 736
- chmod command (Linux/OS X)**, 944
- chown command (Linux/OS X)**, 944
- CIDR (Classless Inter-Domain Routing), IPv4**, 439
- CIFS (Common Internet File System)**, 455
- clean installs/factory resets, mobile devices**, 1125-1126
- cleaning**
 - inkjet printers, 380
 - laser printers, 377
 - thermal printers, 388
- clicking noises, troubleshooting**, 599
- closed-source OS**
 - IOS, 985-986
 - Windows 10 Mobile, 986
- cloud computing**
 - community cloud computing, 969
 - data synchronization, 1011-1012
 - hybrid cloud computing, 968
 - IaaS, 968
 - iCloud (OS X), 937-938
 - measured services, 969
 - on-demand, 969
 - OneDrive cloud storage (Windows), 688-689
 - PaaS, 967-968
 - printing, 412-413
 - private cloud computing, 968
 - public cloud computing, 968
 - rapid elasticity, 969
 - resource pooling, 969
 - SaaS, 966
- CMD (COMMAND)**, 788, 791
- CMD.EXE, starting command prompt sessions in Windows**, 737-739
- CMOS (Complementary Metal Oxide Semiconductors)**
 - batteries, motherboards, 79
 - BIOS configuration, 33
 - automatic configuration*, 37-38
 - quick reference guide*, 34-37
 - troubleshooting
 - BIOS time/settings resets*, 575-576
 - bootup failures*, 600
- CMYK devices. See inkjet printers**
- coaxial cabling**, 433-435
- collating (printing)**, 401
- color, printers**, 374
 - calibrating, 377
 - troubleshooting color prints in wrong print color, 653
- color patterns (video), troubleshooting**, 616

Command/? command, 737, 755

command-line tools (networks)

network troubleshooting

IFCONFIG, 628-630

IPCONFIG, 627-629

NBTSTAT, 627, 631

NET, 627, 632

NETDOM, 627, 632-633

NETSTAT, 485, 489

NSLOOKUP, 627, 633

PING, 627-628

TRACERT, 627, 631

Windows

administrative privileges, 737

BOOTREC command, 736, 740-741

CD (CHDIR) command, 736, 744-745

CHKDSK command, 753

*CHKDSK** command, 736*

Command?! command, 737

Command/? command, 755

command prompt

sessions, starting with CMD.EXE, 737-739

COPY command, 736, 748

DEL command, 736, 745*

DIR command, 736, 754

DISKPART command, 751

*DISKPART** command, 736*

EXIT command, 736, 755

EXPAND command, 737, 755

FORMAT command, 736, 745-748

GPRESULT command, 736, 754

GPUUPDATE command, 736, 753

HELP command, 736, 755

MD (MKDIR) command, 736, 744

RD (RMDIR) command, 736, 744

ROBOCOPY command, 736, 749-750

SFC command, 752

*SFC** command, 736*

SHUTDOWN

command, 736, 741-743

standard privileges, 737

TASKKILL command, 736, 740

TASKLIST command, 736, 743-744

wildcards, 739

XCOPY command, 736, 748-749

command prompt (Windows), 747-748, 1116

commercial software licenses, 902

communication methods/professionalism

active listening, 906

attitude/confidence, 906

avoiding distractions, 907

cultural sensitivity, 907

customer interaction, 907-908

proper language, 906

punctuality, 907

social media/texting, 907-908

community cloud computing, 969

compatibility errors (Windows), troubleshooting, 1093

compatibility IPv6 addressing, 442

Compatibility mode (Windows), 681-684

Component Services, 769

component video connectors, 274

components, handling/storing, 884-885

antistatic bags, 886

ESD (grounding) straps, 886-887

ESD mats, 888

self-grounding, 888-889

composite video connectors, 274, 280

compressed air, 20, 657, 896

CompTIA A+ web page, 22

CompTIA Six-Step Troubleshooting Theory, 17

Computer Management, 756

confidence/attitude (communication methods/professionalism), 906

confidential/private customer material, communication methods/professionalism, 908

configuring

BIOS

AC Pwr Loss Restart, 36
audio ports, 44
automatic configuration, 37-38
batteries/charging support, 43
boot sequence, 35
boot settings/sequence, 40-42
Boot-Time diagnostic screen, 36
Boot Virus Detection (Antivirus Boot Sector), 37
CD/DVD drives, 42
CMOS settings, 33-38
configuration programs, 32-33
CPU Clock/frequency, 35
displaying system information, 39
Ethernet ports, 44
Hardware Monitor, 35, 47
keyboards, 36
legacy ports, 46
Main menu, 38-39
memory configuration, 35, 48
modems, 35
networks, 35
Onboard Audio, 35
parallel ports, 35
PnP OS, 36
power management, 46
Power Management (Menu), 36
Primary VGA BIOS, 36

processor configuration, 48

quiet boot, 36
S1, 36
S3 standby, 36
SATA drives, 37
SATA ports, 42-43
saving/discarding changes, 51-53
security, 50-51
serial ports, 35
Settings menu, 39
setup passwords, 36
shadowing, 36
Standard Features menu, 39
USB 3.0 function, 36
USB function, 35
USB host adapters, 43
USB Legacy, 35
user/power-on passwords, 36
virtualization, 36, 48-49
WOL, 36
Write-Protect Boot Sector, 37

displays

antiglare filters, 358
brightness/lumens, 358
Control Panel, 810-812
frame rates, 357
privacy filters, 358
refresh rates, 356-357
resolution, 352-356
 firewalls, Windows
 networks, 865
 MSCONFIG, 773-775
 multifunction devices
Android, 406
iOS, 406

Linux, 405

OS X, 403

Windows, 401-402

non-compliant systems,
1027

PC custom configurations

analog displays, 357
audio/video editing workstations, 304-306
barcode readers, 336-337
Belarc System Advisor, 314
biometric devices, 337
BIOS/UEFI setup, 314
camcorders, 343
data projectors, 350-351
Device Manager utility, 314
digital cameras, 339-340
digital displays, 357
digitizers, 338
display settings, 352-358
game pads/joysticks, 337-338
gaming PC, 307-309
graphic/CAD/CAM design workstations, 302-303
home server PC, 313-314
home theater PC, 310-311
keyboards, 335
KVM switches, 346
LCD displays, 349-350
mice (pointing devices), 333-334
microphones, 341-342
MIDI-enabled devices, 348

- motion sensors*, 338
- OLED displays*, 352
- plasma displays*, 350
- power supplies*, 317-332
- processor information/virtualization readiness*, 316-317
- scanners*, 336
- set-top boxes*, 347-348
- SiSoftware Sandra*, 315
- smart card readers*, 339
- smart TV*, 346
- speakers*, 344
- standard thick clients*, 311
- System Information utility*, 314
- thin clients*, 312
- touchpads*, 339
- touchscreens*, 345
- virtualization workstations*, 306-307
- webcams*, 342-343
- printers
 - Android*, 406
 - iOS*, 406
 - Linux*, 405
 - OS X*, 403
 - Windows*, 401-402
- connectionless sessions. See UDP sessions**
- connectivity**
 - mobile devices, 638-639
 - networks, troubleshooting
 - intermittent connectivity*, 625
 - limited/local connectivity*, 623-624
 - no connectivity*, 622-623
- connectors, 20**
 - coaxial cabling
 - BNC connectors*, 434
 - F-connectors*, 434
 - splitters*, 435
 - TP cabling
 - R7-11 connectors*, 431-432
 - R7-45 connectors*, 431-432
- content filtering/parental controls, SOHO network security**, 1065
- continuous reboots, troubleshooting**, 577
- Control Panel (Windows), 804**
 - applets, finding, 807
 - Category view, 805-807
 - configuring, 810-812
 - Devices and Printers folder, 822
 - display settings, 810-812
 - Folders Option, 812-814
 - HomeGroup (Windows 7/8/8.1/10) feature, 822
 - Icon views, 807
 - Internet Options icon, 824-825
 - power options, 818-820
 - Programs and Features, 821-822
 - properties sheets, 809
 - shortcuts to Control Panel functions, 809
 - Sound icon, 823
 - starting, 805
 - switching views, 807
- System properties sheet, 814
 - performance settings*, 816-817
 - virtual memory*, 816-817
- troubleshooting options, 824
- CONVERT.EXT, converting file systems (Windows), 716**
- convertible 2-1, troubleshooting no image on screen**, 614
- cooling systems**
 - gaming PC, 308-309
 - laptops, replacing in, 540
- copier media, laser printers, 378**
- COPY command, 736, 748**
- copy protection, DVI video connectors, 276**
- cores (CPU), 208**
- corporate/ISP email, mobile device configuration, 1006-1008**
- Cortana. See virtual assistants**
- cp command (Linux/OS X), 943**
- CPU (Central Processing Units)**
 - AMD CPU
 - 32/64-bit architectures*, 211
 - APU graphics*, 214
 - cache*, 209-210
 - cooling*, 231-235
 - cores*, 208
 - EDB*, 214
 - fanless cooling systems*, 235

- fans*, 231-232
- heat sinks*, 231, 234-235
- installing*, 241-243
- integrated GPU*, 214
- liquid-based cooling systems*, 234
- mPGA sockets*, 225-226
- overclocking*, 206-208
- passive heat sinks*, 235
- phase-change material/thermal paste*, 232-234
- removing*, 240-241
- Socket AM3*, 226-227
- Socket AM3+*, 227-228
- Socket FM1*, 228-229
- Socket FM2*, 229-230
- Socket FM2+*, 230
- socket quick reference chart*, 215
- sockets*, 224-225
- speeds*, 206
- virtualization*, 210
- ZIF sockets*, 240
- cores, virtualization workstations, 307
- Intel CPU, 206
 - 32/64-bit architectures*, 211
 - cache memory*, 209-210
 - code names*, 218
 - cooling*, 231-235
 - cores*, 208
 - fanless cooling systems*, 235
 - fans*, 231-232
 - HD Graphics*, 211-213
 - heat sinks*, 231, 234-235
 - Hyper-Threading (HT Technology)*, 210
 - installing*, 238-240
 - integrated GPU*, 211-213
 - LGA 775 sockets*, 219
 - LGA 1150 sockets*, 222-223
 - LGA 1151 sockets*, 224
 - LGA 1155 sockets*, 221-222
 - LGA 1156 sockets*, 220-221
 - LGA 1366 sockets*, 220
 - LGA 2011 sockets*, 216, 223-224
 - LGA sockets*, 216
 - liquid-based cooling systems*, 234
 - overclocking*, 206-208
 - passive heat sinks*, 235
 - phase-change material/thermal paste*, 232-234
 - removing*, 237-238
 - socket quick reference chart*, 215
 - speeds*, 206
 - virtualization*, 210
- laptops, replacing in, 537-538
- sockets, motherboards, 77
- troubleshooting
 - beep codes*, 573
 - overheating*, 570, 597
- Windows, 674
- crash screens, troubleshooting**, 588, 603, 1078
- credit card readers**, 556
- crimpers**, 20, 488, 627
- CRT displays, recycling**, 891
- cultural sensitivity (communication methods/professionalism)**, 907
- custody, chain of**, 900
- customer interaction, communication methods/professionalism**, 907-908
- custom PC configurations**
 - audio/video editing workstations, 304-306
 - barcode readers, 336-337
 - Belarc System Advisor, 314
 - biometric devices, 337
 - BIOS/UEFI setup, 314
 - camcorders, 343
 - data projectors, 350-351
 - Device Manager utility, 314
 - digital cameras, 339-340
 - digitizers, 338
 - displays
 - analog versus digital*, 357
 - antiglare filters*, 358
 - brightness/lumens*, 358
 - frame rates*, 357
 - privacy filters*, 358
 - refresh rates*, 356-357
 - resolution*, 352-356
 - game pads/joysticks, 337-338
 - gaming PC, 307-309
 - graphic/CAD/CAM design workstations, 302-303
 - home server PC, 313-314
 - home theater PC, 310-311
 - keyboards, 335
 - KVM switches, 346
 - LCD displays, 349-350

mice (pointing devices), 333-334

microphones, 341-342

MIDI-enabled devices, 348

motion sensors, 338

OLED displays, 352

plasma displays, 350

power supplies, 317

- calculating requirements, 321-322*
- connectors, 323-328*
- form factors, 323-328*
- multivoltage power supplies, 322*
- rating, 318-320*
- removing/replacing, 328-332*

processor information/virtualization readiness, 316-317

scanners, 336

set-top boxes, 347-348

SiSoftware Sandra, 315

smart card readers, 339

smart TV, 346

speakers, 344

standard thick clients, 311

System Information utility, 314

thin clients, 312

touchpads, 339

touchscreens, 345

virtualization workstations, 306-307

webcams, 342-343

cutting tools, 487

D

data

cellular usage, troubleshooting (mobile devices), 1123

destruction/disposal, 1056-1057

encryption, workstation security, 1049

privacy, 415-416

recovery software, 612-613

recycling/repurposing

- low-level format versus standard format, 1058*
- overwriting data, 1058*
- wiping hard drives, 1058*

speeds (slow), troubleshooting (mobile devices), 1121-1122

synchronization, mobile OS, 1010-1012

theft, preventing, 548

transmission overlimit, troubleshooting (mobile devices), 1123

data projectors

custom PC configurations, 350-351

DLP projectors, 351

LCD projectors, 350-351

Data Sources (ODBC), 769

DC jacks, replacing in laptops, 531

dd command (Linux/OS X), 946

DDR SDRAM (Double Data Rate SDRAM), 102-104, 108

DDR2 SDRAM (Double Data Rate 2 SDRAM), 102-104, 108

DDR3 SDRAM (Double Data Rate 3 SDRAM), 103-105, 108-109

DDR4 SDRAM (Double Data Rate 4 SDRAM), 105, 109

dead pixels, troubleshooting, 615

dead shorts, troubleshooting, 570

debris/dust (environmental controls), 896

DEFRAG, 1110

defragmenting hard disks, 607-609

degaussing, data destruction/disposal (security), 1057

DEL* command, 736, 745

deleting files via rm command (Linux/OS X), 943

desktop PC

basic tools/equipment, 18

components, 4

- front view of PC, 6*
- interior view of PC, 8*
- quick reference, 13-15*
- rear view of PC, 7*

front view, 6

interior view, 8

laptops versus, 9-10

rear view, 7

desktops

applications, standard thick client configuration, 311

data synchronization, 1012

multiple desktops, working with (OS X), 936

troubleshooting, 614

Device Manager, 757-761

- custom PC configurations, 314
- disabling devices with, 762
- removing devices with, 762-763
- troubleshooting with, 761-762

device sharing

- multifunction devices
 - Ad-Hoc wireless networks, 411-412*
 - Bluetooth, 410*
 - Ethernet, 408-410*
 - Wi-Fi, 410*
 - wireless-hosted networks, 412*

printers

- Ad-Hoc wireless networks, 411-412*
- Bluetooth, 410*
- Ethernet, 408-410*
- Wi-Fi, 410*
- wireless-hosted networks, 412*

device startup failures, troubleshooting, 1091**Devices and Printers folder (Control Panel), 822****DHCP (Dynamic Host Configuration Protocol), 457**

- DHCP servers, 970
- SOHO wired/wireless routers, 467

dial-up Internet connections

- creating, 476-477
- modems, 474-475
- requirements for, 475-476
- Window networks, 852-853

dictionary attacks, 1027**difficult customers/situations (communication methods/professionalism), 907-908****digital cameras**

- custom PC configurations, 339-340
- installing, 340
- RAW photos, 341

digital displays versus analog displays, 357**digital security**

- ACL, 1036
- antimalware, 1032-1033
- antivirus software, 1032-1033
- directory permissions, 1035
- disabling ports, 1036
- DLP, 1036
- email filtering, 1036
- firewalls, 1033-1034
- geofencing, 1034
- multifactor authentication, 1034
- passwords, 1034
- smart cards, 1036
- trusted/untrusted software sources, 1036
- user authentication, 1034
- VPN, 1035

digitizers

- custom PC configurations, 338
- laptop displays, 543

dim images, troubleshooting, 617**DIMM (Dual In-Line Memory Modules), 107-109, 112-115****DIR command, 736, 754****directories (files/folders)**

- absolute paths, 744
- block file copy/conversion, 946
- changing, 942
 - file ownership, 944*
 - file permissions, 944*
- copying files, 943
- displaying name of current directory, 943
- listing contents of, 726
- moving files, 943
- ownership, 944
- permissions, 1035
- relative paths, 745

dirt/dust and overheating, troubleshooting, 581**disabling**

- AutoRun, 1048-1049
- devices with Device Manager, 762
- ports, 1036, 1065

disassembling mobile devices

- cable/screw locations, 642
- manufacturer resources, 643
- organizing parts, 643
- tools/toolkits, 644

disconnecting power supplies, 323, 328-331**disk maintenance**

- Disk Utility (OS X), 931
- Linux, 932

Disk Management

- adding arrays, 781
- Change Drive Letters and Paths, 780-781
- Drive Status, 775
- Extend Volume, 778
- Initialize Disk, 777

- mounting hard drives, 779-780
- New Simple Volume, 777
- Shrink Volume, 778
- splitting partitions, 779
- DISKPART command, 751**
- DISKPART** command, 736**
- Disk Utility (OS X)**
 - backups, 928-929
 - disk maintenance, 931
 - image recovery, 931
- DisplayPort video connectors, 274, 277-278**
- displays (screens)**
 - analog displays, 357
 - audio/video editing workstations, 305
 - calibrating, 989-992
 - configuring, 810-812
 - CRT displays, recycling, 891
 - custom PC configurations, 345
 - digital displays, 357
 - glare, 358
 - laptops
 - digitizers, 543*
 - inverters, 543*
 - LCD displays, 540-541*
 - microphones, 542*
 - OLED displays, 541*
 - replacing in, 529-531*
 - rotating/removable screens, 549*
 - webcams, 542*
 - Wi-Fi antenna connectors, 541*
 - LCD displays
 - custom PC configurations, 349-350*
 - IPS display panels, 541*
 - IPS displays, 349*
 - laptops, 540, 541*
 - LCD data projectors, 350-351*
 - LCD-LED displays, 350*
 - LED display panels, 541*
 - replacing in laptops, 529*
 - TN display panels, 541*
 - TN displays, 349*
 - LCD-CCFL displays, 350, 540, 543, 891
 - mobile devices, 529-531
 - multiple displays, troubleshooting
 - Linux, 1102-1103*
 - OS X, 1101-1102*
 - Windows, 1098-1100*
 - OLED displays
 - custom PC configurations, 352*
 - laptops, 541*
 - orientation, 988
 - plasma displays, custom PC configurations, 350
 - screen locks, mobile devices, 1050-1051
 - screensavers, 1045
 - settings, configuring
 - antiglare filters, 358*
 - brightness/lumens, 358*
 - frame rates, 357*
 - privacy filters, 358*
 - refresh rates, 356-357*
 - resolution, 352-356*
 - sharing, 933
 - touchscreens
 - custom PC configurations, 345*
 - gestures/touches in OS X, 938*
 - troubleshooting
 - artifacts, 615-616*
 - blank screen on bootup, 574-575*
 - burn-ins (ghost images), 619-620*
 - color patterns, 616*
 - crash screens, 588, 603, 1078*
 - dead pixels, 615*
 - dim images, 617, 634*
 - distorted geometry, 618*
 - distorted images, 617*
 - flickering images, 617, 634-635*
 - no image on screen, 614, 634*
 - oversized images/icons, 620-621*
 - pin wheels, 588, 603*
 - VGA mode, 613-614*
- distractions, avoiding (communication methods/professionalism), 907**
- DLL (Dynamic Link Library), troubleshooting missing DLL messages, 1092**
- DLP (Data Loss Prevention), 351, 1036**
- DMZ (Demilitarized Zones), SOHO wired/wireless routers, 466**
- DNAT (Destination Network Address Translation). See ports, forwarding**

DNS (Domain Name Service), 454, 970

Dock (Mac OS), 939

docking stations

- laptops, 546-547
- mobile devices, 555
- smartphones, 555
- tablets, 555

documents

- incinerating, 1057
- prohibited content/activity, addressing, 900
- security, 1030
- shredding, 1030, 1057

domain networking, Windows networks, 844

doors, locking (physical security), 1029

dot-matrix printers, 389-391

double-sided (duplex) printing, 401

double-sided memory modules, 111

drive mapping, Windows networks, 847

Drive Status (Disk Management), 775

driver files, 21

drivers

- updates, 926
- video drivers, 131, 134

DRM (Digital Rights Management), 901

DSL (Digital Subscriber Line) Internet connections, 470-473

dual-channel RAM configurations, 109

duplex (double-sided) printing, 401

duplexing assemblies, laser printers, 370

dust/debris (environmental controls), 896

dust/dirt and overheating, troubleshooting, 581

DVD boot method, Windows bootup, 698

DVD/Blu-ray players. See set-top boxes

DVD/CD

burning

- CDFS, 166*
- Linux, 168*
- Live File System, 166*
- Mac OS X, 168*
- UDF, 166*
- Windows, 165-168*

drives, 162-164

- BIOS configuration, 42*
- laptops, 9*

retrieving files via Remote Disc (OS X), 939

DVI video connectors, 274-275, 277-279

copy protection, 276

DVI to HDMI adapter cables, 283

Thunderbolt interfaces and, 282

DVI-I video connectors, 283-284

DXDIAG (DirectX Diagnostics), 788, 801

dye-sublimation photo printers, 387

dynamic IP addressing, 444

client-side DHCP settings, 445-446

client-side DNS addresses, 447-450

client-side IP addresses, 447-449

TCP/IP alternate configuration, 446-447

TCP/IP user-configured advanced settings, 450

E

E-readers, 551

ECC (Error-Correcting Code) and memory, 106

EDB (Execute Disable Bits), AMD processors, 214

editing

- audio/video editing workstations, configuring, 304-306
- text, 946

education (security), 1037-1038

EFS (Encrypting File System), Windows security, 1043-1044

electrical fire safety, 892

electrical testing, multimeters, 588-592

electrical/system testing tools, 19

electromagnetic degaussers, data destruction/disposal (security), 1057

email

- data synchronization, 1012
- encryption, 1008
- exchange server connections, 1007
- filtering, 1036
- IMAP connections, 1007

- mobile device configuration
 - commercial email provider configuration, 1008*
 - corporate/ISP email, 1006-1008*
 - data synchronization, 1012*
 - troubleshooting, 640*
- POP3 email accounts, 1006-1008
- embedded systems, 972-973**
- eMMC (Embedded Multimedia Cards), 186**
- emulators, 959, 963-964**
- encryption**
 - data, workstation security, 1049
 - email, 1008
 - full device encryption, mobile devices, 1054
 - Wi-Fi
 - WEP, 461-462*
 - WPA, 461-462*
 - WPA2, 462-463*
 - WPS, 462*
 - wireless network security, 1060-1061
 - WPA, 1060-1061
- end-user policies, 905**
- enterprise software licenses, 903**
- entry control rosters (physical security), 1032**
- environmental controls, 894**
 - air filtration enclosures, 896
 - battery backup (UPS) units, 897-898
 - blackouts/brownouts, 897-898
 - compressed air systems, 896
 - dust/debris, 896
 - humidity, 896
 - MSDS, 894-895
 - power surges and surge suppressors, 897-898
 - sags, 898
 - temperature, 896
 - vacuum systems, 896
 - ventilation, 896
- EP (Electrophotographic Process). See laser printers; lasers, imaging process**
- equipment/tools**
 - Administrative Tools (Windows), 685-686
 - basic tools, 18
 - mobile devices, disassembling, 644
 - networking tools, 19
 - cable strippers, 20, 488, 627*
 - cable testers, 490*
 - crimpers, 488*
 - cutting tools, 487*
 - loopback plugs, 491*
 - multimeters, 489*
 - punchdown tools, 489*
 - tone generator and probe kits, 489*
 - Wi-Fi analyzers, 491-492*
 - printer maintenance tools, 20
 - software/OS, 21
 - spare parts, 21-22
 - system/electrical testing tools, 19
 - troubleshooting tools
 - antimalware, 1125*
 - Apple Configurator, 1130-1131*
 - app scanner, 1125*
 - backups, 1129-1130*
 - BIOS/UEFI, 1105*
 - Cell Tower Analyzer, 1129*
 - command prompt (Windows), 1116*
 - DEFRAG, 1110*
 - factory resets/clean installs, 1125-1126*
 - Force Stop, 1128*
 - Google Sync, 1131*
 - logs (Windows), 1105*
 - MSCONFIG, 1110*
 - REGEDIT, 1111*
 - REGSVR32, 1110*
 - repair discs (Windows), 1108*
 - restores, 1129-1130*
 - Safe Mode, 1111-1115*
 - SFC (Windows), 1105*
 - System Recovery Options (Windows), 1107-1108*
 - uninstall/reinstall apps, 1126-1127*
 - uninstall/reinstall/repair tools, 1116*
 - Wi-Fi Analyzer, 1128*
 - Windows PE, 1109*
- error-checking hard drives, 609-613**
- error codes, printers, 655-656**
- eSATA (External Serial ATA) interfaces, 267-268**
 - cabling, 270
 - hot-swapping, 271
- eSATA drives, 177-178**

ESD (Electro-Static Discharge)

batteries, 519

protecting against, 884-885

*antistatic bags, 886**ESD (grounding) straps, 886-887**ESD mats, 888**self-grounding, 888-889***Ethernet**

device sharing, 408-410

legacy 10Mbps coaxial cable standards, 433

PoE, 487

ports, BIOS configuration, 44

Thin Ethernet, 433

Wi-Fi network standards, 458-460

EULA (End-User License Agreement), 901**Event Viewer (Windows), 1134****exchange servers, email connections, 1007****exFAT (FAT64) file system (Windows), 713-714****EXIT command, 736, 755****EXPAND command, 737, 755****expansion cards, 126**

FireWire cards, 137

modem cards, 140-141

motherboard card-retention mechanisms, 133

network cards, 135

riser cards, 148-151

sound cards, 127-129

storage cards, 140

Thunderbolt cards, 138-140

TV tuner cards, 145-146

USB cards, 136-138

video capture cards, 146

video cards, 129-130

*AMD CrossFire multi-GPU configuration, 133**BIOS configuration, 130**installing, 134, 148, 151**installing drivers, 134**NVIDIA SLI multi-GPU configuration, 133**removing, 131-133**removing drivers, 131*

wireless/cellular cards, 142-145

expansion slots (motherboards)

MiniPCIe slots, 76

MiniPCI slots, 76

PCIe slots, 73-76, 126

PCI slots, 72, 75, 126

PCI-X slots, 73-76

EXPLORER, 788

displaying drive contents, 794, 797-798

displaying files/folders, 797-798

File Explorer (Windows 8/8.1/10), 796-797

Libraries (Windows 7/8/8.1/10), 798-799

Windows Explorer (Windows Vista/7), 794-795

exposed personal files/data, troubleshooting (mobile devices), 1122**ExpressCards, 508-509****extenders, 485****Extend Volume (Disk Management), 778****external enclosures (hard drives), troubleshooting, 604-605****external modems, dial-up Internet connections, 474-475****eyebrow tweezers, 18**

F**F-connectors, coaxial cabling, 434****factory recovery partitions (Windows), 723****factory resets/clean installs, mobile devices, 1125-1126****faded prints (printers), troubleshooting, 646-647****failed logins, mobile device security, 1052****fan connectors, motherboards, 81-82****fanless cooling systems, 235****fans**

CPU, 231-232

installing, 583

replacing, 583

troubleshooting, 578-579

*dust/dirt, 581**installing/replacing fans, 583**spinning fans, no power to other devices, 584***Fast Boot, BIOS configuration, 42****FAT32 file system (Windows), 713****FAT64 (exFAT) file system (Windows), 713-714****fiber Internet connections, 477-478****fiber-optic cabling, 426-427**

- File Explorer (Windows 8/8.1/10)**
 - EXPLORER and, 796-797
 - formatting hard drives, 746
- file servers, 970**
- file systems (Windows), 712**
 - 3TB hard drives and, 715
 - converting via CONVERT.EXT, 716
 - exFAT (FAT64), 713-714
 - FAT32, 713
 - full formatting, 717
 - NTFS, 714-715
 - quick formatting, 717
- files**
 - associations (Windows), troubleshooting, 1096
 - contents, displaying via EXPLORER, 797-798
 - copying, 1040
 - managing, 938-939
 - moving, 1040
 - opening, troubleshooting, 1096
 - sharing, 313, 846, 1041-1042
 - system files, 1042
 - Windows security, 1040-1042
- filtering**
 - email, 1036
 - privacy filters (physical security), 1032
- Finder (Mac OS), 938**
- finding mobile devices, 1051**
- fire safety (electrical), 892**
- firewalls, 484, 1033-1034**
 - mobile devices, 1055
 - SOHO network security, 1064
- Windows networks, 862-863
 - configuring, 865*
 - enabling/disabling firewalls, 864*
 - exceptions, 864*
- FireWire cards, 137**
- FireWire drives, troubleshooting unrecognized drives, 600**
- FireWire ports, 265-266**
- firmware**
 - defining, 16
 - importance of understanding, 16
 - SOHO wired/wireless routers, 468
 - UEFI, 31-34
 - updates, 926, 1065-1066
- Flash**
 - card readers, 181-183
 - drives, 179-180, 584
 - memory, 511
 - cards, 179-180*
 - formatting devices, 746*
 - updates, BIOS, 54-56
- Flash ROM BIOS versus UEFI, 33**
- flickering images, troubleshooting, 617**
- fluorescent (LCD-CCFL) display panels, 540, 543**
- FM radio chips and mobile OS, 1009**
- folders (directories)**
 - absolute paths, 744
 - block file copy/conversion, 946
 - changing, 942
 - file ownership, 944*
 - file permission, 944*
 - copying
 - files, 943*
 - folders, 1040*
 - displaying name of current folder, 943
 - Folder Options (Control Panel), 812-814
 - listing contents of, 941
 - moving
 - files, 943*
 - folders, 1040*
 - relative paths, 745
 - removing (deleting) files, 943
 - sharing, 845-846, 1041-1042
 - system folders, 1042
 - UNC, 848-849
 - Windows security, 1040-1042
- Force Quit feature, 934-935**
- Force Stop (mobile devices), 1128**
- FORMAT command, 736, 745-748**
- formatting hard drives, 746**
- frame rates (displays/video), 357**
- frames/plastics, replacing in laptops, 533-534**
- front/top-panel connectors, motherboards, 82-83**
- frozen systems (mobile devices), troubleshooting, 641**
- FTP (File Transfer Protocol), 452-453**
- full backups versus incremental backups, 923**
- full device encryption, mobile devices, 1054**

full duplex setting (NIC),
869

fuser assemblies, laser
printers, 370

G

G-Sensor calibration
(Android), 989-990

gadgets (Windows Vista),
678

game pads/joysticks

custom PC configurations,
337-338

mobile devices, 554

gaming PC, 307-309

gateways, TCP/IP, 451

General tab (MSCONFIG),
774

geofencing, 1034

geotracking, 992-993

gestures/touches (OS X
support), 938

ghost cursors (mobile
devices), trouble-
shooting, 636

ghost images (printers),
troubleshooting, 647

Ghostscript, virtual
printers, 395

gigabit NIC, home server
PC configurations, 314

glare (displays), 358

global unicast IPv6
addressing, 442

GMCH (Graphics Memory
Controller Hubs). *See*
North Bridge chips

goggles (safety), 893

Google Play Store, 987

Google Sync, 1131

GPRESULT command,
736, 754

GPS (Global Positioning
Systems), 992

characteristics of, 552

troubleshooting, 641

GPT (GUID Partition
Table) partitions,
Windows partitioning,
709-710

GPU (Graphics Processing
Units), gaming PC, 308

GPUPDATE command,
736, 753

graphic/CAD/CAM
design workstations,
configuring, 302-303

grep command (Linux/OS
X), 941

grounding

grounding equipment,
882-883

grounding (ESD) straps,
886-887

self-grounding, 888-889

GRUB/LILO (Linux),
troubleshooting, 1096

guest accounts (Windows),
1039

GUI (Graphical User
Interfaces), trouble-
shooting, 1104

GUI/Launcher
(smartphones), 993-994

Guttman, Peter, 1058

gyroscopes/screen
orientation, 988

H

half duplex setting (NIC),
869

hard drives, 169

3TB hard drives and
Windows file systems,
715

areal density, 171

arrays

*adding arrays (Disk
Management), 781*

mirrored arrays, 781

RAID 5 arrays, 781-783

spanned arrays, 781

striped arrays, 781

assigning/changing
drive letters (Disk
Management), 780-781

audio/video editing
workstations, 305

caching

printer security, 416

size, 171

data destruction/disposal,
1057

defragmenting, 607-609

displaying contents of via
EXPLORER, 794,
797-798

error-checking, 609-610

*data recovery software,
612-613*

*hard disk diagnostics,
611-612*

external drives, 170

formatting, 746

internal drives

form factors, 170

installing, 172-176

laptops, 9, 521-524

- maintenance, 931-932
- mapping, Windows networks, 847
- mounting (Disk Management), 779-780
- optical drives, 172-176
- partitioning
 - Extend Volume (Disk Management)*, 778
 - Shrink Volume (Disk Management)*, 778
 - splitting (Disk Management)*, 779
 - troubleshooting*, 598
 - Windows*, 707-711, 723
- PATA drives, troubleshooting, 603-605
- portable hard drives, troubleshooting intermittent failures, 584
- SATA drives
 - eSATA drives*, 177-178
 - installing*, 172-176
 - troubleshooting*, 597-600, 603-605
- scheduled maintenance, 923
- security
 - data destruction/disposal*, 1057
 - overwriting data*, 1058
- spin rates, 170-171
- SSD, 172-176
- TRIM command, 599
- troubleshooting
 - bootups*, 600-602
 - defragmenting*, 607-609
 - drive not recognized*, 600-601
 - error-checking*, 609-613
 - external enclosures*, 604-605
 - loud clicking noises*, 599
 - OS not found errors*, 601
 - overheating*, 597
 - partitioning*, 598
 - PATA drives*, 603-605
 - read/write failures*, 596
 - Recycle Bin*, 606
 - SATA drives*, 597-600, 603-605
 - screwdrivers*, 604
 - soft clicking noises*, 599
 - SSD*, 599-600
 - TRIM command*, 599
 - Windows-based disk tools*, 606
- wiping, 1058
- hard resets, troubleshooting, 1118-1119**
- hardware**
 - defining, 15
 - importance of understanding, 16
- Hardware Monitor, BIOS configuration, 35, 47**
- HDMI ports, home theater PC, 310**
- HDMI video connectors, 273, 276-279, 282-283**
- headsets, mobile devices, 554**
- heat sinks**
 - CPU, 231, 234-235
 - laptops, replacing in, 537-538
 - passive heat sinks, 235
- HELP command, 736, 755**
- help/support websites, 22**
- hemostat clamps, 18**
- Hex drivers, 18**
- Hibernate option (Windows power options), 818**
- High Performance power plan (Windows power options), 819**
- HomeGroup feature (Control Panel), 822**
- HomeGroup networks (Windows)**
 - creating, 842
 - joining, 843, 846
 - printer sharing, 850
 - shares, 845-846
- home server PC, configuring, 313-314**
- home theater PC, configuring, 310-311**
- hot-swapping**
 - drives, 187-188
 - eSATA, 271
 - SATA, 271
- hotspots/tethering, mobile devices, 554, 999-1000**
- HTML (Hypertext Markup Language), 456-457**
- HTPC systems, home theater PC, 310**
- HTTP (Hypertext Transfer Protocol), 454**
- HTTPS (HTTP Secure), 454**
- hubs, 257, 481**
- humidity (environmental controls), 896**
- hybrid cloud computing, 968**
- hybrid drives, 186**
- hybrid keyboards/mice, 265**
- Hyper-Threading (HT Technology), 210**
- hypervisors, 959-961**

I

IaaS (Infrastructure as a Service), 968

ICH (I/O controller hubs),
See South Bridge chips

iCloud (Mac OS), 937-938

Icon views (Control Panel),
807

ID badges (physical security), 1030

IDS (Intrusion Detection Systems), 972

IEEE 1394. See FireWire ports

IFCONFIG command,
628-630, 945

images

image recovery, 931

system images, VM, 963

troubleshooting

dim images, 617

distorted geometry, 618

distorted images, 617

flickering images, 617

ghost images (burn-ins),
619-620

no image on screen, 614

oversized images/icons,
620-621

virtual printers printing to
image, 394-395

imaging drums, laser printers, 370

IMAP (Internet Message Access Protocol), 455,
1007

IMEI (International Mobile Station Equipment Identity), mobile OS,
1009

impact printers, 388

components of, 389

dot-matrix print heads,
390-391

impact print process, 389

labels, 391

maintenance

replacing paper, 392

replacing print heads,
391

replacing ribbons, 391

paper, 391-392

ribbons, 390-391

troubleshooting, 646-647

IMSI (International Mobile Subscriber Identity),
mobile OS, 1009

incident responses,
addressing prohibited
content/activity, 899

**incinerating documents/
media, data destruction/
disposal (security), 1057**

**incremental backups versus
full backups, 923**

**indicator lights, trouble-
shooting, 585, 638**

**inheritance, file/folder
permissions (Windows
security), 1041-1042**

**Initialize Disk (Disk
Management), 777**

inkjet printers

business card stock, 381

calibrating, 382-383

cleaning, 380

components of, 378

head cleaning, 383-384

ink cartridges

recycling, 890

replacing, 381-382

inkjet printing process,
378-381

labels, 381

maintenance

calibrating, 382-383

cleaning, 380

head cleaning, 383-384

nozzle checks, 383-384

replacing ink cartridges,
381-382

nozzle checks, 383-384

paper, 381, 401

print quality, 380, 401

transparency media, 381

troubleshooting

faded prints, 646

streaks, 645

turning on/off, 380

installing

digital cameras, 340

KVM switches, 346

microphones, 341-342

mobile devices, 1125-1126

multifunction devices

Android, 400

iOS, 400

Linux, 398

OS X, 396-397

Windows, 395-396

power supplies, 332

printers, 654

Android, 400

iOS, 400

Linux, 398

OS X, 396-397

Windows, 395-396

webcams, 343

- Windows, 699
 - clean installations*, 700-701
 - creating partitions during installation*, 710-711
 - image deployments*, 705-707
 - multiboot installations*, 701-702
 - remote network installations*, 705
 - repair installations*, 702-704
 - unattended installations*, 704-705
 - upgrade installations*, 699
- Intel processors, 206**
 - 32/64-bit architectures, 211
 - cache memory, 209-210
 - code names, 218
 - cooling
 - fanless cooling systems*, 235
 - fans*, 231-232
 - heat sinks*, 231, 234-235
 - liquid-based cooling systems*, 234
 - passive heat sinks*, 235
 - phase-change material/thermal paste*, 232-234
 - cores, 208
 - HD Graphics
 - Broadwell*, 213
 - Clarkdale*, 211
 - Haswell*, 212
 - Ivy Bridge*, 211
 - Skylake*, 213
 - Hyper-Threading (HT Technology), 210
 - installing, 238-240
 - integrated GPU
 - Broadwell*, 213
 - Clarkdale*, 211
 - Haswell*, 212
 - Ivy Bridge*, 211
 - Skylake*, 213
 - overclocking, 206-208
 - removing, 237-238
 - sockets
 - LGA*, 216
 - LGA 775*, 219
 - LGA 1150*, 222-223
 - LGA 1151*, 224
 - LGA 1155*, 221-222
 - LGA 1156*, 220-221
 - LGA 1366*, 220
 - LGA 2011*, 216, 223-224
 - quick reference chart*, 215
 - speeds, 206
 - virtualization, 49, 210
- interfaces**
 - eSATA interfaces, 267-268
 - cabling*, 270
 - hot-swapping*, 271
 - SATA Express interfaces, 270
 - SATA interfaces, 267-269
 - cabling*, 270
 - hot-swapping*, 271
 - Thunderbolt interfaces, 271-272
 - DisplayPort connectors and*, 278
 - DVI connectors and*, 282
- intermittent device failures, troubleshooting, 584**
- internal modems. See modem cards**
- Internet**
 - appliances
 - IDS*, 972
 - IPS*, 972
 - UTM*, 971
 - network connections
 - cable*, 469-470
 - dial-up*, 474-477
 - DSL*, 470-473
 - fiber*, 477-478
 - ISDN*, 479
 - line of sight wireless*, 480
 - satellite*, 478-479
- Internet Options icon (Control Panel), 824-825**
- interprocess communication mechanisms, SMB, 455**
- inverters, laptop displays, 543**
- iOS, 982, 985, 986**
 - Apple Configurator, 1130-1131
 - Apple Store, 987
 - apps, updating, 1127
 - baseband updates, 1008
 - Bluetooth connectivity, 998, 1002-1005
 - commercial email provider configuration, 1008
 - configurations/settings, troubleshooting, 1120-1121
 - corporate/ISP email configuration, 1006-1008
 - data synchronization, 1010-1012
 - geotracking, 992-993
 - GPS/location services, 992

- IMEI, 1009
 - IMSI, 1009
 - jailbreaking, 987
 - Launcher/GUI, 993-994
 - mobile payment services, 997
 - multifunction devices
 - configuring*, 406
 - installing*, 400
 - printers
 - configuring*, 406
 - installing*, 400
 - PRI updates, 1008
 - PRL updates, 1008
 - radio firmware, 1009
 - screen calibration, 989-992
 - screen orientation, 988
 - SDK, 996
 - SSO authentication, 1012
 - virtual assistants, 995-996
 - VPN, 1010
 - WEA, 997
 - Wi-Fi calling, 993
 - wireless/cellular connectivity, 997
 - Airplane Mode*, 1001
 - hotspots*, 999, 1000
 - tethering*, 998
 - IoT (Internet of Things), 1002**
 - IP (Internet Protocol)**
 - alternative IP addresses, Windows networks, 866-868
 - conflicts, troubleshooting, 625
 - IPv4, 436
 - addressing*, 442-444
 - APIPA IP addresses*, 440
 - CIDR*, 439
 - Class A/B/C IP address ranges*, 437-438
 - public/private addresses*, 440
 - subnetting*, 439
 - IPv6, 441
 - anycast addressing*, 442
 - compatibility addressing*, 442
 - global unicast addressing*, 442
 - link-local addressing*, 442
 - multicasting*, 442
 - site-local addressing*, 442
 - special addressing*, 442
 - viewing address information*, 443-444
 - zero compression*, 441
 - static IP addresses, SOHO network security, 1064
 - iPad mini 2 (Apple), rear view, 12**
 - IPCONFIG command, network troubleshooting, 627-629**
 - iPhone 6 (Apple), rear view, 12**
 - iPhone Operating System. See iOS**
 - IPS (Intrusion Prevention Systems), 349, 541, 972**
 - IR (Infrared), mobile devices, 554**
 - ISDN (Integrated Services Digital Network) Internet connections, 479**
 - ISP/corporate email**
 - commercial email provider configuration, 1008
 - mobile device configuration, 1006-1008
 - ITX motherboards, 68-72**
 - iwconfig command (Linux/OS X), 945**
-
- ## J
-
- jailbreaking iOS, 987**
 - jeweler's screwdriver sets, 18**
 - jewelry and personal safety, 891**
 - joysticks/game pads, custom PC configurations, 337-338**
-
- ## K
-
- kernel panic, troubleshooting**
 - Linux, 1097-1098
 - OS X, 1090-1091, 1097-1098
 - key fobs (physical security), 1031**
 - keyboards**
 - BIOS configuration, 36
 - custom PC configurations, 335
 - hybrid keyboards/mice, 265
 - KVM switches
 - custom PC configurations*, 346
 - installing*, 346
 - laptops
 - replacing in*, 520-521
 - special function keys*, 544-545
 - mobile devices, 635
 - PS/2 combo ports, 288
 - PS/2 ports, 287

- troubleshooting
 - intermittent failures*, 584
 - sticking keys*, 635
 - Keychain (Mac OS)**, 938
 - KVM (Keyboard-Video-Mouse) switches**, 346
- L**
-
- labels**
- impact printers, 391
 - inkjet printers, 381
 - laser printers, 375
- landscape orientation (printing)**, 401
- LAN (Local Area Networks)**, 480, 870-872
- laptops**, 508
- Acer V5-571P, 10
 - Apple MacBook Air, 11
 - basic tools/equipment, 18
 - batteries, 515, 518-519
 - card readers, 10
 - components, 4
 - Acer V5-571P laptops*, 10
 - Apple MacBook Air laptops*, 11
 - quick reference*, 13-15
 - desktop PC versus, 9-10
 - displays
 - digitizers*, 543
 - inverters*, 543
 - LCD displays*, 540-541
 - microphones*, 542
 - OLED displays*, 541
 - rotating/removable screens*, 549
 - webcams*, 542
 - Wi-Fi antenna connectors*, 541
- docking stations, 546-547
- DVD drives, 9
- hard drives, 9
- installing/configuring
 - ExpressCards*, 508-509
 - flash memory*, 511
 - SO-DIMM memory*, 510-511
- keyboards, special function keys, 544-545
- LoJack for Laptops, 51
- memory
 - flash memory*, 511
 - SO-DIMM memory*, 510-511
 - UniDIMM memory*, 511
- pointing devices, 10
- ports/adapters, 9, 512-514
- power supplies, 515, 518-519
- repairing best practices, 516-517
- replacing components, 514, 516-517
 - batteries*, 518-519
 - cooling fans*, 540
 - CPU*, 537-538
 - DC jacks*, 531
 - hard drives*, 521-524
 - heat sinks*, 537-538
 - keyboards*, 520-521
 - memory*, 524-526
 - motherboards*, 535-537
 - optical drives*, 521-524
 - plastics/frames*, 533-534
 - power supplies*, 515
 - screens*, 529-531
- smart card readers*, 526
- sourcing components*, 515
- speakers*, 535
- storage drives*, 521-524
- touchpads*, 532
- unique components*, 515
- wireless cards*, 527
- screw kits, 18
- security
 - cable/laptop locks*, 547
 - password locks*, 548
- special function keys, 544-545
- touchpads, 10
- troubleshooting, 614
- Ultrabooks, 9
- laser printers**
- cleaning, 377
 - color laser printers, 374, 377
 - components of, 370
 - copier media, 378
 - inkjet media, 378
 - labels, 375
 - laser imaging process, 371-374
 - maintenance, 20
 - calibrating color laser printers*, 377
 - cleaning*, 377
 - maintenance kits*, 376
 - print quality*, 377
 - replacing toner cartridges*, 376
 - resetting paper counts*, 376
 - paper, 375-376
 - print quality, 401
 - toner cartridges, 370-371, 376

- transparency media, 378
- troubleshooting
 - faded prints*, 646
 - ghost images*, 647
 - streaks*, 645
 - toner not fusing to paper*, 647
- Launcher/GUI (smartphones), 993-994**
- LCD displays**
 - custom PC configurations, 349-350
 - IPS displays, 349, 541
 - laptops, 529, 540-541
 - LCD data projectors, 350-351
 - LCD-CCFL (fluorescent) displays, 350, 540, 543, 891
 - LCD-LED displays, 350
 - LED display panels, 541
 - TN displays, 349, 541
 - troubleshooting, 619-620
- LDAP (Lightweight Directory Access Protocol), 458**
- leaked personal files/data, troubleshooting (mobile devices), 1122**
- LED display panels (LCD displays), 541**
- legacy systems, 972-973**
- LGA sockets (Intel CPU)**
 - LGA 775, 219
 - LGA 1150, 222-223
 - LGA 1151, 224
 - LGA 1155, 221-222
 - LGA 1156, 220-221
 - LGA 1366, 220
 - LGA 2011, 216, 223-224
- libraries**
 - Windows 7, 694, 798-799
 - Windows 8, 798-799
 - Windows 8.1, 798-799
 - Windows 10, 798-799
- licensing software, 900**
 - commercial licenses, 902
 - DRM, 901
 - enterprise licenses, 903
 - EULA, 901
 - open source software, 901-902
 - personal licenses, 903
- lifting techniques (personal safety), 892**
- Lightning connectors, Apple iOS, 553**
- LILO/GRUB (Linux), troubleshooting, 1096**
- line of sight wireless Internet connections, 480**
- link-local addresses**
 - APIPA, troubleshooting, 623
 - IPv6 addressing, 442
- Linux OS, 21**
 - Ad-Hoc wireless networks and device sharing, 412
 - backups
 - configuring*, 929
 - image recovery*, 931
 - restoring from*, 930
 - commands, 940
 - apt-get command*, 946
 - cd command*, 942
 - chmod command*, 944
 - chown command*, 944
 - cp command*, 943
 - dd command*, 946
 - grep command*, 941
 - ifconfig command*, 945
 - iwconfig command*, 945
 - ls command*, 941
 - mv command*, 943
 - passwd command*, 943
 - ps command*, 945
 - pwd command*, 943
 - rm command*, 943
 - shutdown command*, 942
 - su command*, 946
 - sudo command*, 946
 - vi command*, 946
 - disk maintenance, 932
 - Force Quit feature, 935
 - GRUB/LILO, troubleshooting, 1096
 - help/support websites, 22
 - image recovery, 931
 - maintenance, best practices
 - antimalware updates*, 926
 - antivirus updates*, 926
 - driver updates*, 926
 - firmware updates*, 926
 - patch management*, 925
 - scheduled backups*, 922-923, 926, 929
 - scheduled disk maintenance*, 923
 - system updates*, 924
 - multifunction devices
 - configuring*, 405
 - installing*, 398
 - optical discs, burning, 168
 - printers
 - configuring*, 405
 - installing*, 398
 - screen sharing, 933
 - shell/terminal apps, 932-933

- sound cards, 129
 - Terminal, 1134
 - troubleshooting
 - boot failures*, 1085-1087
 - GRUB/LILO*, 1096
 - kernel panic*, 1097-1098
 - missing GUI*, 1104
 - multiple monitor misalignment/orientation*, 1102-1103
 - service startup failures*, 1093
 - system performance*, 1094-1095
 - uninstall/reinstall/repair tools*, 1116
 - USB drives, safely ejecting, 188
 - virtual printers
 - printing to image*, 395
 - printing to PDF*, 394
 - liquid-based cooling systems, CPU**, 234
 - Live File System, CD/DVD burning**, 166
 - Live Sign In (Windows 8/8.1/10)**, 692
 - loading GUI, troubleshooting**, 1104
 - local government regulations, complying with (personal safety)**, 894
 - Local Security Policy**, 769
 - local shares (Windows security)**, 1041
 - locating your mobile phone (geotracking)**, 992-993
 - location services (GPS)**, 992
 - location tracking (unauthorized), troubleshooting (mobile devices)**, 1123-1124
 - lock doors (physical security)**, 1029
 - locked screens (mobile devices)**, 1050-1051
 - locked systems, troubleshooting**, 570-571
 - lockouts (system), troubleshooting**, 1117-1118
 - locks**
 - cable/laptop locks, 547
 - cable locks (physical security), 1030
 - password locks, 548
 - lockups, troubleshooting (mobile devices)**, 641
 - logins (failed), mobile device security**, 1052
 - logs (Windows)**, 1105
 - LoJack for Laptops**, 51
 - loopback plugs, 19-20, 491, 594, 627**
 - loud clicking noises, troubleshooting**, 599
 - loud noises, troubleshooting**, 583
 - low-memory errors (printers)**, 651-652
 - ls command (Linux/OS X)**, 941
 - lumens/brightness (displays)**, 358
-
- ## M
- MAC addresses, finding for network adapters**, 999
 - MAC filtering, SOHO network security**, 1064
 - Mac OS X, 21**
 - Ad-Hoc wireless networks and device sharing, 411
 - App Store, system updates, 924
 - Apple Help and Support website, 22
 - BIOS, configuration programs, 33
 - Boot Camp, 940, 1088
 - commands, 940
 - apt-get command*, 946
 - cd command*, 942
 - chmod command*, 944
 - chown command*, 944
 - cp command*, 943
 - dd command*, 946
 - grep command*, 941
 - ifconfig command*, 945
 - iwconfig command*, 945
 - ls command*, 941
 - mv command*, 943
 - passwd command*, 943
 - ps command*, 945
 - pwd command*, 943
 - rm command*, 943
 - shutdown command*, 942
 - su command*, 946
 - sudo command*, 946
 - vi command*, 946
 - Disk Utility
 - backups*, 928-929
 - disk maintenance*, 931
 - image recovery*, 931
 - Dock, 939
 - Finder, 938
 - Force Quit feature, 934-935
 - gestures/touches, 938
 - iCloud, 937-938
 - Keychain, 938

- maintenance, best practices, 922-923, 926-929
- Mission Control feature, 936
- multifunction devices
 - configuring*, 406
 - installing*, 400
- optical discs, burning, 168
- printers
 - configuring*, 403
 - installing*, 396-397
- Remote Disc, 939
- screen sharing, 933
- shell/terminal apps, 932-933
- sound cards, 129
- Spotlight feature, 936
- Terminal, 1134
- Time Machine backups, 926, 930-931
- troubleshooting
 - boot failures*, 1088
 - kernel panic*, 1090-1091, 1097-1098
 - multiple monitor misalignment/orientation*, 1101-1102
 - pin wheels*, 1081-1082
 - service startup failures*, 1093
 - system performance*, 1095
 - uninstall/reinstall/repair tools*, 1116
- USB drives, 188
- virtual printers, 394-395
- Windows OS, installing on Mac OS, 940
- Macbook Air laptop (Apple), components view, 11**
- magnetic hard disk drives, 169**
 - areal density, 171
 - cache size, 171
 - external drives, 170
 - internal drives
 - form factors*, 170
 - installing*, 172-176
 - optical drives, 172-176
 - SATA drives
 - eSATA drives*, 177-178
 - installing*, 172-176
 - spin rates, 170-171
 - SSD, 172-176
- magnifiers, 18**
- mail servers, 971**
- maintenance**
 - best practices
 - Linux*, 922-926, 929
 - Mac OS*, 922-929
 - disk maintenance, 931-932
 - hard drives, scheduled maintenance, 923
 - laser printers, 376
- malware**
 - antimalware software, 21, 926, 1032-1033, 1053, 1125, 1134
 - defining, 1023
 - ransomware, 1024
 - removing, best practices, 1135
 - rootkits, 1024
 - spyware, 1023
 - Trojan horses, 1024
 - troubleshooting, 1131-1135
 - viruses, 1024, 1032-1033, 1053
 - worms, 1024
- MAN (Metropolitan Area Networks), 481**
- man-in-the-middle (MiTM) attacks, 1028**
- mantraps (physical security), 1029**
- manuals**
 - motherboard manuals, 39, 55
 - system manuals, 39
- mapping**
 - drives, 847
 - printers, 850
- masks (air filter) and personal safety, 893-894**
- MBR (Master Boot Record) partitions, Windows partitioning, 709-710**
- MCH (Memory Controller Hubs). See North Bridge chips**
- MD (MKDIR) command, 736, 744**
- measured services (cloud computing), 969**
- media streaming, home server PC configurations, 313**
- memory**
 - BIOS configuration, 35, 48
 - cache memory, 209-210
 - DIMM, 107-109, 112-115
 - double-sided memory modules, 111
 - flash memory, 511
 - cards*, 179-180
 - FORMAT command*, 746
 - gaming PC, 309
 - installing, 112-115
 - laptops, replacing in, 524-526

- low-memory errors (printers), 651-652
- memory slots, motherboards, 76-77
- mobile devices, 556
- RAM, 99
 - audio/video design workstations, 305*
 - buffered (registered) memory, 107*
 - compatibility, 111-112*
 - DDR SDRAM, 102-104, 108*
 - DDR2 SDRAM, 102-104, 108*
 - DDR3 SDRAM, 103-105, 108-109*
 - DDR4 SDRAM, 105, 109*
 - dual-channel configurations, 109*
 - ECC, 106*
 - graphic/CAD/CAM design workstations, 303*
 - parity checking, 105-106*
 - quad-channel configurations, 111*
 - SDRAM, 102*
 - single-channel configurations, 109*
 - SRAM, 102*
 - triple-channel configurations, 110*
 - virtualization workstations, 306*
- single-sided memory modules, 111
- SO-DIMM, 107-109, 510-511
- troubleshooting
 - beep codes, 573*
 - system lockups, 570-571*
- UniDIMM, 109, 511
- upgrading, 100-101
- virtual memory, 99, 816-817
- Windows, 769, 674
- metadata, 904**
- mice (pointing devices)**
 - Bluetooth mice, pairing, 333-334
 - custom PC configurations, 333-334
 - hybrid keyboards/mice, 265
 - KVM switches, 346
 - PS/2 ports, 287-288
 - troubleshooting, 584
- microATX motherboards, 68-69, 72**
- microphones**
 - custom PC configurations, 341-342
 - installing, 341-342
 - laptops, 542
 - mobile devices, 1124
 - troubleshooting, 1124
- microSC card slots, 556**
- microSD cards, 11**
- Microsoft Help and Support website, 22**
- Microsoft's TechNet website, 22**
- microUSB connectors, Windows mobile devices, 553**
- MIDI-enabled devices, custom PC configurations, 348**
- MIMO (Multiple Input, Multiple Output), 460-461**
- Mini-DIN-4 (S-video) connectors, 274, 279**
- Mini-DIN-6 connectors, 280**
- Mini-ITX computers, 9**
- Mini-ITX motherboards, 68-72**
- Mini-PCI cards, dial-up Internet connections, 474**
- MiniPCI slots, motherboards, 76**
- MiniPCIe (PCI Express) slots, motherboards, 76**
- MiniUSB ports, Android OS, 553**
- mirrored arrays, 781**
- missing GUI, troubleshooting, 1104**
- missing OS, troubleshooting, 1104**
- Mission Control feature (Mac OS), 936**
- MiTM (Man-in-The-Middle) attacks, 1028**
- Mitnick, Kevin, 1026**
- MMC (Microsoft Management Console), 757, 788**
- mobile devices**
 - Airplane mode, 641
 - apps
 - repairing, 1127*
 - updating, 1127*
 - backups, 1129-1130
 - batteries, 555
 - Bluetooth, 553
 - cameras
 - smart cameras, 551*
 - troubleshooting, 1124*
 - components, 4, 11-15
 - credit card readers, 556

- disassembly process
 - cable/screw locations*, 642
 - manufacturer resources*, 643
 - organizing parts*, 643
 - tools/toolkits*, 644
- docking stations, 555
- E-readers, 551
- finding, 1051
- game pads, 554
- GPS, 552
- headsets, 554
- hotspots/tethering, 554
- IR, 554
- laptops
 - batteries*, 515, 518-519
 - cable/laptop locks*, 547
 - cooling fans*, 540
 - CPU*, 537-538
 - DC jacks*, 531
 - digitizers*, 543
 - displays*, 549
 - docking stations*, 546-547
 - ExpressCards*, 508-509
 - flash memory*, 511
 - hard drives*, 521-524
 - heat sinks*, 537-538
 - inverters*, 543
 - keyboards*, 520-521
 - LCD displays*, 540-541
 - memory*, 524-526
 - microphones*, 542
 - motherboards*, 535-537
 - OLED displays*, 541
 - optical drives*, 521-524
 - password locks*, 548
 - plastics/frames*, 533-534
 - ports/adapters*, 512-514
 - power supplies*, 515, 518-519
 - repairing best practices*, 516-517
 - replacing components*, 514-540
 - rotating/removable screens*, 549
 - screens*, 529-531
 - smart card readers*, 526
 - SO-DIMM memory*, 510-511
 - speakers*, 535
 - special function keys*, 544-545
 - storage drives*, 521-524
 - touchpads*, 532
 - webcams*, 542
 - Wi-Fi antenna connectors*, 541
 - wireless cards*, 527
- Lightning connectors, Apple iOS, 553
- memory, 556
- microphones, troubleshooting, 1124
- microSD card slots, 556
- microUSB connectors, Windows mobile devices, 553
- NFC, 552
- phablets, 551
- ports, 552-553
- protective covers/waterproofing, 555
- restores, 1129-1130
- security
 - antimalware*, 1053
 - antivirus software*, 1053
 - authenticator applications*, 1055
 - biometrics*, 1054
 - BYOD versus corporate-owned devices*, 1055
 - failed logins*, 1052
 - firewalls*, 1055
 - full device encryption*, 1054
 - locator applications*, 1051
 - multifactor authentication*, 1054
 - OS*, 1053
 - passcodes*, 1050
 - patches*, 1053
 - profile requirements*, 1056
 - remote backups*, 1052
 - remote wipe programs*, 1051
 - screen locks*, 1050, 1051
 - trusted/untrusted sources*, 1055
- smart cameras, 551
- smartphones
 - characteristics of*, 550
 - components*, 11
- speakers, 554
- tablets
 - characteristics of*, 550
 - components*, 11
- tools/equipment, 19
- troubleshooting, 1116-1117
 - antimalware*, 1125
 - Apple Configurator*, 1130-1131
 - app scanner*, 1125
 - apps not loading*, 639
 - backups*, 1129-1130
 - batteries*, 640-642
 - battery not charging*, 636
 - Bluetooth connectivity*, 638-639
 - cameras*, 1124

Cell Tower Analyzer, 1129
configurations/settings, 1119-1121
data transmission overlimit, 1123
dim display, 634
displaying to external monitors, 639
email decryption, 640
factory resets/clean installs, 1125-1126
flickering display, 634-635
Force Stop, 1128
frozen systems, 641
ghost cursors, 636
Google Sync, 1131
GPS, 641
hard resets, 1118-1119
high resource utilization, 1124-1125
intermittent wireless, 635
leaked personal files/data, 1122
microphones, 1124
no display, 634
no power, 637
num lock indicator lights, 638
overheating, 641
performance, 640
pointer drift, 637
power drain, 1121
power supplies, 637
restores, 1129-1130
signal drops/weak signals, 1121
slow data speeds, 1121-1122

soft resets, 1118
speakers, 641
sticking keys, 635
system lockouts, 1117-1118
touchscreens, 639
unauthorized account access, 1123
unauthorized location tracking, 1123-1124
unauthorized root access, 1123
uninstall/reinstall apps, 1126-1127
unintended Bluetooth pairings, 1122
unintended Wi-Fi connections, 1122
Wi-Fi Analyzer, 1128
wireless connectivity, 638

wearable technology devices, 551

mobile OS

Android, 982, 985
 APK, 996
 baseband updates, 1008
 Bluetooth connectivity, 998, 1002-1005
 commercial email provider configuration, 1008
 corporate/ISP email configuration, 1006-1008
 data synchronization, 1010-1012
 geotracking, 992-993
 Google Play Store, 987
 GPS/location services, 992
 IMEI, 1009
 IMSI, 1009

Launcher/GUI, 993-994
mobile payment services, 997
printer configurations, 406
printer installations, 400
PRI updates, 1008
PRL updates, 1008
radio firmware, 1009
rooting, 987
screen calibration, 989-992
screen orientation, 988
SSO authentication, 1012
virtual assistants, 995-996
VPN, 1010
WEA, 997
Wi-Fi calling, 993
wireless/cellular connectivity, 997-1001

iOS, 982, 985-986
 Apple Store, 987
 baseband updates, 1008
 Bluetooth connectivity, 998, 1002-1005
 commercial email provider configuration, 1008
 corporate/ISP email configuration, 1006-1008
 data synchronization, 1010-1012
 geotracking, 992-993
 GPS/location services, 992
 IMEI, 1009
 IMSI, 1009
 Launcher/GUI, 993-994

- mobile payment services*, 997
- printer configurations*, 406
- printer installations*, 400
- PRI updates*, 1008
- PRL updates*, 1008
- radio firmware*, 1009
- screen calibration*, 989-992
- screen orientation*, 988
- SDK*, 996
- SSO authentication*, 1012
- virtual assistants*, 995, 996
- VPN*, 1010
- WEA*, 997
- Wi-Fi calling*, 993
- wireless/cellular connectivity*, 997-1001
- security, SSO authentication, 1012
- Windows 10 Mobile, 982, 986
 - baseband updates*, 1008
 - Bluetooth connectivity*, 998, 1002
 - commercial email provider configuration*, 1008
 - corporate/ISP email configuration*, 1006-1008
 - data synchronization*, 1010-1012
 - IMEI*, 1009
 - IMSI*, 1009
 - Launcher/GUI*, 993
 - mobile payment services*, 997
 - PRI updates*, 1008
 - PRL updates*, 1008
 - radio firmware*, 1009
 - SDK*, 996
 - SSO authentication*, 1012
 - virtual assistants*, 995-996
 - VPN*, 1010
 - WEA*, 997
 - Windows Store*, 987
 - wireless/cellular connectivity*, 997-1001
- mobile payment services (smartphones)**, 997
- modem cards**, 140-141
- modems**, 484
 - add-on cards, 474
 - BIOS configuration, 35
 - dial-up Internet connections, 474-475
 - DSL modems, 472
 - external modems, 474-475
 - Mini-PCI cards, 474
- Modern UI (Windows 8/8.1)**, 686
- Molex power connectors**
 - FireWire card installations, 138
 - USB card installations, 136
- monitors**
 - external monitors, displaying to via mobile devices, 639
 - multiple monitors, troubleshooting, 1098
 - Linux*, 1102,-1103
 - OS X*, 1101-1102
 - Windows*, 1098-1100
- motherboards**
 - ATX motherboards, 68-69, 72
 - audio connectors, 82-83
 - audio jacks, 284-286
 - bus speeds, 84
 - card-retention mechanisms, 133
 - chipsets, 77-79
 - CMOS batteries, 79
 - CPU sockets, 77
 - eSATA interfaces, 267-268
 - cabling*, 270
 - hot-swapping*, 271
 - expansion slots
 - MiniPCIe slots*, 76
 - MiniPCI slots*, 76
 - PCIe slots*, 73-76, 126
 - PCI slots*, 72, 75, 126
 - PCI-X slots*, 73-76
 - fan connectors, 81-82
 - front/top-panel connectors, 82-83
 - installing, 85, 88-90
 - ITX motherboards, 68-72
 - laptops, replacing in, 535-537
 - manuals, 39, 55
 - memory slots, 76-77
 - microATX motherboards, 68-69, 72
 - Mini-ITX motherboards, 68-72
 - Nano-ITX motherboards, 72
 - overclocking, 572
 - Pico-ITX motherboards, 72
 - ports
 - FireWire ports*, 265-266
 - port clusters (rear panel)*, 254
 - USB ports*, 255-265
 - power connectors, 80
 - RAID support, 602

- RAM sockets, 76-77
 - rear panel, port clusters, 254
 - removing, 85-88
 - SATA Express interfaces, 270
 - SATA interfaces, 267-269
 - cabling*, 270
 - hot-swapping*, 271
 - SATA RAID arrays, 190
 - troubleshooting
 - beep codes*, 573
 - blank screen on bootup*, 574-575
 - dust/dirt*, 581
 - indicator lights*, 585
 - no power*, 577
 - SATA host adapters*, 597
 - unmounted motherboards, 85
 - motion sensors, custom PC configurations**, 338
 - mounting hard drives (Disk Management)**, 779-780
 - MOV (Metal Oxide Varistors) and power surge suppression**, 897
 - mPGA (Micro Pin Grid Array) sockets**, 225-226
 - MSCONFIG (Microsoft System Configuration)**, 773-775, 788, 1110, 1134
 - MSDS (Material Safety Data Sheets)**, 894-895
 - MSINFO32 (System Information)**, 788, 799
 - MSKB (Microsoft Knowledge Base)**. *See* Microsoft Help and Support website
 - MSTSC (Remote Desktop Connection)**
 - compatibility, 791
 - configuring on host computers, 792
 - starting/connecting to remote computers, 792-793
 - MU-MIMO (Multi-User Multiple Input Multiple Output)**, 626
 - Mueller, Scott**, 77-78
 - multi-monitor taskbars (Windows 8.1/10)**, 690
 - multicasting, IPv4/IPv6 addressing**, 442
 - multicore processors**
 - audio/video editing workstations, 304
 - graphic/CAD/CAM design workstations, 302
 - multifactor authentication**, 1034, 1054
 - multifunction devices**. *See also* printers
 - configuring
 - Android configurations*, 406
 - iOS configurations*, 406
 - Linux configurations*, 405
 - OS X configurations*, 403
 - Windows configurations*, 401-402
 - data privacy, 415-416
 - device sharing
 - Ad-Hoc wireless networks*, 411-412
 - Bluetooth*, 410
 - Ethernet*, 408-410
 - Wi-Fi*, 410
 - wireless-hosted networks*, 412
 - installing
 - Android installations*, 400
 - iOS installations*, 400
 - Linux installations*, 398
 - OS X installations*, 396-397
 - Windows installations*, 395-396
 - sharing
 - AirPrint*, 415
 - Bonjour*, 414-415
 - TCP/IP*, 414
 - Windows*, 414
- multimeters**, 19, 489, 588-592
- multiple desktops, working with (OS X)**, 936
- multiple monitors (displays), troubleshooting**, 1098-1103
- multivoltage power supplies, custom PC configurations**, 322
- mv command (Linux/OS X)**, 943
-
- N**
- Nano-ITX motherboards**, 72
 - NAT (Network Address Translation), SOHO wired/wireless routers**, 464
 - NBTSTAT command, network troubleshooting**, 627, 631
 - needle-nose pliers**, 18

- negative pressure cooling and power supplies, 581**
- nested paging. See SLAT**
- NET command, network troubleshooting, 627, 632**
- Netboot boot method, Windows bootup, 698**
- NETDOM command, network troubleshooting, 627, 632-633**
- NETSTAT command, network troubleshooting, 627, 631**
- network cards, 135**
- networking**
 - adapters, finding MAC addresses, 999
 - BIOS configuration, 35
 - bridges, 484
 - cabling, 20
 - coaxial cabling, 433-435*
 - fiber-optic cabling, 426-427*
 - plenum cabling, 435*
 - PVC cabling, 435*
 - riser cabling, 436*
 - TP cabling, 428-432*
 - connectivity, troubleshooting
 - intermittent connectivity, 625*
 - IP conflicts, 625*
 - limited/local connectivity, 623-624*
 - no connectivity, 622-623*
 - extenders, 485
 - firewalls, 484
 - gateways and TCP/IP, 451
 - hubs, 481
 - installation/configuration tools, 19-20
 - Internet connections
 - cable, 469-470*
 - dial-up, 474-477*
 - DSL, 470-473*
 - fiber, 477-478*
 - ISDN, 479*
 - line of sight wireless, 480*
 - satellite, 478-479*
 - LAN, 480
 - MAN, 481
 - modems, 484
 - network services
 - authentication servers, 971*
 - DHCP servers, 970*
 - DNS servers, 970*
 - file servers, 970*
 - mail servers, 971*
 - print servers, 970*
 - proxy servers, 970*
 - web servers, 969*
 - PAN, 481
 - patch panels, 484
 - PoE, 487
 - protocols
 - AFP, 456*
 - CIFS, 455*
 - DHCP, 457, 467*
 - DNS, 454*
 - FTP, 452-453*
 - HTML, 456-457*
 - HTTP, 454*
 - HTTPS, 454*
 - IMAP, 455*
 - LDAP, 458*
 - POP3, 454*
 - RDP, 456*
 - SMB, 455*
 - SMTP, 454*
 - SNMP, 458
 - SSH, 453
 - SSL, 456
 - Telnet, 453-454*
 - TLS, 456*
 - repeaters, 485
 - routers, 483
 - security
 - antenna placement, 1062*
 - AP placement, 1062*
 - changing default SSID, 1059*
 - disabling SSID broadcasts, 1061-1062*
 - encryption, 1060-1061*
 - radio power levels, 1062*
 - SOHO networks, 1058-1066*
 - WPS, 1063*
 - SOHO wired/wireless routers
 - channels, 463*
 - DHCP, 467*
 - DMZ, 466*
 - firmware, 468*
 - NAT, 464*
 - port forwarding, 465*
 - port triggering, 466*
 - QoS, 468*
 - UPnP, 468*
 - switches, 482
 - TCP sessions, 451
 - TCP/IP, 436
 - dynamic IP addressing, 444-450*
 - gateways, 451*
 - IPv4, 436-444*
 - IPv6, 441-444*

- static IP addressing, 444-450
- user-configured advanced settings, 450
- tools
 - cable strippers, 488
 - cable testers, 490
 - crimpers, 488
 - cutting tools, 487
 - loopback plugs, 491
 - multimeters, 489
 - punchdown tools, 489
 - tone generator and probe kits, 489
 - Wi-Fi analyzers, 491-492
- troubleshooting
 - APIPA/link-letter addresses, 623
 - cable testers, 627
 - crimpers, 627
 - IFCONFIG command, 628-630
 - intermittent connectivity, 625
 - IPCONFIG command, 627-629
 - IP conflicts, 625
 - limited/local connectivity, 623-624
 - loopback plugs, 627
 - NBTSTAT command, 627, 631
 - NET command, 627, 632
 - NETDOM command, 627, 632-633
 - NETSTAT command, 627, 631
 - no connectivity, 622
 - NSLOOKUP command, 627, 633
 - performance, 625
 - PING command, 627-628
 - punch down tools, 627
 - RF signals, 626
 - SSID not found errors, 626
 - tone generator and probe, 627
 - TRACERT command, 627, 631
 - transfer speeds, 625
 - wireless locators, 627
 - wire strippers, 627
- UNC, folders, 848-849
- virtualization, 965
- VPN, 1035
- WAN, 481
- WAP, 483
- Wi-Fi
 - encryption, 461-463
 - MIMO, 460-461
 - network standards, 458-460
- Windows networks
 - administrative shares, 849
 - alternative IP addresses, 866-868
 - dial-up connections, 852-853
 - domain networking, 844
 - drive mapping, 847
 - file sharing, 846
 - firewalls, 862-865
 - folder sharing, 845-846
 - HomeGroup networks, 842-846, 850
 - NIC, 868-872
 - printer mapping, 850
 - printer sharing, 849
 - proxy servers, 855
 - Remote Assistance, 857
 - Remote Desktop, 857
 - shares, 845-850
 - UNC, 848-849
 - VPN connections, 851
 - Windows 7 network locations, 859-860
 - Windows 8/8.1 network locations, 860
 - wired connections, 854
 - wireless connections, 854
 - workgroup networks, 840-841, 845
 - WWAN (cellular) connections, 855
- wired networks, displaying connections via ifconfig command (Linux/OS X), 945
- wireless networks
 - displaying connections via iwconfig command (Linux/OS X), 945
 - security, 1059-1063
- New Simple Volume (Disk Management), 777**
- NFC (Near Field Communication), mobile devices, 552**
- NIC (Network Interface Cards), 868**
- BIOS, 872
- duplex settings, 869
- gigabit NIC, 314
- half duplex/full duplex/auto settings, 869
- QoS, 869
- speed settings, 869
- WoL, 870-872
- no power, troubleshooting, 577-578**

non-compliant systems,
1027

North Bridge chips
(chipsets), 78-79

NOTEPAD, 788, 794

NSLOOKUP command,
network trouble-
shooting, 627, 633

NTFS (New Technology
File System), 714-715,
1040

num lock indicator lights
(mobile devices),
troubleshooting, 638

NVIDIA SLI, multi-GPU
configuration, 133

O

ODBC Data Sources, 769

OK Google. *See* virtual
assistants

OLED (Organic LED)
displays

custom PC configurations,
352

laptops, 541

on-demand (cloud
computing), 969

Onboard Audio, BIOS
configuration, 35

OneDrive cloud storage
(Windows), 688-689

online resources, help/
support websites, 22

open-source OS. *See*
Android

open source software, 901,
902

operational procedures

communication methods/
professionalism

active listening, 906

attitude/confidence, 906

avoiding distractions,
907

cultural sensitivity, 907

customer confidential/
private materials,
908

customer expectations,
908

difficult customers/
situations, 907-908

proper language, 906

punctuality, 907

social media/texting,
907-908

end-user policies, 905

environmental controls

air filtration enclosures,
896

battery backup (UPS)
units, 897-898

blackouts/browncoats,
898

blackouts/brownouts, 897

compressed air systems,
896

dust/debris, 896

humidity, 896

MSDS, 894, 895

power surges and surge
suppressors, 897-898

sags, 898

temperature, 896

vacuum systems, 896

ventilation, 896

licensing software, 900

commercial licenses, 902

DRM, 901

enterprise licenses, 903

EULA, 901

open source software,
901-902

personal licenses, 903

personal safety

air filter masks, 893-894

cable management, 893

disconnecting power, 891

electrical fire safety, 892

goggles, 893

lifting techniques, 892

local government
regulations, 894

removing jewelry, 891

weight limitations, 892

PII, 903-904

prohibited content/activity,
addressing

chain of custody, 900

documentation, 900

first response, 899

incident responses, 899

safety

component handling/
storage, 884-889

ESD protection, 884-889

grounding equipment,
882-883

security best practices, 905

toxic waste, handling, 889

LCD-CCFL displays,
891

recycling batteries, 890

recycling CRT displays,
891

recycling toner, 890

optical drives

BDXL drives, 164

Blu-ray drives, 162-164

burning discs, 165-168

CD drives, 162-164

drive speeds, 164

DVD drives, 162-164

- installing, 172-176
- laptops, replacing in, 521-524
- orientation**
 - printing, 401
 - screen, 988
- OS (Operating Systems).**
See also Android; iOS; Linux; mobile OS; OS X; Windows
 - certifications, 16
 - closed-source OS, 985-986
 - defining, 15
 - embedded systems, 972-973
 - installing, 602
 - legacy systems, 972-973
 - PnP OS, 36
 - standard thick client configurations, 312
 - TCP/IP, 414
 - thin client configurations, 312
- OS X, 21**
 - Ad-Hoc wireless networks and device sharing, 411
 - App Store, system updates, 924
 - Apple Help and Support website, 22
 - BIOS, configuration programs, 33
 - Boot Camp, 940, 1088
 - commands, 940
 - apt-get command, 946*
 - cd command, 942*
 - cbmod command, 944*
 - cbown command, 944*
 - cp command, 943*
 - dd command, 946*
 - grep command, 941*
 - ifconfig command, 945*
 - iwconfig command, 945*
 - ls command, 941*
 - mv command, 943*
 - passwd command, 943*
 - ps command, 945*
 - pwd command, 943*
 - rm command, 943*
 - shutdown command, 942*
 - su command, 946*
 - sudo command, 946*
 - vi command, 946*
 - Disk Utility
 - backups, 928-929*
 - disk maintenance, 931*
 - image recovery, 931*
 - Dock, 939
 - Finder, 938
 - Force Quit feature, 934-935
 - gestures/touches, 938
 - iCloud, 937-938
 - Keychain, 938
 - maintenance, best practices, 922-923, 926-929
 - Mission Control feature, 936
 - multifunction devices
 - configuring, 406*
 - installing, 400*
 - optical discs, burning, 168
 - printers
 - configuring, 403*
 - installing, 396-397*
 - Remote Disc, 939
 - screen sharing, 933
 - shell/terminal apps, 932-933
 - sound cards, 129
 - Spotlight feature, 936
 - Terminal, 1134
- Time Machine backups, 926, 930-931
- troubleshooting
 - boot failures, 1088*
 - kernel panic, 1090-1091, 1097-1098*
 - multiple monitor misalignment/orientation, 1101-1102*
 - pin wheels, 1081-1082*
 - service startup failures, 1093*
 - system performance, 1095*
 - uninstall/reinstall/repair tools, 1116*
- USB drives, 188
- virtual printers, 394-395
- Windows OS, installing on Mac OS, 940
- over-the-air digital TV, antennas, 435**
- overclocking**
 - CPU, 206-208
 - motherboards, 572
 - troubleshooting, 571
- overheating, troubleshooting**
 - airflows, 579-580
 - chipsets, 597
 - CPU, 570, 597
 - dust/dirt, 581
 - fans, 578-579, 583
 - hard disks, 597
 - mobile devices, 641
 - overloading, 578
 - power supplies, 570
 - video/displays, 615
- overloading, troubleshooting, 578**

oversized images/icons,
troubleshooting, 620-621

overwriting data, security,
1058

P

**PaaS (Platform as a
Service), 967-968**

**PAN (Personal Area
Networks), 481**

paper (printers)

impact printers, 391-392

inkjet printers, 381, 401

laser printers, 375-376

thermal printers, 385-387

troubleshooting

- creased paper, 647*
- paper jams, 648-649*
- paper not feeding, 647*
- toner not fusing to paper, 647*

**paper separation pads, laser
printers, 370**

parallel ports

BIOS configuration, 35

loopback plugs, 594

**parental controls/content
filtering, SOHO network
security, 1065**

**parity checking and
memory, 105-106**

parity storage spaces, 783

partitioning

Disk Management

- Extend Volume, 778*
- Shrink Volume, 778*
- splitting partitions, 779*

hard drives, trouble-
shooting, 598

Windows, 707

basic disks, 710

*creating partitions
during installation,
710-711*

dynamic disks, 710

extended partitions, 708

*factory recovery
partitions, 723*

*GPT partitions,
709-710*

*MBR partitions,
709-710*

overview of, 708

primary partitions, 708

**passcodes, mobile devices,
1050**

**passive heat sinks, CPU,
235**

**passwd command (Linux/
OS X), 943**

password locks, laptops, 548

passwords

BIOS security, 50-51

BIOS/UEFI, 1046

changing, SOHO network
security, 1063

digital security, 1034

Keychain (OS X), 938

passwd command (Linux/
OS X), 943

physical security, 1030

screensavers, 1045

setup passwords, BIOS
configuration, 36

user/power-on passwords,
BIOS configuration, 36

workstation security,
1045-1047

**PATA, troubleshooting
hard drives, 603-605**

patch panels, 484

patches

management (Linux), 925

mobile devices, 1053

workstation security, 1049

**paths (hard drives), Change
Drive Letters and Paths
(Disk Management),
780-781**

**payment services (mobile),
smartphones, 997**

PC

custom configurations

analog displays, 357

*audio/video editing
workstations,
304-306*

barcode readers, 336-337

*Belarc System Advisor,
314*

biometric devices, 337

BIOS/UEFI setup, 314

camcorders, 343

data projectors, 350-351

*Device Manager utility,
314*

digital cameras, 339-340

digital displays, 357

digitizers, 338

display settings, 352-358

*game pads/joysticks,
337-338*

gaming PC, 307-309

*graphic/CAD/CAM
design workstations,
302-303*

*home server PC,
313-314*

*home theater PC,
310-311*

keyboards, 335

KVM switches, 346

LCD displays, 349-350

- mice (pointing devices), 333-334*
- microphones, 341-342*
- MIDI-enabled devices, 348*
- motion sensors, 338*
- OLED displays, 352*
- plasma displays, 350*
- power supplies, 317-332*
- processor information/virtualization readiness, 316-317*
- scanners, 336*
- set-top boxes, 347-348*
- SiSoftware Sandra, 315*
- smart card readers, 339*
- smart TV, 346*
- speakers, 344*
- standard thick clients, 311*
- System Information utility, 314*
- thin clients, 312*
- touch pads, 339*
- touchscreens, 345*
- virtualization workstations, 306-307*
- webcams, 342-343*
- security, 1134
- PC Health. See Hardware Monitor**
- PCI slots, motherboards, 72, 75, 126**
- PCI-X slots, motherboards, 73-76**
- PCIe (PCI Express) slots, motherboards, 73-76, 126**
- PDF, virtual printers printing to PDF, 393-394**
- penlights, 18**
- Performance Monitor, 763**
- Performance tab (Task Manager), 771**
- performance, trouble-shooting**
 - Linux, 1094-1095
 - mobile devices, 597-599, 640
 - networks, 625
 - OS X, 1095
 - Windows, 1094
- permissions**
 - directory permissions, 1035
 - file permissions
 - changing via `chmod` command (Linux/OS X), 944*
 - sharing files (Windows), 1041-1042*
 - security permissions, 1038
 - share permissions, Windows
 - NTFS versus, 1040*
 - sharing, 1041-1042*
- personal files/data, trouble-shooting (mobile devices), 1122**
- personal information. See PII**
- personal safety**
 - air filter masks, 893-894
 - cable management, 893
 - disconnecting power, 891
 - electrical fire safety, 892
 - goggles, 893
 - lifting techniques, 892
 - local government regulations, complying with, 894
 - removing jewelry, 891
 - weight limitations, 892
- personal software licenses, 903**
- phablets, 551**
- phase-change material/thermal paste, CPU, 232-234**
- Phillips screwdrivers, 18**
- phishing attacks, 1024-1025**
- photo printers (dye-sublimation), 387**
- physical security**
 - biometrics, 1030, 1054
 - cable locks, 1030
 - documents, 1030
 - entry control rosters, 1032
 - ID badges, 1030
 - key fobs, 1031
 - lock doors, 1029
 - mantraps, 1029
 - passwords, 1030
 - privacy filters, 1032
 - RFID badges, 1031
 - shredding documents, 1030
 - smart cards, 1031
 - SOHO networks, 1066
 - tokens, 1032
- pickup rollers, laser printers, 370**
- Pico-ITX motherboards, 72**
- PII (Personally Identifiable Information), 903-904**
- pin wheels, trouble-shooting, 588, 603, 1081-1082**
- PING command, network troubleshooting, 627-628**
- pinning programs to Taskbar (Windows), 688**

plasma displays

- custom PC configurations, 350
- troubleshooting, 620

plastics/frames, replacing in laptops, 533-534**plenium cabling, 435****PnP OS (Plug-and-Play)**

- BIOS configuration, 36
- network cards, 135

PoE (Power over Ethernet), 487**pointer drift (mobile devices), troubleshooting, 637****pointing devices (mice)**

- Bluetooth mice, pairing, 333-334
- custom PC configurations, 333-334
- KVM switches, 346
- laptops, 10
- PS/2 ports, 287

POP3 (Post Office Protocol version 3), 454, 1006-1008**portrait orientation (printing), 401****port triggering, SOHO wired/wireless routers, 466****ports**

- audio ports, BIOS configuration, 44
- disabling, 1036, 1065
- Ethernet ports, BIOS configuration, 44
- FireWire ports, 265-266
- forwarding
 - SOHO network security, 1065*
 - SOHO wired/wireless routers, 465*

laptops, 9, 512-514

legacy ports, BIOS configuration, 46

MiniUSB ports, Android OS, 553

mobile devices, proprietary vendor-specific ports, 552

parallel ports

- BIOS configuration, 35*
- loopback plugs, 594*

PS/2 ports, 287-288

rear panel port clusters, 254

SATA ports, BIOS configuration, 42-43

serial ports

- BIOS configuration, 35*
- loopback plugs, 594*

smartphones, 11

tablets, 11

USB ports, 255-256

- cable adapter kits, 262-265*
- USB 1.1 standard, 258-260*
- USB 2.0 standard, 258-260*
- USB 3.0 standard, 258-260*
- USB 3.1 standard, 258-261*

video ports

- BNC coaxial connectors, 274, 281*
- component connectors, 274*
- composite connectors, 274, 280*
- DisplayPort connectors, 274, 277-278*
- DVI connectors, 274-279, 282-283*

*DVI-I connectors, 283-284**HDMI connectors, 273, 276-279, 282-283**Mini-DIN-6 connectors, 280**RCA connectors, 279**S-video (Mini-DIN-4) connectors, 274, 279**VGA connectors, 273-277, 282-284***POST cards, 19, 594-596****POST code beeps, troubleshooting, 572-573****POST error messages, troubleshooting, 573-574****POST hex codes, 594-596****power adapter ports. See DC jacks****power connectors, motherboards, 80****power drain, troubleshooting (mobile devices), 1121****power management, BIOS configuration, 36, 46****power outages, troubleshooting, 577-578****power supplies**

- 80 PLUS certification standard, 322
- amperage versus wattage, 320
- autoswitching power supplies, 323
- battery backup (UPS) units, 897-898
- capacitors, 453-456
- custom PC configurations, 317
 - calculating power supply requirements, 321-322*
 - connectors, 323-328*

- form factors*, 323-328
- multivoltage power supplies*, 322
- power supply ratings*, 318-320
- removing/replacing*, 328-332
- disconnecting, 323, 328-331, 891
- ESD, 519
- installing, 332
- laptops, 515, 518-519
- mobile devices, 492-496
- multivoltage power supplies, custom PC configurations, 322
- negative pressure cooling, 581
- recycling batteries, 890
- removing, 328-332
- replacing, 328-332
- safety certifications, 320
- surge suppressors, 897-898
- testing, 19, 592-593
- troubleshooting
 - airflows*, 579-580
 - BIOS time/settings resets*, 575-576
 - dust/dirt*, 581
 - failures*, 570
 - loud noises*, 583
 - mobile devices*, 637, 640-642
 - no power*, 577-578
 - overheating*, 570, 578-581
 - overloading*, 578
 - power supply testers*, 592-593
 - step-by-step procedure*, 585-586
- turning on/off, 323
- wattage versus amperage, 320
- Windows
 - Balanced power plan*, 819
 - changing power plans*, 820
 - Hibernate option*, 818
 - High Performance power plan*, 819
 - Power Saver power plan*, 819
 - Sleep/Suspend/Standby option*, 818
- power surges and surge suppressors**, 897-898
- power user accounts (Windows)**, 1040
- PRI (Primary Rate Interface)**
 - ISDN Internet connections, 479
 - updating mobile devices, 1008
- Primary VGA BIOS**, 36
- principle of least privilege (security)**, 1038
- print servers**, 970
- print spoolers**, 657
- printers. *See also* multifunction devices**
 - card readers, 182
 - cloud printing, 412-413
 - collating, 401
 - configuring, 401-406
 - data privacy, 415-416
 - Devices and Printers folder (Control Panel), 822
 - device sharing
 - Ad-Hoc wireless networks*, 411-412
 - Bluetooth*, 410
 - Ethernet*, 408-410
 - Wi-Fi*, 410
 - wireless-hosted networks*, 412
 - duplex (double-sided) printing, 401
 - hard drive caching, 416
 - impact printers, 388
 - components of*, 389
 - dot-matrix print heads*, 390-391
 - faded prints*, 647
 - impact print process*, 389
 - labels*, 391
 - maintenance*, 391-392
 - paper*, 391-392
 - ribbons*, 390-391
 - streaks*, 646
 - inkjet printers, 378
 - business card stock*, 381
 - calibrating*, 382-383
 - cleaning*, 380
 - components of*, 378
 - faded prints*, 646
 - head cleaning*, 383-384
 - inkjet printing process*, 379-381
 - labels*, 381
 - maintenance*, 380-384
 - nozzle checks*, 383-384
 - paper*, 381, 401
 - print quality*, 380, 401
 - replacing ink cartridges*, 381-382
 - streaks*, 645
 - transparency media*, 381
 - turning on/off*, 380
 - installing, 395-400, 654
 - landscape orientation, 401

laser printers

- cleaning*, 377
 - color laser printers*, 374, 377
 - components of*, 370
 - copier media*, 378
 - faded prints*, 646
 - ghost images*, 647
 - inkjet media*, 378
 - labels*, 375
 - laser imaging process*, 371-374
 - maintenance*, 376-377
 - paper*, 375-376
 - print quality*, 377, 401
 - streaks*, 645
 - toner cartridges*, 370-371, 376
 - toner not fusing to paper*, 647
 - transparency media*, 378
- maintenance tools, 20
- orientation, 401
- photo printers (dye-sublimation), 387
- portrait orientation, 401
- Print Management, 768
- recycling toner, 890
- remote printing, 412-413
- sharing, 313, 414-415
- thermal printers, 385
- faded prints*, 647
 - heating element*, 385, 388
 - maintenance*, 388
 - paper*, 385-387
 - ribbons*, 385
 - streaks*, 646

thermal feed assembly, 385

thermal print process, 386

troubleshooting

- access denied messages*, 653
 - backed-up print queues*, 650-651
 - color prints in wrong print color*, 653
 - connectivity issues*, 649
 - creased paper*, 647
 - error codes*, 655-656
 - faded prints*, 646-647
 - garbled characters on paper*, 649
 - ghost images*, 647
 - low-memory errors*, 651-652
 - no image on printer display*, 657
 - paper jams*, 648-649
 - paper not feeding*, 647
 - printer installations*, 654
 - printer will not print*, 653
 - printing blank pages*, 657
 - streaks*, 645-646
 - toner not fusing to paper*, 647
 - tools*, 657-658
 - vertical lines on page*, 649-650
- virtual printers
- print to file*, 392-393
 - print to image in Linux*, 395
 - print to image in OS X*, 395

print to image in Windows, 394

print to PDF in Linux, 394

print to PDF in OS X, 394

print to PDF/XPS in Windows, 393

Windows networks, 849-850

privacy

- cloud computing, 968
- data privacy and printers, 415-416

filters

- displays*, 358
- physical security*, 1032

private/public IPv4 addresses, 440**PRL (Preferred Roaming Lists), updating mobile devices, 1008****processes (current), listing via iwconfig command (Linux/OS X), 945****Processes tab (Task Manager), 771****processors**

AMD processors

- 32/64-bit architectures*, 211
- APU graphics*, 214
- cache memory*, 209-210
- cooling*, 231-235
- cores*, 208
- EDB*, 214
- fanless cooling systems*, 235
- fans*, 231-232
- heat sinks*, 231, 234-235
- installing*, 241-243
- integrated GPU*, 214

- liquid-based cooling systems*, 234
- mPGA sockets*, 225-226
- overclocking*, 206-208
- passive heat sinks*, 235
- phase-change material/thermal paste*, 232-234
- removing*, 240-241
- Socket AM3*, 226-227
- Socket AM3+*, 227-228
- Socket FM1*, 228-229
- Socket FM2*, 229-230
- Socket FM2+*, 230
- socket quick reference chart*, 215
- sockets*, 224-225
- speeds*, 206
- virtualization*, 49, 210
- ZIF sockets*, 240
- BIOS configuration, 48
- custom PC configurations, 316-317
- gaming PC, 308
- Intel processors
 - 32/64-bit architectures*, 211
 - cache memory*, 209-210
 - code names*, 218
 - cooling*, 231-235
 - cores*, 208
 - fanless cooling systems*, 235
 - fans*, 231-232
 - HD Graphics*, 211-213
 - heat sinks*, 231, 234-235
 - Hyper-Threading (HT Technology)*, 210
 - installing*, 238-240
 - integrated GPU*, 211-213
 - LGA 775 sockets*, 219
 - LGA 1150 sockets*, 222-223
 - LGA 1151 sockets*, 224
 - LGA 1155 sockets*, 221-222
 - LGA 1156 sockets*, 220-221
 - LGA 1366 sockets*, 220
 - LGA 2011 sockets*, 216, 223-224
 - LGA sockets*, 216
 - liquid-based cooling systems*, 234
 - overclocking*, 206-208
 - passive heat sinks*, 235
 - phase-change material/thermal paste*, 232-234
 - removing*, 237-238
 - socket quick reference chart*, 215
 - speeds*, 206
 - virtualization*, 49, 210
- multicore processors
 - audio/video editing workstations*, 304
 - graphic/CAD/CAM design workstations*, 302
- SLAT, 964
- troubleshooting beep codes, 573
- virtualization, 963-964
- Windows, 674
- professionalism in communication**, 906
 - active listening, 906
 - attitude/confidence, 906
 - avoiding distractions, 907
 - cultural sensitivity, 907
 - customer interaction, 907-908
 - proper language, 906
 - punctuality, 907
 - social media/texting, 907-908
- Programs and Features (Control Panel)**, 821-822
- prohibited content/activity**, addressing
 - chain of custody, 900
 - documentation, 900
 - first response, 899
 - incident responses, 899
- projectors**, troubleshooting
 - artifacting, 615-616
 - burn-ins (ghost images), 619-620
 - color patterns, 616
 - dead pixels, 615
 - dim images, 617
 - distorted geometry, 618
 - distorted images, 617
 - flickering images, 617
 - no image on screen, 614
 - overheating, 615
 - oversized images/icons, 620-621
 - VGA mode, 613-614
- propagation, file/folder permissions (Windows security)**, 1041-1042
- proper language (communication methods/professionalism)**, 906
- proprietary crash screens**, troubleshooting, 588, 603, 1078
- protective covers/waterproofing, mobile devices**, 555
- proxy servers**, 855, 970

ps command (Linux/OS X), 945

PS/2 ports, 287-288

public cloud computing, 968

public/private IPv4 addresses, 440

punch down tools, 20, 489, 627

punctuality (communication methods/professionalism), 907

PVC cabling, 435

pwd command (Linux/OS X), 943

PXE (Preboot eXecution Environment) boot method, Windows bootup, 698

Q

QoS (Quality of Service)

NIC, 869

SOHO wired/wireless routers, 468

quad-channel RAM configurations, 111

quiet boot, BIOS configuration, 36

quitting, Force Quit feature, 934-935

R

radio firmware and mobile OS, 1009

radio power levels, wireless network security, 1062

RAID arrays

home server PC configurations, 314

motherboards, 602

RAID 5 arrays, 781-783

SATA RAID arrays, 190-194

SOHO RAID arrays, 194

troubleshooting, 602-603

types of, 189-190

RAM (Random Access Memory), 99

audio/video editing workstations, 305

buffered (registered) memory, 107

compatibility, 111-112

DDR SDRAM, 102-104, 108

DDR2 SDRAM, 102-104, 108

DDR3 SDRAM, 103-105, 108-109

DDR4 SDRAM, 105, 109

dual-channel configurations, 109

ECC, 106

graphic/CAD/CAM design workstations, 303

parity checking, 105-106

quad-channel configurations, 111

RAM sockets, motherboards, 76-77

SDRAM, 102

single-channel configurations, 109

SRAM, 102

system lockups, 570-571

triple-channel configurations, 110

troubleshooting, 570-571

virtualization workstations, 306

Windows, 674

ransomware, 1024

rapid elasticity (cloud computing), 969

RAW photos, 341

RCA video connectors, 279

RD (RMDIR) command, 736, 744

RDP (Remote Desktop Protocol), 456

read/write failures, troubleshooting, 596-597

rear panel (motherboards), port clusters, 254

reboots (continuous), troubleshooting, 577

Recovery Console (Windows XP), 1134

Recycle Bin, 606

recycled toner cartridges, 371

recycling/repurposing data

low-level format versus standard format, 1058

overwriting data, 1058

wiping hard drives, 1058

Refresh and Reset options (Windows 8/8.1/10), 723-724, 1134

refresh rates (displays/video), 356-357

REGEDIT, 788-790, 1111

registered (buffered) memory, 107

Registry

backups before editing, 790

making changes to Registry by importing text files, 789-790

REGSVR32, 1110

relative paths (folders/directories), 745

Remote Assistance, Windows networks, 857

- remote backups, mobile device security, 1052
 - Remote Desktop**
 - MSTSC, 791-793
 - Windows networks, 857
 - Remote Disc (Mac OS), 939**
 - remote printing, 412-413
 - remote wipe programs (mobile devices), 1051
 - removable-media devices and **FORMAT** command, 746
 - removable/rotating screens, laptops, 549
 - removing devices with **Device Manager**, 762-763
 - repair discs (Windows), 1108
 - repairing laptops, best practices, 516-517
 - repeaters, 485
 - resets
 - mobile devices, 1125-1126
 - system resets, troubleshooting
 - hard resets, 1118-1119*
 - soft resets, 1118*
 - resolution (displays/video), 352-356**
 - resource pooling (cloud computing), 969**
 - restarts, troubleshooting**
 - OS X, 1090-1091
 - Windows, 1089
 - restores**
 - mobile devices, 1129-1130
 - System Restore
 - best practices, 803*
 - enabling/disabling, 803*
 - restore points, 802-803*
 - RF signals, troubleshooting, 626**
 - RFID badges (physical security), 1031**
 - RG-6 coaxial cabling, 434**
 - RG-59 coaxial cabling, 434**
 - ribbons
 - impact printers, 390-391
 - thermal printers, 385
 - riser cabling, 436**
 - riser cards**
 - installing, 148-151
 - speakers, 148-149
 - RJ-11 connectors, TP cabling, 431-432**
 - RJ-11 telephone cords, 475**
 - RJ-45 connectors, TP cabling, 431-432**
 - rm command (Linux/OS X), 943**
 - ROBOCOPY command, 736, 749-750**
 - root access (unauthorized), troubleshooting (mobile devices), 1123**
 - rooting Android, 987**
 - rootkits, 1024**
 - rotating/removable screens, laptops, 549**
 - routers, 483**
 - SOHO wired/wireless routers
 - channels, 463*
 - DHCP, 467*
 - DMZ, 466*
 - firmware, 468*
 - NAT, 464*
 - port forwarding, 465*
 - port triggering, 466*
 - QoS, 468*
 - UPnP, 468*
 - Wireless-AC routers, MU-MIMO, 626
- RSM (Removable Storage Manager), 194**
- ## S
-
- S-video (Mini-DIN-4) connectors, 274, 279**
 - S/MIME encryption, email connections, 1008**
 - S1, BIOS configuration, 36**
 - S3 standby, BIOS configuration, 36**
 - SaaS (Software as a Service), 966**
 - Safe mode (Windows), 1096, 1111-1115**
 - safety**
 - component handling/storage, 884-885
 - antistatic bags, 886*
 - ESD (grounding) straps, 886-887*
 - ESD mats, 888*
 - self-grounding, 888-889*
 - environmental controls
 - air filtration enclosures, 896*
 - battery backup (UPS) units, 897-898*
 - blackouts/brownouts, 897-898*
 - compressed air systems, 896*
 - dust/debris, 896*
 - humidity, 896*
 - MSDS, 894-895*
 - power surges and surge*

- suppressors, 897-898*
- sags, 898*
- temperature, 896*
- vacuum systems, 896*
- ventilation, 896*
- ESD protection, 884-885
 - antistatic bags, 886*
 - ESD (grounding) straps, 886-887*
 - ESD mats, 888*
 - self-grounding, 888-889*
- grounding equipment, 882-883
- personal safety
 - air filter masks, 893-894*
 - cable management, 893*
 - complying with local government regulations, 894*
 - disconnecting power, 891*
 - electrical fire safety, 892*
 - goggles, 893*
 - lifting techniques, 892*
 - removing jewelry, 891*
 - weight limitations, 892*
- toxic waste, handling, 889
 - recycling batteries, 890*
 - recycling CRT displays, 891*
 - recycling LCD-CCFL displays, 891*
 - recycling toner, 890*
- sags (voltage), 898**
- Samsung Galaxy (Android) smartphone, rear view, 13**
- Samsung Pay. *See* mobile payment services**
- SATA (Serial ATA) interfaces, 267-269**
 - cabling, 270, 596
 - hard drives, 597-600, 603-605
 - host adapters, 597-598
 - hot-swapping, 271
 - ports, BIOS configuration, 42-43
 - RAID arrays, creating, 190-194
 - troubleshooting, 596-600, 603-605
- SATA drives**
 - BIOS configuration, 37
 - eSATA drives, 177-178
 - installing, 172-178
- SATA Express interfaces, 270**
- SATA to USB converters, 18**
- satellite Internet connections, 478-479**
- scanners, custom PC configurations, 336**
- scheduled backups, 922-923**
 - Disk Utility (OS X), 928-929
 - Time Machine (Mac OS), 926
- scheduled disk maintenance, 923**
- screens (displays)**
 - analog displays, 357
 - audio/video editing workstations, 305
 - calibrating, 989-992
 - configuring, 810-812
 - CRT displays, recycling, 891
 - custom PC configurations, 345
- digital displays, 357
- glare, 358
- laptops
 - digitizers, 543*
 - inverters, 543*
 - LCD displays, 540-541*
 - microphones, 542*
 - OLED displays, 541*
 - replacing in, 529-531*
 - rotating/removable screens, 549*
 - webcams, 542*
 - Wi-Fi antenna connectors, 541*
- LCD displays
 - custom PC configurations, 349-350*
 - IPS display panels, 541*
 - IPS displays, 349*
 - laptops, 540-541*
 - LCD data projectors, 350-351*
 - LCD-LED displays, 350*
 - LED display panels, 541*
 - replacing in laptops, 529*
 - TN display panels, 541*
 - TN displays, 349*
- LCD-CCFL displays, 350, 540, 543, 891
- mobile devices, 529-531
- multiple displays, troubleshooting
 - Linux, 1102-1103*
 - OS X, 1101-1102*
 - Windows, 1098-1100*
- OLED displays
 - custom PC configurations, 352*
 - laptops, 541*

- orientation, 988
- plasma displays, custom PC configurations, 350
- screen locks, mobile devices, 1050-1051
- screensavers, 1045
- settings, configuring
 - antiglare filters*, 358
 - brightness/lumens*, 358
 - frame rates*, 357
 - privacy filters*, 358
 - refresh rates*, 356-357
 - resolution*, 352-356
- sharing, 933
- touchscreens
 - custom PC configurations*, 345
 - gestures/touches in OS X*, 938
- troubleshooting
 - artifacting*, 615-616
 - blank screen on bootup*, 574-575
 - burn-ins (ghost images)*, 619-620
 - color patterns*, 616
 - crash screens*, 588, 603, 1078
 - dead pixels*, 615
 - dim images*, 617, 634
 - distorted geometry*, 618
 - distorted images*, 617
 - flickering images*, 617, 634-635
 - no image on screen*, 614, 634
 - oversized images/icons*, 620-621
 - pin wheels*, 588, 603
 - VGA mode*, 613-614
- screw kits**, 18
- screwdrivers**, 18, 604
- scripts (Windows)**, 751
- SDK (Software Development Kits)**, 996
- SDRAM (Synchronous DRAM)**, 102
- SDS (Safety Data Sheets)**. *See* MSDS
- SDSL (Synchronous DSL)**, 470
- searches, grep command (Linux/OS X)**, 941
- Secure Boot**, 42
- security**, 1022
 - antimalware software, 21, 926, 1032-1033, 1053-1134
 - antivirus software, 21, 926, 1032-1033, 1053
 - AUP, 1037-1038
 - authentication, 1054-1055
 - best practices, 905, 1027
 - BIOS, 50-51
 - Bluetooth threats, 1028
 - brute force attacks, 1027
 - cable/laptop locks, 547
 - data destruction/disposal, 1056-1057
 - data recycling/repurposing
 - low-level format versus standard format*, 1058
 - overwriting data*, 1058
 - wiping hard drives*, 1058
 - dictionary attacks, 1027
 - digital security
 - ACL*, 1036
 - antimalware*, 1032-1033
 - antivirus software*, 1032-1033
 - directory permissions*, 1035
 - disabling ports*, 1036
 - DLP*, 1036
 - email filtering*, 1036
 - firewalls*, 1033-1034
 - geofencing*, 1034
 - multifactor authentication*, 1034
 - passwords*, 1034
 - smart cards*, 1036
 - trusted/untrusted software sources*, 1036
 - user authentication*, 1034
 - VPN*, 1035
- embedded systems, 972
- encryption
 - full device encryption, mobile devices*, 1054
 - wireless network security*, 1060-1061
 - WPA*, 1060-1061
- Event Viewer (Windows), 1134
- firewalls, 484
 - mobile devices*, 1055
 - SOHO network security*, 1064
 - Windows networks*, 862-865
- hard drives, data destruction/disposal, 1057
- IDS, 972
- IPS, 972
- Keychain (OS X), 938

- laptops
 - cable/laptop locks*, 547
 - password locks*, 548
- legacy systems, 972
- Local Security Policy, 769
- LoJack for Laptops, 51
- malware
 - antimalware software*, 21, 926, 1032-1033, 1053-1134
 - antivirus software*, 21, 926, 1032-1033, 1053
 - defining*, 1023
 - ransomware*, 1024
 - removing, best practices*, 1135
 - rootkits*, 1024
 - spyware*, 1023
 - Trojan horses*, 1024
 - troubleshooting*, 1131-1134
 - viruses*, 1024, 1032-1033, 1134
 - worms*, 1024
- MiTM attacks, 1028
- mobile devices
 - antimalware software*, 1053
 - antivirus software*, 1053
 - authenticator applications*, 1055
 - biometrics*, 1054
 - BYOD versus corporate-owned devices*, 1055
 - cameras*, 1124
 - failed logins*, 1052
 - firewalls*, 1055
 - full device encryption*, 1054
 - leaked personal files/data*, 1122
 - locator applications*, 1051
 - microphones*, 1124
 - multifactor authentication*, 1054
 - OS*, 1053
 - passcodes*, 1050
 - patches*, 1053
 - profile requirements*, 1056
 - remote backups*, 1052
 - remote wipe programs*, 1051
 - screen locks*, 1050-1051
 - trusted/untrusted sources*, 1055
 - unauthorized account access*, 1123
 - unauthorized location tracking*, 1123-1124
 - unauthorized root access*, 1123
- MSCONFIG, 1134
- networks, 1058
 - antenna placement*, 1062
 - AP placement*, 1062
 - changing default SSID*, 1059
 - disabling SSID broadcasts*, 1061-1062
 - encryption*, 1060-1061
 - radio power levels*, 1062
 - WPS*, 1063
- non-compliant systems, 1027
- OS, mobile devices, 1053
- passwords
 - BIOS configuration*, 36
 - BIOS security*, 50-51
 - changing*, 1063
 - locks*, 548
 - passwd command (Linux/OS X)*, 943
- patches, mobile devices, 1053
- permissions, 1038
- phishing attacks, 1024
- physical security
 - biometrics*, 1030, 1054
 - cable locks*, 1030
 - documents*, 1030
 - entry control rosters*, 1032
 - ID badges*, 1030
 - key fobs*, 1031
 - lock doors*, 1029
 - mantraps*, 1029
 - passwords*, 1030
 - privacy filters*, 1032
 - RFID badges*, 1031
 - shredding documents*, 1030
 - smart cards*, 1031
 - SOHO networks*, 1066
 - tokens*, 1032
- printers and data privacy, 415-416
- prohibited content/activity, addressing
 - chain of custody*, 900
 - documentation*, 900
 - first response*, 899
 - incident responses*, 899
- Recovery Console (Windows XP), 1134

- Secure Boot, 51
- shoulder surfing, 1026
- social engineering attacks, 1026
- spear phishing, 1025
- SSO authentication and mobile OS, 1012
- tailgating, 1028
- Terminal (OS X/Linux), 1134
- TPM, 51
- updates, 1027
- user education, 1037-1038
- usernames, changing, 1063
- UTM, 971
- virtualization, 965
- Wi-Fi encryption, 461-463
- Windows PE, 1134
- Windows security, 1038
 - administrator accounts, 1039*
 - BitLocker, 1043*
 - BitLocker To Go, 1043*
 - copying files/folders, 1040*
 - EFS, 1043-1044*
 - file attributes, 1040*
 - groups, 1039-1040*
 - guest accounts, 1039*
 - moving files/folders, 1040*
 - NTFS versus share permissions, 1040*
 - power user accounts, 1040*
 - share permissions, 1040-1042*
 - sharing files/folders, 1041-1042*
 - standard user accounts, 1039*
 - system files/folders, 1042*
 - user authentication, 1042*
 - users, 1039-1040*
- wireless networks
 - antenna placement, 1062*
 - AP placement, 1062*
 - changing default SSID, 1059*
 - disabling SSID broadcasts, 1061-1062*
 - encryption, 1060-1061*
 - radio power levels, 1062*
 - WPS, 1063*
- workstation, 1044
 - account management, 1047-1048*
 - AutoRun, 1048-1049*
 - data encryption, 1049*
 - passwords, 1045-1047*
 - patches, 1049*
 - updates, 1049*
- zero-day attacks, 1026
- zombie/botnet attacks, 1026
- self-grounding, 888-889**
- separate pads (paper separation pads), laser printers, 370**
- serial ports**
 - BIOS configuration, 35
 - loopback plugs, 594
- servers**
 - authentication servers, 971
 - DHCP servers, 970
 - DNS servers, 970
 - exchange servers, email connections, 1007
 - file servers, 970
 - mail servers, 971
 - print servers, 970
 - proxy servers, 970
 - VM, 962
 - web servers, 969
- service packs, Windows configuration, manually installing packs during, 720-722**
- Services (Services.msc), 764-765, 788**
- Services tab (MSCONFIG), 775**
- services, troubleshooting startup failures, 1092-1093**
- set-top boxes, custom PC configurations, 347-348**
- setup passwords, BIOS configuration, 36**
- SFC (System File Checker), 1105**
- SFC command, 752**
- SFC** command, 736**
- Shadow Copy feature (Windows 7/Vista), 680**
- shadowing, BIOS configuration, 36**
- sharing**
 - files/folders (Windows security)
 - administrative shares, 1041-1042*
 - inheritance, 1041-1042*
 - local shares, 1041*
 - propagation, 1041-1042*
 - multifunction devices, 408
 - AirPrint, 415*
 - Bonjour, 414-415*

- TCP/IP*, 414
- Windows*, 414
- permissions (Windows security)
 - NTFS versus*, 1040
 - sharing files/folders (Windows security)*, 1041
- printers, 408
 - Ad-Hoc wireless networks*, 411-412
 - AirPrint*, 415
 - Bluetooth*, 410
 - Bonjour*, 414-415
 - Ethernet*, 408-410
 - TCP/IP*, 414
 - Wi-Fi*, 410
 - Windows*, 414
 - wireless-hosted networks*, 412
- screens, 933
- Windows networks, 845
 - administrative shares*, 849
 - custom file sharing*, 846
 - drive mapping*, 847
 - folder sharing*, 845-846
 - printer mapping*, 850
 - printer sharing*, 849
- shell/terminal apps, 932-933
- shorts (dead), troubleshooting, 570
- shoulder surfing, 1026
- shredding documents, 1030, 1057
- SHUTDOWN command, 736, 741-743
- shutdown command (Linux/OS X), 942
- shutdowns, troubleshooting, 570, 1089
- Sidebar (Windows Vista), 678
- signal drops/weak signals, troubleshooting (mobile devices), 1121
- simple storage spaces, 783
- single-channel RAM configurations, 109
- single-sided memory modules, 111
- Siri. *See* virtual assistants
- SiSoftware Sandra
 - custom PC configurations, 315
 - Windows upgrades, 697
- site-local IPv6 addressing, 442
- Six-Step Troubleshooting Theory (CompTIA), 17
- SkyDrive. *See* OneDrive cloud storage
- SLAT (Second-Level Address Translation), 963-964
- Sleep/Suspend/Standby option (Windows power options), 818
- slow data speeds, troubleshooting (mobile devices), 1121-1122
- slow performance, troubleshooting, 597-599
- smart cameras, 551
- smart card readers
 - custom PC configurations, 339
 - laptops, replacing in, 526
- smart cards
 - digital security, 1036
 - physical security, 1031
- smartphones
 - Apple iPhone 6, 12
 - Bluetooth, 551
 - cameras, 11
 - characteristics of, 550
 - components, 11-15
 - credit card readers, 556
 - data synchronization, 1010-1012
 - docking stations, 555
 - IMEI, 1009
 - IMSI, 1009
 - Launch/GUI, 993-994
 - microSD card slots, 556
 - microSD cards, 11
 - mobile payment services, 997
 - phablets, 551
 - ports, 11
 - Samsung Galaxy (Android), rear view, 13
 - SSO authentication, 1012
 - storage, 11
 - tools/equipment, 19
 - virtual assistants, 995-996
 - VPN, 1010
 - WEA, 997
- S.M.A.R.T. (Self-Monitoring, Analysis and Report Technology) errors, troubleshooting, 603-604
- smart TV, custom PC configurations, 346
- SMB (Server Message Blocks), 455
- smoke/burning smells, troubleshooting, 585
- SMTP (Simple Mail Transfer Protocol), 454

- snapshots, Time Machine (Mac OS), 930-931
- SNMP (Simple Network Management Protocol), 458
- social engineering attacks, 1026
- social media/texting, communication methods/professionalism, 907-908
- Socket AM3 (AMD CPU), 226-227
- Socket AM3+ (AMD CPU), 227-228
- Socket FM1 (AMD CPU), 228-229
- Socket FM2 (AMD CPU), 229-230
- Socket FM2+ (AMD CPU), 230
- SO-DIMM memory, 107-109, 510-511
- soft clicking noises, troubleshooting, 599
- soft resets, troubleshooting, 1118
- software
 - antimalware software, 21, 926, 1032-1033, 1134
 - antivirus software, 21, 37, 926, 1032-1033, 1134
 - apps, defining, 15
 - data recovery software, 612-613
 - defining, 15-16
 - driver files, 21
 - importance of understanding, 16
 - installing/managing packages via apt-get command (Linux/OS X), 946
 - licensing, 900
 - commercial licenses, 902
 - DRM, 901
 - enterprise licenses, 903
 - EULA, 901
 - open source software, 901-902
 - personal licenses, 903
 - OS, 21, 15-16
 - trusted/untrusted sources, 1036
 - utility programs, defining, 16
 - virtualization software, 21
 - Windows, installing during configuration, 718
- SOHO (Small-Office Home-Office) networks**
 - RAID arrays, 194
 - security, 1058
 - antenna placement, 1062
 - AP placement, 1062
 - changing default SSID, 1059
 - changing default usernames/passwords, 1063
 - content filtering/parental controls, 1065
 - disabling SSID broadcasts, 1061-1062
 - encryption, 1060-1061
 - firewalls, 1064
 - firmware updates, 1065-1066
 - MAC filtering, 1064
 - physical security, 1066
 - port disabling, 1065
 - port forwarding/mapping, 1065
 - radio power levels, 1062
 - static IP addresses, 1064
 - WPS, 1063
- wired/wireless routers
 - channels, 463
 - DHCP, 467
 - DMZ, 466
 - firmware, 468
 - NAT, 464
 - port forwarding, 465
 - port triggering, 466
 - QoS, 468
 - UPnP, 468
- sound**
 - headsets, mobile devices, 554
 - microphones
 - custom PC configurations, 341-342
 - installing, 341-342
 - laptops, 542
 - Sound icon (Control Panel), 823
 - speakers
 - custom PC configurations, 344
 - mobile devices, 554
 - replacing in laptops, 535
 - surround sound, home theater PC, 310
- sound cards**
 - configuring, 128-129
 - gaming PC, 308
 - installing, 127-128
 - USB audio devices, installing, 128
- South Bridge chips (chipsets), 78-79**
- spanned arrays, 781**

- spare parts/equipment, 21-22
- SPDIF (digital) audio, 286**
- speakers**
 - beep codes, 573
 - custom PC configurations, 344
 - laptops, replacing in, 535
 - mobile devices, 554, 641
 - riser cards, installing, 148-149
 - troubleshooting, 641
- spear phishing, 1025**
- special function keys, laptops, 544-545**
- spin rates, hard disk drives, 170-171**
- splitters, coaxial cabling, 435**
- splitting partitions (Disk Management), 779**
- spontaneous shutdowns/restarts (Windows), troubleshooting, 1089**
- Spotlight feature (Mac OS), 936**
- spudgers, 19**
- spyware, 1023**
- SRAM (Static Random-Access Memory), 102**
- SSD (Solid-State Drives), 184**
 - eMMC, 186
 - hybrid drives, 186
 - installing, 172-176
 - troubleshooting, 599-600
- SSH (File Transfer Protocol), 453**
- SSID (Service Set Identifiers)**
 - troubleshooting, 626
 - wireless network security, 1059-1062
- SSL (Secure Socket Layers), 456**
- SSO (Single Sign-On) authentication, mobile OS, 1012**
- standard think clients, configuring, 311**
- standard user accounts (Windows), 1039**
- Start Screen (Windows 8/8.1), 677-678**
- startup, troubleshooting**
 - boot failures
 - Linux, 1085-1087*
 - OS X, 1088*
 - Windows, 1082-1084*
 - device startup failures, 1091
 - service startup failures, 1093
- static IP addressing, 444**
 - client-side DHCP settings, 445-446
 - client-side DNS addresses, 447-450
 - client-side IP addresses, 447-449
 - SOHO network security, 1064
 - TCP/IP
 - alternate configuration, 446-447*
 - user configured advanced settings, 450*
- sticking keys, troubleshooting, 635**
- STOP errors, troubleshooting, 1078-1081, 1089**
- storage**
 - cloud-based storage, iCloud (OS X), 937-938
 - component storage, 884-885
 - antistatic bags, 886*
 - ESD (grounding) straps, 886-887*
 - ESD mats, 888*
 - self-grounding, 888-889*
 - drives, replacing in laptops, 521-524
 - flash card readers, 181-183
 - flash drives, 179-180
 - flash memory devices and FORMAT command, 746
 - hard disk drives, 169
 - areal density, 171*
 - cache size, 171*
 - eSATA drives, 177-178*
 - external drives, 170*
 - internal drives, 170-176*
 - optical drives, 172-176*
 - SATA drives, 172-176*
 - spin rates, 170-171*
 - SSD, 172-176*
 - hot-swappable drives, 187-188
 - OneDrive cloud storage (Windows), 688-689
 - optical drives
 - BDXL drives, 164*
 - Blu-ray drives, 162-164*
 - burning discs in Linux, 168*
 - burning discs in Mac OS X, 168*

- burning discs in
Windows, 165-168*
 - CD drives, 162-164*
 - drive speeds, 164*
 - DVD drives, 162-164*
 - RAID**
 - SATA RAID arrays,
190-194*
 - SOHO RAID arrays,
194*
 - types of, 189-190*
 - removable-media devices
and **FORMAT**
command, 746
 - smartphones, 11
 - SSD, 184-186
 - storage cards, 140
 - tablets, 11
 - tape drives, 194-195
 - storage screw kits, 18**
 - Storage Spaces, 783-785**
 - STP (Shielded
Twisted-Pair) cabling,
428**
 - straight-blade screwdrivers,
18**
 - streaks (printers), trouble-
shooting, 645-646**
 - streaming media, home
server PC configu-
rations, 313**
 - striped arrays, 781**
 - su command (Linux/OS X),
946**
 - subnetting, IPv4, 439**
 - subsystems, defining, 5**
 - suction cups, 19**
 - sudo command (Linux/OS
X), 946**
 - SuperMulti DVD drives,
163**
 - support/help websites, 22**
 - surge suppressors, trouble-
shooting, 578**
 - surround sound audio,
home theater PC, 310**
 - switches, 482**
 - Sync (Google), 1131**
 - synchronization (data),
mobile OS, 1010-1012**
 - System BIOS. See BIOS,
UEFI**
 - system boards. See mother-
boards**
 - system/electrical testing
tools, 19**
 - system images, VM, 963**
 - System Information tool**
 - custom PC configurations,
314
 - Windows upgrades, 697
 - system lockouts, trouble-
shooting, 1117-1118**
 - system lockups, trouble-
shooting, 570-571**
 - system manuals, 39**
 - System properties sheet
(Control Panel), 814-817**
 - System Recovery Options
(Windows), 1107-1108**
 - System Restore**
 - best practices, 803
 - enabling/disabling, 803
 - restore points, 802
 - system updates, 924**
 - system utilities (Windows)**
 - CMD, 788, 791
 - DXDIAG, 788, 801
 - EXPLORER, 788**
 - displaying drive contents,
794, 797-798*
 - displaying files/folders,
797-798*
 - File Explorer (Windows
8/8.1/10), 796-797*
 - Libraries (Windows
7/8/8.1/10),
798-799*
 - Windows Explorer
(Windows Vista/7),
794-795*
 - MSCONFIG, 788**
 - MSINFO32, 788, 799**
 - MSTSC, 791-793**
 - NOTEPAD, 788, 794**
 - REGEDIT, 788-789**
 - backing up Registry
before editing, 790*
 - making changes to
Registry by importing
text files, 790*
 - System Restore**
 - best practices, 803*
 - enabling/disabling, 803*
 - restore points, 802*
 - Windows Update, 804**
-
- T**
- tablets**
 - Apple iPad mini 2, rear
view, 12
 - cameras, 11
 - characteristics of, 550
 - components, 11-15
 - credit card readers, 556
 - docking stations, 555
 - microSD card slots, 556

- microSD cards, 11
- ports, 11
- storage, 11
- tools/equipment, 19
- troubleshooting, 614
- tailgating, 1028**
- tape drives, 194-195**
- taskbars (Windows), 688-690**
- TASKKILL command, 736, 740**
- TASKLIST command, 736, 743-744**
- Task Manager, 770-773**
- Task Scheduler, 766-767**
- tasks (Windows), creating, 766-767**
- TCP (Transmission Control Protocol) sessions, 451**
- TCP/IP, 436**
 - advertising, 440
 - dynamic IP addressing, 444
 - client-side DHCP settings, 445-446*
 - client-side DNS addresses, 447-450*
 - client-side IP addresses, 447-449*
 - TCP/IP alternate configuration, 446-447*
 - TCP/IP user-configured advanced settings, 450*
 - gateways, 451
 - IPv4, 436
 - APIPA IP addresses, 440*
 - CIDR, 439*
 - Class A/B/C IP address ranges, 437-438*
 - multicasting, 442*
 - public/private addresses, 440*
 - subnetting, 439*
 - viewing address information, 443-444*
 - IPv6
 - addressing, 441*
 - anycast addressing, 442*
 - compatibility addressing, 442*
 - global unicast addressing, 442*
 - link-local addressing, 442*
 - multicasting, 442*
 - site-local addressing, 442*
 - special addressing, 442*
 - viewing address information, 443-444*
 - zero compression, 441*
 - multifunction devices, sharing, 414
 - printers, sharing, 414
 - static IP addressing, 444
 - client-side DHCP settings, 445-446*
 - client-side DNS addresses, 447-450*
 - client-side IP addresses, 447-449*
 - TCP/IP alternate configuration, 446-447*
 - TCP/IP user configured advanced settings, 450*
 - user-configured advanced settings, 450
- TechNet website (Microsoft), 22**
- Telnet, 453-454**
- temperature (environmental controls), 896**
- Terminal (OS X/Linux), 1134**
- terminal/shell apps, 932-933**
- terrestrial wireless. See line of sight**
- testing**
 - electrical testing, multimeters, 588-592
 - power supplies, 592-593
- tethering/hotspots, mobile devices, 554, 998**
- text, editing via vi command (Linux/OS X), 946**
- texting/social media, communication methods/professionalism, 907-908**
- thermal paste/phase-change material, 18, 232-234**
- thermal printers**
 - cleaning, 388
 - heating element, 385, 388
 - maintenance, 388
 - paper, 385-387
 - ribbons, 385
 - thermal feed assembly, 385
 - thermal print process, 386
 - troubleshooting
 - faded prints, 647*
 - streaks, 646*
- thin clients**
 - configuring, 312
 - virtualization, 961
- Thin Ethernet, 433**
- three-way mirror storage spaces, 783**
- Thunderbolt cards, 138-140**
- Thunderbolt drives, 600**

- Thunderbolt interfaces, 271-272**
 - DisplayPort connectors and, 278
 - DVI connectors and, 282
- Time Machine backups (Mac OS), 926, 930-931**
- TLP (Transport Layer Security), 456**
- TN displays, 349, 541**
- tokens (physical security), 1032**
- tone generator and probe kits, 20, 489, 627**
- toner (printers)**
 - changing, 371
 - cleaning/maintenance, 371
 - laser printers, 370-371, 376
 - recycling, 371, 890
 - toner vacuums, 20, 657
 - troubleshooting, 647
- tools/equipment**
 - Administrative Tools (Windows), 685-686
 - basic tools, 18
 - mobile devices, disassembling, 644
 - networking tools, 19
 - cable strippers*, 20, 488, 627
 - cable testers*, 490
 - crimpers*, 488
 - cutting tools*, 487
 - loopback plugs*, 491
 - multimeters*, 489
 - punchdown tools*, 489
 - tone generator and probe kits*, 489
 - Wi-Fi analyzers*, 491-492
 - printer maintenance tools, 20
 - software/OS, 21
 - spare parts, 21-22
 - system/electrical testing tools, 19
 - troubleshooting tools
 - antimalware*, 1125
 - Apple Configurator*, 1130-1131
 - app scanner*, 1125
 - backups*, 1129-1130
 - BIOS/UEFI*, 1105
 - Cell Tower Analyzer*, 1129
 - command prompt (Windows)*, 1116
 - DEFRAG*, 1110
 - factory resets/clean installs*, 1125-1126
 - Force Stop*, 1128
 - Google Sync*, 1131
 - logs (Windows)*, 1105
 - MSCONFIG*, 1110
 - REGEDIT*, 1111
 - REGSVR32*, 1110
 - repair discs (Windows)*, 1108
 - restores*, 1129-1130
 - Safe Mode*, 1111-1115
 - SFC (Windows)*, 1105
 - System Recovery Options (Windows)*, 1107-1108
 - uninstall/reinstall apps*, 1126-1127
 - uninstall/reinstall/repair tools*, 1116
 - Wi-Fi Analyzer*, 1128
 - Windows PE*, 1109
- top/front-panel connectors, motherboards, 82-83**
- Torx drivers, 18**
- touchpads**
 - custom PC configurations, 339
 - laptops, 10, 532
- touchscreens**
 - custom PC configurations, 345
 - laptops. digitizers, 543
 - mobile devices, troubleshooting, 639
 - OS X gestures/touches, 938
- toxic waste, handling, 889**
 - batteries, recycling, 890
 - CRT displays, recycling, 891
 - LCD-CCFL displays, recycling, 891
 - toner, recycling, 890
- TP (Twisted-Pair) cabling**
 - grades of, 428
 - RJ-11 connectors, 431-432
 - RJ-45 connectors, 431-432
 - STP cabling, 428
 - T568A (EIA-568A) standard, 429-431
 - T568B (EIA-568B) standard, 429
 - UTP cabling, 429
- TPM (Trusted Program Modules), BIOS configuration, 51**
- TRACERT command, network troubleshooting, 627, 631**
- transfer belts/rollers, laser printers, 370**
- transfer speeds, troubleshooting, 625**

transparency media

inkjet printers, 381

laser printers, 378

TRIM command, troubleshooting hard drives, 599**triple-channel RAM configurations, 110****Trojan horses, 1024****troubleshooting**

APIPA/link-local addresses, 623

apps, 639, 1116

*antimalware, 1125**Apple Configurator, 1130-1131**app scanner, 1125**backups, 1129-1130**cameras, 1124**Cell Tower Analyzer, 1129**configurations/settings, 1119-1121**data transmission overlimit, 1123**factory resets/clean installs, 1125-1126**Force Stop, 1128**Google Sync, 1131**hard resets, 1118-1119**high resource utilization, 1124-1125**leaked personal files/data, 1122**microphones, 1124**power drain, 1121**restores, 1129-1130**signal drops/weak signals, 1121**slow data speeds, 1121-1122**soft resets, 1118**system lockouts, 1117-1118**unauthorized account access, 1123**unauthorized location tracking, 1123-1124**unauthorized root access, 1123**uninstall/reinstall apps, 1126-1127**unintended Bluetooth pairings, 1122**unintended Wi-Fi connections, 1122**Wi-Fi Analyzer, 1128*

artifacts (video), 615-616

audio, mobile devices, 641

batteries

*BIOS time/settings resets, 575-576**mobile devices, 636*

beep codes, 572-573

BIOS

*beep codes, 572-573**bootup failures, 600**error messages, 573-574**failed updates, 56-57**RAID arrays, 602**time/settings resets, 575-576*

BIOS/UEFI, 1105

blink codes, 572

bootups

*ard drives, 602**blank screen on bootup, 574-575**booting to incorrect devices, 576**bootup failures, 600*

BSOD, 588, 603

burning smells/smoke, 585

burn-ins (ghost images), 619-620

cabling

*blank screen on bootup, 574-575**RAID arrays, 602**read/write failures, 596*

capacitors (power supplies), 583, 586-587

chipsets, overheating, 597

clicking noises (loud/soft), 599

CMOS

*BIOS time/settings resets, 575-576**bootup failures, 600*

color patterns (video), 616

CompTIA Six-Step Troubleshooting Theory, 17

connectivity (networks)

*intermittent connectivity, 625**limited/local connectivity, 623-624**no connectivity, 622-623*

Control Panel troubleshooting options, 824

convertible 2-1, no image on screen, 614

CPU

*beep codes, 573**overheating, 570, 597*

crash screens, 588, 603

dead pixels, 615

desktops, no image on screen, 614

devices with Device Manager, 761-762

dim images, 617

- displays/screens
 - artifacts*, 615-616
 - burn-ins (ghost images)*, 619-620
 - color patterns*, 616
 - dead pixels*, 615
 - dim display*, 634
 - dim images*, 617
 - distorted geometry*, 618
 - distorted images*, 617
 - flickering display*, 634, 635
 - flickering images*, 617
 - no display*, 634
 - no image on screen*, 614
 - oversized images/icons*, 620-621
 - VGA mode*, 613-614
- distorted geometry (video), 618
- distorted images, 617
- fans, 578-579
 - dust/dirt*, 581
 - installing/replacing fans*, 583
 - spinning fans, no power to other devices*, 584
- FireWire drives, 600
- flash drives, 584
- flickering images, 617
- ghost cursors (mobile devices), 636
- GPS, 641
- hard drives
 - bootups*, 600-602
 - defragmenting*, 607-609
 - bootup failures*, 600
 - drive not recognized*, 600-601
 - error-checking*, 609-613
 - external enclosures*, 604-605
 - loud clicking noises*, 599
 - OS not found errors*, 601
 - overheating*, 597
 - partitioning*, 598
 - PATA drives*, 603-605
 - portable hard drives, intermittent failures*, 584
 - read/write failures*, 596
 - Recycle Bin*, 606
 - SATA drives*, 597-600, 603-605
 - screwdrivers*, 604
 - soft clicking noises*, 599
 - SSD*, 599-600
 - TRIM command*, 599
 - Windows-based disk tools*, 606
- images
 - dim images*, 617
 - distorted geometry*, 618
 - distorted images*, 617
 - flickering images*, 617
 - ghost images (burn-ins)*, 619-620
 - oversized images/icons*, 620-621
- indicator lights, 585, 638
- intermittent device failures, 584
- keyboards
 - intermittent failures*, 584
 - mobile devices*, 635
- laptops, no image on screen, 614
- LCD displays, 619-620
- link-local addresses/APIPA, 623
- Linux
 - boot failures*, 1085-1087
 - GRUB/LILO*, 1096
 - kernel panic*, 1097-1098
 - missing GUI*, 1104
 - multiple monitor misalignment/orientation*, 1102-1103
 - service startup failures*, 1093
 - system performance*, 1094-1095
 - uninstall/reinstall/repair tools*, 1116
- loading GUI, 1104
- locked systems, 570-571
- lockups, mobile devices, 641
- loud noises, 583
- malware, 1131-1135
- memory
 - beep codes*, 573
 - system lockups*, 570-571
- mice, intermittent failures, 584
- missing GUI, 1104
- missing OS, 1104
- mobile devices, 1116
 - antimalware*, 1125
 - Apple Configurator*, 1130-1131
 - app scanner*, 1125
 - apps not loading*, 639
 - backups*, 1129-1130
 - batteries*, 640-642
 - battery not charging*, 636

- Bluetooth connectivity*, 638-639
- cameras*, 1124
- Cell Tower Analyzer*, 1129
- configurations/settings*, 1119-1121
- data transmission overlimit*, 1123
- dim display*, 634
- disassembly process*, 642-644
- displaying to external monitors*, 639
- email decryption*, 640
- factory resets/clean installs*, 1125-1126
- flickering display*, 634-635
- Force Stop*, 1128
- frozen systems*, 641
- ghost cursors*, 636
- Google Sync*, 1131
- GPS*, 641
- hard resets*, 1118-1119
- high resource utilization*, 1124-1125
- intermittent wireless*, 635
- leaked personal files/data*, 1122
- microphones*, 1124
- no display*, 634
- no power*, 637
- num lock indicator lights*, 638
- overheating*, 641
- performance*, 640
- pointer drift*, 637
- power drain*, 1121
- power supplies*, 637
- restores*, 1129-1130
- signal drops/weak signals*, 1121
- slow data speeds*, 1121-1122
- soft resets*, 1118
- speakers*, 641
- sticking keys*, 635
- system lockouts*, 1117-1118
- touchscreens*, 639
- unauthorized account access*, 1123
- unauthorized location tracking*, 1123-1124
- unauthorized root access*, 1123
- uninstall/reinstall apps*, 1126-1127
- unintended Bluetooth pairings*, 1122
- unintended Wi-Fi connections*, 1122
- Wi-Fi Analyzer*, 1128
- wireless connectivity*, 638
- motherboards**
 - beep codes*, 573
 - blank screen on bootup*, 574-575
 - dust/dirt*, 581
 - indicator lights*, 585
 - no power*, 577
 - overclocking*, 572
 - SATA host adapters*, 597
- networks**
 - cable testers*, 627
 - crimpers*, 627
 - IFCONFIG command*, 628-630
 - intermittent connectivity*, 625
 - IPCONFIG command*, 627-629
 - IP conflicts*, 625
 - limited/local connectivity*, 623-624
 - loopback plugs*, 627
 - NBTSTAT command*, 627, 631
 - NET command*, 627, 632
 - NETDOM command*, 627, 632-633
 - NETSTAT command*, 627, 631
 - no connectivity*, 622-623
 - NSLOOKUP command*, 627, 633
 - performance*, 625
 - PING command*, 627-628
 - punch down tools*, 627
 - RF signals*, 626
 - SSID not found errors*, 626
 - tone generator and probe*, 627
 - TRACERT command*, 627, 631
 - transfer speeds*, 625
 - wireless locators*, 627
 - wire strippers*, 627
- no power**, 577-578
- num lock indicator lights (mobile devices)**, 638
- OS installation errors**, 601-602
- OS X**
 - boot failures*, 1088
 - kernel panic*, 1090-1091, 1097-1098

- multiple monitor misalignment/ orientation, 1101-1102*
- pin wheels, 1081-1082*
- service startup failures, 1093*
- system performance, 1095*
- uninstall/reinstall/repair tools, 1116*
- overclocking, 571-572
- overheating, 578
 - airflows, 579-580*
 - chipsets, 597*
 - CPU, 570, 597*
 - dust/dirt, 581*
 - fans, 578-579, 583*
 - hard disks, 597*
 - mobile devices, 641*
 - overloading, 578*
 - power supplies, 570*
 - video/displays, 615*
- overloading, 578
- oversized images/icons, 620-621
- PATA, hard drives, 603-605
- PC security
 - antimalware software, 1134*
 - anti-virus software, 1134*
 - Event Viewer (Windows), 1134*
 - MSCONFIG, 1134*
 - Recovery Console (Windows XP), 1134*
 - refresh/reset, 1134*
 - Terminal (OS X/Linux), 1134*
 - Windows PE, 1134*
- performance, 597-599
 - mobile devices, 640*
 - networks, 625*
- pin wheels, 588, 603
- plasma displays, 620
- pointer drift (mobile devices), 637
- POST code beeps, 572-573
- POST error messages, 573-574
- power outages, 577-578
- power supplies
 - airflows, 579-580*
 - BIOS time/settings resets, 575-576*
 - capacitors, 583, 586-587*
 - dust/dirt, 581*
 - failures, 570*
 - loud noises, 583*
 - mobile devices, 636-637*
 - no power, 577-578*
 - overheating, 570, 578-581*
 - overloading, 578*
 - power supply testers, 592-593*
 - step-by-step procedure, 585-586*
- printers
 - access denied messages, 653*
 - backed-up print queues, 650-651*
 - color prints in wrong print color, 653*
 - connectivity issues, 649*
 - creased paper, 647*
 - error codes, 655-656*
 - faded prints, 646-647*
 - garbled characters on paper, 649*
 - ghost images, 647*
 - low-memory errors, 651-652*
 - no image on printer display, 657*
 - paper jams, 648-649*
 - paper not feeding, 647*
 - printer installations, 654*
 - printer will not print, 653*
 - printing blank pages, 657*
 - streaks, 645-646*
 - toner not fusing to paper, 647*
 - tools, 657-658*
 - vertical lines on page, 649-650*
- processors, beep codes, 573
- projectors
 - artifacting, 615-616*
 - burn-ins (ghost images), 619-620*
 - color patterns, 616*
 - dead pixels, 615*
 - dim images, 617*
 - distorted geometry, 618*
 - distorted images, 617*
 - flickering images, 617*
 - no image on screen, 614*
 - overheating, 615*
 - oversized images/icons, 620-621*
 - VGA mode, 613-614*
- proprietary crash screens, 1078
- RAID arrays, 602-603

- RAM, system lockups, 570-571
- read/write failures, 596-597
- reboots (continuous), 577
- RF signals, 626
- SATA
 - cables*, 596
 - hard drives*, 597-600, 603-605
 - host adapters*, 597-598
- screens
 - artifacts*, 615-616
 - blank screen on bootup*, 574-575
 - burn-ins (ghost images)*, 619-620
 - color patterns*, 616
 - crash screens*, 588, 603
 - dead pixels*, 615
 - dim images*, 617
 - distorted geometry*, 618
 - distorted images*, 617
 - flickering images*, 617
 - no image on screen*, 614
 - oversized images/icons*, 620-621
 - VGA mode*, 613-614
- shorts (dead), 570
- shutdowns (unexpected), 570
- S.M.A.R.T. errors, 603-604
- smoke/burning smells, 585
- speakers, mobile devices, 641
- SSD, 599-600
- SSID not found errors, 626
- sticking keys, 635
- surge suppressors, 578
- system lockups, 570-571
- tablets, 614
- Thunderbolt drives, 600
- tools
 - antimalware*, 1125
 - Apple Configurator*, 1130-1131
 - app scanner*, 1125
 - backups*, 1129-1130
 - BIOS/UEFI*, 1105
 - cable testers*, 627
 - Cell Tower Analyzer*, 1129
 - command prompt (Windows)*, 1116
 - crimpers*, 627
 - DEFRAG*, 1110
 - disassembling mobile devices*, 644
 - external enclosures*, 604-605
 - factory resets/clean installs*, 1125-1126
 - Force Stop*, 1128
 - Google Sync*, 1131
 - logs (Windows)*, 1105
 - loopback plugs*, 594, 627
 - MSCONFIG*, 1110
 - multimeters*, 588-592
 - network command-line tools*, 627-633
 - POST cards*, 594-596
 - POST hex codes*, 594-596
 - power supply testers*, 592-593
 - printer tools*, 657-658
 - punch down tools*, 627
 - Recycle Bin*, 606
 - REGEDIT*, 1111
 - REGSVR32*, 1110
 - repair discs (Windows)*, 1108
 - restores*, 1129-1130
 - Safe Mode*, 1111-1115
 - screwdrivers*, 604
 - SFC (Windows)*, 1105
 - System Recovery Options (Windows)*, 1107-1108
 - tone generator and probe*, 627
 - uninstall/reinstall apps*, 1126-1127
 - uninstall/reinstall/repair tools*, 1116
 - Wi-Fi Analyzer*, 1128
 - Windows-based disk tools*, 606
 - Windows PE*, 1109
 - wireless locators*, 627
 - wire strippers*, 627
- touchscreens (mobile devices), 639
- transfer speeds, 625
- unrecognized hard drives, 600-601
- UPS, 578
- USB hard drives
 - nonbootable disks*, 601
 - unrecognized drives*, 600
- VGA cards, 613-614
- video
 - artifacts*, 615-616
 - beep codes*, 573
 - burn-ins (ghost images)*, 619-620
 - color patterns*, 616
 - dead pixels*, 615
 - dim images*, 617
 - distorted geometry*, 618

- distorted images*, 617
 - flickering images*, 617
 - no image on screen*, 614
 - overheating*, 615
 - oversized images/icons*, 620-621
 - VGA mode*, 613-614
 - Windows
 - boot failures*, 1082-1084
 - boots to safe mode*, 1096
 - BSOD*, 1078-1081, 1089
 - command prompt*, 1116
 - compatibility errors*, 1093
 - DEFRAG*, 1110
 - device startup failures*, 1091
 - file associations*, 1096
 - loading GUI*, 1104
 - logs*, 1105
 - missing DLL messages*, 1092
 - missing GUI*, 1104
 - missing OS*, 1104
 - MSCONFIG*, 1110
 - multiple monitor misalignment/orientation*, 1098-1100
 - opening files*, 1096
 - REGEDIT*, 1111
 - REGSVR32*, 1110
 - repair discs*, 1108
 - Safe Mode*, 1111-1115
 - service startup failures*, 1092
 - SFC*, 1105
 - shutdown*, 1089
 - spontaneous shutdowns/restarts*, 1089
 - STOP errors*, 1078-1081, 1089
 - system performance*, 1094
 - System Recovery Options*, 1107-1108
 - uninstall/reinstall/repair tools*, 1116
 - Windows PE*, 1109
 - TRS jacks**. *See* **audio jacks; audio, audio mini-jacks**
 - trusted/untrusted software sources**, 1036
 - turning on/off, power supplies**, 323
 - TV**
 - over-the-air digital TV, antennas, 435
 - TV boxes (cable/satellite/fiber). *See* **set-top boxes**
 - TV tuner cards, 145-146
 - tv tuners, home theater PC, 310
 - two-way mirror storage spaces**, 783
- ## U
-
- UDF (Universal Disc Format), CD/DVD burning**, 166
 - UDP (User Datagram Protocol) sessions**, 350
 - UEFI (Unified Extensible Firmware Interface)**. *See also* **BIOS**
 - advantages of, 33
 - Flash ROM BIOS versus, 33
 - troubleshooting, 1105
 - web resources, 34
 - Ultrabooks**, 9
 - unauthorized account access, troubleshooting (mobile devices)**, 1123
 - unauthorized location tracking, troubleshooting (mobile devices)**, 1123-1124
 - unauthorized root access, troubleshooting (mobile devices)**, 1123
 - UNC (Universal Naming Conventions) folders**, 848-849
 - unexpected shutdowns, troubleshooting**, 570
 - UniDIMM**, 109, 511
 - uninstalling/reinstalling apps**, 1126-1127
 - unrecognized hard drives, troubleshooting**, 600-601
 - untrusted/trusted software sources**, 1036
 - updating**
 - antimalware updates, 926
 - antivirus updates, 926
 - apps, 1127
 - drivers, 926
 - embedded systems, 973
 - firmware, 926, 1065-1066
 - Flash updates, BIOS, 54-56
 - legacy systems, 973
 - security updates, 1027
 - system updates, 924
 - Windows
 - installing during configuration*, 718
 - Microsoft Update*, 718-720
 - Windows Update*, 718-720, 804
 - workstations, 1049

upgrading

memory, 100-101

Windows

upgrade installations,
699*upgrade paths, 694-698*

Windows upgrade tools

*USMT, 785-788**WET, 785-787**Windows Upgrade*
*Advisor, 785***UPnP (Universal Plug and Play), SOHO wired/wireless routers, 468****U.S. Department of Defense, wiping hard drives, 1058****USB (Universal Serial Bus)**

add-on cards, 257

audio devices, 128

BIOS configuration, 35-36,
43boot method, Windows
bootup, 698

cabling

adapter kits, 262-265
header cable connectors,
256

cards, 136-138

drives

flash drives, trouble-
*shooting, 584**hard drives, trouble-*
*shooting, 600-601**safely ejecting from, 188*flash memory devices and
FORMAT command,
579

generic hubs, 257

bus-powered hubs, 257
*self-powered hubs, 257*host adapters, BIOS config-
uration, 35-36, 43

network adapters, 135

ports, 255-256

cable adapter kits,
262-265*USB 1.1 standard,*
258-260*USB 2.0 standard,*
258-260*USB 3.0 standard,*
258-260*USB 3.1 standard,*
258-261SATA to USB converters,
18tethering, mobile devices,
998**USB 3.0 function, BIOS configuration, 36****USB Legacy, BIOS configuration, 35****user accounts, switching between, 946****user authentication, 1034, 1042****user education (security), 1037-1038****user state**

defining, 785

USMT, 785-788

WET, 785-787

user/power-on passwords, BIOS configuration, 36**usernames, changing (SOHO network security), 1063****USMT (User State Migration Tool), 785-788****utility programs, defining, 16****UTM (Unified Threat Management), 971****UTP (Unshielded Twisted-Pair) cabling, 429****V****vacuum systems (environmental controls), 896****VDSL (Very High Bit-Rate DSL), 470-472****VDSL2 (Very High Bit-Rate DSL version 2), 470-472****vehicle mounts, 547****ventilation (environmental controls), 896****VGA cards, troubleshooting, 613-614****VGA video connectors, 273-277**DVI-I to VGA adapters,
283-284HDMI to VGA adapter
cables, 282**vi command (Linux/OS X), 946****video**audio/video editing
workstations,
configuring, 304-306BNC axial connectors, 274,
281camcorders, custom PC
configurations, 343

component connectors, 274

composite connectors, 274,
280DisplayPort connectors,
274, 277-278

- display settings, configuring
 - antiglare filters*, 358
 - brightness/lumens*, 358
 - frame rates*, 357
 - privacy filters*, 358
 - refresh rates*, 356-357
 - resolution*, 352-356
- DVI connectors, 274-279
 - copy protection*, 276
 - DVI to HDMI adapter cables*, 283
 - Thunderbolt interfaces and*, 282
- DVI-I connectors, 283-284
- gaming PC, 308
- graphic/CAD/CAM design workstations, 303
- HDMI connectors, 273, 276-279, 282-283
- KVM switches, 346
- Mini-DIN-6 connectors, 280
- RCA connectors, 279
- S-video (Mini-DIN-4) connectors, 274, 279
- set-top boxes, custom PC configurations, 347-348
- smart TV, custom PC configurations, 346
- troubleshooting
 - artifacts*, 615-616
 - beep codes*, 573
 - burn-ins (ghost images)*, 619-620
 - color patterns*, 616
 - dead pixels*, 615
 - dim images*, 617
 - distorted geometry*, 618
 - distorted images*, 617
 - flickering images*, 617
 - no image on screen*, 614
 - overheating*, 615
 - oversized images/icons*, 620-621
 - VGA mode*, 613-614
- VGA connectors, 273-277
 - DVI-I to VGA adapters*, 283-284
 - HDMI to VGA adapter cables*, 282
- VGA mode, trouble-shooting, 613-614
- video cards, 129
 - AMD CrossFire multi-GPU configuration*, 133
 - audio/video editing workstations*, 305
 - BIOS configuration*, 130
 - drivers*, 131, 134
 - installing*, 134, 148, 151
 - NVIDIA SLI multi-GPU configuration*, 133
 - removing*, 131-133
 - video capture cards*, 146
- webcams
 - custom PC configurations*, 342-343
 - installing*, 343
 - laptops*, 542
- Windows, 674
- virtual assistants (smartphones)**, 995-996
- virtual memory**, 99, 816-817
- virtual printers**
 - print to file, 392-393
 - print to image, 394-395
 - print to PDF, 393-394
 - print to XPS via Windows, 393
- Virtual XP mode (Windows 7)**, 685
- virtualization**
 - BIOS configuration, 36, 48-49
 - CPU, 210
 - emulators, 959, 963-964
 - host/guest virtualization, 959-960
 - hypervisors, 959-961
 - processors, 963
 - AMD processors*, 49
 - custom PC configurations*, 316-317
 - Intel processors*, 49
 - resource requirements, 963
 - SLAT, 963-964
 - thin-client virtualization, 961
 - virtualization software, 21
 - virtualization workstations, configuring, 306-307
 - VM, 958-960
 - emulator requirements*, 963
 - exam preparation*, 962
 - network requirements*, 965
 - purpose of*, 961
 - resource requirements*, 963
 - security requirements*, 965
 - servers*, 962
 - system images*, 963

- VMM, 958-960
 - emulator requirements*, 963
 - network requirements*, 965
 - processors*, 963
 - security requirements*, 965
 - Windows, 49
 - viruses, 1024**
 - antivirus software, 21, 1032-1033, 1134
 - mobile devices*, 1053
 - updates*, 926
 - Boot Virus Detection (Antivirus Boot Sector), BIOS configuration, 37
 - troubleshooting, 1134
 - VM (Virtual Machines), 958-960**
 - emulator requirements, 963
 - exam preparation, 962
 - network requirements, 965
 - purpose of, 961
 - resource requirements, 963
 - security requirements, 965
 - servers, 962
 - system images, 963
 - VMM (Virtual Machine Manager), 958-960**
 - emulator requirements, 963
 - network requirements, 965
 - processors, 963
 - security requirements, 965
 - volumes, Disk Management, 778-779**
 - VPN (Virtual Private Networks), 1035**
 - mobile OS, 1010
 - Windows network connections, 851
- ## W
-
- WAN (Wide Area Networks), 481**
 - WAP (Wireless Access Points), 483**
 - waterproofing/protective covers, mobile devices, 555**
 - wattage versus amperage, 320**
 - weak signals/signal drops, troubleshooting (mobile devices), 1121**
 - wearable technology devices, 551**
 - WEA (Wireless Emergency Alerts), 997**
 - web resources**
 - help/support websites, 22
 - manuals, 39, 55
 - UEFI, 34
 - virtualization, Windows, 49
 - web servers, 969**
 - webcams**
 - custom PC configurations, 342-343
 - installing, 343
 - laptops, 542
 - weight limitations (personal safety), 892**
 - WEP (Wired Equivalent Privacy), 461-462**
 - WET (Windows Easy Transfer), 785-787**
 - Wi-Fi**
 - analyzers, 20
 - mobile devices*, 1128
 - networking projects*, 491-492
 - antenna connectors, laptops, 541
 - calling, 993
 - device sharing, 410
 - encryption, 461-463
 - MIMO, 460-461
 - network standards, 458-460
 - unintended connections, troubleshooting (mobile devices), 1122
 - WPS, wireless network security, 1063
 - wildcards, Windows command line, 739**
 - Windows**
 - Ad-Hoc wireless networks and device sharing, 411
 - Add Printer option, 395
 - administrative tools, 685-686
 - Component Services*, 769
 - Computer Management*, 756
 - Data Sources (ODBC)*, 769
 - Device Manager*, 757-763
 - Local Security Policy*, 769
 - MMC*, 757-788
 - MSCONFIG*, 773-775
 - Performance Monitor*, 763
 - Print Management*, 768
 - Services (Services.msc)*, 764-765, 788
 - starting*, 756
 - Task Manager*, 770-773

- Task Scheduler*, 766-767
- Windows Memory Diagnostics*, 769
- administrator accounts, 1039
- Belarc Advisor, 697
- boot drives, 725
- boot methods, 698
- command-line tools
 - administrative privileges*, 737
 - BOOTREC* command, 736, 740-741
 - CD (CHDIR)* command, 736, 744-745
 - CHKDSK* command, 753
 - CHKDSK*** command, 736
 - Command/?* command, 737, 755
 - COPY* command, 736, 748
 - DEL** command, 736, 745
 - DIR* command, 736, 754
 - DISKPART* command, 751
 - DISKPART*** command, 736
 - EXIT* command, 736, 755
 - EXPAND* command, 737, 755
 - FORMAT* command, 736, 745-748
 - GPRESULT* command, 736, 754
 - GPUPDATE* command, 736, 753
 - HELP* command, 736, 755
 - MD (MKDIR)* command, 736, 744
 - RD (RMDIR)* command, 736, 744
 - ROBOCOPY* command, 736, 749-750
 - SFC* command, 752
 - SFC*** command, 736
 - SHUTDOWN* command, 736, 741-743
 - standard privileges*, 737
 - starting command prompt sessions with CMD.EXE*, 737-739
 - TASKKILL* command, 736, 740
 - TASKLIST* command, 736, 743-744
 - wildcards*, 739
 - XCOPY* command, 736, 748-749
- command prompt, 1116
- comparing
 - desktops between versions*, 677-679
 - features between versions*, 675-676
- Compatibility mode, 681-684
- configuring
 - domain setups*, 717
 - driver installations*, 718
 - loading alternative drivers*, 717
 - manual service pack installations*, 720-722
- Microsoft Update*, 718-720
- software installations*, 718
- time/date/language/region settings*, 718
- update installations*, 718
- Windows Update*, 718-720
- workgroup setups*, 717
- Control Panel, 804
 - Category view*, 805-807
 - configuring display settings*, 810-812
 - Devices and Printers folder*, 822
 - finding applets*, 807
 - Folder Options*, 812-814
 - HomeGroup (Windows 7/8/8.1/10) feature*, 822
 - Icon views*, 807
 - Internet Options icon*, 824-825
 - power options*, 818-820
 - Programs and Features*, 821-822
 - properties sheets*, 809
 - shortcuts to Control Panel functions*, 809
 - Sound icon*, 823
 - starting*, 805
 - switching views*, 807
 - System properties sheet*, 814-817
 - troubleshooting options*, 824
 - views*, 679
- CPU, 674
- DEFRAG, 1110

- differences between versions, 674
- Disk Management
 - adding arrays*, 781
 - Change Drive Letters and Paths*, 780-781
 - Drive Status*, 775
 - Extend Volume*, 778
 - Initialize Disk*, 777
 - mounting hard drives*, 779-780
 - New Simple Volume*, 777
 - Shrink Volume*, 778
 - splitting partitions*, 779
- DLL messages, troubleshooting, 1092
- Event Viewer, 1134
- File Explorer (Windows 8/8.1/10) and EXPLORER, 796-797
- file systems, 712
 - 3TB hard drives and*, 715
 - converting via CONVERT.EXT*, 716
 - exFAT (FAT64)*, 713-714
 - FAT32*, 713
 - full formatting*, 717
 - NTFS*, 714-715
 - quick formatting*, 717
- guest accounts, 1039
- hot-swappable drives, safely ejecting, 187
- installing
 - clean installations*, 700-701
 - creating partitions during installation*, 710-711
 - image deployments*, 705-707
 - multiboot installations*, 701-702
 - OS on OS X*, 940
 - remote network installations*, 705
 - repair installations*, 702-704
 - unattended installations*, 704-705
 - upgrade installations*, 699
- Libraries (Windows 7/8/8.1/10) and EXPLORER, 798-799
- logs, 1105
- memory, 674, 816-817
- microUSB connectors, mobile devices, 553
- MSCONFIG, 1110, 1134
- multifunction devices
 - configuring*, 401-402
 - installing*, 395-396
 - sharing*, 414
- networks
 - administrative shares*, 849
 - alternative IP addresses*, 866-868
 - dial-up connections*, 852-853
 - domain networking*, 844
 - drive mapping*, 847
 - file sharing*, 846
 - firewalls*, 862-865
 - folder sharing*, 845-846
 - HomeGroup networks*, 842-846, 850
 - NIC*, 868-872
 - printer mapping*, 850
 - printer sharing*, 849
 - proxy servers*, 855
 - Remote Assistance*, 857
 - Remote Desktop*, 857
 - shares*, 845-850
 - UNC*, 848-849
 - VPN connections*, 851
 - Windows 7 network locations*, 859-860
 - Windows 8/8.1 network locations*, 860
 - wired connections*, 854
 - wireless connections*, 854
 - workgroup networks*, 840-841, 845
 - WWAN (cellular) connections*, 855
- optical discs, burning, 165-168
- partitioning, 707
 - basic disks*, 710
 - creating partitions during installations*, 710-711
 - dynamic disks*, 710
 - extended partitions*, 708
 - factory recovery partitions*, 723
 - GPT partitions*, 709-710
 - MBR partitions*, 709-710
 - overview of*, 708
 - primary partitions*, 708
- power options
 - Balanced power plan*, 819
 - changing power plans*, 820

- Hibernate option*, 818
- High Performance power plan*, 819
- Power Saver power plan*, 819
- Sleep/Suspend/Standby option*, 818
- power user accounts, 1040
- printers
 - configuring*, 401-402
 - installing*, 395-396
 - sharing*, 414
- RAM, 674
- refresh/reset, 1134
- REGEDIT, 789-790, 1111
- Registry, 789-790
- REGSVR32, 1110
- Remote Desktop, MSTSC, 791-793
- repair discs, 1108
- Safe Mode, 1096, 1111-1115
- scripting, 751
- security, 1038
 - administrator accounts*, 1039
 - BitLocker*, 1043
 - BitLocker To Go*, 1043
 - copying files/folders*, 1040
 - EFS*, 1043-1044
 - file attributes*, 1040
 - groups*, 1039-1040
 - guest accounts*, 1039
 - moving files/folders*, 1040
 - NTFS versus share permissions*, 1040
 - power user accounts*, 1040
 - share permissions*, 1040-1042
 - sharing files/folders*, 1041-1042
 - standard user accounts*, 1039
 - system files/folders*, 1042
 - user authentication*, 1042
 - users*, 1039-1040
- SFC, 1105
- SiSoftware Sandra, 697
- sound cards, 128
- standard user accounts, 1039
- Storage Spaces, 783-785
- System Information tool, 697
- System Recovery Options, 1107-1108
- system utilities
 - CMD*, 788, 791
 - DXDLG*, 788, 801
 - EXPLORER*, 788, 794-799
 - MSCONFIG*, 788
 - MSINFO32*, 788, 799
 - MSTSC*, 791-793
 - NOTEPAD*, 788, 794
 - REGEDIT*, 788-790
 - System Restore*, 802-803
 - Windows Update*, 804
- tasks, creating, 766-767
- troubleshooting
 - boot failures*, 1082-1084
 - boots to safe mode*, 1096
 - BSOD*, 1078-1081, 1089
 - command prompt*, 1116
 - compatibility errors*, 1093
 - DEFRAG*, 1110
 - device startup failures*, 1091
 - file associations*, 1096
 - loading GUI*, 1104
 - logs*, 1105
 - missing DLL messages*, 1092
 - missing GUI*, 1104
 - missing OS*, 1104
 - MSCONFIG*, 1110
 - multiple monitor misalignment/orientation*, 1098-1100
 - opening files*, 1096
 - REGEDIT*, 1111
 - REGSVR32*, 1110
 - repair discs*, 1108
 - Safe Mode*, 1111-1115
 - service startup failures*, 1092
 - SFC*, 1105
 - shutdown*, 1089
 - spontaneous shutdowns/restarts*, 1089
 - STOP errors*, 1078-1081, 1089
 - system performance*, 1094
 - System Recovery Options*, 1107-1108
 - tools*, 606

- uninstall/reinstall/repair tools*, 1116
- Windows PE*, 1109
- updating, 718-720
- upgrade tools, 785
 - upgrade installations*, 699
 - USMT, 785-788
 - WET, 785-787
 - Windows Upgrade Advisor*, 785
- video, 674
- virtual memory, 816-817
- virtual printers, 393-394
- virtualization, 49
- Windows 7
 - Action Center*, 692
 - Administrative Tools*, 685-686
 - Aero desktop*, 677-679
 - Compatibility mode*, 681-684
 - desktops*, 677-679
 - features of*, 675-676
 - file structures/paths*, 693-694
 - hardware requirements*, 674
 - libraries*, 694
 - network locations*, 859-860
 - OneDrive cloud storage*, 688-689
 - pinning programs to Taskbar*, 688
 - Shadow Copy feature*, 680
 - upgrade paths*, 694-698
 - Virtual XP mode*, 685
- Windows 8/8.1
 - Action Center*, 692
 - Administrative Tools*, 685-686
 - charms*, 690-691
 - Compatibility mode*, 681-684
 - desktops*, 677-679
 - features of*, 675-676
 - file structures/paths*, 693-694
 - hardware requirements*, 674
 - Live Sign In*, 692
 - Modern UI*, 686
 - multi-monitor taskbars*, 690
 - network locations*, 860
 - OneDrive cloud storage*, 688-689
 - pinning programs to Taskbar*, 688
 - Refresh and Reset options*, 723-724
 - running apps in full-screen*, 686
 - side-by-side apps*, 687
 - Start Screen*, 677-678
 - upgrade paths*, 694-698
 - Windows Store*, 690
- Windows 10
 - Action Center*, 692
 - Administrative Tools*, 685-686
 - file structures/paths*, 693-694
 - hardware requirements*, 674
 - Live Sign In*, 692
 - multi-monitor taskbars*, 690
 - network locations*, 860
 - OneDrive cloud storage*, 688-689
 - pinning programs to Taskbar*, 688
 - Refresh and Reset options*, 723-724
 - running apps in full-screen*, 686
 - side-by-side apps*, 687
 - Start Screen*, 677-678
 - upgrade paths*, 694-698
 - Windows Store*, 690
- Windows 10 Mobile*, 982, 986
 - baseband updates*, 1008
 - Bluetooth connectivity*, 998, 1002
 - commercial email provider configuration*, 1008
 - corporate/ISP email configuration*, 1006-1008
 - data synchronization*, 1010-1012
 - IMEI, 1009
 - IMSI, 1009
 - Launcher/GUI*, 993, 997
 - mobile payment services*, 997
 - PRI updates*, 1008
 - PRL updates*, 1008
 - radio firmware*, 1009
 - SDK, 996
 - SSO authentication*, 1012
 - virtual assistants*, 995-996
 - VPN, 1010
 - WEA, 997
 - Windows Store*, 987
 - wireless/cellular connectivity*, 997-1001

- Windows Device Manager, tethering mobile devices, 999
 - Windows Explorer
 - EXPLORER and*, 794-795
 - formatting hard drives*, 746
 - Windows Hello feature, 1030
 - Windows PE, 1109, 1134
 - Windows Update, 804
 - Windows Vista
 - Administrative Tools*, 685-686
 - Aero desktop*, 677-679
 - Compatibility mode*, 681-684
 - desktops*, 677-679
 - features of*, 675-676
 - file structures/paths*, 693-694
 - gadgets*, 678
 - hardware requirements*, 674
 - OneDrive cloud storage*, 688-689
 - pinning programs to Taskbar*, 688
 - Shadow Copy feature*, 680
 - Sidebar*, 678
 - upgrade paths*, 694-698
 - Windows XP, 685, 1134
 - WinRE (Windows Recovery Environment), 1108**
 - wiping hard drives, 1058**
 - wire/cable strippers, 20, 488, 627**
 - wired Internet connections, Window networks, 854**
 - wired networks, displaying connections via ifconfig command (Linux/OS X), 945**
 - wireless Internet connections, Window networks, 854**
 - wireless locators, 627**
 - wireless networks**
 - Ad-Hoc networks, device sharing, 411-412
 - displaying connections, 945
 - security
 - antenna placement*, 1062
 - AP placement*, 1062
 - changing default SSID*, 1059
 - disabling SSID broadcasts*, 1061-1062
 - encryption*, 1060-1061
 - radio power levels*, 1062
 - WPS*, 1063
 - wireless-hosted networks, device sharing, 412
 - Wireless-AC routers, MU-MIMO, 626**
 - wireless/cellular cards**
 - installing, 142-145
 - laptops, replacing in, 527
 - wireless/cellular connectivity (mobile OS), 997**
 - Airplane Mode, 1001
 - hotspots, 999-1000
 - tethering, 998
 - troubleshooting, 638
 - WoL (Wake-on-LAN)**
 - BIOS configuration, 36
 - NIC, 870-872
 - workgroup networks (Windows)**
 - creating, 840-841
 - shares, 845
 - workstations**
 - security, 1044
 - account management*, 1047-1048
 - AutoRun*, 1048-1049
 - data encryption*, 1049
 - passwords*, 1045-1047
 - patches*, 1049
 - updates*, 1049
 - updates, 1049
 - worms, 1024**
 - WPA (Wi-Fi Protected Access), 461-462, 1060-1061**
 - WPA2 (Wi-Fi Protected Access 2), 462-463**
 - WPS (Wi-Fi Protected Setup), 462, 1063**
 - Write-Protect Boot Sector, BIOS configuration, 37**
 - WWAN (cellular) connections, Window networks, 855**
-
- ## X
-
- XCOPY command, 736, 748-749**
 - XPS (XML Paper Specification) and virtual printers, 393**

Y

**YouTube, mobile device
disassembly videos, 643**

Z

**zero compression, IPv6
addressing, 441**

zero-day attacks, 1026

**ZIF sockets, AMD
processors, 240**

zombie/botnet attacks, 1026