

# Course overview:

## CompTIA A+ Certification Electives

(G168eng, ver116)



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### Overview and objectives

This five-day practical "hands-on" course will teach support newcomers the essentials of installing and troubleshooting all types of PC hardware. On course completion, students will be able to:

- Describe PC support industry job roles.
- Manage Windows using command line tools and edit the Registry.
- Use Remote Tools to deploy, maintain, optimise, and troubleshoot systems.
- Use tools to recover or restore a damaged installation.
- Configure and troubleshoot local network and wireless connections.
- Configure and manage users, groups, and shared resources.
- Configure and secure internet connections and web browser software.
- Perform preventative maintenance using approved tools and products.
- Assemble, disassemble, and upgrade PC and notebook components.
- Configure and update BIOS/CMOS.
- Troubleshoot, optimise, and upgrade hardware.
- Troubleshoot and maintain printers and scanners.



This course (when completed in conjunction with "CompTIA A+ Essentials Support Skills") will prepare students to take one of the CompTIA A+ Certification Elective exams, for the objectives released in September 2006:

- 220-602 CompTIA A+ Certification IT Technician
- 220-603 CompTIA A+ Certification Remote Support Technician
- 220-604 CompTIA A+ Certification Depot Technician

The course has been approved under the CompTIA Authorised Quality Curriculum program.

The course consists of two volumes, with a study volume, containing indexed notes and review questions, and a companion volume, containing exam objectives mapping, exam information, practical labs, answers to review questions, and a comprehensive glossary.

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### Who should attend?

This course is intended for students wishing to qualify with CompTIA A+ Certification for PC Support professionals. It is also suitable for students wanting to improve their skills in PC support and administration.

Students should have successfully completed the "CompTIA A+ Essentials Support Skills" course or have previous experience of PC support. Specifically, it is recommended that students have the following skills and knowledge before starting this course:

- Identify types and characteristics of PC components, including motherboard, CPU, memory, and storage, input, and output devices
- Install and configure basic peripheral devices
- Identify types and characteristics of portable computers
- Install and configure Microsoft Windows 2000 and Microsoft Windows XP
- Perform basic PC maintenance and troubleshooting
- Understand fundamental principles of securing IT systems and working safely
- Communicate effectively with customers
- Install and configure print and imaging devices
- Understand fundamental principles of implementing LANs and internet access

### Course contents

#### Module 1: PC Support Industry

##### PC Support Industry

- IT Technicians • Remote Support • Depot Technicians • Problem Management • Quality Assurance

#### Module 2: Configuring and Troubleshooting the OS

##### Using the Command Prompt

- Command Prompt and Text Editors • Navigating Directories at the Command Prompt • File Management using a Command Prompt

##### System Management Tools

- Options for Deploying Windows • Microsoft Management Console • Windows Optimisation Tools • Remote Utilities • Windows Registry

##### System Recovery

- Windows Troubleshooting • System Restore • Emergency Repair • Data Backup
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### Module 3: Network Support

#### Connectivity and Client Options

- TCP/IP • Configuring Network Properties • Configuring Wireless Connections • Configuring Client Options

#### Sharing Resources

- Local and Domain User Accounts • Creating User Accounts • Planning and Implementing Groups • Setting Share Permissions • NTFS Folder and File Permissions • Encrypting Files and Folders • Auditing

#### Internet Standards and Applications

- Overview of the Internet • Development of the Internet • Internet Services • The World Wide Web • Electronic Mail (Email) • Newsgroups (Usenet) • File Transfer Protocol (FTP) • Telnet • Instant Messaging • Virtual Private Networks • Domain Names • Uniform Resource Indicator • Internet Email Addresses

#### Configuring Internet Access

- Accessing the Internet • Web Browser Security

#### Network Maintenance and Troubleshooting

- Troubleshooting Networks • Testing TCP/IP

### Module 4: PC Maintenance and Troubleshooting

#### PC Maintenance

- Electrical Circuits • Maintenance Toolkit • Hazards • Preventative Maintenance • Maintaining Display Devices • Maintaining Disk and Tape Drives • Cleaning Inside the Case • Power Problems

#### Installing and Removing Hardware

- Disassembling a PC • Removing Peripheral Devices • Removing Storage Devices • Reassembling the PC • Adding and Removing Notebook Devices

#### BIOS, CMOS, and System Resources

- BIOS and CMOS • BIOS/CMOS Setup Programs • System Resources • Plug-and-Play

#### Troubleshooting and Optimisation

- Diagnostic Hardware and Software • Troubleshooting, Upgrading, and Optimising Hardware

#### Maintaining Printers and Scanners

- Dot Matrix Printers • Inkjet Printers • Laser Printers • Other Printer Types • Scanners • Installing, Maintaining, and Upgrading Printers and Scanners • Printer Troubleshooting • Configuring and Troubleshooting Scanners

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