

Course overview:

CompTIA Server+ Certification Support Skills (2005 Objectives)

(G600eng)



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Overview and objectives

This practical three-day “hands-on” course is intended for students wishing to qualify with CompTIA Server+ Certification. It specifically prepares for the new exam content that launched in 2005 (exam code SK0-002).

Server+ Certification is internationally recognized by many corporations. Indeed, CompTIA Server+ Certification is a prerequisite qualification for employment (and is endorsed) by many leading computer manufacturers and vendors on a global basis. This course will teach students advanced-level technical competency of server issues and technology, including installation, configuration, upgrading, maintenance, environment, troubleshooting and disaster recovery.



On course completion, students will be able to:

- Identify the features of server hardware and software.
- Plan for the installation and upgrade of servers.
- Know the features of server-level hardware (such as multiprocessing, RAID, and SCSI).
- Install and upgrade server hardware.
- Know basic network concepts and install network devices.
- Install and upgrade server OS, tools, and applications software on Windows, NetWare, and Linux.
- Understand network services (such as File & Print, DHCP, DNS, Web, and Email).
- Develop and implement a server management plan.
- Monitor and optimize a server system.
- Perform basic hardware, software, and network troubleshooting.
- Understand Disaster Recovery concepts and plan effectively.

This course has been approved under the CompTIA Authorized Quality Curriculum program.

Who should attend?

This course is intended for students wishing to qualify with CompTIA Server+ Certification for advanced level technical competency of server issues and technology. It is also suitable for PC support technicians wanting to improve their skills in support and administration.

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What are the course prerequisites?

Ideally, students should have successfully completed the "A+ Core Hardware" and "A+ OS Technologies" courses and have around 12 months' experience of PC support. It is not *necessary* that you pass the A+ exams before completing Server+ certification, but this is *recommended*.

It is recommended that students have the following skills and knowledge before starting this course:

- Know the function and basic features of the components of a PC.
- Know the PC startup process.
- Use Windows to create and manage files and use basic administrative features (Explorer, Control Panel, Management Consoles).
- Basic network terminology (such as OSI Model, Topology, Ethernet, TCP/IP).

Course contents

Networking Fundamentals

- LANs, WANs and the Internet • Uses and Benefits of a LAN • Network Components • Server-based Networks • Peer-to-Peer Networks • Introduction to Topologies • Physical and Logical Topologies • Star • Bus • Ring • Other Topologies • Introduction to Transmission Media • Media Bandwidth • Media Types • Twisted-pair Cable (TP) • Coaxial Cable • Fibre Optic Cable • Firewire (IEEE 1394) • USB • Structured Wiring Systems • Crimping Cables • Wiring for UTP Cable • Wiring for a Cross-over Cable • Installing a NIC • Network Card Drivers

Planning Servers

- Server as Hardware • Servers and Networks • Features of Servers • Server as Software • Workstation versus Network Operating Systems • Windows NT • The Windows 2000 Family • The Windows 2003 Family • Windows Administration Tools • Windows Licensing • Novell NetWare • UNIX • Linux • Apple Mac OS X • Application Server Models • Types of Servers • Network Components • Network Topologies • The OSI Model • IEEE 802 Standards • Network Devices • Network Transport Protocols • Project Planning Concepts • Server Installation Plans • Server Upgrade Plans • Implementing the Plan • Verifying the Plan

Server Hardware and Components

- Server Form Factors • Racks • Bus Architecture • Motherboard Components • Expansion Bus Standards • Processor Terminology • Intel Pentium and Xeon Processors • Intel Itanium Processor • AMD Processors • Processor Sockets and Models • Random Access Memory (RAM) Types • Memory Packaging • Memory Characteristics • Hard Drives • The SCSI Interface • SCSI Connectors and Cabling • Setting Up a SCSI Bus • ATA (IDE) Interface • Configuring an ATA Device • Drive Arrays (RAID) • Formatting a Disk • Network Attached Storage

Installing and Upgrading Servers

- Static Electricity • Adding and Removing Components • Motherboard • CPU • Memory • Power Supply Unit • Adapter Cards • Storage Devices • BIOS • Rack Installation • Peripheral Devices • Uninterruptible Power Supplies (UPS) • Installing Network Components • Structured Wiring Systems • Windows Installation • NetWare Installation • Linux Installation • Configuration • Directory Services • File and Print Services • Network Routing Services • Dynamic Host Configuration Protocol • Name Resolution Using DNS • Microsoft Networking Host Names • Firewalls • Proxy Servers • Remote Connection Protocols • SNA Services • Email (SMTP Protocol) • Shared Fax Systems • Web and FTP Servers

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Maintenance and Optimization

- Developing a Server Management Plan • Security • Passwords and Accounts • Encryption • Virus Prevention • Server Environment • Storage of Components for Future Use • Network Management Protocols • Server Monitoring • Measuring Performance in Windows • Measuring Performance in NetWare • Measuring Performance in Linux • Interpreting the Output • Logging User Activity • Network Monitoring • Protocol Analyser • Remote Monitoring and Notification

Troubleshooting and Disaster Recovery

- Troubleshooting Procedures • Troubleshooting Techniques • Perform Shut Down • Error Logs • Recovery Options • Management Utilities • Troubleshooting Software • Troubleshooting Power and POST Problems • Troubleshooting Other Hardware Issues • Troubleshooting RAID • Troubleshooting Networks • Fault Tolerance and Redundancy • Backup Strategies

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