

**A+ Core 1 and Core 2 CertMaster
Learn Course Outline**

CompTIA[®]

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1.0 What Does an IT Specialist Do?

- 1.1 The Hero of Problem Solving
 - 1.1.1 Role of an IT Specialist
 - 1.1.2 Skills and Abilities
- 1.2 The Troubleshooting Methodology
 - 1.2.1 Best Practice Methodology
 - 1.2.2 Identify the Problem
 - 1.2.3 Establish and Test a Theory
 - 1.2.4 Question the Obvious
 - 1.2.5 Establish a New Theory or Escalate
 - 1.2.6 Implement a Plan of Action
 - 1.2.7 Verify and Document
- 1.3 Additional Resources
 - 1.3.1 Troubleshooting Methodology
- 1.4 Module Quiz

2.0 Installing Motherboards and Connectors

- 2.1 Cables and Connectors
 - 2.1.1 Personal Computers
 - 2.1.2 Lab: Explore the Lab Interface
 - 2.1.3 Peripheral Devices
 - 2.1.4 Universal Serial Bus Cables
 - 2.1.5 USB Standards
 - 2.1.6 USB Cables and Standards
 - 2.1.7 Lab: Install USB Devices
 - 2.1.8 Display Types
 - 2.1.9 Display Components
 - 2.1.10 HDMI and DisplayPort Video Cables
 - 2.1.11 Thunderbolt Interface
 - 2.1.12 Lightning Interface
 - 2.1.13 Serial Advanced Technology Attachment Interface
 - 2.1.14 Molex Power Connectors
 - 2.1.15 External SATA
 - 2.1.16 Lab: Set Up a Desktop Computer
 - 2.1.17 Lesson Review
- 2.2 Motherboards
 - 2.2.1 Motherboard Functions
 - 2.2.2 Electrical Safety and ESD
 - 2.2.3 Motherboard CPU and System Memory Connectors
 - 2.2.4 Motherboard Storage Connectors
 - 2.2.5 Peripheral Component Interconnect Express Interface
 - 2.2.6 Peripheral Component Interconnect Interface
 - 2.2.7 Motherboard Form Factors
 - 2.2.8 Motherboard Installation
 - 2.2.9 Install a Motherboard
 - 2.2.10 Motherboard Headers and Power Connectors
 - 2.2.11 Lab: Choose and Install a Motherboard
 - 2.2.12 Video Cards
 - 2.2.13 Lab: Upgrade a Video Card
 - 2.2.14 Capture Cards
 - 2.2.15 Sound Cards
 - 2.2.16 Network Interface Cards
 - 2.2.17 Installing & Configuring Motherboards, CPUs & Add-on Cards
 - 2.2.18 Lesson Review

- 2.3 Legacy Cables
 - 2.3.1 DVI and VGA Video Cables
 - 2.3.2 Lab: Select and Configure Dual Monitors
 - 2.3.3 Serial Cables
 - 2.3.4 Adapter Cables
 - 2.3.5 Lesson Review
- 2.4 Lab: Set up an A/V Workstation
- 2.5 Additional Resources
 - 2.5.1 Cable Types
 - 2.5.2 Motherboards
 - 2.5.3 Exercise: History of Cables
 - 2.5.4 Exercise: Motherboard Diagram Creation
 - 2.5.5 Exercise: Legacy Cables Timeline
 - 2.5.6 Exercise: Build a Cable Chart Capstone
- 2.6 Module Quiz

3.0 Installing System Devices

- 3.1 Power Supplies and Cooling
 - 3.1.1 Power Supply Units
 - 3.1.2 Lab: Install a Power Supply
 - 3.1.3 Wattage Rating
 - 3.1.4 Power Supply Connectors
 - 3.1.5 20-pin to 24-pin Motherboard Adapter
 - 3.1.6 Modular Power Supplies
 - 3.1.7 Redundant Power Supplies
 - 3.1.8 Change the Power Supply
 - 3.1.9 Lab: Troubleshoot Power Supply Problems
 - 3.1.10 Fan Cooling Systems
 - 3.1.11 Heat Sinks and Thermal Paste
 - 3.1.12 Fans
 - 3.1.13 Liquid Cooling Systems
 - 3.1.14 Lesson Review
- 3.2 Storage Devices
 - 3.2.1 Storage Devices
 - 3.2.2 Mass Storage Devices
 - 3.2.3 Solid-State Drives
 - 3.2.4 Hard Disk Drives
 - 3.2.5 Redundant Array of Independent Disks
 - 3.2.6 RAID 0 and RAID 1
 - 3.2.7 RAID 5 and RAID 10
 - 3.2.8 RAID 6 (Striping with Double Parity)
 - 3.2.9 RAID Types
 - 3.2.10 Removable Storage Drives
 - 3.2.11 Optical Drives
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 - 3.3.3 Memory Modules
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 - 3.3.5 Multi-channel System Memory
 - 3.3.6 Memory Troubleshooting
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 - 3.4.3 x64 CPU Architecture
 - 3.4.4 ARM CPU Architecture
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4.0 Troubleshooting PC Hardware

- 4.1 BIOS and UEFI
 - 4.1.1 BIOS and UEFI
 - 4.1.2 Lab: Find BIOS/UEFI Settings
 - 4.1.3 Boot and Device Options
 - 4.1.4 USB Permissions
 - 4.1.5 Fan Considerations
 - 4.1.6 Boot Passwords and Secure Boot
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 - 4.1.8 Trusted Platform Modules
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 - 4.2.1 Troubleshoot Power Issues
 - 4.2.2 Lab: Troubleshoot System Power
 - 4.2.3 Troubleshoot POST Issues
 - 4.2.4 Lab: Troubleshoot System Startup
 - 4.2.5 Troubleshoot Boot Issues
 - 4.2.6 Lab: Troubleshoot Boot Issues
 - 4.2.7 Troubleshoot Boot Sector Issues
 - 4.2.8 Troubleshoot OS Errors and Crash Screens
 - 4.2.9 Troubleshoot Drive Availability
 - 4.2.10 Lab: Troubleshoot Drive Availability
 - 4.2.11 Troubleshoot Drive Reliability and Performance
 - 4.2.12 Troubleshoot RAID Failure
 - 4.2.13 Troubleshooting Problems with Storage Drives & RAID Arrays
 - 4.2.14 Lesson Review
- 4.3 System and Display Issues
 - 4.3.1 Troubleshoot Component Issues
 - 4.3.2 Overheating
 - 4.3.3 Physical Damage
 - 4.3.4 Troubleshoot Performance Issues
 - 4.3.5 Troubleshoot Inaccurate System Date/Time
 - 4.3.6 Troubleshoot Missing Video Issues
 - 4.3.7 Troubleshoot Video Quality Issues
 - 4.3.8 Troubleshooting Video, Projector & Display Issues
 - 4.3.9 Lab: Troubleshoot GPU

- 4.3.10 Lesson Review
- 4.4 Lab: Resolve PC Hardware Support Tickets
- 4.5 Lab: Troubleshoot a Malfunctioning Computer

- 4.6 Additional Resources
 - 4.6.1 BIOS and UEFI
 - 4.6.2 Troubleshooting Example: Video Issues
 - 4.6.3 Exercise: Boot Process Walkthrough
 - 4.6.4 Exercise: Hard Drive Health Monitoring
 - 4.6.5 Exercise: Create a Troubleshooting Checklist
 - 4.6.6 Exercise: Power Supply Wattage Calculation Capstone
- 4.7 Module Quiz
- 4.8 Checkpoint Review

5.0 Comparing Local Networking Hardware

- 5.1 Network Types
 - 5.1.1 LANs and WANs
 - 5.1.2 SOHO and Enterprise Networks
 - 5.1.3 Datacenters
 - 5.1.4 SOHO, Enterprise, and Personal Area Networks
 - 5.1.5 Lesson Review
- 5.2 Networking Hardware
 - 5.2.1 Network Interface Cards
 - 5.2.2 Lab: Select and Install a Network Adapter
 - 5.2.3 Patch Panels
 - 5.2.4 Wiring a Patch Panel
 - 5.2.5 Lab: Connect Patch Panel Cables
 - 5.2.6 Switches
 - 5.2.7 How Does an Access Switch Forward Data?
 - 5.2.8 Lab: Connect Computers with a Switch
 - 5.2.9 Unmanaged and Managed Switches
 - 5.2.10 Power over Ethernet
 - 5.2.11 Lesson Review
- 5.3 Network Cable Types
 - 5.3.1 Unshielded Twisted Pair
 - 5.3.2 Shielded Twisted Pair
 - 5.3.3 Activity: Identify Unshielded and Shielded Twisted Pair
 - 5.3.4 Cat Standards
 - 5.3.5 Copper Cabling Connectors
 - 5.3.6 Activity: Identify Copper Connectors
 - 5.3.7 Copper Cabling Installation Tools
 - 5.3.8 Copper Cabling Test Tools
 - 5.3.9 Network Taps
 - 5.3.10 Copper Cabling Installation Considerations
 - 5.3.11 Optical Cabling
 - 5.3.12 Activity: Identify Fiber Optic Connectors
 - 5.3.13 Coaxial Cabling
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- 5.4 Wireless Networking Types
 - 5.4.1 Access Points
 - 5.4.2 Frequency Bands

- 5.4.3 IEEE 802.11a
- 5.4.4 IEEE 802.11b/g
- 5.4.5 802.11n
- 5.4.6 Identify IEEE 802.11 Standards
- 5.4.7 Wi-Fi 5 and Wi-Fi 6
- 5.4.8 Wi-Fi 7 (802.11be)
- 5.4.9 Wireless LAN Installation Considerations
- 5.4.10 Wi-Fi Analyzers
- 5.4.11 Long-Range Fixed Wireless
- 5.4.12 Bluetooth, RFID, and NFC
- 5.4.13 Lab: Secure a Small Wireless Network
- 5.4.14 Lab: SOHO Wi-Fi Configuration Settings
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 - 5.5.2 Building Wireless Networks
 - 5.5.3 Exercise: Network Design Challenge
 - 5.5.4 Exercise: Hardware Comparison Chart
 - 5.5.5 Exercise: Network Cable Infographic
 - 5.5.6 Exercise: Wireless Networking Timeline
 - 5.5.7 Exercise: Create a Network Infographic Capstone
- 5.6 Module Quiz

6.0 Configuring Network Addressing and Internet Connections

- 6.1 Internet Connection Types
 - 6.1.1 Internet Connection Types and Modems
 - 6.1.2 Digital Subscriber Line Modems
 - 6.1.3 Cable Modems
 - 6.1.4 Lab: Connect a Cable Modem
 - 6.1.5 Fiber to the Curb and Fiber to the Premises
 - 6.1.6 Lab: Connect Fiber Optic Cables
 - 6.1.7 Fixed Wireless Internet Access
 - 6.1.8 Cellular Radio Internet Connections
 - 6.1.9 Routers
 - 6.1.10 Firewalls
 - 6.1.11 Lesson Review
- 6.2 TCP/IP Concepts
 - 6.2.1 TCP/IP
 - 6.2.2 Link or Network Interface layer
 - 6.2.3 Internet Layer
 - 6.2.4 Transport Layer
 - 6.2.5 Application Layer
 - 6.2.6 IPv4 Addressing
 - 6.2.7 Lab: Configure IP Addresses
 - 6.2.8 Network Prefixes
 - 6.2.9 IPv4 Forwarding
 - 6.2.10 Public and Private Addressing
 - 6.2.11 IPv4 Host Address Configuration
 - 6.2.12 Static Versus Dynamic Host Address Configuration
 - 6.2.13 Static vs Dynamic
 - 6.2.14 SOHO Router Configuration
 - 6.2.15 IPv6 Addressing
 - 6.2.16 Lesson Review
- 6.3 Network Communications
 - 6.3.1 Protocols and Ports
 - 6.3.2 Transmission Control Protocol
 - 6.3.3 Network Packets
 - 6.3.4 User Datagram Protocol
 - 6.3.5 Wireshark
 - 6.3.6 Well-Known Ports
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- 6.4 Network Configuration Concepts
 - 6.4.1 DHCP Functions
 - 6.4.2 Domain Name System
 - 6.4.3 DNS Queries
 - 6.4.4 DNS Record Types
 - 6.4.5 DNS Spam Management Records
 - 6.4.6 Virtual LANs
 - 6.4.7 Virtual Private Networks
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 - 6.6.2 DHCP and DNS Services
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 - 6.6.7 Exercise: Protocol Timeline Capstone
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7.0 Supporting Network Services

- 7.1 Networked Host Services
 - 7.1.1 File/Print Servers
 - 7.1.2 Database Servers
 - 7.1.3 Web Servers
 - 7.1.4 Hypertext Transfer Protocol Secure
 - 7.1.5 Mail Servers
 - 7.1.6 Mailbox Servers
 - 7.1.7 Navigate a Mailbox Server
 - 7.1.8 Directory and Authentication Servers
 - 7.1.9 Remote Terminal Access Servers
 - 7.1.10 Time Servers
 - 7.1.11 Network Monitoring Servers
 - 7.1.12 Lesson Review
- 7.2 Internet and Embedded Appliances
 - 7.2.1 Proxy Servers
 - 7.2.2 Lab: Use a Proxy Server
 - 7.2.3 Spam Gateways and Unified Threat Management
 - 7.2.4 Load Balancers
 - 7.2.5 Legacy Systems
 - 7.2.6 Embedded Systems and SCADA
 - 7.2.7 Internet of Things Devices
 - 7.2.8 Lesson Review
- 7.3 Troubleshoot Networks
 - 7.3.1 Troubleshoot Wired Connectivity
 - 7.3.2 Troubleshoot Network Speed Issues
 - 7.3.3 Lab: Fix a Network Connection
 - 7.3.4 Troubleshoot Wireless Issues
 - 7.3.5 Troubleshoot VoIP Issues
 - 7.3.6 Troubleshoot Limited Connectivity
 - 7.3.7 Lesson Review
- 7.4 Lab: Troubleshoot a Network Issue
- 7.5 Additional Resources
 - 7.5.1 Client Server Relationship
 - 7.5.2 Troubleshooting Networks
 - 7.5.3 Exercise: Server Comparison Project
 - 7.5.4 Exercise: Exploring Everyday Embedded Systems

- 7.5.5 Exercise: Troubleshooting with Command-Line Tools
- 7.5.6 Exercise: Build a Smart Home Device Capstone
- 7.6 Module Quiz
- 7.7 Checkpoint Review

8.0 Summarizing Virtualization and Cloud Concepts

- 8.1 Client-Side Virtualization
 - 8.1.1 Hypervisors
 - 8.1.2 Uses for Virtualization
 - 8.1.3 Lab: Explore Virtualization
 - 8.1.4 Virtualization Resource Requirements
 - 8.1.5 Virtualization Security Requirements
 - 8.1.6 Lab: Create Virtual Hard Disks
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- 8.2 Cloud Concepts
 - 8.2.1 Cloud Characteristics
 - 8.2.2 Cloud Deployment
 - 8.2.3 Common Cloud Deployment Models
 - 8.2.4 Use the Azure Interface
 - 8.2.5 Common Cloud Service Models
 - 8.2.6 Manage IaaS Virtual Machines (VMs) in Azure That Run Windows Server
 - 8.2.7 Cloud File Storage
 - 8.2.8 Content Delivery Networks (CDNs)
 - 8.2.9 Lesson Review
- 8.3 Additional Resources
 - 8.3.1 Virtualization
 - 8.3.2 Cloud Service Models
 - 8.3.3 Exercise: Exploring Hypervisors
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9.0 Supporting Mobile Devices

- 9.1 Mobile Devices and Peripherals
 - 9.1.1 Mobile Device Accessories
 - 9.1.2 Mobile Device Wired Connection Methods
 - 9.1.3 Port Replicators and Docking Stations
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 - 9.1.5 Wi-Fi Networking
 - 9.1.6 Connect to a Wireless Network
 - 9.1.7 Cellular Data Networking
 - 9.1.8 Mobile Hotspots and Tethering
 - 9.1.9 Bluetooth Wireless Connections
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- 9.3 Laptop Hardware
 - 9.3.1 Laptop Disassembly Processes
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- 9.4 Troubleshoot Mobile Devices
 - 9.4.1 Power and Battery Issues
 - 9.4.2 Hardware Failure Issues
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- 9.4.7 Lesson Review
- 9.5 Challenge Lab: Mobile Hardware Support
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 - 9.6.6 Exercise: Peripheral Design Challenge Capstone
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10.0 Supporting Print Devices

- 10.1 Printers and Multifunction Devices
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 - 10.1.2 Firmware Management in MFDs and Printers
 - 10.1.3 Print Device Connectivity
 - 10.1.4 Lab: Select and Install a Printer
 - 10.1.5 Printer Drivers and Page Description Languages
 - 10.1.6 Printer Properties
 - 10.1.7 Printing Preferences
 - 10.1.8 Printer Sharing
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 - 10.1.10 Lab: Configure Network Printing
 - 10.1.11 Printer Security
 - 10.1.12 Activity: Security Print and Badging
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- 10.2 Print Device Maintenance
 - 10.2.1 Laser Printer Imaging Process
 - 10.2.2 Laser Printer Maintenance
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 - 10.3.3 Print Quality Issues
 - 10.3.4 Finishing Issues
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- 10.5 Additional Resources
 - 10.5.1 Connecting Printers
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 - 10.5.3 Exercise: Compare Printer Types and Maintenance Practices
 - 10.5.4 Exercise: Printer Maintenance Best Practices
 - 10.5.5 Exercise: Troubleshooting Common Printer Problems
 - 10.5.6 Exercise: Printer Troubleshooting Flowchart Capstone
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- 10.7 Checkpoint Review

11.0 Managing Support Procedures

- 11.1 Documentation
 - 11.1.1 Standard Operating Procedure
 - 11.1.2 Service Level Agreements
 - 11.1.3 Incident and Ticketing Systems
 - 11.1.4 Categories and Severity
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 - 11.1.10 Knowledge Base
 - 11.1.11 Knowledge Base Articles
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 - 11.1.13 Lab: Create a Ticket
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- 11.2 Professional Communication
 - 11.2.1 Professional Support Processes
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 - 11.2.4 Professional Communications
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 - 11.3.3 iOS and Android
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 - 11.3.6 OS Compatibility Issues
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12.0 Configuring Windows

- 12.1 Windows User Settings
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 - 12.1.2 Windows Settings and Control Panel
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 - 12.1.9 Ease of Access Settings
 - 12.1.10 File Explorer
 - 12.1.11 File Explorer Options
 - 12.1.12 Indexing Options
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- 12.2 Windows System Settings
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 - 12.2.2 Update and Security Settings
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- 12.3 Install and Configure Applications
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- 12.4.2 Storage
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 - 12.5.3 Exercise: Exploring the Purpose of Different Windows Utilities
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13.0 Managing Windows

- 13.1 Use Management Consoles
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14.0 Supporting Windows

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 - 14.1.8 Lab: Connectivity
 - 14.1.9 Lab: Services/Name Resolution
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- 14.2 Remote Access Technologies
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 - 14.2.3 Microsoft Remote Assistance
 - 14.2.4 Lab: Configure Remote Services
 - 14.2.5 WinRM
 - 14.2.6 Secure Shell
 - 14.2.7 Desktop Management and Remote Monitoring Tools
 - 14.2.8 Simple Protocol for Independent Computing Environments (SPICE)
 - 14.2.9 Other Remote Access Tools
 - 14.2.10 Lesson Review
- 14.3 Performance and Troubleshooting Tools
 - 14.3.1 System Information
 - 14.3.2 Event Viewer
 - 14.3.3 Task Manager Process Monitoring
 - 14.3.4 Task Manager Performance Monitoring
 - 14.3.5 CPU and GPU Monitoring
 - 14.3.6 Memory Monitoring
 - 14.3.7 Disk and Network Monitoring
 - 14.3.8 Task Manager User Monitoring
 - 14.3.9 Startup Processes and Services Console
 - 14.3.10 Lab: Manage Applications
 - 14.3.11 Resource Monitor and Performance Monitor
 - 14.3.12 Performance Counters
 - 14.3.13 System Configuration Utility
 - 14.3.14 Lesson Review

- 14.4 Troubleshoot Windows OS Problems
 - 14.4.1 Boot Process
 - 14.4.2 Boot Recovery Tools
 - 14.4.3 Lab: Boot into the Windows Recovery Environment
 - 14.4.4 System Restore
 - 14.4.5 Lab: Create a Restore Point
 - 14.4.6 Update and Driver Roll Back
 - 14.4.7 System Repair, Reinstall, and Reimage
 - 14.4.8 Troubleshoot Boot Issues
 - 14.4.9 Lab: Configure the Boot Order
 - 14.4.10 Troubleshoot Profile Issues
 - 14.4.11 Troubleshoot Performance Issues
 - 14.4.12 Troubleshoot System Fault Issues
 - 14.4.13 Troubleshoot Application and Service Fault Issues
 - 14.4.14 Lesson Review
- 14.5 Additional Resources
 - 14.5.1 Networking Command-Line Tools
 - 14.5.2 Remote Access
 - 14.5.3 Exercise: Mastering Diagnostic Tools
 - 14.5.4 Exercise: Research and Compare Remote Access Tools
 - 14.5.5 Exercise: Performance Monitor Activity
 - 14.5.6 Exercise: Windows Tool Guide Capstone
- 14.6 Module Quiz
- 14.7 Checkpoint Review

15.0 Securing Windows

- 15.1 Logical Security Concepts
 - 15.1.1 Logical Security Controls
 - 15.1.2 Information Security
 - 15.1.3 Hashing and Encryption Concepts
 - 15.1.4 Asymmetric Encryption
 - 15.1.5 Digital Signatures and Key Exchange
 - 15.1.6 User and Group Accounts
 - 15.1.7 User Account Control
 - 15.1.8 Lab: Create User Accounts
 - 15.1.9 Authentication Methods
 - 15.1.10 Authentication
 - 15.1.11 Lesson Review
- 15.2 Windows Security Settings
 - 15.2.1 Windows Login Options
 - 15.2.2 Windows Domains and Active Directory
 - 15.2.3 Lab: Create OUs
 - 15.2.4 Group Policy and Login Scripts
 - 15.2.5 Lab: Use System Commands
 - 15.2.6 Lab: Group Policy Management
 - 15.2.7 Lesson Review
- 15.3 Windows Shares
 - 15.3.1 Workgroup Setup
 - 15.3.2 File Share Configuration
 - 15.3.3 Network Browsing and Mapping Drives
 - 15.3.4 Printer Sharing
 - 15.3.5 NTFS versus Share Permissions
 - 15.3.6 Lab: Configure NTFS Permissions
 - 15.3.7 Permissions Inheritance
 - 15.3.8 Domain Setup
 - 15.3.9 Home Folders
 - 15.3.10 Roaming Profiles and Folder Redirection
 - 15.3.11 Lab: Support AD Domain Networking
 - 15.3.12 Lesson Review
- 15.4 Additional Resources
 - 15.4.1 Authentication and Login in Windows
 - 15.4.2 Windows Security Settings

- 15.4.3 Exercise: Create A Security Policy
- 15.4.4 Exercise: Research Windows Security Features
- 15.4.5 Exercise: Windows Shares Research Assignment
- 15.4.6 Exercise: Windows Security Infographic Capstone
- 15.5 Module Quiz

16.0 Installing Operating Systems

- 16.1 Windows Editions
 - 16.1.1 Windows Versions
 - 16.1.2 Windows Home Edition
 - 16.1.3 Work and Education Features
 - 16.1.4 Windows Pro and Enterprise Editions
 - 16.1.5 Windows Upgrade Paths and Feature Updates
 - 16.1.6 Lab: Windows 11 Features/Desktop
 - 16.1.7 Lesson Review
- 16.2 OS Installations and Upgrades
 - 16.2.1 Installation and Upgrade Considerations
 - 16.2.2 Unattended Installations
 - 16.2.3 Boot Devices
 - 16.2.4 Disk Configuration
 - 16.2.5 Repair Installation
 - 16.2.6 Lesson Review
- 16.3 Additional Resources
 - 16.3.1 Windows Editions
 - 16.3.2 OS Installs and Upgrades
 - 16.3.3 Exercise: Research and Compare Windows Editions
 - 16.3.4 Exercise: Step-By-Step OS Installation Guide
 - 16.3.5 Exercise: Compare OS Installation Methods Capstone
- 16.4 Module Quiz

17.0 Supporting Other OS

- 17.1 Linux Features
 - 17.1.1 Shells, Terminals, and Consoles
 - 17.1.2 Command Interface
 - 17.1.3 Navigation Commands
 - 17.1.4 Search Commands
 - 17.1.5 Filesystem Management
 - 17.1.6 File Management Commands
 - 17.1.7 Lab: File Management
 - 17.1.8 User Account Management
 - 17.1.9 File Permissions Commands
 - 17.1.10 Lab: Manage Linux File Ownership
 - 17.1.11 Lesson Review
- 17.2 Package and Network Management
 - 17.2.1 Package Management Commands
 - 17.2.2 Process Monitoring Commands
 - 17.2.3 Network Management Commands
 - 17.2.4 Lab: Informational and Network Tools
 - 17.2.5 Backup and Scheduling Commands
 - 17.2.6 Lab: Configure Linux
 - 17.2.7 Lesson Review
- 17.3 macOS Features
 - 17.3.1 Interface Features
 - 17.3.2 System Folders and Finder
 - 17.3.3 System Settings
 - 17.3.4 Security and User Management
 - 17.3.5 iCloud and Continuity
 - 17.3.6 App Installation and Management
 - 17.3.7 OS and App Updates
 - 17.3.8 Network and Device Settings
 - 17.3.9 Time Machine Backup
 - 17.3.10 Troubleshoot Crashes and Boot Issues
 - 17.3.11 Lesson Review
- 17.4 Additional Resources
 - 17.4.1 Linux versus Windows
 - 17.4.2 Linux User Accounts
 - 17.4.3 Exercise: Exploring Key Features of Linux

- 17.4.4 Exercise: Linux Package Search and Information
- 17.4.5 Exploring the macOS Interface
- 17.4.6 Exercise: Linux Distribution Exploration Capstone
- 17.5 Module Quiz
- 17.6 Checkpoint Review

18.0 Configuring SOHO Network Security

- 18.1 Attacks, Threats, and Vulnerabilities
 - 18.1.1 Vulnerabilities
 - 18.1.2 Social Engineering
 - 18.1.3 Lab: Respond to Social Engineering Exploits
 - 18.1.4 Phishing and Evil Twins
 - 18.1.5 Threat Types
 - 18.1.6 Password Attacks
 - 18.1.7 Cross-site Scripting Attacks
 - 18.1.8 SQL Injection Attacks
 - 18.1.9 Lab: Explore SQL Injection Flaws
 - 18.1.10 Lesson Review
- 18.2 Wireless Security Protocols
 - 18.2.1 Wi-Fi Protected Access
 - 18.2.2 Wi-Fi Authentication Methods
 - 18.2.3 Enterprise Authentication Protocols
 - 18.2.4 Authentication Methods
 - 18.2.5 RADIUS, TACACS+, and Kerberos
 - 18.2.6 Lesson Review
- 18.3 SOHO Router Security
 - 18.3.1 Home Router Setup
 - 18.3.2 Lab: SOHO Router Configuration
 - 18.3.3 Firmware Update
 - 18.3.4 Home Router LAN and WLAN Configuration
 - 18.3.5 Home Router Firewall Configuration
 - 18.3.6 Home Router Port Forwarding Configuration
 - 18.3.7 Universal Plug-and-Play
 - 18.3.8 Screened Subnets
 - 18.3.9 Secure a Small Wireless Network
 - 18.3.10 Lesson Review
- 18.4 Additional Security Measures
 - 18.4.1 Physical Access Control
 - 18.4.2 Lab: Implement Physical Security
 - 18.4.3 Lock Types
 - 18.4.4 Alarms and Surveillance
 - 18.4.5 Lesson Review

- 18.5 Additional Resources
 - 18.5.1 Understanding Social Engineering
 - 18.5.2 Wireless Security Protocols
 - 18.5.3 Exercise: Threat Analysis Report
 - 18.5.4 Exercise: Wireless Protocol Comparison Chart
 - 18.5.5 Exercise: SOHO Security Best Practices Infographic
 - 18.5.6 Exercise: Physical Access Research and Presentation
 - 18.5.7 Exercise: Cyber Attacks Case Studies Capstone
- 18.6 Module Quiz

19.0 Managing Security Settings

- 19.1 Account Security
 - 19.1.1 Password Best Practices
 - 19.1.2 Lab: Enforce Password Settings
 - 19.1.3 End User Best Practices
 - 19.1.4 Restrict User Permissions
 - 19.1.5 Change Default Administrator Account and Password
 - 19.1.6 Disable Guest Account
 - 19.1.7 Account Policies
 - 19.1.8 Unused Services
 - 19.1.9 Lab: User Policy Management
 - 19.1.10 Lesson Review
- 19.2 Workstation Security
 - 19.2.1 Execution Control
 - 19.2.2 Trusted/Untrusted Software Sources
 - 19.2.3 AutoRun and AutoPlay
 - 19.2.4 Windows Defender Antivirus
 - 19.2.5 Windows Defender Antivirus Updated Definitions
 - 19.2.6 Activating and Deactivating Windows Defender Antivirus
 - 19.2.7 Lab: Configure Microsoft Defender Antivirus
 - 19.2.8 Windows Defender Firewall
 - 19.2.9 Windows Defender
 - 19.2.10 Encrypting File System
 - 19.2.11 Lab: Encrypt Files with EFS
 - 19.2.12 Windows BitLocker and BitLocker To Go
 - 19.2.13 Lab: Configure BitLocker with a TPM
 - 19.2.14 Lesson Review
- 19.3 Browser Security
 - 19.3.1 Browser Selection and Installation
 - 19.3.2 Lab: Practice Installing & Removing Browser Software
 - 19.3.3 Browser Settings
 - 19.3.4 Lab: Safe Browsing Best Practices
 - 19.3.5 Browser Extensions and Plug-ins
 - 19.3.6 Browser Patching
 - 19.3.7 Secure Connections and Valid Certificates
 - 19.3.8 Browser Privacy Settings
 - 19.3.9 Clear Browser History
 - 19.3.10 Lesson Review

- 19.4 Troubleshoot Workstation Security
 - 19.4.1 Malware Vectors
 - 19.4.2 Malware Payloads
 - 19.4.3 Ransomware and Cryptominers
 - 19.4.4 Troubleshoot PC Security Symptoms
 - 19.4.5 Desktop Alerts and Notifications
 - 19.4.6 Endpoint Monitoring Solutions
 - 19.4.7 Troubleshoot Browser Symptoms
 - 19.4.8 Best Practices for Malware Removal
 - 19.4.9 Check for Anti-Malware on a Machine
 - 19.4.10 Infected Systems Quarantine
 - 19.4.11 Malware Removal Tools and Methods
 - 19.4.12 Malware Infection Prevention
 - 19.4.13 Lesson Review
- 19.5 Additional Resources
 - 19.5.1 Malware Types
 - 19.5.2 Malware Symptoms, Removal, and Prevention for SOHO Environments
 - 19.5.3 Exercise: Security Breach Research and Presentation
 - 19.5.4 Exercise: Windows Security Configuration Checklist
 - 19.5.5 Exercise: Research on Browser Vulnerabilities
 - 19.5.6 Exercise: Malware Removal Tools Research and Presentation
 - 19.5.7 Exercise: Research on Malware Trends Capstone
- 19.6 Module Quiz

20.0 Supporting Mobile Software

- 20.1 Mobile OS Security
 - 20.1.1 Screen Locks
 - 20.1.2 Mobile Security Software
 - 20.1.3 Enterprise Mobility Management
 - 20.1.4 Mobile Device Management
 - 20.1.5 Two-factor Authentication
 - 20.1.6 Mobile Data Security
 - 20.1.7 Locator Apps and Remote Wipe
 - 20.1.8 Lab: Configure Remote Wipe
 - 20.1.9 Lesson Review
- 20.2 Troubleshoot Mobile OS and App Software
 - 20.2.1 Mobile Device Troubleshooting Tools
 - 20.2.2 Mobile Device Troubleshooting
 - 20.2.3 Troubleshoot Device and OS Issues
 - 20.2.4 Troubleshoot App Issues
 - 20.2.5 Troubleshoot Connectivity Issues
 - 20.2.6 Lab: Connect to WiFi
 - 20.2.7 Lesson Review
- 20.3 Troubleshoot Mobile OS and App Security
 - 20.3.1 Root Access Security Concerns
 - 20.3.2 Mobile App Source Security Concerns
 - 20.3.3 Mobile Security Symptoms
 - 20.3.4 Lesson Review
- 20.4 Additional Resources
 - 20.4.1 Mobile Applications and Connectivity
 - 20.4.2 Exercise: Mobile OS Security Research and Analysis
 - 20.4.3 Exercise: Mobile Device Scenario-Based Troubleshooting
 - 20.4.4 Exercise: Mobile Device Scenario-Based Learning
 - 20.4.5 Exercise: Mobile OS Current Event and Trends Capstone
- 20.5 Module Quiz
- 20.6 Checkpoint Review

21.0 Using Data Security

- 21.1 Data Backup and Recovery
 - 21.1.1 Backup Operations
 - 21.1.2 Backup Methods
 - 21.1.3 Lab: Back Up the Computer
 - 21.1.4 Backup Media Requirements
 - 21.1.5 Backup Testing and Recovery Best Practices
 - 21.1.6 Lab: Restore Data from File History
 - 21.1.7 Lesson Review
- 21.2 Data Handling Best Practices
 - 21.2.1 Regulated Data Classification
 - 21.2.2 Prohibited Content and Licensing Issues
 - 21.2.3 Incident Response
 - 21.2.4 Data Integrity and Preservation
 - 21.2.5 Data Destruction Methods
 - 21.2.6 Disposal and Recycling Outsourcing Concepts
 - 21.2.7 Lesson Review
- 21.3 Artificial Intelligence
 - 21.3.1 Application Integration
 - 21.3.2 Policy
 - 21.3.3 Limitations
 - 21.3.4 Private vs. Public
 - 21.3.5 Lesson Review
- 21.4 Additional Resources
 - 21.4.1 Computer Data Backup
 - 21.4.2 Data Best Practices
 - 21.4.3 Exercise: Backup Hands-On Practice
 - 21.4.4 Exercise: Creating a Data Handling Policy
 - 21.4.5 Exercise: Hands-On AI Experimentation
 - 21.4.6 Exercise: Data Backup Scenario-Based Problem Solving Capstone
- 21.5 Module Quiz

22.0 Implementing Operational Procedures

- 22.1 Change and Inventory Management
 - 22.1.1 Change Requests
 - 22.1.2 Risk Analysis
 - 22.1.3 Change Board Approvals
 - 22.1.4 Implementation and Acceptance
 - 22.1.5 Asset Management
 - 22.1.6 Warranty and Licensing
 - 22.1.7 Lesson Review
- 22.2 Common Safety and Environmental Procedures
 - 22.2.1 Compliance with Regulations
 - 22.2.2 Electrical Safety
 - 22.2.3 Other Safety Hazard Mitigations
 - 22.2.4 Environmental Impacts
 - 22.2.5 Electrostatic Discharge Mitigation
 - 22.2.6 Building Power Issues and Mitigations
 - 22.2.7 Materials Handling and Responsible Disposal
 - 22.2.8 Lab: Install a UPS
 - 22.2.9 Lesson Review
- 22.3 Scripting Basics
 - 22.3.1 Shell Scripts
 - 22.3.2 Bash Command Syntax
 - 22.3.3 Basic Script Constructs
 - 22.3.4 Conditionals
 - 22.3.5 Windows Scripts
 - 22.3.6 JavaScript and Python
 - 22.3.7 Lab: JavaScript
 - 22.3.8 Use Cases for Scripting
 - 22.3.9 Scripting Best Practices and Considerations
 - 22.3.10 Lesson Review
- 22.4 Additional Resources
 - 22.4.1 Asset and Change Management
 - 22.4.2 Basics of Scripting
 - 22.4.3 Exercise: Creating a Change Management Plan
 - 22.4.4 Exercise: Environmental Impact Assessment
 - 22.4.5 Exercise: Research and Compare Scripting Languages
 - 22.4.6 Exercise: Safety Checklist Creation Capstone

- 22.5 Module Quiz
- 22.6 Checkpoint Review

A.0 Hardware and Network Sandbox

- A.1 Lab: Hardware Sandbox
- A.2 Lab: Network Sandbox

B.0 CompTIA A+ Core 1 220-1201 Practice Exams

- B.1 Prepare for CompTIA A+ Core 1 Certification
 - B.1.1 Why Should I Take a Certification Exam?
 - B.1.2 Exam Details for A+ Core 1 (220-1201)
 - B.1.3 How to Take the Certification Exam
 - B.1.4 Tips for Taking the Exam
- B.2 A+ 220-1201 Core 1 Practice Exams
 - B.2.1 Exam Practice 1: Mobile Devices
 - B.2.2 Exam Practice 2: Networking
 - B.2.3 Exam Practice 3: Hardware
 - B.2.4 Exam Practice 4: Virtualization and Cloud Computing
 - B.2.5 Exam Practice 5: Hardware and Network Troubleshooting
 - B.2.6 A+ 220-1201 Core1 Exam Practice
 - B.2.7 Skills Practice: Competency in IT Hardware and Network Support

C.0 CompTIA A+ Core 2 220-1202 Practice Exams

- C.1 Prepare for CompTIA A+ Core 2 Certification
 - C.1.1 Why Should I Take a Certification Exam?
 - C.1.2 Exam Details for A+ Core 2 (220-1202)
 - C.1.3 How to Take the Certification Exam
 - C.1.4 Tips for Taking the Exam
- C.2 A+ Core 2 220-1202 Practice Exams
 - C.2.1 Exam Practice 1: Operating Systems
 - C.2.2 Exam Practice 2: Security
 - C.2.3 Exam Practice 3: Software Troubleshooting
 - C.2.4 Exam Practice 4: Operational Procedures
 - C.2.5 A+ 220-1202 Core 2 Exam Practice
 - C.2.6 Skills Practice: Competency in IT Software and Systems Support