



# CompTIA A+ Certification Exam Objectives

**EXAM NUMBER: 220-902**



# About the Exam

Candidates are encouraged to use this document to help prepare for CompTIA A+ 220-902. In order to receive the CompTIA A+ certification, you must pass two exams: 220-901 and 220-902. CompTIA A+ 220-902 measures the necessary skills for an entry-level IT professional. Successful candidates will have the knowledge required to:

- **Assemble components based on customer requirements**
- **Install, configure and maintain devices, PCs and software for end users**
- **Understand the basics of networking and security/forensics**
- **Properly and safely diagnose, resolve and document common hardware and software issues**
- **Apply troubleshooting skills**
- **Provide appropriate customer support**
- **Understand the basics of virtualization, desktop imaging and deployment**

These content examples are meant to clarify the test objectives and should not be construed as a comprehensive listing of all the content of this examination.

## **EXAM ACCREDITATION**

CompTIA A+ is accredited by ANSI to show compliance with the ISO 17024 standard and, as such, undergoes regular reviews and updates to the exam objectives.

## **EXAM DEVELOPMENT**

CompTIA exams result from subject-matter expert workshops and industry-wide survey results regarding the skills and knowledge required of an entry-level IT professional.

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## **PLEASE NOTE**

The lists of examples provided in bulleted format are not exhaustive lists. Other examples of technologies, processes or tasks pertaining to each objective may also be included on the exam although not listed or covered in this objectives document. CompTIA is constantly reviewing the content of our exams and updating test questions to be sure our exams are current and the security of the questions is protected. When necessary, we will publish updated exams based on existing exam objectives. Please know that all related exam preparation materials will still be valid.

## TEST DETAILS

Required exam	220-902
Number of questions	Maximum of 90
Types of questions	Multiple choice and performance-based
Length of test	90 minutes
Recommended experience	Six to 12 months hands-on experience in the lab or field
Passing score	700 (on a scale of 100–900)

## EXAM OBJECTIVES (DOMAINS)

The table below lists the domains measured by this examination and the extent to which they are represented:

DOMAIN	PERCENTAGE OF EXAMINATION
1.0 Windows Operating Systems	29%
2.0 Other Operating Systems & Technologies	12%
3.0 Security	22%
4.0 Software Troubleshooting	24%
5.0 Operational Procedures	13%
<b>Total</b>	<b>100%</b>



# 1.0 Windows Operating Systems

## 1.1 Compare and contrast various features and requirements of Microsoft Operating Systems (Windows Vista, Windows 7, Windows 8, Windows 8.1).

### • Features:

- 32-bit vs. 64-bit
- Aero, gadgets, user account control, BitLocker, shadow copy, system restore, ready boost, sidebar, compatibility mode, virtual XP mode, easy transfer, administrative tools, defender, Windows firewall,

- security center, event viewer, file structure and paths, category view vs. classic view
- Side-by-side apps, Metro UI, Pinning, One Drive, Windows store, multimonitor task bars, charms, Start Screen, PowerShell, Live sign in, Action Center

- Upgrade paths – differences between in-place upgrades, compatibility tools, Windows upgrade OS advisor

## 1.2 Given a scenario, install Windows PC operating systems using appropriate methods.

### • Boot methods

- USB
- CD-ROM
- DVD
- PXE
- Solid state/flash drives
- Netboot
- External/hot swappable drive
- Internal hard drive (partition)

### • Type of installations

- Unattended installation
- Upgrade
- Clean install
- Repair installation
- Multiboot

- Remote network installation
- Image deployment
- Recovery partition
- Refresh/restore

### • Partitioning

- Dynamic
- Basic
- Primary
- Extended
- Logical
- GPT

### • File system types/formatting

- exFAT
- FAT32
- NTFS

- CDFS
- NFS
- ext3, ext4
- Quick format vs. full format

- Load alternate third-party drivers when necessary
- Workgroup vs. domain setup
- Time/date/region/language settings
- Driver installation, software and Windows updates
- Factory recovery partition
- Properly formatted boot drive with the correct partitions/format

## 1.3 Given a scenario, apply appropriate Microsoft command line tools.

- TASKKILL
- BOOTREC
- SHUTDOWN
- TASKLIST
- MD
- RD
- CD
- DEL
- FORMAT

- COPY
- XCOPY
- ROBOCOPY
- DISKPART
- SFC
- CHKDSK
- GPUPDATE
- GPRESULT
- DIR

- EXIT
- HELP
- EXPAND
- [command name] /?
- Commands available with standard privileges vs. administrative privileges



## 1.4 Given a scenario, use appropriate Microsoft operating system features and tools.

- **Administrative**
  - Computer management
  - Device manager
  - Local users and groups
  - Local security policy
  - Performance monitor
  - Services
  - System configuration
  - Task scheduler
  - Component services
  - Data sources
  - Print management
  - Windows memory diagnostics
  - Windows firewall
  - Advanced security
- **MSCONFIG**
  - General
  - Boot
  - Services
- Startup
- Tools
- **Task Manager**
  - Applications
  - Processes
  - Performance
  - Networking
  - Users
- **Disk management**
  - Drive status
  - Mounting
  - Initializing
  - Extending partitions
  - Splitting partitions
  - Shrink partitions
  - Assigning/changing drive letters
  - Adding drives
  - Adding arrays
  - Storage spaces
- **Other**
  - User State Migration tool (USMT)
  - Windows Easy Transfer
  - Windows Upgrade Advisor
- **System utilities**
  - REGEDIT
  - COMMAND
  - SERVICES.MSC
  - MMC
  - MSTSC
  - NOTEPAD
  - EXPLORER
  - MSINFO32
  - DXDIAG
  - DEFRAG
  - System restore
  - Windows Update

## 1.5 Given a scenario, use Windows Control Panel utilities.

- **Internet options**
  - Connections
  - Security
  - General
  - Privacy
  - Programs
  - Advanced
- **Display/display settings**
  - Resolution
  - Color depth
  - Refresh rate
- **User accounts**
- **Folder options**
  - View hidden files
- Hide extensions
- General options
- View options
- **System**
  - Performance (virtual memory)
  - Remote settings
  - System protection
- **Windows firewall**
- **Power options**
  - Hibernate
  - Power plans
  - Sleep/suspend
  - Standby
- **Programs and features**
- **HomeGroup**
- **Devices and printers**
- **Sound**
- **Troubleshooting**
- **Network and Sharing Center**
- **Device Manager**



## 1.6 Given a scenario, install and configure Windows networking on a client/desktop.

- HomeGroup vs. WorkGroup
- Domain setup
- Network shares/administrative shares/mapping drives
- Printer sharing vs. network printer mapping
- Establish networking connections
  - VPN
  - Dial-ups
  - Wireless
  - Wired
  - WWAN (Cellular)
- Proxy settings
- Remote Desktop Connection
- Remote Assistance
- Home vs. work vs. public network settings
- Firewall settings
  - Exceptions
  - Configuration
  - Enabling/disabling Windows firewall
- Configuring an alternative IP address in Windows
  - IP addressing
  - Subnet mask
- DNS
- Gateway
- Network card properties
  - Half duplex/full duplex/auto
  - Speed
  - Wake-on-LAN
  - QoS
  - BIOS (on-board NIC)

## 1.7 Perform common preventive maintenance procedures using the appropriate Windows OS tools.

- Best practices
  - Scheduled backups
  - Scheduled disk maintenance
  - Windows updates
  - Patch management
  - Driver/firmware updates
  - Antivirus/Anti-malware updates
- Tools
  - Backup
  - System restore
  - Recovery image
  - Disk maintenance utilities



## 2.0 Other Operating Systems and Technologies

### 2.1 Identify common features and functionality of the Mac OS and Linux operating systems.

- **Best practices**
  - Scheduled backups
  - Scheduled disk maintenance
  - System updates/App Store
  - Patch management
  - Driver/firmware updates
  - Antivirus/anti-malware updates
- **Tools**
  - Backup/Time Machine
  - Restore/snapshot
  - Image recovery
  - Disk maintenance utilities
  - Shell/Terminal
  - Screen sharing
- **Features**
  - Force Quit
  - Multiple desktops/Mission Control
  - Key Chain
  - Spot Light
  - iCloud
  - Gestures
  - Finder
  - Remote Disc
  - Dock
  - Boot Camp
- **Basic Linux commands**
  - ls
  - grep
  - cd
  - shutdown
  - pwd vs. passwd
  - mv
  - cp
  - rm
  - chmod
  - chown
  - iwconfig/ifconfig
  - ps
  - su/sudo
  - apt-get
  - vi
  - dd

### 2.2 Given a scenario, set up and use client-side virtualization.

- Purpose of virtual machines
- Resource requirements
- Emulator requirements
- Security requirements
- Network requirements
- Hypervisor

### 2.3 Identify basic cloud concepts.

- SaaS
- IaaS
- PaaS
- Public vs. private vs. hybrid vs. community
- Rapid elasticity
- On-demand
- Resource pooling
- Measured service

### 2.4 Summarize the properties and purpose of services provided by networked hosts.

- **Server roles**
  - Web server
  - File server
  - Print server
  - DHCP server
- **Internet appliance**
  - DNS server
  - Proxy server
  - Mail server
  - Authentication server
- **Legacy/embedded systems**
  - UTM
  - IDS
  - IPS

## 2.5 Identify basic features of mobile operating systems.

- **Android vs. iOS vs. Windows**
    - Open source vs. closed source/vendor specific
    - App source (Google Play Store, App Store, and Store)
  - Screen orientation (accelerometer/gyroscope)
  - Screen calibration
  - GPS and geotracking
  - WiFi calling
  - Launcher/GUI
  - Virtual assistant
  - SDK/APK
  - Emergency notification
  - Mobile payment service
- 

## 2.6 Install and configure basic mobile device network connectivity and email.

- **Wireless/cellular data network (enable/disable)**
    - Hotspot
    - Tethering
    - Airplane mode
  - **Bluetooth**
    - Enable Bluetooth
    - Enable pairing
    - Find device for pairing
  - Enter appropriate pin code
  - Test connectivity
  - **Corporate and ISP email configuration**
    - POP3
    - IMAP
    - Port and SSL settings
    - Exchange, S/MIME
  - **Integrated commercial provider email configuration**
  - Google/Inbox
  - Yahoo
  - Outlook.com
  - iCloud
  - **PRI updates/PRL updates/Baseband updates**
  - **Radio firmware**
  - **IMEI vs. IMSI**
  - **VPN**
- 

## 2.7 Summarize methods and data related to mobile device synchronization.

- **Types of data to synchronize**
  - Contacts
  - Programs
  - Email
  - Pictures
  - Music
  - Videos
  - Calendar
  - Bookmarks
- Documents
- Location data
- Social media data
- eBooks
- **Synchronization methods**
  - Synchronize to the cloud
  - Synchronize to the desktop
- **Mutual authentication for multiple services (SSO)**
- **Software requirements to install the application on the PC**
- **Connection types to enable synchronization**





## 3.0 Security

### 3.1 Identify common security threats and vulnerabilities.

- **Malware**
  - Spyware
  - Viruses
  - Worms
  - Trojans
  - Rootkits
  - Ransomware
- **Phishing**
- **Speare phishing**
- **Spoofing**
- **Social engineering**
- **Shoulder surfing**
- **Zero-day attack**
- **Zombie/botnet**
- **Brute forcing**
- **Dictionary attacks**
- **Non-compliant systems**
- **Violations of security best practices**
- **Tailgating**
- **Man-in-the-middle**

### 3.2 Compare and contrast common prevention methods.

- **Physical security**
  - Lock doors
  - Mantrap
  - Cable locks
  - Securing physical documents/ passwords/shredding
  - Biometrics
  - ID badges
  - Key fobs
  - RFID badge
- **Digital security**
  - Antivirus/Anti-malware
  - Firewalls
  - User authentication/strong passwords
  - Multifactor authentication
  - Directory permissions
- **Smart card**
- **Tokens**
- **Privacy filters**
- **Entry control roster**
- **VPN**
- **DLP**
- **Disabling ports**
- **Access control lists**
- **Smart card**
- **Email filtering**
- **Trusted/untrusted software sources**
- **User education/AUP**
- **Principle of least privilege**

### 3.3 Compare and contrast differences of basic Windows OS security settings.

- **User and groups**
  - Administrator
  - Power user
  - Guest
  - Standard user
- **NTFS vs. Share permissions**
  - Allow vs. deny
- **Moving vs. copying folders and files**
- **File attributes**
- **Shared files and folders**
  - Administrative shares vs. local shares
  - Permission propagation
  - Inheritance
- **System files and folders**
- **User authentication**
  - Single sign-on
- **Run as administrator vs. standard user**
- **BitLocker**
- **BitLocker-To-Go**
- **EFS**

### 3.4 Given a scenario, deploy and enforce security best practices to secure a workstation.

- **Password best practices**
    - Setting strong passwords
    - Password expiration
    - Changing default usernames/passwords
    - Screensaver required password
    - BIOS/UEFI passwords
  - **Account management**
    - Requiring passwords
    - Restricting user permissions
    - Login time restrictions
    - Disabling guest account
    - Failed attempts lockout
  - **Timeout/screen lock**
  - **Disable autorun**
  - **Data encryption**
  - **Patch/update management**
- 

### 3.5 Compare and contrast various methods for securing mobile devices.

- **Screen locks**
    - Fingerprint lock
    - Face lock
    - Swipe lock
    - Passcode lock
  - **Remote backup applications**
  - **Failed login attempt restrictions**
  - **Antivirus/anti-malware**
  - **Patching/OS updates**
  - **Biometric authentication**
  - **Full device encryption**
  - **Multifactor authentication**
  - **Authenticator applications**
  - **Trusted sources vs. untrusted sources**
  - **Firewalls**
  - **Policies and procedures**
    - BYOD vs. corporate owned
    - Profile security requirements
- 

### 3.6 Given a scenario, use appropriate data destruction and disposal methods.

- **Physical destruction**
    - Shredder
    - Drill/hammer
    - Electromagnetic (Degaussing)
    - Incineration
    - Certificate of destruction
  - **Recycling or repurposing best practices**
    - Low-level format vs. standard format
    - Overwrite
    - Drive wipe
- 

### 3.7 Given a scenario, secure SOHO wireless and wired networks.

- **Wireless specific**
  - Changing default SSID
  - Setting encryption
  - Disabling SSID broadcast
  - Antenna and access point placement
  - Radio power levels
  - WPS
- **Change default usernames and passwords**
- **Update firmware**
- **Enable MAC filtering**
- **Physical security**
- **Assign static IP addresses**
- **Firewall settings**
- **Port forwarding/mapping**
- **Disabling ports**
- **Content filtering/parental controls**



## 4.0 Software Troubleshooting

### 4.1 Given a scenario, troubleshoot PC operating system problems with appropriate tools.

#### • Common symptoms

- Proprietary crash screens (BSOD/pinwheel)
- Failure to boot
- Improper shutdown
- Spontaneous shutdown/restart
- Device fails to start/detected
- Missing DLL message
- Services fails to start
- Compatibility error
- Slow system performance
- Boots to safe mode
- File fails to open

- Missing NTLDR
- Missing boot configuration data
- Missing operating system
- Missing graphical interface
- Missing GRUB/LILO
- Kernel panic
- Graphical Interface fails to load
- Multiple monitor misalignment/orientation

#### • Tools

- BIOS/UEFI
- SFC
- Logs

- System recovery options
- Repair disks
- Pre-installation environments
- MSCONFIG
- DEFRAG
- Regsvr32
- REGEDIT
- Event viewer
- Safe mode
- Command prompt
- Uninstall/reinstall/repair

### 4.2 Given a scenario, troubleshoot common PC security issues with appropriate tools and best practices.

#### • Common symptoms

- Pop-ups
- Browser redirection
- Security alerts
- Slow performance
- Internet connectivity issues
- PC/OS lock up
- Application crash
- OS updates failures
- Rogue antivirus
- Spam
- Renamed system files
- Files disappearing
- File permission changes
- Hijacked email
  - Responses from users regarding email
  - Automated replies from unknown sent email
- Access denied
- Invalid certificate (trusted root CA)

#### • Tools

- Antivirus software
- Anti-malware software
- Recovery console
- Terminal
- System Restore/Snapshot
- Pre-installation environments
- Event Viewer
- Refresh/restore
- MSCONFIG/Safe boot

#### • Best practice procedure for malware removal

1. Identify malware symptoms
2. Quarantine infected system
3. Disable System Restore (in Windows)
4. Remediate infected systems
  - a. Update anti-malware software
  - b. Scan and removal techniques (safe mode, pre-installation environment)
5. Schedule scans and run updates
6. Enable System Restore and create restore point (in Windows)
7. Educate end user



### 4.3 Given a scenario, troubleshoot common mobile OS and application issues with appropriate tools.

- **Common symptoms**
    - Dim display
    - Intermittent wireless
    - No wireless connectivity
    - No Bluetooth connectivity
    - Cannot broadcast to external monitor
    - Touchscreen non-responsive
    - Apps not loading
    - Slow performance
    - Unable to decrypt email
  - Extremely short battery life
  - Overheating
  - Frozen system
  - No sound from speakers
  - Inaccurate touch screen response
  - System lockout
  - **Tools**
    - Hard reset
    - Soft reset
    - Close running applications
  - Reset to factory default
  - Adjust configurations/settings
  - Uninstall/reinstall apps
  - Force stop
- 

### 4.4 Given a scenario, troubleshoot common mobile OS and application security issues with appropriate tools.

- **Common symptoms**
  - Signal drop/weak signal
  - Power drain
  - Slow data speeds
  - Unintended WiFi connection
  - Unintended Bluetooth pairing
  - Leaked personal files/data
  - Data transmission overlimit
  - Unauthorized account access
  - Unauthorized root access
- Unauthorized location tracking
- Unauthorized camera/microphone activation
- High resource utilization
- **Tools**
  - Anti-malware
  - App scanner
  - Factory reset/clean install
  - Uninstall/reinstall apps
  - WiFi analyzer
- Force stop
- Cell tower analyzer
- Backup/restore
  - iTunes/iCloud/Apple Configurator
  - Google Sync
  - One Drive



## 5.0 Operational Procedures

### 5.1 Given a scenario, use appropriate safety procedures.

- **Equipment grounding**
- **Proper component handling and storage**
  - Antistatic bags
  - ESD straps
  - ESD mats
  - Self-grounding
- **Toxic waste handling**
  - Batteries
  - Toner
  - CRT
- **Personal safety**
  - Disconnect power before repairing PC
  - Remove jewelry
  - Lifting techniques
  - Weight limitations
  - Electrical fire safety
  - Cable management
  - Safety goggles
  - Air filter mask
- **Compliance with local government regulations**

### 5.2 Given a scenario with potential environmental impacts, apply the appropriate controls.

- **MSDS documentation for handling and disposal**
- **Temperature, humidity level awareness and proper ventilation**
- **Power surges, brownouts, blackouts**
  - Battery backup
  - Surge suppressor
- **Protection from airborne particles**
  - Enclosures
  - Air filters/mask
- **Dust and debris**
  - Compressed air
  - Vacuums
- **Compliance to local government regulations**

### 5.3 Summarize the process of addressing prohibited content/activity, and explain privacy, licensing and policy concepts.

- **Incident response**
  - First response
    - Identify
    - Report through proper channels
    - Data/device preservation
  - Use of documentation/documentation changes
  - Chain of custody
    - Tracking of evidence/documenting process
- **Licensing/DRM/EULA**
  - Open source vs. commercial license
  - Personal license vs. enterprise licenses
- **Personally identifiable information**
- **Follow corporate end-user policies and security best practices**

**5.4 Demonstrate proper communication techniques and professionalism.**

- **Use proper language – avoid jargon, acronyms and slang when applicable**
- **Maintain a positive attitude/project confidence**
- **Actively listen (taking notes) and avoid interrupting the customer**
- **Be culturally sensitive**
  - Use appropriate professional titles, when applicable
- **Be on time (if late contact the customer)**
- **Avoid distractions**
  - Personal calls
  - Texting/social media sites
  - Talking to co-workers while interacting with customers
  - Personal interruptions
- **Dealing with difficult customer or situation**
  - Do not argue with customers and/or be defensive
  - Avoid dismissing customer problems
  - Avoid being judgmental
  - Clarify customer statements (ask open-ended questions to narrow the scope of the problem, restate the issue or question to verify understanding)
  - Do not disclose experiences via social media outlets
- **Set and meet expectations/timeline and communicate status with the customer**
  - Offer different repair/replacement options if applicable
- Provide proper documentation on the services provided
- Follow up with customer/user at a later date to verify satisfaction
- **Deal appropriately with customers confidential and private materials**
  - Located on a computer, desktop, printer, etc

**5.5 Given a scenario, explain the troubleshooting theory.**

- **Always consider corporate policies, procedures and impacts before implementing changes.**
  1. Identify the problem
    - Question the user and identify user changes to computer and perform backups before making changes
  2. Establish a theory of probable cause (question the obvious)
    - If necessary, conduct external or internal research based on symptoms
  3. Test the theory to determine cause
    - Once theory is confirmed, determine next steps to resolve problem
    - If theory is not confirmed, re-establish new theory or escalate
  4. Establish a plan of action to resolve the problem and implement the solution
  5. Verify full system functionality and if applicable implement preventive measures
  6. Document findings, actions and outcomes

# CompTIA A+ Acronyms

The following is a list of acronyms that appear on the CompTIA A+ exams. Candidates are encouraged to review the complete list and attain a working knowledge of all listed acronyms as a part of a comprehensive exam preparation program.

<b>ACRONYM</b>	<b>SPELLED OUT</b>	<b>ACRONYM</b>	<b>SPELLED OUT</b>
AC	Alternating Current	CIDR	Classless Inter-Domain Routing
ACL	Access Control List	CIFS	Common Internet File System
ACPI	Advanced Configuration Power Interface	CLI	Command Line Interface
ACT	Activity	CMOS	Complementary Metal-Oxide Semiconductor
ADSL	Asymmetrical Digital Subscriber Line	CNR	Communications and Networking Riser
AES	Advanced Encryption Standard	COMx	Communication Port (x=Port Number)
AGP	Accelerated Graphics Port	CPU	Central Processing Unit
AHCI	Advanced Host Controller Interface	CRT	Cathode Ray Tube
AP	Access Point	DAC	Discretionary Access Control
APIPA	Automatic Private Internet Protocol Addressing	DB-25	Serial Communications D-Shell Connector, 25 Pins
APM	Advanced Power Management	DB-9	9 Pin D Shell Connector
ARP	Address Resolution Protocol	DC	Direct Current
ASR	Automated System Recovery	DDoS	Distributed Denial of Service
ATA	Advanced Technology Attachment	DDR	Double Data Rate
ATAPI	Advanced Technology Attachment Packet Interface	DDR RAM	Double Data Rate Random-Access Memory
ATM	Asynchronous Transfer Mode	DDR SDRAM	Double Data Rate Synchronous Dynamic Random-Access Memory
ATSC	Advanced Television Systems Committee	DFS	Distributed File System
ATX	Advanced Technology Extended	DHCP	Dynamic Host Configuration Protocol
AUP	Acceptable Use Policy	DIMM	Dual Inline Memory Module
A/V	Audio Video	DIN	Deutsche Industrie Norm
BD-R	Blu-ray Disk Recordable	DLL	Dynamic Link Library
BIOS	Basic Input/Output System	DLT	Digital Linear Tape
BNC	Bayonet-Neill-Concelman or British Naval Connector	DLP	Digital Light Processing or Data Loss Prevention
BTX	Balanced Technology Extended	DMA	Direct Memory Access
CAD	Computer Aided Design	DMZ	Demilitarized Zone
CAPTCHA	Completely Automated Public Turing Test to tell Computers and Humans Apart	DNAT	Destination Network Address Translation
CCFL	Cold Cathode Fluorescent Lamp	DNS	Domain Name Service or Domain Name Server
CD	Compact Disc	DoS	Denial of Service
CD-ROM	Compact Disc-Read-Only Memory	DRAM	Dynamic Random Access Memory
CD-RW	Compact Disc-Rewritable	DRM	Digital Rights Management
CDFS	Compact Disc File System	DSL	Digital Subscriber Line
CERT	Computer Emergency Response Team	DVD	Digital Video Disc or Digital Versatile Disc
CFS	Central File System or Common File System or Command File System	DVD-RAM	Digital Video Disc-Random-Access Memory
		DVD-ROM	Digital Video Disc-Read-Only Memory

<b>ACRONYM</b>	<b>SPELLED OUT</b>	<b>ACRONYM</b>	<b>SPELLED OUT</b>
DVD-R	Digital Video Disc-Recordable	HCL	Hardware Compatibility List
DVD-RW	Digital Video Disc-Rewritable	HDD	Hard Disk Drive
DVI	Digital Visual Interface	HDMI	High-Definition Media Interface
ECC	Error Correcting Code or Error Checking and Correction	HFS	Hierarchical File System
ECP	Extended Capabilities Port	HPFS	High-Performance File System
EDO	Extended Data Out (RAM)	HSF	Heat Sink and Fan
EEPROM	Electrically Erasable Programmable Read-Only Memory	HTML	Hypertext Markup Language
EFS	Encrypting File System	HTPC	Home Theater PC
EIDE	Enhanced Integrated Drive Electronics	HTTP	Hypertext Transfer Protocol
EMI	Electromagnetic Interference	HTTPS	Hypertext Transfer Protocol Over Secure Sockets Layer
EMP	Electromagnetic Pulse	I/O	Input/Output
EPROM	Erasable Programmable Read-Only Memory	ICMP	Internet Control Message Protocol
EPP	Enhanced Parallel Port	ICR	Intelligent Character Recognition
ERD	Emergency Repair Disk	ICS	Internet Connection Sharing
eSATA	External Serial Advanced Technology Attachment	IDE	Integrated Drive Electronics
ESD	Electrostatic Discharge	IDF	Intermediate Distribution Frame
EULA	End-User License Agreement	IDS	Intrusion Detection System
EVGA	Extended Video Graphics Adapter/Array	IEEE	Institute of Electrical and Electronics Engineers
EVDO	Evolution Data Optimized or Evolution Data Only	IIS	Internet Information Services
Ext2	Second Extended File System	IMAP	Internet Mail Access Protocol
exFAT	Extended File Allocation Table	IMEI	International Mobile Equipment Identity
FAT	File Allocation Table	IMSI	International Mobile Subscriber Identity
FAT12	12-Bit File Allocation Table	IOPS	Input/Output Per Second
FAT16	16-Bit File Allocation Table	IP	Internet Protocol
FAT32	32-Bit File Allocation Table	IPCONFIG	Internet Protocol Configuration
FDD	Floppy Disk Drive	IPP	Internet Printing Protocol
Fn	Function (referring to the function key on a laptop)	IPS	In-Plane Switching or Intrusion Prevention System
FPM	Fast Page Mode	IPSec	Internet Protocol Security
FRU	Field Replaceable Unit	IR	Infrared
FSB	Front Side Bus	IrDA	Infrared Data Association
FTP	File Transfer Protocol	IRP	Incident Response Plan
FQDN	Fully Qualified Domain Name	IRQ	Interrupt Request
Gb	Gigabit	ISDN	Integrated Services Digital Network
GB	Gigabyte	ISO	International Organization for Standardization/ Industry Standards Organization
GDI	Graphics Device Interface	ISP	Internet Service Provider
GHz	Gigahertz	JBOD	Just a Bunch Of Disks
GUI	Graphical User Interface	Kb	Kilobit
GPO	Group Policy Object	KB	Kilobyte or Knowledge Base
GPS	Global Positioning System	KVM	Kernel-based Virtual Machine
GPT	GUID Partition Table	LAN	Local Area Network
GPU	Graphics Processing Unit	LBA	Logical Block Addressing
GSM	Global System for Mobile Communications	LC	Lucent Connector
HAL	Hardware Abstraction Layer	LCD	Liquid Crystal Display
HAV	Hardware-Assisted Virtualization	LDAP	Lightweight Directory Access Protocol
		LED	Light Emitting Diode
		LI-ON	Lithium-Ion
		LPD/LPR	Line Printer Daemon/Line Printer Remote
		LPT	Line Printer Terminal
		LVD	Low Voltage Differential
		LVDS	Low Voltage Differential Signaling



<b>ACRONYM</b>	<b>SPELLED OUT</b>	<b>ACRONYM</b>	<b>SPELLED OUT</b>
MAC	Media Access Control or Mandatory Access Control	PCL	Printer Control Language
MAPI	Messaging Application Programming Interface	PCMCIA	Personal Computer Memory Card International Association
MAU	Media Access Unit or Media Attachment Unit	PE	Preinstallation Environment
Mb	Megabit	PGA	Pin Grid Array
MB	Megabyte	PGA2	Pin Grid Array 2
MBR	Master Boot Record	PII	Personally Identifiable Information
MBSA	Microsoft Baseline Security Analyzer	PIN	Personal Identification Number
MDM	Master Data Management	PKI	Public Key Infrastructure
MFA	Multifactor Authentication	PnP	Plug and Play
MFD	Multi-Function Device	POP3	Post Office Protocol 3
MFP	Multi-Function Product	PoS	Point of Sale
MHz	Megahertz	POST	Power On Self Test
MicroDIMM	Micro Dual Inline Memory Module	POTS	Plain Old Telephone Service
MIDI	Musical Instrument Digital Interface	PPM	Pages Per Minute
MIME	Multipurpose Internet Mail Extension	PPP	Point-to-Point Protocol
MIMO	Multiple Input Multiple Output	PPTP	Point-to-Point Tunneling Protocol
MMC	Microsoft Management Console	PRI	Primary Rate Interface
MP3	Moving Picture Experts Group Layer 3 Audio	PRL	Preferred Roaming List
MP4	Moving Picture Experts Group Layer 4	PROM	Programmable Read-Only Memory
MPEG	Moving Picture Experts Group	PS/2	Personal System/2 Connector
MSCONFIG	Microsoft Configuration	PSTN	Public Switched Telephone Network
MSDS	Material Safety Data Sheet	PSU	Power Supply Unit
MSRA	Microsoft Remote Assistance	PVA	Patterned Vertical Alignment
MSTSC	Microsoft Terminal Services Client	PVC	Permanent Virtual Circuit
MT-RJ	Mechanical Transfer Registered Jack	PXE	Preboot Execution Environment
MUI	Multilingual User Interface	QoS	Quality of Service
NAC	Network Access Control	RADIUS	Remote Authentication Dial-In User Server
NAS	Network Attached Storage	RAID	Redundant Array of Independent (or Inexpensive) Discs
NAT	Network Address Translation	RAM	Random Access Memory
NetBIOS	Networked Basic Input/Output System	RAS	Remote Access Service
NetBEUI	Networked Basic input/output system Extended User Interface	RDP	Remote Desktop Protocol
NFC	Near Field Communication	RF	Radio Frequency
NFS	Network File System	RFI	Radio Frequency Interference
NIC	Network Interface Card	RGB	Red Green Blue
NiCd	Nickel Cadmium	RIP	Routing Information Protocol
NiMH	Nickel Metal Hydride	RIS	Remote Installation Service
NLX	New Low profile Extended	RISC	Reduced Instruction Set Computer
NNTP	Network News Transfer Protocol	RJ-11	Registered Jack Function 11
NTFS	New Technology File System	RJ-45	Registered Jack Function 45
NTLDR	New Technology Loader	RMA	Returned Materials Authorization
NTP	Network Time Protocol	ROM	Read-Only Memory
NVM HCI	Non-Volatile Memory Host Controller Interface	RPO	Recovery Point Objective
OCR	Optical Character Recognition	RTC	Real-Time Clock
OEM	Original Equipment Manufacturer	RTO	Recovery Time Objective
OLED	Organic Light Emitting Diode	SAN	Storage Area Network
OS	Operating System	SAS	Serial Attached SCSI
PAN	Personal Area Network	SATA	Serial Advanced Technology Attachment
PATA	Parallel Advanced Technology Attachment	SC	Subscription Channel
PC	Personal Computer	SCP	Secure Copy Protection
PCI	Peripheral Component Interconnect	SCSI	Small Computer System Interface
PCIe	Peripheral Component Interconnect express	SCSI ID	Small Computer System Interface Identifier
PCI-X	Peripheral Component Interconnect Extended		

<b>ACRONYM</b>	<b>SPELLED OUT</b>	<b>ACRONYM</b>	<b>SPELLED OUT</b>
SD Card	Secure Digital Card	VFAT	Virtual File Allocation Table
SDRAM	Synchronous Dynamic Random-Access Memory	VGA	Video Graphics Array
SEC	Single Edge Connector	VHD	Virtual Hard Disk
SFC	System File Checker	VM	Virtual Machine
SFF	Small Form Factor	VoIP	Voice over Internet Protocol
SFTP	Secured File Transfer Protocol	VPN	Virtual Private Network
SLI	Scalable Link Interface or System Level Integration or Scanline Interleave Mode	VRAM	Video Random-Access Memory
S.M.A.R.T.	Self-Monitoring, Analysis, and Reporting Technology	WAN	Wide Area Network
SMB	Server Message Block or Small To Midsize Business	WAP	Wireless Access Protocol or Wireless Access Point
SMTP	Simple Mail Transfer Protocol	WEP	Wired Equivalent Privacy
SNMP	Simple Network Management Protocol	WiFi	Wireless Fidelity
SoDIMM	Small outline Dual Inline Memory Module	WINS	Windows Internet Name Service
SOHO	Small Office, Home Office	WLAN	Wireless Local Area Network
SP	Service Pack	WOL	Wake-on-LAN
SPDIF	Sony/Philips Digital Interface Format	WPA	WiFi Protected Access
SPGA	Staggered Pin Grid Array	WPA2	WiFi Protected Access 2
SRAM	Static Random-Access Memory	WPS	WiFi Protected Setup
SSD	Solid State Drive	WUXGA	Wide Ultra Extended Graphics Array
SSH	Secure Shell	XFS	Extended File System
SSID	Service Set Identifier	XGA	Extended Graphics Array
SSL	Secure Sockets Layer	ZIF	Zero Insertion Force
SSO	Single Sign-On	ZIP	Zig-zag Inline Package
ST	Straight Tip		
STP	Shielded Twisted Pair		
SXGA	Super Extended Graphics Array		
TB	Terabyte		
TCP	Transmission Control Protocol		
TCP/IP	Transmission Control Protocol/Internet Protocol		
TDR	Time Domain Reflectometer		
TFTP	Trivial File Transfer Protocol		
TKIP	Temporal Key Integrity Protocol		
TN	Twisted Nematic		
TPM	Trusted Platform Module		
UAC	User Account Control		
UDF	User Defined Functions or Universal Disk Format or Universal Data Format		
UDP	User Datagram Protocol		
UEFI	Unified Extensible Firmware Interface		
UNC	Universal Naming Convention		
UPnP	Universal Plug and Play		
UPS	Uninterruptible Power Supply		
URL	Uniform Resource Locator		
USB	Universal Serial Bus		
USMT	User State Migration Tool		
UTM	Unified Threat Management		
UTP	Unshielded Twisted Pair		
UUID	Universally Unique Identifier		
UXGA	Ultra Extended Graphics Array		
VDI	Virtual Desktop Infrastructure		
VESA	Video Electronics Standards Association		

# A+ Proposed Hardware and Software List

CompTIA has included this sample list of hardware and software to assist candidates as they prepare for the A+ exam. This list may also be helpful for training companies that wish to create a lab component to their training offering. The bulleted lists below each topic are sample lists and not exhaustive.

## EQUIPMENT

- Apple tablet/smartphone
- Android tablet/smartphone
- Windows tablet/smartphone
- Windowslaptop/Mac laptop/Linux laptop
- Windows desktop/Mac desktop/Linux desktop
- Monitors
- Projectors
- SOHO router/switch
- Access point
- VoIP phone
- Printer
  - Laser/inkjet
  - Wireless
- Surge suppressor
- UPS

## SPARE PARTS/HARDWARE

- Motherboards
- RAM
- Hard drives
- Power supplies
- Video cards
- Sounds cards
- Network cards
- Wireless NICs
- Fans/cooling devices/heat sink
- CPUs
- Assorted connectors/cables
  - USB
  - HDMI
  - etc

- Adapters
- Network cables
- Unterminated network cable/connectors
- AC adapters
- Optical drives
- Screws/stand-offs
- Cases
- Maintenance kit
- Mice/keyboards

## TOOLS

- Screw drivers
- Multimeter
- Wire cutters
- Punchdown tool
- Crimper
- Power supply tester
- Cable stripper
- POST cards
- Standard technician toolkit
- ESD strap
- Thermal paste
- Cable tester
- WiFi analyzer
- SATA to USB connectors

## SOFTWARE

- Operating system disks
- Antivirus software
- Virtualization software
- Anti-malware
- Driver software