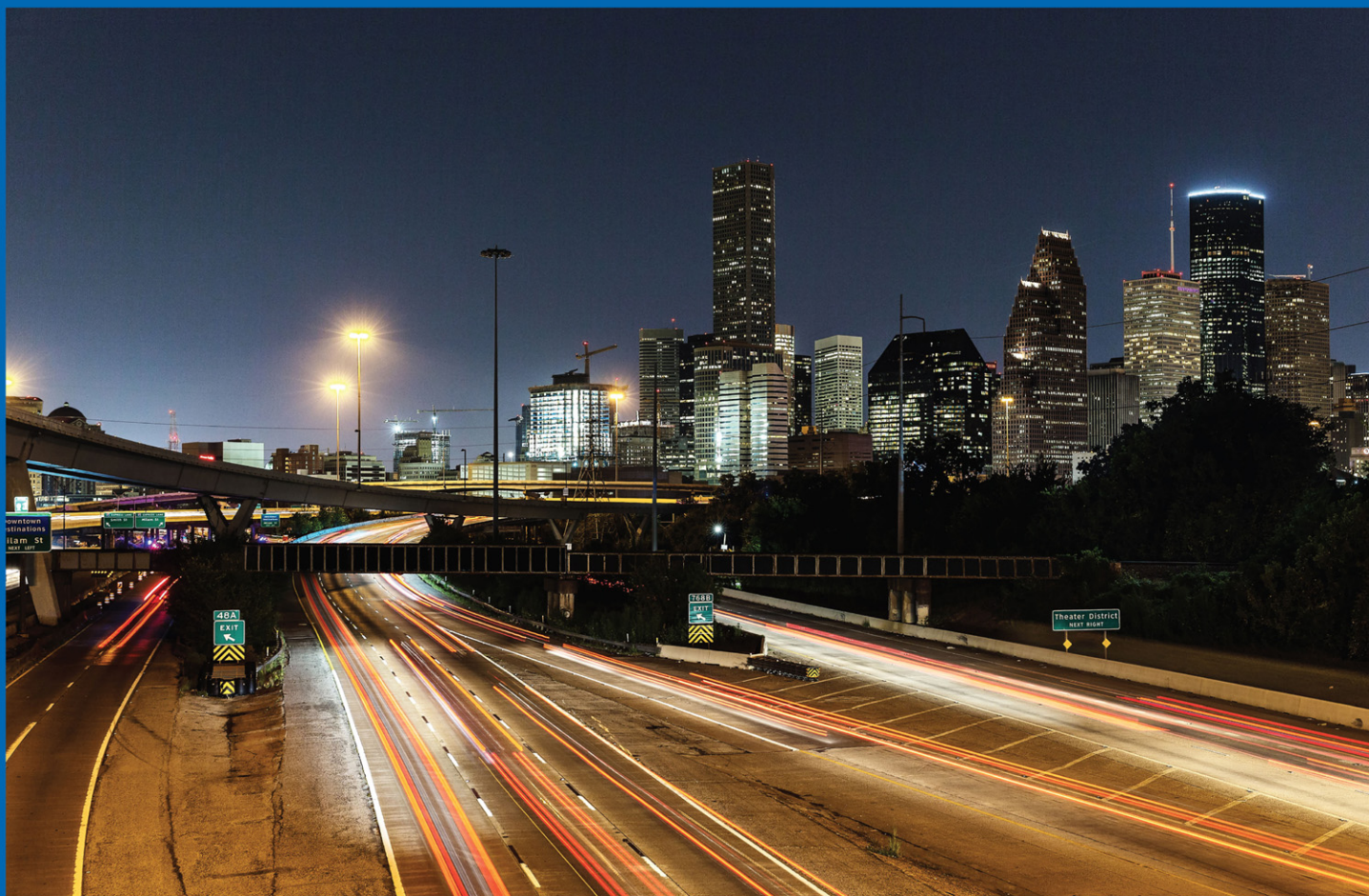




# IT Essentials v8

## Companion Guide



# IT Essentials v8 Companion Guide

**Cisco Press**

# IT Essentials Companion Guide v8

## Table of Contents

Cover

Title Page

Copyright Page

Contents at a Glance

Contents

Introduction

Chapter 1 Introduction to Personal Computer Hardware

Objectives

Key Terms

Introduction to Personal Computers (1.0)

Personal Computer Safety (1.1)

What Is in a Computer? (1.1.1)

Electrical and ESD Safety (1.1.2)

Electrical Safety (1.1.2.1)

ESD (1.1.2.2)

PC Components (1.2)

Case and Power Supplies (1.2.1)

Cases (1.2.1.1)

Power Supplies (1.2.1.2)

Connectors (1.2.1.3)

Power Supply Voltage (1.2.1.4)

Motherboards (1.2.2)

Motherboards (1.2.2.1)

Motherboard Components (1.2.2.2)

# **Table of Contents**

Motherboard Chipset (1.2.2.3)

Motherboard Form Factors (1.2.2.4)

## **CPUs and Cooling Systems (1.2.3)**

What Is a CPU? (1.2.3.1)

Cooling Systems (1.2.3.2)

## **Memory (1.2.4)**

Types of Memory (1.2.4.1)

Types of ROM (1.2.4.2)

Types of RAM (1.2.4.3)

Memory Modules (1.2.4.4)

## **Adapter Cards and Expansion Slots (1.2.5)**

Adapter Cards (1.2.5.1)

## **Hard Disk Drives and SSDs (1.2.6)**

Types of Storage Devices (1.2.6.1)

Storage Device Interfaces (1.2.6.2)

Magnetic Media Storage (1.2.6.3)

Semiconductor Storage (1.2.6.4)

## **Optical Storage Devices (1.2.7)**

Types of Optical Storage Devices (1.2.7.1)

## **Ports, Cables, and Adapters (1.2.8)**

Video Ports and Cables (1.2.8.1)

Other Ports and Cables (1.2.8.2)

Adapters and Converters (1.2.8.3)

## **Input Devices (1.2.9)**

The Original Input Devices (1.2.9.1)

New Input Devices (1.2.9.2)

More New Input Devices (1.2.9.3)

Most Recent Input Devices (1.2.9.4)

## **Output Devices (1.2.10)**

What Are Output Devices? (1.2.10.1)

Monitors and Projectors (1.2.10.2)

VR and AR Headsets (1.2.10.3)

# Table of Contents

Printers (1.2.10.4)

Speakers and Headphones (1.2.10.5)

## Computer Disassembly (1.3)

The Technicians Toolkit (1.3.1)

Computer Disassembly (1.3.2)

## Summary (1.4)

## Practice

Labs

## Check Your Understanding Questions

## Chapter 2 PC Assembly

### Objectives

### Key Terms

### Introduction to PC Assembly (2.0)

### Assemble the Computer (2.1)

General and Fire Safety (2.1.1)

Open the Case and Connect the Power Supply (2.1.2)

Select the Case and Fans (2.1.2.3)

Select a Power Supply (2.1.2.4)

Install the Motherboard Components (2.1.3)

Select the Motherboard (2.1.3.7)

Select the CPU and CPU Cooling (2.1.3.8)

Select the RAM (2.1.3.9)

Install Internal Drives (2.1.4)

Select Hard Drives (2.1.4.2)

Select Optical Drives (2.1.4.3)

Install the Hard Drive (2.1.4.4)

Install the Optical Drive (2.1.4.5)

Install the Adapter Cards (2.1.5)

Select Adapter Cards (2.1.5.2)

Other Factors for Adapter Card Selection (2.1.5.3)

# Table of Contents

Install the Adapter Cards (2.1.5.4)

Select Additional Storage (2.1.6)

Select a Media Reader (2.1.6.1)

Select External Storage (2.1.6.2)

Install the Cables (2.1.7)

Install the Front Panel Cables (2.1.7.6)

Summary (2.2)

Practice

Labs

Check Your Understanding Questions

## Chapter 3 Advanced Computer Hardware

Objectives

Key Terms

Introduction to Advanced Computer Hardware (3.0)

Boot the Computer (3.1)

POST, BIOS, CMOS, and UEFI (3.1.1)

POST (3.1.1.2)

BIOS and CMOS (3.1.1.3)

UEFI (3.1.1.4)

BIOS/UEFI Configuration (3.1.2)

BIOS and UEFI Security (3.1.2.2)

Update the Firmware (3.1.2.3)

Electrical Power (3.2)

Wattage and Voltage (3.2.1)

Wattage and Voltage (3.2.1.1)

Power Supply Voltage Setting (3.2.1.2)

Power Fluctuation and Protection (3.2.2)

Power Fluctuation Types (3.2.2.1)

Power Protection Devices (3.2.2.2)

Advanced Computer Functionality (3.3)

# **Table of Contents**

## **CPU Architectures and Operation (3.3.1)**

- CPU Architectures (3.3.1.1)
- Enhancing CPU Operation (3.3.1.2)
- Multicore Processors (3.3.1.3)
- CPU Cooling Mechanisms (3.3.1.4)

## **RAID (3.3.2)**

- What Do You Already Know? RAID (3.3.2.1)
- RAID Concepts (3.3.2.2)
- RAID Levels (3.3.2.3)

## **Ports, Connectors, and Cables (3.3.3)**

- Legacy Ports (3.3.3.1)
- Video and Graphic Ports (3.3.3.2)
- USB Cables and Connectors (3.3.3.3)
- SATA Cables and Connectors (3.3.3.4)
- Twisted-Pair Cables and Connectors (3.3.3.5)
- Coax Cables and Connectors (3.3.3.6)
- SCSI and IDE Cables and Connectors (3.3.3.7)

## **Monitors (3.3.4)**

- Monitor Characteristics (3.3.4.1)
- Monitor Terms (3.3.4.2)
- Display Standards (3.3.4.3)
- Using Multiple Monitors (3.3.4.4)

## **Computer Configuration (3.4)**

### **Upgrade Computer Hardware (3.4.1)**

- Motherboard Upgrade (3.4.1.1)
- Steps to Upgrade a Motherboard (3.4.1.2)
- CPU Upgrade (3.4.1.3)
- Storage Device Upgrade (3.4.1.4)
- Peripheral Upgrades (3.4.1.5)
- Power Supply Upgrade (3.4.1.6)

## **Protecting the Environment (3.5)**

- Safe Disposal of Equipment and Supplies (3.5.1)

# Table of Contents

Safe Disposal Methods (3.5.1.1)

Safety Data Sheets (3.5.1.2)

Summary (3.6)

Practice

Labs

Check Your Understanding Questions

## Chapter 4 Preventive Maintenance and Troubleshooting

Objectives

Key Terms

Introduction (4.0)

Preventive Maintenance (4.1)

PC Preventive Maintenance Overview (4.1.1)

Benefits to Preventive Maintenance (4.1.1.1)

Preventive Maintenance - Dust (4.1.1.2)

Preventive Maintenance - Internal Components (4.1.1.3)

Preventive Maintenance - Environmental Concerns (4.1.1.4)

Preventive Maintenance - Software (4.1.1.5)

Troubleshooting Process (4.2)

Troubleshooting Process Steps (4.2.1)

Introduction to Troubleshooting (4.2.1.1)

Troubleshooting Process Steps (4.2.1.2)

Identify the Problem (4.2.1.3)

Establish a Theory of Probable Cause (4.2.1.5)

Test the Theory to Determine the Cause (4.2.1.6)

Establish a Plan of Action to Resolve the Problem and Implement the Solution (4.2.1.7)

Verify Full Functionality and, if Applicable, Implement Preventive Measures (4.2.1.8)

Document Findings, Actions, and Outcomes (4.2.1.9)

Common Problems and Solutions for PCs (4.2.2)

PC Common Problems and Solutions (4.2.2.1)

Common Problems and Solutions for Storage Devices (4.2.2.2)

Common Problems and Solutions for Motherboards and Internal Components (4.2.2.3)

Common Problems and Solutions for Power Supplies (4.2.2.4)

Common Problems and Solutions for CPUs and Memory (4.2.2.5)



# Table of Contents

Common Problems and Solutions for Displays (4.2.2.6)

Apply Troubleshooting Process to Computer Components and Peripherals (4.2.3)

Personal Reference Tools (4.2.3.1)

Internet Reference Tools (4.2.3.2)

Advanced Problems and Solutions for Hardware (4.2.3.4)

Summary (4.3)

Practice

Labs

Check Your Understanding Questions

## Chapter 5 Networking Concepts

Objectives

Key Terms

Introduction (5.0)

Network Components and Types (5.1)

Types of Networks (5.1.1)

Network Icons (5.1.1.1)

Network Topologies and Description (5.1.1.2)

5.1.1.4 VLANs

VLAN Topology Example

Internet Connection Types (5.1.2)

Brief History of Connection Technologies (5.1.2.1)

DSL, Cable, and Fiber (5.1.2.2)

Line of Sight Wireless Internet Service (5.1.2.3)

Satellite (5.1.2.4)

Cellular (5.1.2.5)

Mobile Hotspot and Tethering (5.1.2.6)

Networking Protocols, Standards, and Services (5.2)

Transport Layer Protocols (5.2.1)

The TCP/IP Model (5.2.1.3)

TCP (5.2.1.4)

UDP (5.2.1.5)

# **Table of Contents**

## **Application Port Numbers (5.2.2)**

Classify Application Port Numbers (5.2.2.2)

## **Wireless Protocols (5.2.3)**

WLAN Protocols (5.2.3.1)

Bluetooth, NFC, and RFID (5.2.3.2)

Zigbee and Z-Wave (5.2.3.3)

Cellular Generations (5.2.3.4)

## **Network Services (5.2.4)**

ClientServer Roles (5.2.4.2)

DHCP Server (5.2.4.3)

DNS Server (5.2.4.4)

Print Server (5.2.4.5)

File Server (5.2.4.6)

Web Server (5.2.4.7)

Mail Server (5.2.4.8)

Proxy Server (5.2.4.9)

Authentication Server (5.2.4.10)

Syslog Server (5.2.4.11)

Load Balancer (5.2.4.12)

SCADA (5.2.4.13)

## **Network Devices (5.3)**

### **Basic Network Devices (5.3.1)**

Network Interface Card (5.3.1.2)

Repeaters, Bridges, and Hubs (5.3.1.3)

Switches (5.3.1.4)

Wireless Access Points (5.3.1.5)

Routers (5.3.1.6)

### **Security Devices (5.3.2)**

Firewalls (5.3.2.2)

IDS and IPS (5.3.2.3)

UTMs (5.3.2.4)

Endpoint Management Server (5.3.2.5)

Spam Management (5.3.2.6)

# **Table of Contents**

## Other Network Devices (5.3.3)

Legacy and Embedded Systems (5.3.3.1)

Patch Panel (5.3.3.2)

Power over Ethernet and Ethernet over Power (5.3.3.3)

Cloud-Based Network Controller (5.3.3.4)

## Network Cables (5.4)

### Network Tools (5.4.1)

Network Tools and Descriptions (5.4.1.2)

Network Taps (5.4.1.3)

### Copper Cables and Connectors (5.4.2)

Cable Types (5.4.2.1)

Coaxial Cables (5.4.2.2)

Twisted-Pair Cables (5.4.2.3)

Twisted-Pair Category Ratings (5.4.2.4)

Twisted-Pair Wire Schemes (5.4.2.5)

### Fiber Cables and Connectors (5.4.3)

Fiber-Optic Cables (5.4.3.1)

Types of Fiber Media (5.4.3.2)

Fiber-Optic Connectors (5.4.3.3)

## Summary (5.5)

## Practice

Lab

## Check Your Understanding Questions

## Chapter 6 Applied Networking

### Objectives

### Key Terms

### Introduction (6.0)

### Device to Network Connection (6.1)

Network Addressing (6.1.1)

Two Network Addresses (6.1.1.4)

# **Table of Contents**

Displaying the Addresses (6.1.1.5)

IPv4 Address Format (6.1.1.6)

IPv6 Address Formats (6.1.1.7)

Static Addressing (6.1.1.8)

Dynamic Addressing (6.1.1.9)

DNS (6.1.1.10)

DHCP Operation (6.1.1.11)

VLAN (6.1.1.12)

Link-Local IPv4 and IPv6 Addresses (6.1.1.13)

## **Configure a NIC (6.1.2)**

Network Design (6.1.2.2)

Selecting a NIC (6.1.2.3)

Installing and Updating a NIC (6.1.2.4)

Configure a NIC (6.1.2.5)

ICMP (6.1.2.6)

## **Configure a Wired and Wireless Network (6.1.3)**

Connecting Wired Devices to the Internet (6.1.3.2)

Logging in to the Router (6.1.3.3)

Basic Network Setup (6.1.3.4)

Basic Wireless Settings (6.1.3.5)

Configure a Wireless Mesh Network (6.1.3.6)

NAT for IPv4 (6.1.3.7)

Quality of Service (6.1.3.8)

## **Firewall Settings (6.1.4)**

UPnP (6.1.4.2)

DMZ (6.1.4.3)

Port Forwarding (6.1.4.4)

MAC Address Filtering (6.1.4.5)

Whitelisting and Blacklisting (6.1.4.6)

## **IoT Device Configuration (6.1.5)**

Internet of Things (6.1.5.1)

IoT Devices in Packet Tracer (6.1.5.2)

## **The Basic Networking Troubleshooting Process (6.2)**

# **Table of Contents**

## Applying the Troubleshooting Process to Networking (6.2.1)

The Six Steps of the Troubleshooting Process (6.2.1.1)

Identify the Problem (6.2.1.2)

Establish a Theory of Probable Cause (6.2.1.3)

Test the Theory to Determine the Cause (6.2.1.4)

Establish a Plan of Action to Resolve the Problem and Implement the Solution (6.2.1.5)

Verify Full Functionality and, if Applicable, Implement Preventive Measures (6.2.1.6)

Document Findings, Actions, and Outcomes (6.2.1.7)

## Network Problems and Solutions (6.2.2)

Common Problems and Solutions for Networking (6.2.2.1)

Advanced Problems and Solutions for Network Connections (6.2.2.2)

Advanced Problems and Solutions for FTP and Secure Internet Connections (6.2.2.3)

Advanced Problems and Solutions Using Network Tools (6.2.2.4)

## Summary (6.3)

### Practice

Labs

### Packet Tracer Activities

### Check Your Understanding Questions

## Chapter 7 Laptops and Other Mobile Devices

### Objectives

### Key Terms

### Introduction (7.0)

### Characteristics of Laptops and Other Mobile Devices (7.1)

#### Mobile Device Overview (7.1.1)

What Do You Already Know? - Mobile Devices (7.1.1.1)

Mobility (7.1.1.2)

Laptops (7.1.1.3)

Smartphone Characteristics (7.1.1.4)

Smartphone Features (7.1.1.5)

Tablets and E-readers (7.1.1.6)

Wearables: Smartwatches and Fitness Trackers (7.1.1.7)

# **Table of Contents**

Wearables: Augmented and Virtual Realities (7.1.1.8)

## **Laptop Components (7.1.2)**

Motherboards (7.1.2.3)

Internal Components (7.1.2.4)

Special Function Keys (7.1.2.5)

## **Laptop Display Components (7.1.3)**

LCD, LED, and OLED Display Technologies (7.1.3.1)

Laptop Display Features (7.1.3.2)

Backlights and Inverters (7.1.3.3)

Wi-Fi Antenna Connectors (7.1.3.5)

Webcam and Microphone (7.1.3.6)

## **Laptop Configuration (7.2)**

### **Power Settings Configuration (7.2.1)**

Power Management (7.2.1.1)

Managing ACPI Settings in the BIOS (7.2.1.2)

### **Wireless Configuration (7.2.2)**

Bluetooth (7.2.2.1)

Bluetooth Laptop Connections (7.2.2.2)

Cellular WAN (7.2.2.4)

Wi-Fi (7.2.2.5)

## **Laptop Hardware and Component Installation and Configuration (7.3)**

### **Expansion Slots (7.3.1)**

Expansion Cards (7.3.1.1)

Flash Memory (7.3.1.2)

Smart Card Reader (7.3.1.3)

SODIMM Memory (7.3.1.4)

### **Replacing Laptop Components (7.3.2)**

Overview of Hardware Replacement (7.3.2.1)

Power (7.3.2.5)

Internal Storage and Optical Drive (7.3.2.8)

## **Other Mobile Device Hardware Overview (7.4)**

Other Mobile Device Hardware (7.4.1)

# **Table of Contents**

Cell Phone Parts (7.4.1.1)

Wired Connectivity (7.4.1.2)

Wireless Connections and Shared Internet Connections (7.4.1.3)

## **Specialty Mobile Devices (7.4.2)**

Wearable Devices (7.4.2.1)

Specialty Devices (7.4.2.2)

## **Network Connectivity and Email (7.5)**

### **Wireless and Cellular Data Networks (7.5.1)**

Wireless Data Networks (7.5.1.1)

Cellular Communication Standards (7.5.1.3)

Airplane Mode (7.5.1.4)

Hotspot (7.5.1.5)

### **Bluetooth (7.5.2)**

Bluetooth for Mobile Devices (7.5.2.1)

Bluetooth Pairing (7.5.2.2)

### **Configuring Email (7.5.3)**

Introduction to Email (7.5.3.1)

Android Email Configuration (7.5.3.3)

iOS Email Configuration (7.5.3.4)

Internet Email (7.5.3.5)

### **Mobile Device Synchronization (7.5.4)**

Types of Data to Synchronize (7.5.4.1)

Enabling Synchronization (7.5.4.2)

Synchronization Connection Types (7.5.4.3)

## **Preventive Maintenance for Laptops and Other Mobile Devices (7.6)**

### **Scheduled Maintenance for Laptops and Other Mobile Devices (7.6.1)**

What Do You Already Know? - Preventive Maintenance (7.6.1.1)

The Reason for Maintenance (7.6.1.2)

Laptop Preventive Maintenance Program (7.6.1.3)

Mobile Device Preventive Maintenance Program (7.6.1.4)

## **Basic Troubleshooting Process for Laptops and Other Mobile Devices (7.7)**

### **Applying the Troubleshooting Process to Laptops and Other Mobile Devices (7.7.1)**

# **Table of Contents**

The Six Steps of the Troubleshooting Process (7.7.1.1)

Identify the Problem (7.7.1.2)

Establish a Theory of Probable Cause (7.7.1.3)

Test the Theory to Determine Cause (7.7.1.4)

Establish a Plan of Action to Resolve the Problem and Implement the Solution (7.7.1.5)

Verify Full System Functionality and, if Applicable, Implement Preventive Measures (7.7.1.6)

Document Findings, Actions, and Outcomes (7.7.1.7)

Common Problems and Solutions for Laptops and Other Mobile Devices (7.7.2)

Identify Common Problems and Solutions (7.7.2.1)

Common Problems and Solutions for Laptops (7.7.2.2)

Common Problems and Solutions for Other Mobile Devices (7.7.2.3)

Summary (7.8)

Practice

Labs

Check Your Understanding Questions

## **Chapter 8 Printers**

Objectives

Key Terms

Introduction (8.0)

Common Printer Features (8.1)

Characteristics and Capabilities (8.1.1)

Characteristics of Printers (8.1.1.1)

Printer Speed, Quality, and Color (8.1.1.2)

Reliability and Total Cost of Ownership (8.1.1.3)

Automatic Document Feeder and Network Scanning (8.1.1.4)

Printer Connections (8.1.2)

Printer Connection Types (8.1.2.1)

Printer Type Comparison (8.2)

Inkjet Printers (8.2.1)

Inkjet Printer Characteristics (8.2.1.1)



# **Table of Contents**

Inkjet Printer Parts (8.2.1.2)

## **Laser Printers (8.2.2)**

Laser Printer Characteristics (8.2.2.1)

Laser Printer Parts (8.2.2.2)

## **Laser Printing Process (8.2.3)**

How Laser Printing Works (8.2.3.1)

## **Thermal Printers and Impact Printers (8.2.4)**

Thermal Printer Characteristics (8.2.4.1)

Impact Printer Characteristics (8.2.4.2)

## **Virtual Printers (8.2.5)**

Virtual Printer Characteristics (8.2.5.1)

Cloud Printing (8.2.5.2)

## **3D Printers (8.2.6)**

3D Printer Characteristics (8.2.6.1)

3D Printer Parts (8.2.6.2)

## **Installing and Configuring Printers (8.3)**

Installing and Updating a Printer (8.3.1)

Installing a Printer (8.3.1.1)

Test Printer Functions (8.3.1.2)

Configuring Options and Default Settings (8.3.2)

Common Configuration Settings (8.3.2.1)

Optimizing Printer Performance (8.3.3)

Software Optimization (8.3.3.1)

Hardware Optimization (8.3.3.2)

## **Sharing Printers (8.4)**

Operating System Settings for Sharing Printers (8.4.1)

Configuring Printer Sharing (8.4.1.1)

Wireless Printer Connections (8.4.1.2)

Print Servers (8.4.2)

Purposes of Print Servers (8.4.2.1)

Software Print Servers (8.4.2.2)

# **Table of Contents**

Hardware Print Servers (8.4.2.3)

Dedicated Print Servers (8.4.2.4)

## **Maintaining and Troubleshooting Printers (8.5)**

### **Printer Preventive Maintenance (8.5.1)**

Vendor Guidelines (8.5.1.1)

What Do You Already Know? Printer Operating Environment (8.5.1.2)

### **Inkjet Printer Preventive Maintenance (8.5.2)**

### **Laser Printer Preventive Maintenance (8.5.3)**

### **Thermal Printer Preventive Maintenance (8.5.4)**

Preventive Maintenance on a Thermal Printer (8.5.4.1)

### **Impact Printer Preventive Maintenance (8.5.5)**

Preventive Maintenance of an Impact Printer (8.5.5.1)

### **3D Printer Preventive Maintenance (8.5.6)**

### **Applying the Troubleshooting Process to Printers (8.5.7)**

The Six Steps of the Troubleshooting Process (8.5.7.1)

Identify the Problem (8.5.7.2)

Establish a Theory of Probable Cause (8.5.7.3)

Test the Theory to Determine Cause (8.5.7.4)

Establish a Plan of Action to Resolve the Problem and Implement the Solution (8.5.7.5)

Verify Full System Functionality and, if Applicable, Implement Preventive Measures (8.5.7.6)

Document Findings, Actions, and Outcomes (8.5.7.7)

### **Problems and Solutions (8.5.8)**

Identify Printer Problems and Solutions (8.5.8.1)

Common Problems and Solutions for Printers (8.5.8.2)

Advanced Problems and Solutions for Printers (8.5.8.3)

## **Summary (8.6)**

## **Practice**

Labs

## **Check Your Understanding Questions**

## **Chapter 9 Virtualization and Cloud Computing**

# **Table of Contents**

Objectives

Key Terms

Introduction (9.0)

Virtualization (9.1)

    Virtualization (9.1.1)

        Cloud Computing and Virtualization (9.1.1.2)

        Traditional Server Deployment (9.1.1.3)

        Server Virtualization (9.1.1.4)

        Advantages of Server Virtualization (9.1.1.5)

    Client-Side Virtualization (9.1.2)

        Client-Side Virtualization (9.1.2.1)

        Type 1 and Type 2 Hypervisors (9.1.2.2)

        Virtual Machine Requirements (9.1.2.3)

Cloud Computing (9.2)

    Cloud Computing Applications (9.2.1)

        How We Use the Cloud (9.2.1.1)

    Cloud Services (9.2.2)

        Cloud Services (9.2.2.1)

        What Do You Already Know? - Cloud Models (9.2.2.2)

        Cloud Computing Characteristics (9.2.2.4)

        Software Defined Networking (9.2.2.5)

Summary (9.3)

Practice

    Lab

Check Your Understanding Questions

## **Chapter 10 Windows Installation**

Objectives

Key Terms

Introduction (10.0)

Modern Operating Systems (10.1)

# **Table of Contents**

## **Operating System Features (10.1.1)**

Terms (10.1.1.1)

Basic Functions of an Operating System (10.1.1.2)

Windows Operating Systems (10.1.1.3)

## **Customer Requirements for an Operating System (10.1.2)**

Compatible System Software and Hardware Requirements (10.1.2.1)

Minimum Hardware Requirements and Compatibility with OS (10.1.2.2)

32-bit vs. 64-bit Processor Architecture (10.1.2.3)

What Do You Already Know? Choosing a Windows Edition (10.1.2.4)

## **Operating System Upgrades (10.1.3)**

Checking OS Compatibility (10.1.3.1)

Windows OS Upgrades (10.1.3.2)

Data Migration (10.1.3.3)

## **Disk Management (10.2)**

### **Disk Management (10.2.1)**

Storage Device Types (10.2.1.1)

Hard Drive Partitioning (10.2.1.2)

Partitions and Logical Drives (10.2.1.3)

File Systems (10.2.1.5)

## **Install Windows (10.3)**

### **Basic Windows Installation (10.3.1)**

Account Creation (10.3.1.2)

Finalize the Installation (10.3.1.3)

### **Custom Installation Options (10.3.2)**

Disk Cloning (10.3.2.1)

Other Installation Methods (10.3.2.2)

Remote Network Installation (10.3.2.3)

Unattended Network Installation (10.3.2.4)

Recovery Partition (10.3.2.6)

Upgrade Methods (10.3.2.7)

### **Windows Boot Sequence (10.3.3)**

Windows Boot Sequence (10.3.3.1)

# Table of Contents

Windows 7 Startup Modes (10.3.3.2)

Windows 8 and 10 Startup Modes (10.3.3.3)

Summary (10.4)

Practice

Labs

Check Your Understanding Questions

## Chapter 11 Windows Configuration

Objectives

Key Terms

Introduction (11.0)

Windows Desktop and File Explorer (11.1)

Comparing Windows Versions (11.1.1)

Windows Versions (11.1.1.1)

Windows 10 (11.1.1.2)

The Windows Desktop (11.1.2)

Personalizing the Windows Desktop (11.1.2.1)

The Windows 10 Start Menu (11.1.2.3)

The Taskbar (11.1.2.4)

Windows Task Manager (11.1.3)

Windows 10 Task Manager Functions (11.1.3.2)

Task Manager in Windows 7 (11.1.3.3)

Windows File Explorer (11.1.4)

File Explorer (11.1.4.1)

This PC (11.1.4.3)

Run as Administrator (11.1.4.4)

Windows Libraries (11.1.4.5)

Directory Structures (11.1.4.6)

User and System File Locations (11.1.4.7)

File Extensions (11.1.4.8)

File Attributes (11.1.4.9)

Configure Windows with Control Panels (11.2)

# **Table of Contents**

## **Control Panel Utilities (11.2.1)**

Windows 10: Settings and Control Panels (11.2.1.1)

Introduction to Control Panel (11.2.1.2)

Control Panel Views (11.2.1.3)

Define Control Panel Categories (11.2.1.4)

## **User and Account Control Panel Items (11.2.2)**

User Accounts (11.2.2.1)

User Account Control Settings (11.2.2.2)

Credential Manager (11.2.2.5)

Sync Center (11.2.2.6)

## **Network and Internet Control Panels (11.2.3)**

Network Settings (11.2.3.1)

Internet Options (11.2.3.2)

Network and Sharing Center (11.2.3.3)

HomeGroup (11.2.3.4)

## **Display Settings and Control Panel (11.2.4)**

Display Settings and Configuration (11.2.4.1)

Display Features (11.2.4.2)

## **Power and System Control Panels (11.2.5)**

Power Options (11.2.5.1)

Power Options Settings (11.2.5.2)

Power Options Actions (11.2.5.3)

System Control Panel Item (11.2.5.5)

System Properties (11.2.5.6)

Increasing Performance (11.2.5.7)

## **Hardware and Sound Control Panels (11.2.6)**

Device Manager (11.2.6.1)

Devices and Printers (11.2.6.3)

Sound (11.2.6.4)

## **Clock, Region, and Language (11.2.7)**

Clock (11.2.7.1)

Region (11.2.7.2)

Language (11.2.7.3)

# **Table of Contents**

## **Programs and Features Control Panels (11.2.8)**

Programs (11.2.8.1)

Windows Features and Updates (11.2.8.2)

Default Programs (11.2.8.3)

## **Other Control Panels (11.2.9)**

Troubleshooting (11.2.9.1)

BitLocker Drive Encryption (11.2.9.2)

File Explorer and Folder Options (11.2.9.3)

## **System Administration (11.3)**

### **Administrative Tools (11.3.1)**

Administrative Tools Control Panel Item (11.3.1.1)

Computer Management (11.3.1.2)

Event Viewer (11.3.1.3)

Local Users and Groups (11.3.1.4)

Performance Monitor (11.3.1.5)

Component Services and Data Sources (11.3.1.6)

Services (11.3.1.7)

Data Sources (11.3.1.8)

Print Management (11.3.1.9)

Windows Memory Diagnostics (11.3.1.10)

### **System Utilities (11.3.2)**

System Information (11.3.2.1)

System Configuration (11.3.2.2)

The Registry (11.3.2.3)

Regedit (11.3.2.4)

Microsoft Management Console (11.3.2.5)

DxDiag (11.3.2.6)

### **Disk Management (11.3.3)**

What Do You Already Know? Disk Operations (11.3.3.1)

Disk Management Utility (11.3.3.2)

Drive Status (11.3.3.3)

Mounting a Drive (11.3.3.4)

Adding Arrays (11.3.3.5)

# **Table of Contents**

Disk Optimization (11.3.3.6)

Disk Error-Checking (11.3.3.7)

## **Application Installation and Configuration (11.3.4)**

System Requirements (11.3.4.1)

Graphics Considerations (11.3.4.2)

Installation Methods (11.3.4.3)

ISO Mountable (11.3.4.4)

External Hardware Tokens (11.3.4.5)

Installing an Application (11.3.4.6)

Compatibility Mode (11.3.4.7)

Uninstalling or Changing a Program (11.3.4.8)

Security Considerations (11.3.4.10)

Other Considerations (11.3.4.11)

Impacts to Operation

Impacts to the Business

## **Command-Line Tools (11.4)**

### **Using Windows CLI (11.4.1)**

PowerShell (11.4.1.1)

The Command Shell (11.4.1.2)

Basic Commands (11.4.1.3)

### **File System CLI Commands (11.4.2)**

Command Syntax Conventions (11.4.2.1)

File System Navigation (11.4.2.2)

File System Navigation - Commands (11.4.2.3)

Manipulating Folders - Commands (11.4.2.5)

Manipulating Files - Commands (11.4.2.6)

### **Disk CLI Commands (11.4.3)**

Disk Operations - Commands (11.4.3.1)

### **Task and System CLI Commands (11.4.4)**

System CLI Commands (11.4.4.1)

### **Other Useful CLI Commands (11.4.5)**

Other Useful Commands (11.4.5.1)



# **Table of Contents**

Running System Utilities (11.4.5.2)

## **Windows Networking (11.5)**

### **Network Sharing and Mapping Drives (11.5.1)**

Domain and Workgroup (11.5.1.1)

HomeGroup (11.5.1.2)

Network Shares and Mapping Drives (11.5.1.4)

Administrative Shares (11.5.1.5)

### **Sharing Local Resources with Others (11.5.2)**

Sharing Local Resources (11.5.2.1)

Printer Sharing vs. Network Printer Mapping (11.5.2.2)

### **Configure a Wired Network Connection (11.5.3)**

Configuring Wired Network Interfaces in Windows 48 (11.5.3.1)

Configuring a Wired NIC (11.5.3.2)

Setting a Network Profile (11.5.3.3)

Verify Connectivity with the Windows GUI (11.5.3.4)

ipconfig Command (11.5.3.5)

Network CLI Commands (11.5.3.6)

### **Configure a Wireless Network Interface in Windows (11.5.4)**

Wireless Settings (11.5.4.1)

### **Remote Access Protocols (11.5.5)**

VPN Access in Windows (11.5.5.1)

Telnet and SSH (11.5.5.2)

### **Remote Desktop and Assistance (11.5.6)**

## **Common Preventive Maintenance Techniques for Operating Systems (11.6)**

### **OS Preventive Maintenance Plan (11.6.1)**

Preventive Maintenance Plan Contents (11.6.1.1)

Windows Updates (11.6.1.3)

### **Backup and Restore (11.6.2)**

Restore Points (11.6.2.1)

Hard Drive Backup (11.6.2.2)

## **Basic Troubleshooting Process for Windows Operating Systems (11.7)**

# **Table of Contents**

## Applying Troubleshooting Process to Windows Operating Systems (11.7.1)

The Six Steps of the Troubleshooting Process (11.7.1.1)

Identify the Problem (11.7.1.2)

Establish a Theory of Probable Cause (11.7.1.3)

Test the Theory to Determine the Cause (11.7.1.4)

Establish a Plan of Action to Resolve the Problem and Implement the Solution (11.7.1.5)

Verify Full System Functionality and, if Applicable, Implement Preventive Measures (11.7.1.6)

Document Findings, Actions, and Outcomes (11.7.1.7)

## Common Problems and Solutions for Windows Operating Systems (11.7.2)

Common Problems and Solutions for Windows Operating Systems (11.7.2.1)

## Advanced Troubleshooting for Windows Operating Systems (11.7.3)

Advanced Problems and Solutions for Windows Operating Systems (11.7.3.1)

## Summary (11.8)

### Practice

Labs

Packet Tracer Activity

### Check Your Understanding Questions

## Chapter 12 Mobile, Linux, and macOS Operating Systems

### Objectives

### Key Terms

### Introduction (12.0)

### Mobile Operating Systems (12.1)

#### Android vs. iOS (12.1.1)

Open Source vs. Closed Source (12.1.1.1)

Applications and Content Sources (12.1.1.2)

#### Mobile Touch Interface (12.1.2)

Android Home Screen Items (12.1.2.1)

iOS Home Screen Items (12.1.2.3)

#### Common Mobile Device Features (12.1.3)

Screen Orientation (12.1.3.1)

# **Table of Contents**

Screen Calibration (12.1.3.2)

GPS (12.1.3.3)

Wi-Fi Calling (12.1.3.5)

NFC Payment (12.1.3.6)

Virtual Private Network (12.1.3.7)

Virtual Assistants (12.1.3.8)

## **Methods for Securing Mobile Devices (12.2)**

### **Passcode Locks (12.2.1)**

What Do You Already Know? Screen Locks (12.2.1.1)

Restrictions on Failed Login Attempts (12.2.1.3)

### **Cloud-Enabled Services for Mobile Devices (12.2.2)**

Remote Backup (12.2.2.1)

Locator Applications (12.2.2.2)

Remote Lock and Remote Wipe (12.2.2.3)

### **Software Security (12.2.3)**

Antivirus (12.2.3.1)

Rooting and Jailbreaking (12.2.3.2)

Patching and Updating Operating Systems (12.2.3.3)

## **Linux and macOS Operating Systems (12.3)**

### **Linux and macOS Tools and Features (12.3.1)**

Introduction to Linux and macOS Operating Systems (12.3.1.1)

Overview of Linux GUI (12.3.1.2)

Overview of macOS GUI (12.3.1.3)

Overview of Linux and macOS CLI (12.3.1.4)

Linux Backup and Recovery (12.3.1.5)

macOS Backup and Recovery (12.3.1.6)

Overview of Disk Utilities (12.3.1.7)

### **Linux and macOS Best Practices (12.3.2)**

Scheduled Tasks (12.3.2.1)

Operating System Updates (12.3.2.2)

Security (12.3.2.3)

### **Basic CLI Commands (12.3.3)**

# **Table of Contents**

The ls -l Command Output (12.3.3.3)

Basic Unix File and Directory Permissions (12.3.3.4)

Linux Administrative Commands (12.3.3.7)

Linux Administrative Commands Requiring Root Access (12.3.3.8)

## **Basic Troubleshooting Process for Mobile, Linux, and macOS Operating Systems (12.4)**

### **Applying the Troubleshooting Process to Mobile, Linux, and macOS Operating Systems (12.4.1)**

The Six Steps of the Troubleshooting Process (12.4.1.1)

Identify the Problem (12.4.1.2)

Establish a Theory of Probable Cause (12.4.1.3)

Test the Theory to Determine the Cause (12.4.1.4)

Establish a Plan of Action to Resolve the Problem and Implement the Solution (12.4.1.5)

Verify Full System Functionality and, if Applicable, Implement Preventive Measures (12.4.1.6)

Document Findings, Actions, and Outcomes (12.4.1.7)

### **Common Problems and Solutions for Other Operating Systems (12.4.2)**

Common Problems and Solutions for Mobile Operating Systems (12.4.2.1)

Common Problems and Solutions for Mobile OS Security (12.4.2.2)

Common Problems and Solutions for Linux and macOS Operating Systems (12.4.2.3)

## **Summary (12.5)**

### **Practice**

Labs

### **Check Your Understanding Questions**

## **Chapter 13 Security**

### **Objectives**

### **Key Terms**

### **Introduction (13.0)**

### **13.1 Security Threats (13.1)**

#### **Malware (13.1.1)**

Malware (13.1.1.1)

# Table of Contents

What Do You Already Know? - Malware (13.1.1.2)

Viruses and Trojan Horses (13.1.1.3)

Types of Malware (13.1.1.4)

## Preventing Malware (13.1.2)

Anti-Malware Programs (13.1.2.1)

Signature File Updates (13.1.2.2)

Remediating Infected Systems (13.1.2.4)

## Network Attacks (13.1.3)

Networks Are Targets (13.1.3.1)

Types of TCP/IP Attacks (13.1.3.2)

Zero-Day (13.1.3.4)

Protecting Against Network Attacks (13.1.3.5)

## Social Engineering Attacks (13.1.4)

Social Engineering (13.1.4.1)

What Do You Already Know? - Social Engineering Techniques (13.1.4.2)

Social Engineering Techniques (13.1.4.3)

Protecting Against Social Engineering (13.1.4.4)

## Security Procedures (13.2)

### Security Policy (13.2.1)

What Is a Security Policy? (13.2.1.1)

Security Policy Category (13.2.1.2)

Securing Devices and Data (13.2.1.3)

### Protecting Physical Equipment (13.2.2)

Physical Security (13.2.2.1)

Types of Secure Locks (13.2.2.2)

Mantraps (13.2.2.3)

Securing Computers and Network Hardware (13.2.2.4)

### Protecting Data (13.2.3)

Data Your Greatest Asset (13.2.3.1)

Data Backups (13.2.3.2)

File and Folder Permissions (13.2.3.3)

File and Folder Encryption (13.2.3.4)

# **Table of Contents**

Windows BitLocker and BitLocker To Go (13.2.3.5)

## **Data Destruction (13.2.4)**

Data Wiping Magnetic Media (13.2.4.1)

Data Wiping Other Media (13.2.4.2)

Hard Drive Recycling and Destruction (13.2.4.3)

## **Securing Windows Workstations (13.3)**

### **Securing a Workstation (13.3.1)**

Securing a Computer (13.3.1.1)

Securing BIOS (13.3.1.2)

Securing Windows Login (13.3.1.3)

Local Password Management (13.3.1.4)

Username and Passwords (13.3.1.5)

### **Windows Local Security Policy (13.3.2)**

The Windows Local Security Policy (13.3.2.1)

Account Policies Security Settings (13.3.2.2)

Local Policies Security Settings (13.3.2.3)

Exporting the Local Security Policy (13.3.2.4)

### **Managing Users and Groups (13.3.3)**

Maintaining Accounts (13.3.3.1)

Managing User Account Tools and User Account Tasks (13.3.3.2)

Local Users and Groups Manager (13.3.3.3)

Managing Groups (13.3.3.4)

Active Directory Users and Computers (13.3.3.5)

### **Windows Firewall (13.3.4)**

Firewalls (13.3.4.1)

Software Firewalls (13.3.4.2)

Windows Firewall (13.3.4.3)

Configuring Exceptions in Windows Firewall (13.3.4.4)

Windows Firewall with Advanced Security (13.3.4.5)

### **Web Security (13.3.5)**

Web Security (13.3.5.1)

Browser Extensions and Plugins (13.3.5.2)

# **Table of Contents**

Secure Connections and Valid Certificates (13.3.5.3)

Browser Privacy Settings (13.3.5.4)

InPrivate Browsing (13.3.5.5)

Pop-up Blocker (13.3.5.6)

SmartScreen Filter (13.3.5.7)

ActiveX Filtering (13.3.5.8)

## **Security Maintenance (13.3.6)**

Restrictive Settings (13.3.6.1)

Disable Auto-Play (13.3.6.2)

Operating System Service Packs and Security Patches (13.3.6.3)

## **Wireless Security (13.4)**

### **Configure Wireless Security (13.4.1)**

What Do You Already Know? - Wireless Security (13.4.1.1)

### **Common Communication Encryption Types (13.4.1.2)**

### **Wi-Fi Configuration Best Practices (13.4.1.3)**

### **Authentication Methods (13.4.1.4)**

### **Wireless Security Modes (13.4.1.5)**

### **Firmware Updates (13.4.1.6)**

### **Firewalls (13.4.1.7)**

### **Port Forwarding and Port Triggering (13.4.1.8)**

### **Universal Plug and Play (13.4.1.9)**

## **Basic Troubleshooting Process for Security (13.5)**

### **Applying the Troubleshooting Process to Security (13.5.1)**

The Six Steps of the Troubleshooting Process (13.5.1.1)

Identify the Problem (13.5.1.2)

Establish a Theory of Probable Cause (13.5.1.3)

Test the Theory to Determine Cause (13.5.1.4)

Establish a Plan of Action to Resolve the Problem and Implement the Solution (13.5.1.5)

Verify Full System Functionality and, if Applicable, Implement Preventive Measures (13.5.1.6)

Document Findings, Actions, and Outcomes (13.5.1.7)

### **Common Problems and Solutions for Security (13.5.2)**

# **Table of Contents**

Common Problems and Solutions for Security (13.5.2.1)

Summary (13.6)

Practice

Labs

Packet Tracer Activity

Check Your Understanding Questions

## **Chapter 14 The IT Professional**

Objectives

Key Terms

Introduction (14.0)

Communication Skills and the IT Professional (14.1)

Communication Skills, Troubleshooting, and Professional Behavior (14.1.1)

Relationship Between Communication Skills and Troubleshooting (14.1.1.1)

Relationship Between Communication Skills and Professional Behavior (14.1.1.2)

Working with a Customer (14.1.2)

Know, Relate, and Understand (14.1.2.1)

Active Listening (14.1.2.2)

Professional Behavior (14.1.3)

Using Professional Behavior with the Customer (14.1.3.1)

Tips for Hold and Transfer (14.1.3.2)

What Do You Already Know? - Netiquette (14.1.3.4)

The Customer Call (14.1.4)

Keeping the Customer Call Focused (14.1.4.1)

Operational Procedures (14.2)

Documentation (14.2.1)

Documentation Overview (14.2.1.1)

IT Department Documentation (14.2.1.2)

14.2.1.3 Reports and Procedures

14.2.1.4 User Checklists

14.2.1.5 Knowledge Base and Articles



# **Table of Contents**

Regulatory Compliance Requirements (14.2.1.6)

14.2.1.7 Asset Databases

14.2.1.8 Asset Procurement

## **Change Management (14.2.2)**

Change Control Process (14.2.2.1)

## **Disaster Prevention and Recovery (14.2.3)**

Disaster Recovery Overview (14.2.3.1)

Preventing Downtime and Data Loss (14.2.3.2)

Elements of a Disaster Recovery Plan (14.2.3.3)

## **Ethical and Legal Considerations (14.3)**

### **Ethical and Legal Considerations in the IT Profession (14.3.1)**

Ethical and Legal Considerations in IT (14.3.1.1)

Personally Identifiable Information (PII) (14.3.1.2)

Payment Card Industry (PCI) (14.3.1.3)

Protected Health Information (PHI) (14.3.1.4)

Legal Considerations in IT (14.3.1.6)

Licensing (14.3.1.7)

### **Legal Procedures Overview (14.3.2)**

Computer Forensics (14.3.2.1)

Data Collected in Computer Forensics (14.3.2.2)

Cyber Law (14.3.2.3)

First Response (14.3.2.4)

Documentation (14.3.2.5)

Chain of Custody (14.3.2.6)

## **Call Center Technicians (14.4)**

### **Call Centers, Level One and Level Two Technicians (14.4.1)**

Call Centers (14.4.1.1)

Level One Technician Responsibilities (14.4.1.2)

Level Two Technician Responsibilities (14.4.1.3)

### **Basic Scripting and the IT Professional (14.4.2)**

Script Examples (14.4.2.1)

Scripting Languages (14.4.2.2)

Basic Script Commands (14.4.2.3)

Variables/Environmental Variables (14.4.2.4)

# Table of Contents

Conditional Statements (14.4.2.5)

Loops (14.4.2.6)

Summary (14.5)

Practice

Labs

Check Your Understanding Questions

Appendix A: Answers to Check Your Understanding Questions

Glossary

A

B

C

D

E

F

G

H

I

J

K

L

M

N

O

P

Q

R

S

# Table of Contents

T

U

V

W

X

Z

Index