
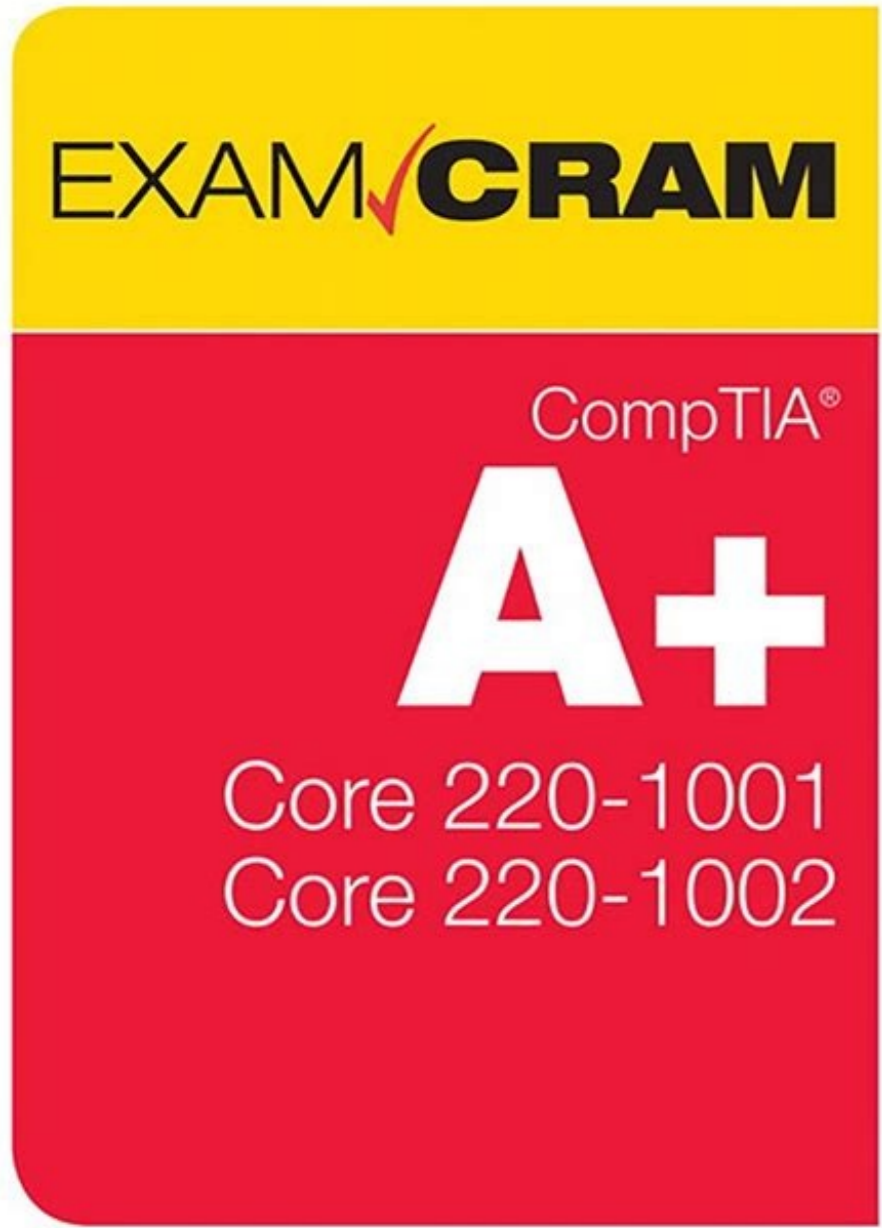


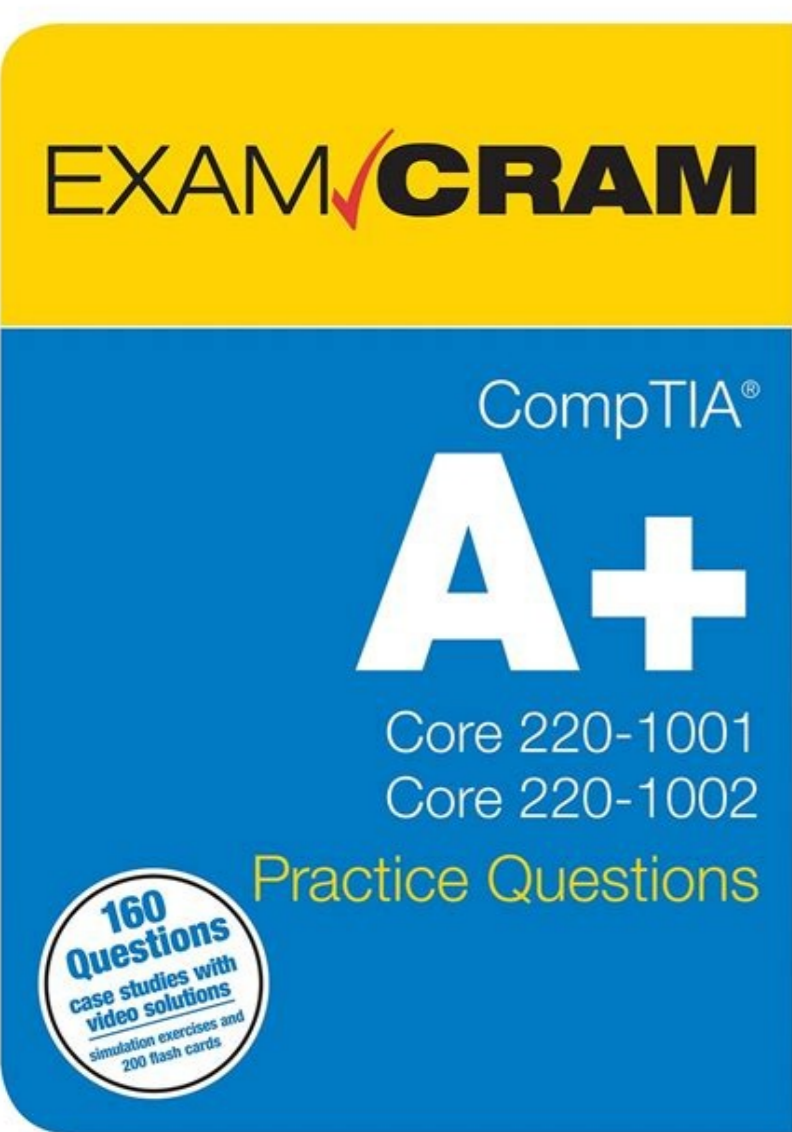
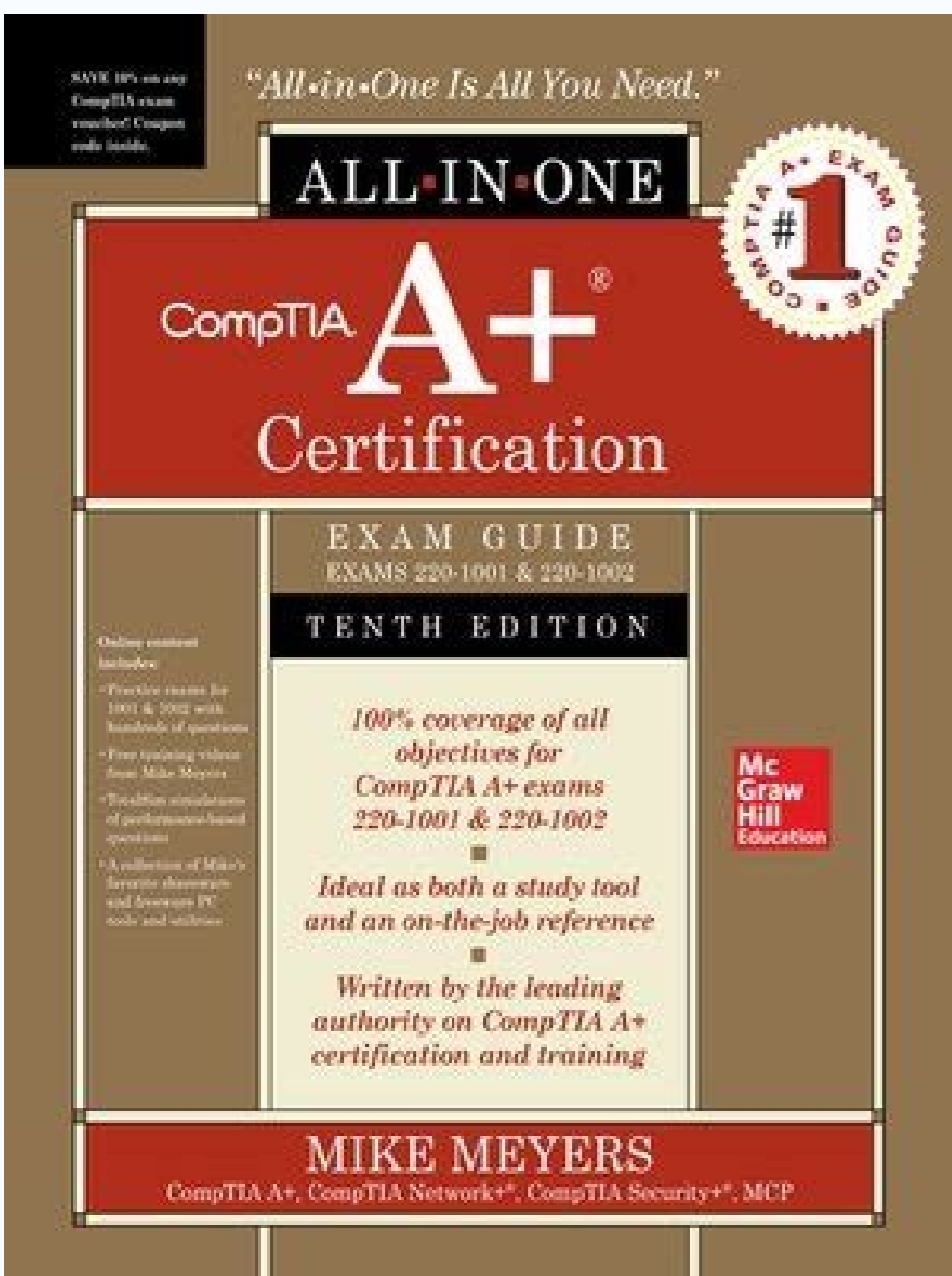
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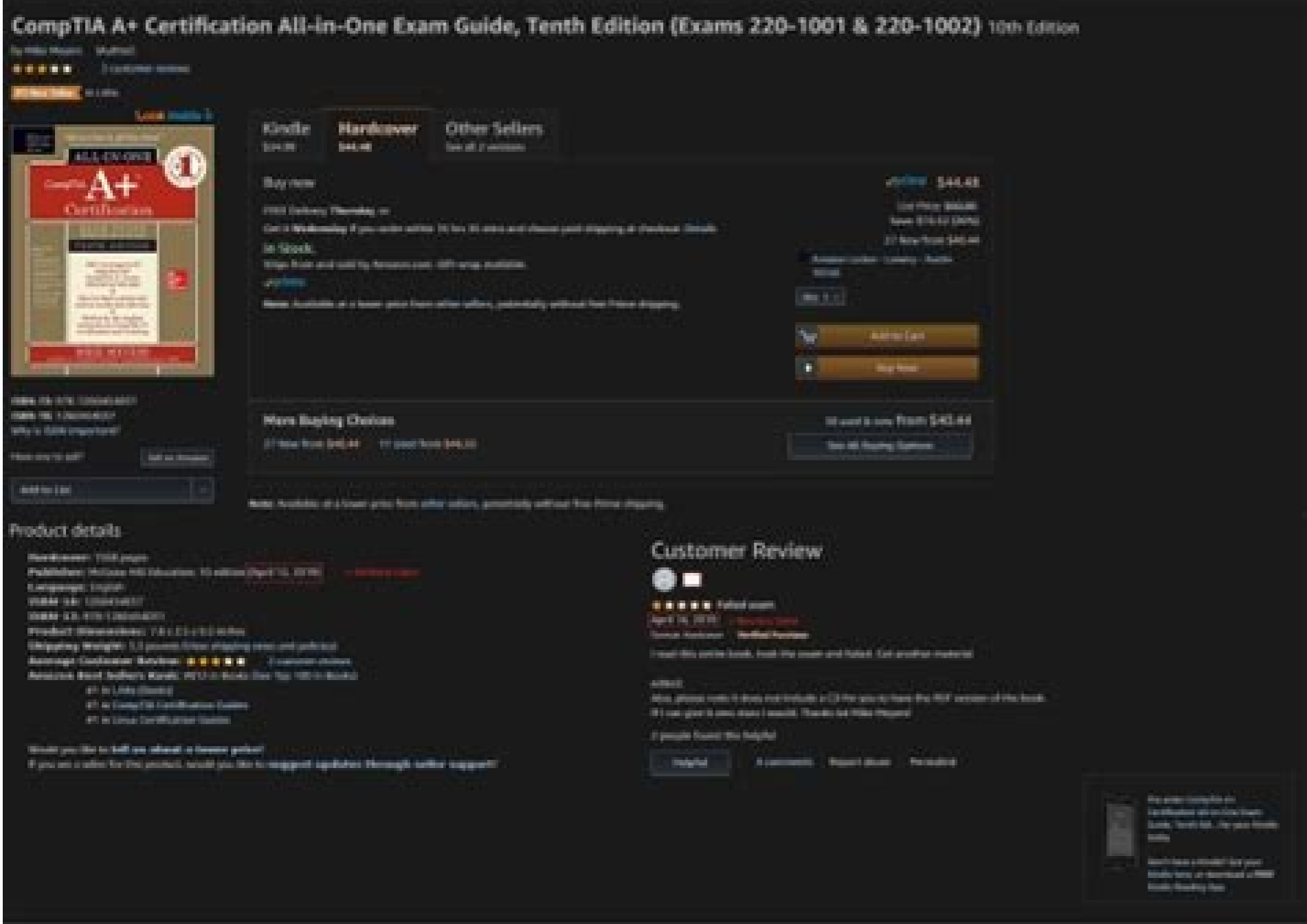
TCP/IP	OSI Model	Protocols
	Application Layer	DNS - DHCP - FTP - HTTPS - LDAP - NTP - POP3 - RTP - RTSP - SSH - SIP - SMTP - Telnet - TFTP
Application Layer	Presentation Layer	JPEG - MIDI - MPEG - PICT - TIFF
	Session Layer	NetBIOS - NFS - PAP - SCP - SQL - ZIP
Transport Layer	Transport Layer	TCP - UDP
Internet Layer	Network Layer	ICMP - IGMP - IPsec - IPv4 - IPv6 - IPX - RIP
Link Layer	Data Link Layer	ARP - ATM - CDP - FDDI - Frame Relay - HDLC - MPLS - PPP - STP - Token Ring
	Physical Layer	Bluetooth - Ethernet - DSL - ISDN - 802.11 - WIFI



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local shares Permission propagation Inheritance System files and folders User authentication Run as administrator vs. deny Moving vs. 3. 2. Documented business processes Purpose of the change Scope the change Risk analysis Plan for change End-user acceptance Change board Backout plan Document changes 4.3 - Given a scenario, implement basic disaster prevention and recovery methods. Social Engineering Phishing Spear phishing Impersonation Shoulder surfing Tailgating Dumpster diving DDoS DoS Zero-day Man-in-the-middle Brute force Dictionary Rainbow table Spoofing Non-compliant systems Zombie 2.6 - Compare and contrast the differences of basic Microsoft Windows OS security settings. 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) 1.9 - Given a scenario, use features and tools of the Mac OS and Linux client/desktop operating systems. Script file types. bat .ps1 .vbs .sh .py .js Environment variables Comment syntax Basic script constructs Basic data types 4.9 - Given a scenario, use remote access technologies. Active Directory Login script Domain Group Policy/Updates Organizational Units Home Folder Folder redirection Software tokens MDM policies Port security MAC address filtering Certificates Antivirus/Anti-malware Firewalls User authentication/strong passwords Multifactor authentication Directory permissions VPN DLP Access control lists Smart card Email filtering Trusted/untrusted software sources Principle of least privilege 2.3 - Compare and contrast wireless security protocols and authentication methods. corporate-owned Profile security requirements 2.9 - Given a scenario, implement appropriate data destruction and disposal methods. Equipment grounding Proper component handling and storage Antistatic bags ESD straps ESD mats Self-grounding Toxic waste handling Batteries Toner CRT Cell phones Tablets 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 government regulations 4.5 - Explain environmental impacts and appropriate controls. Common symptoms Signal drop/weak signal Power drain Slow data speeds Unintended WiFi connection Unintended Bluetooth pairing Leaked personal files/data Data transmission over limit Unauthorized account access Unauthorized location tracking Unauthorized camera/microphone activation High resource utilization 4.1 - Compare and contrast best practices associated with types of documentation. MSDS documentation for handling and disposal Temperature, humidity level awareness, and proper ventilation Power surges, brownouts, and blackouts Battery backup Surge suppressor Protection from airborne particles Enclosures Air filters/mask Dust and debris Compliance to government regulations 4.6 - Explain the processes for addressing prohibited content/activity, and privacy, licensing, and policy concepts. Commands available with standard privileges vs. 6. Malware Ransomware Trojan Keylogger Rootkit Virus Botnet Worm Spyware Tools and methods Antivirus Anti-malware Recovery console Backup/restore End user education Software firewalls Secure DNS 2.5 - Compare and contrast social engineering, threats, and vulnerabilities. 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. Mantrap Badge reader Smart card Security guard Door lock Biometric locks Hardware tokens Cable locks Server locks USB locks Privacy screen Key fobs Entry control roster 2.2 - Explain logical security concepts. About 20% of these objectives are new since the 220-902 A+ exam. Protocols and Encryption Authentication Single-factor Multifactor RADIUS TACACS 2.4 - Given a scenario, detect, remove, and prevent malware using appropriate tools and methods. Use proper language and 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 coworkers while interacting with customers Personal interruptions Dealing with difficult customers or situations Do not argue with customers and/or be defensive Avoid dismissing customer problems Avoid being judgmental Clearly 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 Dealt appropriately with customers' confidential and private materials Located on a computer, desktop, printer, etc. Work vs. 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 App log errors 3.5 - Given a scenario, troubleshoot mobile OS and application security issues. 7. copying folders and files File attributes Shared files and folders Administrative shares vs. a. 4.8 - Identify the basics of scripting. standard user BitLocker BitLocker to Go EFS 2.7 - Given a scenario, implement security best practices to secure a workstation. 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 Prerequisites/hardware compatibility Application compatibility OS compatibility/upgrade path 1.4 - Given a scenario, use appropriate Microsoft command line tools. Click here to watch the 220-1102 A+ training course. passwd mv cp rm chmod chown iwconfig/ifconfig ps su/sudo apt-get vi dd kill 2.1 - Summarize the importance of physical security measures. Physical destruction Shredder Drill/hammer Electromagnetic (Degaussing) Incineration Certificate of destruction Recycling or repurposing best practices Low-level format vs. 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 Credential Manager Programs and features HomeGroup Devices and Printers Sound Troubleshooting Network and Sharing Center Device Manager BitLocker Sync Center 1.7 - Summarize application installation and configuration concepts. Backup and recovery Image level File level Critical applications Backup testing UPS Surge protector Cloud storage vs. RDP Telnet SSH Third-party tools Screen share feature File share Security considerations of each access method Ready to study? local storage backups Account recovery options 4.4 - Explain common safety procedures. administrative privileges 1.5 - Given a scenario, use Microsoft operating system features and tools. network printer mapping Establish networking connections VPN Dial-up Wireless Wired WWAN (Cellular) Proxy settings Remote Desktop Connection Remote Assistance Home vs. commercial license Personal license vs. Navigation iconfig ping tracer netstat nslookup shutdown dim sfc chkdsk diskpart taskkill gpupdate gresult format copy xcopy robocopy net use net user [command name] /? enterprise licenses Regulated data Follow all policies and security best practices 4.7 - Given a scenario, use proper communication techniques and professionalism. User and groups Administrator Power user Guest Standard user NTFS vs. Quarantine the infected systems. Enable System Restore and create a restore point (in Windows). Share permissions Allow vs. Schedule scans and run updates. Common symptoms Slow performance Limited connectivity Failure to boot No OS found Application crashes Blue screens Black screens Printing issues Services fail to start Slow bootup Slow profile load Common solutions Defragment the hard drive Reboot Kill tasks Restart services Update network settings Reimage/reload OS Roll back updates Roll back devices drivers Apply updates Repair application Update boot order Disable Windows services/applications Disable application startup Safe boot Rebuild Windows profiles 3.2 - Given a scenario, troubleshoot and resolve PC security issues. HomeGroup vs. b. Disable System Restore (in Windows). Boot methods USB CD-ROM DVD PXE Solid state/flash drives Netboot External/not-swappable drive Internal hard drive (partition) Type of installations Unattended installation In-place 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 HFS Swap partition Quick format vs. untrusted sources Firewalls Policies and procedures BYOD vs. 5. personal needs Domain access BitLocker Media center Branchcache EFS Desktop styles/user interface 1.3 - Summarize general OS installation considerations and upgrade methods. 4. Windows 7 Windows 8 Windows 8.1 Windows 10 Corporate vs. Educate the end user. standard format Overwrite Drive wipe 2.10 - Given a scenario, configure security on SOHO wireless and wired networks. Screen locks Fingerprint lock Face lock Swipe lock Passcode lock Remote wipes Locator applications Remote backup applications Failed login attempts restrictions Antivirus/Anti-malware Patching/OS updates Biometric authentication Full device encryption Multifactor authentication Authenticator applications Trusted sources vs. Remediate the infected systems. Update the anti-malware software. Wireless-specific Changing default SSID Setting encryption Disabling SSID broadcast Antenna and access point placement Radio power levels WPS Change default usernames and passwords Enable MAC filtering Assign static IP addresses Firewall settings Port forwarding/mapping Disabling ports Content filtering/parental controls Update firmware Physical security 3.1 - Given a scenario, troubleshoot Microsoft Windows OS problems. full format Load alternate third-party drivers when necessary Workgroup vs. 1. 32-bit vs. Common symptoms Pop-ups Browser redirection Security alerts Slow performance Internet connectivity issues PC/OS lockup Application crash OS updates failures Rogue antivirus Spam Renamed system files Disappearing files File permission changes Hijacked email Responses from users regarding email Automated replies from unknown sent email Access denied Invalid certificate (trusted root CA) System/application log errors 3.3 - Given a scenario, use best practice procedures for malware removal. Workgroup Domain setup Network shares/administrative shares/mapping drives Printer sharing vs. 64-bit RAM limitations Software compatibility Workstation operating systems Microsoft Windows Apple Macintosh OS Linux Cell phone/tablet operating systems Microsoft Windows Android iOS Chrome OS Vendor-specific limitations End-of-life Update limitations Compatibility concerns between operating systems 1.2 - Compare and contrast features of Microsoft Windows versions. Scan and use removal techniques (safe mode, pre-installation environment). 3.4 - Given a scenario, troubleshoot mobile OS and application issues. System requirements OS requirements Methods of installation and deployment Local (CD/USB) Network-based Local user permissions Folder/file access for installation Security considerations Impact to device Impact to network 1.8 - Given a scenario, configure Microsoft Windows networking on a client/desktop. Network topology diagrams Knowledge base/articles Incident documentation Regulatory and compliance policy Acceptable use policy Password policy Inventory management 4.2 - Given a scenario, implement basic change management best practices. 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 Event Viewer User Account Management 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 System utilities Regedit Command Services.msc MMC MSTSC Notepad Explorer Msiinfo32 DxDiag Disk Defragmenter System Restore Windows Update 1.6 - Given a scenario, use Microsoft Windows Control Panel utilities. All of the new or modified objectives since the 220-902 A+ exam are highlighted. CompTIA 220-1102 A+ Exam Domains/Domain 1.0 - Operating Systems/Domain 2.0 - Security/Domain 3.0 - Software Troubleshooting/Domain 4.0 - Operational Procedures/Domain 1.1 - Compare and contrast common operating system types and their purposes. Identify and research malware symptoms. 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 Force Quit Features 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. Password best practices Setting strong passwords Password expiration Screensaver required password BIOS/UEFI passwords Requiring passwords Account management Restricting user permissions Logon time restrictions Disabling guest account Failed attempts lockout Timeout/screen lock Change default admin user account/password Basic Active Directory functions Account creation Account deletion Password reset/unlock account Disable account Disable autorun Data encryption Patch/update management 2.8 - Given a scenario, implement methods for securing mobile devices.

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