About the Exam

Candidates are encouraged to use this document to help prepare for CompTIA A+ Core 1. In order to receive the CompTIA A+ certification, you must pass two exams: Core 1 (220-1001) and Core 2 (220-1002). CompTIA A+ Core 1 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 PCs, mobile devices, 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 scripting, 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 testing exam objectives. Please know that all related exam preparation materials will still be valid.
TEST DETAILS

Required exam Core 1
Number of questions Maximum of 90
Types of questions Multiple choice and performance-based
Length of test 90 minutes
Recommended experience 12 months of experience as an IT support specialist
Passing score 675 (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:

<table>
<thead>
<tr>
<th>DOMAIN</th>
<th>PERCENTAGE OF EXAMINATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0 Mobile Devices</td>
<td>14%</td>
</tr>
<tr>
<td>2.0 Networking</td>
<td>20%</td>
</tr>
<tr>
<td>3.0 Hardware</td>
<td>27%</td>
</tr>
<tr>
<td>4.0 Virtualization and Cloud Computing</td>
<td>12%</td>
</tr>
<tr>
<td>5.0 Hardware and Network Troubleshooting</td>
<td>27%</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
</tr>
</tbody>
</table>
1.0 Mobile Devices

1.1 Given a scenario, install and configure laptop hardware and components.

- Hardware/device replacement
  - Keyboard
  - Hard drive
    - SSD vs. hybrid vs. magnetic disk
    - 1.8in vs. 2.5in
  - Memory
  - Smart card reader
  - Optical drive
  - Wireless card/Bluetooth module
  - Cellular card
  - Video card
  - Mini PCIe
  - Screen
  - DC jack
  - Battery
  - Touchpad
- Plastics/frames
- Speaker
- System board
- CPU

1.2 Given a scenario, install components within the display of a laptop.

- Types
  - LCD
  - OLED
  - WiFi antenna connector/placement
- Webcam
- Microphone
- Inverter
- Digitizer/touchscreen

1.3 Given a scenario, use appropriate laptop features.

- Special function keys
  - Dual displays
  - Wireless (on/off)
  - Cellular (on/off)
  - Volume settings
  - Screen brightness
  - Bluetooth (on/off)
  - Keyboard backlight
  - Touchpad (on/off)
  - Screen orientation
  - Media options (fast forward/rewind)
  - GPS (on/off)
  - Airplane mode
- Docking station
- Port replicator
- Physical laptop lock and cable lock
- Rotating/removable screens

1.4 Compare and contrast characteristics of various types of other mobile devices.

- Tablets
- Smartphones
- Wearable technology devices
  - Smart watches
  - Fitness monitors
  - VR/AR headsets
- E-readers
- GPS
1.5 Given a scenario, connect and configure accessories and ports of other mobile devices.

- **Connection types**
  - Wired
  - Micro-USB/Mini-USB/USB-C
  - Lightning
  - Tethering
  - Proprietary vendor-specific ports (communication/power)
  - Wireless
    - NFC
    - Bluetooth
    - IR
    - Hotspot

- **Accessories**
  - Headsets
  - Speakers
  - Game pads
  - Extra battery packs/battery chargers
  - Protective covers/waterproofing
  - Credit card readers
  - Memory/MicroSD

1.6 Given a scenario, configure basic mobile device network connectivity and application support.

- **Wireless/cellular data network (enable/disable)**
  - Hotspot
  - Tethering
  - Airplane mode

- **Bluetooth**
  - Enable Bluetooth
  - Enable pairing
  - Find a device for pairing
  - Enter the appropriate pin code
  - Test connectivity

- **Corporate and ISP email configuration**
  - POP3
  - IMAP
  - Port and SSL settings
  - S/MIME

- **Integrated commercial provider email configuration**
  - iCloud
  - Google/Inbox
  - Exchange Online
  - Yahoo

- **PRI updates/PRL updates/baseband updates**
- **Radio firmware**
- **IMEI vs. IMSI**
- **VPN**

1.7 Given a scenario, use methods to perform mobile device synchronization.

- **Synchronization methods**
  - Synchronize to the cloud
  - Synchronize to the desktop
  - Synchronize to the automobile

- **Types of data to synchronize**
  - Contacts
  - Applications
  - Email
  - Pictures
  - Music
  - Videos
  - Calendar
  - Bookmarks
  - Documents
  - Location data
  - Social media data
  - E-books
  - Passwords

- **Connection types to enable synchronization**
- **Mutual authentication for multiple services (SSO)**
- **Software requirements to install the application on the PC**
2.0 Networking

2.1 Compare and contrast TCP and UDP ports, protocols, and their purposes.

- Ports and protocols
  - 21 – FTP
  - 22 – SSH
  - 23 – Telnet
  - 25 – SMTP
  - 53 – DNS
  - 80 – HTTP
  - 110 – POP3
  - 143 – IMAP
  - 443 – HTTPS
  - 3389 – RDP
  - 137-139 – NetBIOS/NetBT
  - 445 – SMB/CIFS
  - 427 – SLP
  - 548 – AFP
  - 67/68 – DHCP
  - 389 – LDAP
  - 161/162 – SNMP
  - TCP vs. UDP

2.2 Compare and contrast common networking hardware devices.

- Routers
- Switches
  - Managed
  - Unmanaged
- Access points
- Cloud-based network controller

- Firewall
- Network interface card
- Repeater
- Hub
- Cable/DSL modem
- Bridge

- Patch panel
- Power over Ethernet (PoE)
  - Injectors
  - Switch
  - Ethernet over Power

2.3 Given a scenario, install and configure a basic wired/wireless SOHO network.

- Router/switch functionality
- Access point settings
- IP addressing
- NIC configuration
  - Wired
  - Wireless
- End-user device configuration
- IoT device configuration
  - Thermostat

- Light switches
- Security cameras
- Door locks
- Voice-enabled, smart speaker/digital assistant
- Cable/DSL modem configuration
- Firewall settings
  - DMZ
  - Port forwarding

- NAT
- UPnP
- Whitelist/blacklist
- MAC filtering

- QoS
- Wireless settings
  - Encryption
  - Channels
  - QoS

2.4 Compare and contrast wireless networking protocols.

- 802.11a
- 802.11b
- 802.11g
- 802.11n
- 802.11ac
- Frequencies
  - 2.4Ghz
  - 5Ghz

- Channels
  - 1–11
- Bluetooth
- NFC
- RFID
- Zigbee
- Z-Wave
- 3G

- 4G
- 5G
- LTE
Summarize the properties and purposes of services provided by networked hosts.

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

Explain common network configuration concepts.

- IP addressing
  - Static
  - Dynamic
  - APIPA
  - Link local
- DNS
- DHCP
- Reservations
- IPv4 vs. IPv6
- Subnet mask
- Gateway
  - VPN
  - VLAN
  - NAT

Compare and contrast Internet connection types, network types, and their features.

- Internet connection types
  - Cable
  - DSL
  - Dial-up
  - Fiber
  - Satellite
- ISDN
  - Cellular
  - Tethering
  - Mobile hotspot
  - Line-of-sight wireless Internet service
- Network types
  - LAN
  - WAN
  - PAN
  - MAN
  - WMN

Given a scenario, use appropriate networking tools.

- Crimper
- Cable stripper
- Multimeter
- Tone generator and probe
- Cable tester
- Loopback plug
- Punchdown tool
- WiFi analyzer
3.0 Hardware

3.1 Explain basic cable types, features, and their purposes.

- Network cables
  - Ethernet
  - Cat 5
  - Cat 5e
  - Cat 6
  - Plenum
  - Shielded twisted pair
  - Unshielded twisted pair
  - 568A/B
- Fiber
- Coaxial
- Speed and transmission limitations

- Video cables
  - VGA
  - HDMI
  - Mini-HDMI
  - DisplayPort
  - DVI
  - DVI-DDVI-I
- Multipurpose cables
  - Lightning
  - Thunderbolt
  - USB
  - USB-C

- Peripheral cables
  - Serial

- Hard drive cables
  - SATA
  - IDE
  - SCSI

- Adapters
  - DVI to HDMI
  - USB to Ethernet
  - DVI to VGA

3.2 Identify common connector types.

- RJ-11
- RJ-45
- RS-232
- BNC
- RG-59

- RG-6
- USB
- Micro-USB
- Mini-USB
- USB-C

- DB-9
- Lightning
- SCSI
- eSATA
- Molex

3.3 Given a scenario, install RAM types.

- RAM types
  - SODIMM
  - DDR2
  - DDR3
  - DDR4

- Single channel
- Dual channel
- Triple channel
- Error correcting
- Parity vs. non-parity
3.0 Hardware

3.4 Given a scenario, select, install and configure storage devices.

- Optical drives
  - CD-ROM/CD-RW
  - DVD-ROM/DVD-RW/DVD-RW DL
  - Blu-ray
  - BD-R
  - BD-RE

- Solid-state drives
  - M2 drives
  - NVME
  - SATA 2.5

- Magnetic hard drives
  - 5,400rpm
  - 7,200rpm
  - 10,000rpm
  - 15,000rpm
  - Sizes:
    - 2.5
    - 3.5

- Hybrid drives
- Flash
  - SD card
  - CompactFlash
  - Micro-SD card
  - Mini-SD card
  - xD

- Configurations
  - RAID 0, 1, 5, 10
  - Hot swappable

3.5 Given a scenario, install and configure motherboards, CPUs, and add-on cards.

- Motherboard form factor
  - ATX
  - mATX
  - ITX
  - mITX

- Motherboard connectors types
  - PCI
  - PCIe
  - Riser card
  - Socket types
  - SATA
  - IDE
  - Front panel connector
  - Internal USB connector

- BIOS/UEFI settings
  - Boot options
  - Firmware updates

- Security settings
- Interface configurations
- Security
  - Passwords
  - Drive encryption
  - TPM
  - LoJack
  - Secure boot

- CMOS battery

- CPU features
  - Single-core
  - Multicore
  - Virtual technology
  - Hyperthreading
  - Speeds
  - Overclocking
  - Integrated GPU

- Compatibility
  - AMD
  - Intel

- Cooling mechanism
  - Fans
  - Heat sink
  - Liquid
  - Thermal paste

- Expansion cards
  - Video cards
  - Onboard
  - Add-on card
  - Sound cards
  - Network interface card
  - USB expansion card
  - eSATA card

- CMOS battery

3.6 Explain the purposes and uses of various peripheral types.

- Printer
- ADF/flatbed scanner
- Barcode scanner/QR scanner
- Monitors
- VR headset
- Optical
- DVD drive
- Mouse
- Keyboard

- Touchpad
- Signature pad
- Game controllers
- Camera/webcam
- Microphone
- Speakers
- Headset
- Projector
  - Lumens/brightness

- External storage drives
- KVM
- Magnetic reader/chip reader
- NFC/tap pay device
- Smart card reader
3.7 Summarize power supply types and features.

- Input 115V vs. 220V
- Output 5.5V vs. 12V
- 24-pin motherboard adapter
- Wattage rating
- Number of devices/types of devices to be powered

3.8 Given a scenario, select and configure appropriate components for a custom PC configuration to meet customer specifications or needs.

- **Graphic/CAD/CAM design workstation**
  - Multicore processor
  - High-end video
  - Maximum RAM
- **Audio/video editing workstation**
  - Specialized audio and video card
  - Large, fast hard drive
  - Dual monitors
- **Virtualization workstation**
  - Maximum RAM and CPU cores
- **Gaming PC**
  - Multicore processor
  - High-end video/specialized GPU
  - High-definition sound card
  - High-end cooling
- **Standard thick client**
  - Desktop applications
  - Meets recommended requirements for selected OS
- **Thin client**
  - Basic applications
  - Meets minimum requirements for selected OS
  - Network connectivity
- **Network attached storage device**
  - Media streaming
  - File sharing
  - Gigabit NIC
  - RAID array

3.9 Given a scenario, install and configure common devices.

- **Desktop**
  - Thin client
  - Thick client
  - Account setup/settings
- **Laptop/common mobile devices**
  - Touchpad configuration
  - Touchscreen configuration
- **Application installations/configurations**
- **Synchronization settings**
- **Account setup/settings**
- **Wireless settings**
3.10 Given a scenario, configure SOHO multifunction devices/printers and settings.

- Use appropriate drivers for a given operating system
  - Configuration settings
  - Duplex
  - Collate
  - Orientation
  - Quality
- Device sharing
  - Wired
  - USB
  - Serial
  - Ethernet

- Wireless
- Bluetooth
- 802.11(a, b, g, n, ac)
- Infrastructure vs. ad hoc
- Integrated print server (hardware)
- Cloud printing/remote printing

- Public/shared devices
  - Sharing local/networked device via operating system settings
  - TCP/Bonjour/AirPrint
  - Data privacy
    - User authentication on the device
    - Hard drive caching

3.11 Given a scenario, install and maintain various print technologies.

- Laser
  - Imaging drum, fuser assembly, transfer belt, transfer roller, pickup rollers, separate pads, duplexing assembly
  - Imaging process: processing, charging, exposing, developing, transferring, fusing, and cleaning
  - Maintenance: Replace toner, apply maintenance kit, calibrate, clean

- Inkjet
  - Ink cartridge, print head, roller, feeder, duplexing assembly, carriage, and belt
  - Calibrate
  - Maintenance: Clean heads, replace cartridges, calibrate, clear jams

- Thermal
  - Feed assembly, heating element
  - Special thermal paper
  - Maintenance: Replace paper, clean heating element, remove debris

- Impact
  - Print head, ribbon, tractor feed
  - Impact paper
  - Maintenance: Replace ribbon, replace print head, replace paper

- Virtual
  - Print to file
  - Print to PDF
  - Print to XPS
  - Print to image

- 3D printers
  - Plastic filament
4.0 Virtualization and Cloud Computing

4.1 Compare and contrast cloud computing concepts.

- Common cloud models
  - IaaS
  - SaaS
  - PaaS
  - Public vs. private vs. hybrid vs. community
- Shared resources
  - Internal vs. external
- Rapid elasticity
- On-demand
- Resource pooling
- Measured service
- Metered
- Off-site email applications
- Cloud file storage services
  - Synchronization apps
- Virtual application streaming/cloud-based applications
  - Applications for cell phones/tablets
  - Applications for laptops/desktops
- Virtual desktop
  - Virtual NIC

4.2 Given a scenario, set up and configure client-side virtualization.

- Purpose of virtual machines
- Resource requirements
- Emulator requirements
- Security requirements
- Network requirements
- Hypervisor
5.0 Hardware and Network Troubleshooting

5.1 Given a scenario, use the best practice methodology to resolve problems.

1. Identify the problem
   - Question the user and identify user changes to computer and perform backups before making changes
   - Inquire regarding environmental or infrastructure 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 the theory is confirmed, determine the 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

5.2 Given a scenario, troubleshoot problems related to motherboards, RAM, CPUs, and power.

- **Common symptoms**
  - Unexpected shutdowns
  - System lockups
  - POST code beeps
  - Blank screen on bootup
  - BIOS time and setting resets
  - Attempts to boot to incorrect device

- **Continuous reboots**
- **No power**
- **Overheating**
- **Loud noise**
- **Intermittent device failure**
- **Fans spin – no power to other devices**
- **Indicator lights**
- **Smoke**
- **Burning smell**
- **Proprietary crash screens** (BSOD/pin wheel)
- **Distended capacitors**
- **Log entries and error messages**

5.3 Given a scenario, troubleshoot hard drives and RAID arrays.

- **Common symptoms**
  - Read/write failure
  - Slow performance
  - Loud clicking noise
  - Failure to boot
  - Drive not recognized

- **OS not found**
- **RAID not found**
- **RAID stops working**
- **Proprietary crash screens** (BSOD/pin wheel)
- **S.M.A.R.T. errors**
Given a scenario, troubleshoot video, projector, and display issues.

- **Common symptoms**
  - VGA mode
  - No image on screen
  - Overheat shutdown
  - Dead pixels

- **Artifacts**
  - Incorrect color patterns
  - Dim image
  - Flickering image
  - Distorted image

- **Distorted geometry**
  - Burn-in
  - Oversized images and icons
  - Multiple failed jobs in logs

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Given a scenario, troubleshoot common mobile device issues while adhering to the appropriate procedures.

- **Common symptoms**
  - No display
  - Dim display
  - Flickering display
  - Sticking keys
  - Intermittent wireless
  - Battery not charging
  - Ghost cursor/pointer drift
  - No power
  - Num lock indicator lights
  - No wireless connectivity
  - No Bluetooth connectivity

- **Cannot display 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
  - GPS not functioning
  - Swollen battery

- **Disassembling processes for proper reassembly**
  - Document and label cable and screw locations
  - Organize parts
  - Refer to manufacturer resources
  - Use appropriate hand tools

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Given a scenario, troubleshoot printers.

- **Common symptoms**
  - Streaks
  - Faded prints
  - Ghost images
  - Toner not fused to the paper
  - Creased paper
  - Paper not feeding

- **Paper jam**
  - No connectivity
  - Garbled characters on paper
  - Vertical lines on page
  - Backed-up print queue
  - Low memory errors
  - Access denied

- **Printer will not print**
  - Color prints in wrong print color
  - Unable to install printer
  - Error codes
  - Printing blank pages
  - No image on printer display

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Given a scenario, troubleshoot common wired and wireless network problems.

- **Common symptoms**
  - Limited connectivity
  - Unavailable resources
    - Internet
    - Local resources
      - Shares
      - Printers
      - Email

- **No connectivity**
  - APIPA/link local address
  - Intermittent connectivity
  - IP conflict
  - Slow transfer speeds
  - Low RF signal
  - SSID not found
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.

<table>
<thead>
<tr>
<th>ACRONYM</th>
<th>SPELLED OUT</th>
<th>ACRONYM</th>
<th>SPELLED OUT</th>
</tr>
</thead>
<tbody>
<tr>
<td>AC</td>
<td>Alternating Current</td>
<td>CGA</td>
<td>Computer Graphics and Applications</td>
</tr>
<tr>
<td>ACL</td>
<td>Access Control List</td>
<td>CIDR</td>
<td>Classless Inter-Domain Routing</td>
</tr>
<tr>
<td>ACPI</td>
<td>Advanced Configuration Power Interface</td>
<td>CIFS</td>
<td>Common Internet File System</td>
</tr>
<tr>
<td>ADF</td>
<td>Automatic Document Feeder</td>
<td>CMOS</td>
<td>Complementary Metal-Oxide Semiconductor</td>
</tr>
<tr>
<td>ADSL</td>
<td>Asymmetrical Digital Subscriber Line</td>
<td>CNR</td>
<td>Communications and Networking Riser</td>
</tr>
<tr>
<td>AES</td>
<td>Advanced Encryption Standard</td>
<td>COMx</td>
<td>Communication port (x=port number)</td>
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<tr>
<td>AHCI</td>
<td>Advanced Host Controller Interface</td>
<td>CPU</td>
<td>Central Processing Unit</td>
</tr>
<tr>
<td>AP</td>
<td>Access Point</td>
<td>CRT</td>
<td>Cathode-Ray Tube</td>
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<tr>
<td>APIPA</td>
<td>Automatic Private Internet Protocol Addressing</td>
<td>DaaS</td>
<td>Data as a Service</td>
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<td>APM</td>
<td>Advanced Power Management</td>
<td>DAC</td>
<td>Discretionary Access Control</td>
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<td>ARP</td>
<td>Address Resolution Protocol</td>
<td>DB-25</td>
<td>Serial Communications D-Shell Connector, 25 pins</td>
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<td>ASR</td>
<td>Automated System Recovery</td>
<td>DB-9</td>
<td>Serial Communications D-Shell Connector, 9 pins</td>
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<td>ATA</td>
<td>Advanced Technology Attachment</td>
<td>DBaaS</td>
<td>Database as a Service</td>
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<td>ATAPI</td>
<td>Advanced Technology Attachment Packet Interface</td>
<td>DC</td>
<td>Direct Current</td>
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<tr>
<td>ATM</td>
<td>Asynchronous Transfer Mode</td>
<td>DDoS</td>
<td>Distributed Denial of Service</td>
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<td>ATX</td>
<td>Advanced Technology Extended</td>
<td>DDR</td>
<td>Double Data Rate</td>
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<tr>
<td>AUP</td>
<td>Acceptable Use Policy</td>
<td>DDR RAM</td>
<td>Double Data Rate Random Access Memory</td>
</tr>
<tr>
<td>A/V</td>
<td>Audio Video</td>
<td>DFS</td>
<td>Distributed File System</td>
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<td>BD-R</td>
<td>Blu-ray Disc Recordable</td>
<td>DHCP</td>
<td>Dynamic Host Configuration Protocol</td>
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<td>BIOS</td>
<td>Basic Input/Output System</td>
<td>DIMM</td>
<td>Dual Inline Memory Module</td>
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<td>BD-RE</td>
<td>Blu-ray Disc Rewritable</td>
<td>DIN</td>
<td>Deutsche Industrie Norm</td>
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<td>BNC</td>
<td>Bayonet-Neill-Concelman</td>
<td>DLT</td>
<td>Digital Linear Tape</td>
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<tr>
<td>BSOD</td>
<td>Blue Screen of Death</td>
<td>DLP</td>
<td>Digital Light Processing or Data Loss Prevention</td>
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<tr>
<td>BYOD</td>
<td>Bring Your Own Device</td>
<td>DMA</td>
<td>Direct Memory Access</td>
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<td>CAD</td>
<td>Computer-Aided Design</td>
<td>DMZ</td>
<td>Demilitarized Zone</td>
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<td>CAPTCHA</td>
<td>Completely Automated Public Turing test to tell</td>
<td>DNS</td>
<td>Domain Name Service or Domain Name Server</td>
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<td></td>
<td>Computers and Humans Apart</td>
<td>DoS</td>
<td>Denial of Service</td>
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<tr>
<td>CD</td>
<td>Compact Disc</td>
<td>DRAM</td>
<td>Dynamic Random Access Memory</td>
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<tr>
<td>CD-ROM</td>
<td>Compact Disc-Read-Only Memory</td>
<td>DRM</td>
<td>Digital Rights Management</td>
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<td>CD-RW</td>
<td>Compact Disc Rewritable</td>
<td>DSL</td>
<td>Digital Subscriber Line</td>
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<td>Compact Disc File System</td>
<td>DVD</td>
<td>Digital Versatile Disc</td>
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<td>Computer Emergency Response Team</td>
<td>DVD-RAM</td>
<td>Digital Versatile Disc Random Access Memory</td>
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<tr>
<td>CFS</td>
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<td>DVD-ROM</td>
<td>Digital Versatile Disc-Read Only Memory</td>
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<td></td>
<td>Command File System</td>
<td>DVD-R</td>
<td>Digital Versatile Disc-Recordable</td>
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<td></td>
<td>DVD-RW</td>
<td>Digital Versatile Disc-Rewritable</td>
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<td>SPELLED OUT</td>
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<td>---------</td>
<td>------------------------------------------------</td>
<td>---------</td>
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<tr>
<td>DVI</td>
<td>Digital Visual Interface</td>
<td>HTTP</td>
<td>Hypertext Transfer Protocol</td>
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<tr>
<td>ECC</td>
<td>Error Correcting Code</td>
<td>I/O</td>
<td>Input/Output</td>
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<td>Extended Capabilities Port</td>
<td>IaaS</td>
<td>Infrastructure as a Service</td>
</tr>
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<td>EEPROM</td>
<td>Electrically Erasable Programmable Read-Only</td>
<td>ICMP</td>
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<td>Enhanced Integrated Drive Electronics</td>
<td>ICR</td>
<td>Intelligent Character Recognition</td>
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<td>Electromagnetic Interference</td>
<td>IDE</td>
<td>Integrated Drive Electronics</td>
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<td>EMPI</td>
<td>Electromagnetic Interference</td>
<td>IDS</td>
<td>Intrusion Detection System</td>
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<td>EPROM</td>
<td>Erasable Programmable Read-Only Memory</td>
<td>IEEE</td>
<td>Institute of Electrical and Electronics Engineers</td>
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<td>EPP</td>
<td>Enhanced Parallel Port</td>
<td>IIS</td>
<td>Internet Information Services</td>
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<td>Emergency Repair Disk</td>
<td>IMAP</td>
<td>Internet Mail Access Protocol</td>
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<td>External Serial Advanced Technology Attachment</td>
<td>IP</td>
<td>Internet Protocol</td>
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<td>Electrostatic Discharge</td>
<td>IPConfig</td>
<td>Internet Protocol Configuration</td>
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<td>EULA</td>
<td>End User License Agreement</td>
<td>IPP</td>
<td>Internet Printing Protocol</td>
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<td>EVGA</td>
<td>Extended Video Graphics Adapter/Array</td>
<td>IPS</td>
<td>Intrusion Prevention System</td>
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<tr>
<td>Ext2</td>
<td>Second Extended File System</td>
<td>IPSec</td>
<td>Internet Protocol Security</td>
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<td>Extended File Allocation Table</td>
<td>IR</td>
<td>Infrared</td>
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<td>FAT</td>
<td>File Allocation Table</td>
<td>IRDA</td>
<td>Infrared Data Association</td>
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<td>FAT12</td>
<td>12-bit File Allocation Table</td>
<td>IRP</td>
<td>Incident Response Plan</td>
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<td>FAT16</td>
<td>16-bit File Allocation Table</td>
<td>IRQ</td>
<td>Interrupt Request</td>
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<td>FAT32</td>
<td>32-bit File Allocation Table</td>
<td>ISA</td>
<td>Industry Standard Architecture</td>
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<td>FDD</td>
<td>Floppy Disk Drive</td>
<td>ISDN</td>
<td>Integrated Services Digital Network</td>
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<tr>
<td>FPM</td>
<td>Fast Page Mode</td>
<td>ISO</td>
<td>International Organization for Standardization</td>
</tr>
<tr>
<td>FSB</td>
<td>Front-Side Bus</td>
<td>ISP</td>
<td>Internet Service Provider</td>
</tr>
<tr>
<td>FTP</td>
<td>File Transfer Protocol</td>
<td>JBOD</td>
<td>Just a Bunch of Disks</td>
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<tr>
<td>FQDN</td>
<td>Fully Qualified Domain Name</td>
<td>KB</td>
<td>Knowledge Base</td>
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<td>GDDR</td>
<td>Graphics Double Data Rate</td>
<td>KVM</td>
<td>Kernel-based Virtual Machine</td>
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<td>GDI</td>
<td>Graphics Device Interface</td>
<td>KVM</td>
<td>Keyboard-Video-Mouse</td>
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<td>GUI</td>
<td>Graphical User Interface</td>
<td>LAN</td>
<td>Local Area Network</td>
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<td>GUID</td>
<td>Globally Unique Identifier</td>
<td>LBA</td>
<td>Logical Block Addressing</td>
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<td>GPS</td>
<td>Global Positioning System</td>
<td>LC</td>
<td>Lucent Connector</td>
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<td>GPT</td>
<td>GUID Partition Table</td>
<td>LCD</td>
<td>Liquid Crystal Display</td>
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<td>GPU</td>
<td>Graphics Processing Unit</td>
<td>LDAP</td>
<td>Lightweight Directory Access Protocol</td>
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<td>GSM</td>
<td>Global System for Mobile Communications</td>
<td>LED</td>
<td>Light Emitting Diode</td>
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<td>HAL</td>
<td>Hardware Abstraction Layer</td>
<td>LPD/LPR</td>
<td>Line Printer Daemon/Line Printer Remote</td>
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<tr>
<td>HAV</td>
<td>Hardware Assisted Virtualization</td>
<td>LPT</td>
<td>Line Printer Terminal</td>
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<tr>
<td>HCL</td>
<td>Hardware Compatibility List</td>
<td>LVD</td>
<td>Low Voltage Differential</td>
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<tr>
<td>HDCP</td>
<td>High-Bandwidth Digital Content Protection</td>
<td>MAC</td>
<td>Media Access Control/Mandatory Access Control</td>
</tr>
<tr>
<td>HDD</td>
<td>Hard Disk Drive</td>
<td>MAN</td>
<td>Metropolitan Area Network</td>
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<tr>
<td>HDMI</td>
<td>High Definition Media Interface</td>
<td>MAPI</td>
<td>Messaging Application Programming Interface</td>
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<td>HIPS</td>
<td>Host Intrusion Prevention System</td>
<td>mATX</td>
<td>Micro Advanced Technology Extended</td>
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<tr>
<td>HPFS</td>
<td>High Performance File System</td>
<td>MAU</td>
<td>Media Access Unit/Media Attachment Unit</td>
</tr>
<tr>
<td>HTML</td>
<td>Hypertext Markup Language</td>
<td>MBR</td>
<td>Master Boot Record</td>
</tr>
<tr>
<td>HTPC</td>
<td>Home Theater PC</td>
<td>MBSA</td>
<td>Microsoft Baseline Security Analyzer</td>
</tr>
<tr>
<td>ACRONYM</td>
<td>SPELLED OUT</td>
<td>ACRONYM</td>
<td>SPELLED OUT</td>
</tr>
<tr>
<td>-----------</td>
<td>--------------------------------------------------</td>
<td>-----------</td>
<td>--------------------------------------------------</td>
</tr>
<tr>
<td>MDM</td>
<td>Mobile Device Management</td>
<td>PCIe</td>
<td>Peripheral Component Interconnect Express</td>
</tr>
<tr>
<td>MFA</td>
<td>Multifactor Authentication</td>
<td>PCIX</td>
<td>Peripheral Component Interconnect Extended</td>
</tr>
<tr>
<td>MFD</td>
<td>Multifunction Device</td>
<td>PCL</td>
<td>Printer Control Language</td>
</tr>
<tr>
<td>MFP</td>
<td>Multifunction Product</td>
<td>PCMCIA</td>
<td>Personal Computer Memory</td>
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<tr>
<td>MicroDIMM</td>
<td>Micro Dual Inline Memory Module</td>
<td>PE</td>
<td>Preinstallation Environment</td>
</tr>
<tr>
<td>MIDI</td>
<td>Musical Instrument Digital Interface</td>
<td>PGA</td>
<td>Pin Grid Array</td>
</tr>
<tr>
<td>MIME</td>
<td>Multipurpose Internet Mail Extension</td>
<td>PGA2</td>
<td>Pin Grid Array 2</td>
</tr>
<tr>
<td>MIMO</td>
<td>Multiple Input Multiple Output</td>
<td>PGP</td>
<td>Pretty Good Protection</td>
</tr>
<tr>
<td>MMC</td>
<td>Microsoft Management Console</td>
<td>PII</td>
<td>Personally Identifiable Information</td>
</tr>
<tr>
<td>MP3</td>
<td>Moving Picture Experts Group Layer 3 Audio</td>
<td>PIN</td>
<td>Personal Identification Number</td>
</tr>
<tr>
<td>MP4</td>
<td>Moving Picture Experts Group Layer 4</td>
<td>PHI</td>
<td>Personal Health Information</td>
</tr>
<tr>
<td>MPEG</td>
<td>Moving Picture Experts Group</td>
<td>PKI</td>
<td>Public Key Infrastructure</td>
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<tr>
<td>MSConfig</td>
<td>Microsoft Configuration</td>
<td>PnP</td>
<td>Plug and Play</td>
</tr>
<tr>
<td>MSDS</td>
<td>Material Safety Data Sheet</td>
<td>PoE</td>
<td>Power over Ethernet</td>
</tr>
<tr>
<td>MT-RJ</td>
<td>Mechanical Transfer Registered Jack</td>
<td>POP3</td>
<td>Post Office Protocol 3</td>
</tr>
<tr>
<td>MUI</td>
<td>Multilingual User Interface</td>
<td>PoS</td>
<td>Point of Sale</td>
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<tr>
<td>NaasS</td>
<td>Network as a Service</td>
<td>POST</td>
<td>Power-On Self-Test</td>
</tr>
<tr>
<td>NAC</td>
<td>Network Access Control</td>
<td>POTs</td>
<td>Plain Old Telephone Service</td>
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<td>NAS</td>
<td>Network-Attached Storage</td>
<td>PPM</td>
<td>Pages Per Minute</td>
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<td>NAT</td>
<td>Network Address Translation</td>
<td>PPP</td>
<td>Point-to-Point Protocol</td>
</tr>
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<td>NetBIOS</td>
<td>Networked Basic Input/Output System</td>
<td>PPTP</td>
<td>Point-to-Point Tunneling Protocol</td>
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<tr>
<td>NetBEUI</td>
<td>Networked Basic Input/Output System Extended</td>
<td>PRI</td>
<td>Primary Rate Interface</td>
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<td>NFS</td>
<td>Network File System</td>
<td>PROM</td>
<td>Programmable Read-Only Memory</td>
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<td>NIC</td>
<td>Network Interface Card</td>
<td>PS/2</td>
<td>Personal System/2 connector</td>
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<td>NiCd</td>
<td>Nickel Cadmium</td>
<td>PSTN</td>
<td>Public Switched Telephone Network</td>
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<td>NiMH</td>
<td>Nickel Metal Hydride</td>
<td>PSU</td>
<td>Power Supply Unit</td>
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<td>NLX</td>
<td>New Low-profile Extended</td>
<td>PVA</td>
<td>Patterned Vertical Alignment</td>
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<td>NNTP</td>
<td>Network News Transfer Protocol</td>
<td>PVC</td>
<td>Permanent Virtual Circuit</td>
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<tr>
<td>NTFS</td>
<td>New Technology File System</td>
<td>PXE</td>
<td>Preboot Execution Environment</td>
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<td>NTLDR</td>
<td>New Technology Loader</td>
<td>QoS</td>
<td>Quality of Service</td>
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<td>NTP</td>
<td>Network Time Protocol</td>
<td>RADIUS</td>
<td>Remote Authentication Dial-In User Server</td>
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<td>NTSC</td>
<td>National Transmission Standards Committee</td>
<td>RAID</td>
<td>Redundant Array of Independent (or Inexpensive) Disks</td>
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<tr>
<td>NVMe</td>
<td>Non-volatile Memory Express</td>
<td>RAM</td>
<td>Random Access Memory</td>
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<td>OCR</td>
<td>Optical Character Recognition</td>
<td>RAS</td>
<td>Remote Access Service</td>
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<tr>
<td>OEM</td>
<td>Original Equipment Manufacturer</td>
<td>RDP</td>
<td>Remote Desktop Protocol</td>
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<tr>
<td>OLED</td>
<td>Organic Light Emitting Diode</td>
<td>RF</td>
<td>Radio Frequency</td>
</tr>
<tr>
<td>OS</td>
<td>Operating System</td>
<td>RFI</td>
<td>Radio Frequency Interference</td>
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<td>PaaS</td>
<td>Platform as a Service</td>
<td>RFID</td>
<td>Radio Frequency Identification</td>
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<td>PAL</td>
<td>Phase Alternating Line</td>
<td>RGB</td>
<td>Red Green Blue</td>
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<tr>
<td>PAN</td>
<td>Personal Area Network</td>
<td>RIP</td>
<td>Routing Information Protocol</td>
</tr>
<tr>
<td>PAT</td>
<td>Port Address Translation</td>
<td>RIS</td>
<td>Remote Installation Service</td>
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<tr>
<td>PC</td>
<td>Personal Computer</td>
<td>RISC</td>
<td>Reduced Instruction Set Computer</td>
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<td>PCI</td>
<td>Peripheral Component Interconnect</td>
<td>RJ-11</td>
<td>Registered Jack Function 11</td>
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<td>PCI</td>
<td>Payment Card Industry</td>
<td>RJ-45</td>
<td>Registered Jack Function 45</td>
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<tr>
<td>RMA</td>
<td>Returned Materials Authorization</td>
<td>TKIP</td>
<td>Temporal Key Integrity Protocol</td>
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<td>ROM</td>
<td>Read-Only Memory</td>
<td>TLS</td>
<td>Transport Layer Security</td>
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<td>RPO</td>
<td>Recovery Point Objective</td>
<td>TN</td>
<td>Twisted Nematic</td>
</tr>
<tr>
<td>RTC</td>
<td>Real-Time Clock</td>
<td>TPM</td>
<td>Trusted Platform Module</td>
</tr>
<tr>
<td>RT</td>
<td>Recovery Time Objective</td>
<td>UAC</td>
<td>User Account Control</td>
</tr>
<tr>
<td>Saas</td>
<td>Software as a Service</td>
<td>UDF</td>
<td>User Defined Functions or Universal Disk Format or Universal Data Format</td>
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<td>Storage Area Network</td>
<td>UDP</td>
<td>User Datagram Protocol</td>
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<td>SAS</td>
<td>Serial Attached SCSI</td>
<td>UEFI</td>
<td>Unified Extensible Firmware Interface</td>
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<td>Serial Advanced Technology Attachment</td>
<td>UNC</td>
<td>Universal Naming Convention</td>
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<td>SC</td>
<td>Subscription Channel</td>
<td>UPnP</td>
<td>Universal Plug and Play</td>
</tr>
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<td>SCP</td>
<td>Secure Copy Protection</td>
<td>UPS</td>
<td>Uninterruptible Power Supply</td>
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<td>SCSI</td>
<td>Small Computer System Interface</td>
<td>URL</td>
<td>Uniform Resource Locator</td>
</tr>
<tr>
<td>SCSI ID</td>
<td>Small Computer System Interface Identifier</td>
<td>USB</td>
<td>Universal Serial Bus</td>
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<td>SD card</td>
<td>Secure Digital Card</td>
<td>USMT</td>
<td>User State Migration Tool</td>
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<tr>
<td>SEC</td>
<td>Single Edge Connector</td>
<td>UTM</td>
<td>Unified Threat Management</td>
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<td>SFC</td>
<td>System File Checker</td>
<td>UTP</td>
<td>Unshielded Twisted Pair</td>
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<td>SFF</td>
<td>Small Form Factor</td>
<td>UXGA</td>
<td>Ultra Extended Graphics Array</td>
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<td>SFTP</td>
<td>Secure File Transfer Protocol</td>
<td>VA</td>
<td>Vertical Alignment</td>
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<td>SIM</td>
<td>Subscriber Identity Module</td>
<td>VDC</td>
<td>Volts DC</td>
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<tr>
<td>SIMM</td>
<td>Single In-Line Memory Module</td>
<td>VDI</td>
<td>Virtual Desktop Infrastructure</td>
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<tr>
<td>SLI</td>
<td>Scalable Link Interface or System Level</td>
<td>VESA</td>
<td>Video Electronics Standards Association</td>
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<tr>
<td>S.M.A.R.T.</td>
<td>Self-Monitoring, Analysis, Integration or Scanline Interleave Mode</td>
<td>VFAT</td>
<td>Virtual File Allocation Table</td>
</tr>
<tr>
<td>SOHO</td>
<td>Small Office/Home Office</td>
<td>VGA</td>
<td>Video Graphics Array</td>
</tr>
<tr>
<td>SPD</td>
<td>Server Message Block</td>
<td>VLAN</td>
<td>Virtual LAN</td>
</tr>
<tr>
<td>SMTP</td>
<td>Simple Mail Transfer Protocol</td>
<td>VM</td>
<td>Virtual Machine</td>
</tr>
<tr>
<td>SNMP</td>
<td>Simple Network Management Protocol</td>
<td>VNC</td>
<td>Virtual Network Computer</td>
</tr>
<tr>
<td>SoDIMM</td>
<td>Small Outline Dual Inline Memory Module</td>
<td>VoIP</td>
<td>Voice over Internet Protocol</td>
</tr>
<tr>
<td>SO</td>
<td>Small Office/Home Office</td>
<td>VPN</td>
<td>Virtual Private Network</td>
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<tr>
<td>SP</td>
<td>Service Pack</td>
<td>VRAM</td>
<td>Video Random Access Memory</td>
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<td>SPDIF</td>
<td>Sony-Philips Digital Interface Format</td>
<td>WAN</td>
<td>Wide Area Network</td>
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<tr>
<td>SPGA</td>
<td>Staggered Pin Grid Array</td>
<td>WAP</td>
<td>Wireless Access Protocol/Wireless Access Point</td>
</tr>
<tr>
<td>SRAM</td>
<td>Static Random Access Memory</td>
<td>WEP</td>
<td>Wired Equivalent Privacy</td>
</tr>
<tr>
<td>SSD</td>
<td>Solid State Drive</td>
<td>WiFi</td>
<td>Wireless Fidelity</td>
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<td>SSH</td>
<td>Secure Shell</td>
<td>WINS</td>
<td>Windows Internet Name Service</td>
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<tr>
<td>SSID</td>
<td>Service Set Identifier</td>
<td>WLAN</td>
<td>Wireless Local Area Network</td>
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<td>SSL</td>
<td>Secure Sockets Layer</td>
<td>WMN</td>
<td>Wireless Mesh Network</td>
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<td>SSO</td>
<td>Single Sign-on</td>
<td>WPA</td>
<td>Wireless Protected Access</td>
</tr>
<tr>
<td>ST</td>
<td>Straight Tip</td>
<td>WPA2</td>
<td>WiFi Protected Access 2</td>
</tr>
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<td>STP</td>
<td>Shielded Twisted Pair</td>
<td>WPS</td>
<td>WiFi Protected Setup</td>
</tr>
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<td>SXGA</td>
<td>Super Extended Graphics Array</td>
<td>WUXGA</td>
<td>Wide Ultra Extended Graphics Array</td>
</tr>
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<td>TACACS</td>
<td>Terminal Access Controller Access-Control System</td>
<td>WWAN</td>
<td>Wireless Wide Area Network</td>
</tr>
<tr>
<td>TCP</td>
<td>Transmission Control Protocol</td>
<td>XGA</td>
<td>Extended Graphics Array</td>
</tr>
<tr>
<td>TFTP</td>
<td>Trivial File Transfer Protocol</td>
<td>ZIP</td>
<td>Zigzag Inline Package</td>
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</tbody>
</table>
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 for 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
- Chromebook
- Windows laptop/Mac laptop/Linux laptop
- Windows desktop/Mac desktop/Linux desktop
- Windows Server w/Active Directory and Print Management
- Monitors
- Projectors
- SOHO router/switch
- Access point
- VoIP phone
- Printer
  - Laser/inkjet
  - Wireless
  - 3D printer
- Surge suppressor
- UPS
- VR headset
- Smart devices (IoT devices)

### SPARE PARTS/HARDWARE
- Motherboards
- RAM
- Hard drives
- Power supplies
- Video cards
- Sounds cards
- Network cards
- Wireless NICs
- Fans/cooling devices/heat sink

### SOFTWARE
- Operating systems
  - Linux
  - Chrome OS
  - Microsoft Windows
  - Mac OS
  - Android
  - iOS
- PE Disk/Live CD
- Antivirus software
- Virtualization software
- Anti-malware
- Driver software

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