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**Book Information**

**A+ Guide to IT Technical Support**

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**Exam Topics**

3. All About Motherboards.
4. Supporting Processors and Upgrading Memory.
5. Supporting the Power System and Troubleshooting Computers.
7. Survey of Windows Features and Support Tools.
8. Installing Windows.
XII. Troubleshooting Windows and Supporting Users.

XIII. Troubleshooting Windows Startup.

XIV. Connecting to and Setting up a Network.

XV. Supporting Network Hardware.

XVI. Supporting Mobile Operating Systems.

XVII. Windows Resources on a Network.

XVIII. Security Strategies.

XIX. Supporting Printers and Customizing a System.

XX. Virtualization, Linux, and Mac OS X.

Sample Questions

1. Typically, PGA sockets give better contact than LGA sockets.
   a. True
   b. False

2. What is the name for the 3D user interface provided by Windows 7 and Vista?
   a. Glass
   b. Aero
   c. Air
   d. Shield

3. What is a typical symptom that might indicate the MBR record is damaged?
   a. loud clicking noise
   b. Invalid partition table error
   c. RAID not found error message
   d. Invalid boot disk error

4. Describe how soft reset and hard reset differ on iOS and Android devices.

5. What are the three methods of implementing client side virtualization?