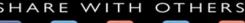
Cert Guide

Learn, prepare, and practice for exam suc-



FREE SAMPLE CHAPTER













CompTIA® IT Fundamentals+ FC0-U61 Cert Guide

Mark Edward Soper



CompTIA® IT Fundamentals+ FC0-U61 Cert Guide

Copyright © 2019 by Pearson Education, Inc.

All rights reserved. No part of this book shall be reproduced, stored in a retrieval system, or transmitted by any means, electronic, mechanical, photocopying, recording, or otherwise, without written permission from the publisher. No patent liability is assumed with respect to the use of the information contained herein. Although every precaution has been taken in the preparation of this book, the publisher and author assume no responsibility for errors or omissions. Nor is any liability assumed for damages resulting from the use of the information contained herein.

ISBN-13: 978-0-7897-6041-8 ISBN-10: 0-7897-6041-X

Library of Congress Control Number: 2018949198

01 18

Trademarks

All terms mentioned in this book that are known to be trademarks or service marks have been appropriately capitalized. Pearson IT Certification cannot attest to the accuracy of this information. Use of a term in this book should not be regarded as affecting the validity of any trademark or service mark.

Warning and Disclaimer

Every effort has been made to make this book as complete and as accurate as possible, but no warranty or fitness is implied. The information provided is on an "as is" basis. The author and the publisher shall have neither liability nor responsibility to any person or entity with respect to any loss or damages arising from the information contained in this book or from the use of the companion web site.

Special Sales

For information about buying this title in bulk quantities, or for special sales opportunities (which may include electronic versions; custom cover designs; and content particular to your business, training goals, marketing focus, or branding interests), please contact our corporate sales department at corpsales@pearsoned.com or (800) 382-3419.

For government sales inquiries, please contact governmentsales@pearsoned.com.

For questions about sales outside the U.S., please contact intlcs@pearson.com.

Editor-in-Chief

Mark Taub

Product Line Manager

Brett Bartow

Acquisitions Editor

Paul Carlstroem

Development Editor

Eleanor C. Bru

Managing Editor

Sandra Schroeder

Project Editor

Mandie Frank

Copy Editor

Bart Reed

Indexer

Ken Johnson

Proofreader

Debbie Williams

Technical Editor

Chris Crayton

Designer

Chuti Prasertsith

Compositor

Studio Galou

Contents at a Glance

	Introduction xiii
CHAPTER 1	Welcome to CompTIA IT Fundamentals+ 3
Part 1: Domai	n 1.0 – IT Concepts and Terminology
CHAPTER 2	How Computers Store Data: Notational Systems 13
CHAPTER 3	Compare and Contrast Fundamental Data Types and Their Characteristics 27
CHAPTER 4	Input, Output, and More: The Basics of Computing and Processing 37
CHAPTER 5	Explain the Value of Data and Information 51
CHAPTER 6	Common Units of Measure: Storage, Throughput, and Speed 67
CHAPTER 7	Explain the Troubleshooting Methodology 85
Part 2: Domai	n 2.0 – Infrastructure
CHAPTER 8	I/O: Input/Output Device Interfaces 115
CHAPTER 9	Connecting and Configuring Peripherals 143
CHAPTER 10	Explain the Purpose of Common Internal Computer Components 171
CHAPTER 11	Internet Service Types 203
CHAPTER 12	Compare and Contrast Storage Types 221
CHAPTER 13	Compare and Contrast Common Computing Devices and Their Purposes 249
CHAPTER 14	Explain Basic Networking Concepts 273
CHAPTER 15	Given a Scenario, Install, Configure, and Secure a Basic Wireless Network 295
Part 3: Domai	n 3.0 – Applications and Software
CHAPTER 16	Explain the Purpose of Operating Systems 319
CHAPTER 17	Operating Systems 101: Features, Processes, UI, and Management 351
CHAPTER 18	Purpose and Proper Use of Software 397
CHAPTER 19	Getting Apps From Source to Your Device 417
CHAPTER 20	Configuring and Using Web Browsers 427
CHAPTER 21	Compare and Contrast General Application Concepts and Uses 449

Part 4: Domain 4.0 - Software Development Concepts

CHAPTER 22 Compare and Contrast Programming Language Categories 475

CHAPTER 23 Using Programming Organizational Techniques and Interpret Logic 497

CHAPTER 24 Explain the Purpose and Use of Programming Concepts 511

Part 5: Domain 5.0 - Database Fundamentals

Explain Database Concepts and the Purpose of a Database 521 **CHAPTER 25**

CHAPTER 26 Compare and Contrast Various Database Structures 541

CHAPTER 27 Summarize Methods Used to Interface with Databases 555

Part 6: Domain 6.0 - Security

CHAPTER 28 Confidentiality, Integrity, and Availability Concerns 575

CHAPTER 29 Device Security Best Practices 591

CHAPTER 30 Summarize Behavioral Security Concepts 615

CHAPTER 31 Compare and Contrast Authentication, Authorization, Accounting, and Non-Repudiation 639

CHAPTER 32 Explain Password Best Practices 665

CHAPTER 33 Explain Common Uses of Encryption 685

CHAPTER 34 Explain Business Continuity Concepts 705

CHAPTER 35 Final Preparation 725

APPENDIX A Answers to Practice Questions 735

Index 759

Online Elements:

APPENDIX A Answers to Practice Questions

APPENDIX B Memory Tables

APPENDIX C Memory Table Answers

APPENDIX D Study Planner

APPENDIX E Content Tracking to IT Fundamentals Domains and Objectives

Glossary

Table of Contents

	Introduction xiii
Chapter 1	Welcome to CompTIA IT Fundamentals+ 3
•	What the ITF+ Exam Is Designed to Do 3
	Who Benefits from Taking the ITF+ Exam? 3
	What the Exam Covers 3
	Exam Domains 4
	Exam Details 4
	Domain 1.0—IT Concepts and Terminology 5
	Domain 2.0—Infrastructure 5
	Domain 3.0—Applications and Software 6
	Domain 4.0—Software Development Concepts 6
	Domain 5.0—Database Fundamentals 7
	Domain 6.0—Security 7
	Hardware, Equipment, and Tools 8
	Software 9
Part 1: Dom	nain 1.0 – IT Concepts and Terminology
Chapter 2	How Computers Store Data: Notational Systems 13
	Foundation Topics 13
	Binary 13
	Powers of Two 14
	Hexadecimal 14
	Hex Color Values 16
	IPv6 Addresses 16
	Decimal 17
	Data Representation 18
	ASCII 18
	ANSI 18
	ANSI 18
	ANSI 18 Code Pages 19

```
Complete the Tables and Lists from Memory 21
                Define Key Terms 21
             Practice Questions for Objective 1.1 22
             Your Next Steps 25
Chapter 3
             Compare and Contrast Fundamental Data Types and Their
             Characteristics 27
             Foundation Topics 27
             Char 27
             Strings 27
             Numbers 28
                Integers 29
                Floats 29
             Boolean 30
             Exam Preparation Topics 32
             Review Topics 32
             Define Key Terms 32
             Practice Questions for Objective 1.2 32
             Your Next Steps (More Certs) 35
Chapter 4
             Input, Output, and More: The Basics of Computing and
             Processing 37
             Foundation Topics 37
             Input 37
             Processing 39
             Output 41
             Storage 43
             Exam Preparation Tasks 43
                Review All Key Topics 43
                Define Key Terms 44
             Practice Questions for Objective 1.3 44
             Your Next Steps (More Certs) 48
Chapter 5
             Explain the Value of Data and Information 51
             Foundation Topics 51
             Data and Information as Assets 51
             Importance of Investing in Security 51
```

```
Relationship of Data to Creating Information 52
             Intellectual Property 54
                 Trademarks 54
                 Trademarks, Service Marks, and Registered Trademarks 55
                 Copyrights 56
                 Copyright Terms and Conditions/Terms of Use 56
                 Copyright Infringement 56
                 Patents 57
             Digital Products 58
             Data-Driven Business Decisions 58
                 Data Capture and Collection 59
                 Data Correlation 59
                 Meaningful Reporting 60
             Exam Preparation Tasks 60
                 Review All Key Topics 60
                 Define Key Terms 61
             Practice Questions for Objective 1.4 61
             Your Next Steps (More Certs) 65
             Common Units of Measure: Storage, Throughput, and Speed 67
Chapter 6
             Foundation Topics 67
             Storage Units 67
                 Bit 67
                 Bits 67
                 Byte 68
                 KB 68
                 MB
                     68
                 GB
                     69
                 ΤB
                     70
                    71
                 PB
                 Capacity Comparison 71
             Throughput Unit 73
                 bps 73
                 Kbps 73
                 Mbps 73
```

Gbps 74
Tbps 75
Processing Speed 75
MHz 76
GHz 77
Exam Preparation Tasks 77
Review All Key Topics 77
Complete the Tables and Lists from Memory 78
Define Key Terms 78
Practice Questions for Objective 1.5 78

Chapter 7 Explain the Troubleshooting Methodology 85

Foundation Topics 85

Your Next Steps 83

Identify the Problem 85

Gather Information 89

Duplicate the Problem, If Possible 90

Question Users 90

Identify Symptoms 91

Determine if Anything Has Changed 98

Approach Multiple Problems Individually 99

Research Knowledge Base/Internet, If Applicable 99

Establish a Theory of Probable Cause 100

Question the Obvious 100

Consider Multiple Approaches 100

Divide and Conquer 101

Test the Theory to Determine the Cause 102

Once the Theory Is Confirmed (Confirmed Root Cause), Determine the Next Steps to Resolve the Problem 103

If the Theory Is Not Confirmed, Establish a New Theory or Escalate 103

Establish a Plan of Action to Resolve the Problem and Identify Potential Effects 104

Implement the Solution or Escalate as Necessary 105

Verify Full System Functionality and, If Applicable, Implement Preventive Measures 105

```
Document Findings/Lessons Learned, Actions, and Outcomes 107
            Exam Preparation Tasks 108
                Review All Key Topics 108
                Define Key Terms 109
                Complete the Tables and Lists from Memory 109
            Practice Questions for Objective 1.6 109
             Your Next Steps (More Certs) 113
Part 2: Domain 2.0 - Infrastructure
            I/O: Input/Output Device Interfaces 115
            Foundation Topics 115
            Networking 115
                Wired 115
                Telephone Connector (R7-11) 117
                Ethernet Connector (R7-45) 118
                Wireless 118
                Bluetooth 118
                NFC 120
            Peripheral Devices 121
                USB 121
                FireWire 127
                Thunderbolt 129
                Bluetooth 131
                RF 131
            Graphic Device 131
                VGA 133
                DVI 134
                HDMI 134
                DisplayPort 134
                Mini DisplayPort 134
            Exam Preparation Topics 135
            Review Topics 135
```

Complete the Tables and Lists from Memory 135

Chapter 8

Chapter 9

Define Key Terms 136 Practice Questions for Objective 2.1 136 Your Next Steps (More Certs) 140 Connecting and Configuring Peripherals 143 Foundation Topics 143 Devices 143 Printer 144 Scanner 150 Keyboard 150 Mouse 152 Camera 153 Connecting a Webcam 153 Connecting a Digital Camera External Hard Drive 154 Speakers 155 3.5mm Mini-7ack 155 HDMI 156 S/PDIF 156 Display 157 Connecting VGA 158 Connecting DVI 158 Connecting HDMI and DisplayPort 159 Configuring Multiple Displays 160 Installation Types 161 Plug-and-Play vs. Driver Installation 161 Other Required Steps 163 IP-based Peripherals 163 Web-based Configuration Steps 163 Exam Preparation Tasks 164 Review All Key Topics 164 Define Key Terms 165

Practice Questions for Objective 2.2 165 Your Next Steps (More Certs) 169

Chapter 10 Explain the Purpose of Common Internal Computer Components 171

Foundation Topics 171 Motherboard/System Board 171 SATA Ports 172 Port Cluster 173 Expansion Slots 173 Laptop Motherboard 174 Firmware/BIOS 175 RAM 177 CPU 179 ARM 180 Mobile Phone 181 Tablet 181 System on a Chip (SoC) 181 32-bit Processors 182 Laptop 182 Workstation 183 Server 183 64-bit Processors 183 Laptop 185 Workstation 186 Server 186 GPU 186 Storage 188 Hard Drive 188 SSD 188 Cooling 190 NIC 193 Wired vs. Wireless 193 Onboard vs. Add-on Card 195 Exam Preparation Tasks 196 Review All Key Topics 196 Complete the Tables and Lists from Memory 197 Define Key Terms 197

Practice Questions for Objective 2.3 197 Your Next Steps 201 Chapter 11 Internet Service Types 203 Foundation Topics 203 Fiber Optic 203 Cable 205 DSL 209 Wireless 210 Radio Frequency 210 Satellite 211 Cellular 212 Comparing Internet Services 213 Exam Preparation Tasks 214 Review All Key Topics 214 Complete the Tables and Lists from Memory 215 Define Key Terms 215 Practice Questions for Objective 2.4 215 Your Next Steps (More Certs) 219 Chapter 12 Compare and Contrast Storage Types 221 Foundation Topics 221 Volatile vs. Nonvolatile 221 Local Storage Types 221 RAM 221 Hard Drive 226 Solid State 226 Spinning Disk (HDD, SSHD) 230 Optical 231 Windows Drive Letter Assignments 233 Flash Drive 233 Local Network Storage Types 238 NAS 238 File Server 239 Cloud Storage Service 242 Exam Preparation Topics 245

Review Topics 245

Define Key Terms 245

Practice Questions for Objective 2.5 245

Your Next Steps (More Certs) 247

Chapter 13 Compare and Contrast Common Computing Devices and Their Purposes 249

Foundation Topics 249

Mobile Phones 249

Tablets 250

Laptops 251

Workstations 252

Servers 253

Gaming Consoles 256

IoT 258

Home Appliances 259

Home Automation Devices 260

Thermostats 262

Security Systems 262

Modern Cars 264

IP Cameras 265

Streaming Media Devices 265

Medical Devices 266

Exam Preparation Tasks 266

Review All Key Topics 266

Complete the Tables and Lists from Memory 267

Define Key Terms 267

Practice Questions for Objective 2.6 268

Your Next Steps (More Certs) 271

Chapter 14 Explain Basic Networking Concepts 273

Foundation Topics 273

Basics of Network Communication 273

Basics of Packet Transmission 273

DNS 275

URL to IP Translation 275

LAN vs. WAN 276

Device Addresses 276

IP Address 276

MAC Address 279

Basic Protocols 280

HTTP/S 281

POP3 282

IMAP 282

SMTP 282

Devices 284

Modem 284

Router 284

Switch 284

Access Point 285

Firewall 286

Exam Preparation Tasks 287

Review All Key Topics 287

Complete the Tables and Lists from Memory 288

Define Key Terms 288

Practice Questions for Objective 2.7 288

Your Next Steps (More Certs) 293

Chapter 15 Given a Scenario, Install, Configure, and Secure a Basic Wireless Network 295

Foundation Topics 295

802.11a/b/g/n/ac 295

Types of Wireless Hardware 295

Older vs. Newer Standards 298

802.11b 299

802.11a 299

802.11g 299

802.11n 301

802.11ac 301

Speed Limitations 302

Interference and Attenuation Factors 303

Interference 303

Attenuation 304

Best Practices 304 Change the SSID 305 Change the Default Password 306 Unencrypted 307 Open 307 Captive Portal 307 Encrypted 308 WEP 308 WPA 308 WPA2 308 Exam Preparation Topics 310 Review Topics 310 Define Key Terms 311 Practice Questions for Objective 2.8 311 Your Next Steps (More Certs) 316 Part 3: Domain 3.0 – Applications and Software Chapter 16 Explain the Purpose of Operating Systems 319 Foundation Topics 319 Interface Between Applications and Hardware 319 Disk Management 319 Process Management/Scheduling 322 Kill Process/End Task 322 Application Management 324 Microsoft Windows 324 macOS 328 Linux 329 Android 330 iOS 330 Memory Management 330 Windows 331

> macOS 332 Linux 332

Device Management 333

Windows 333

macOS 334

Linux 334

Access Control/Protection 335

Types of OS 336

Mobile Device OS 336

Android 336

iOS 336

Windows Mobile 336

Workstation OS 336

Windows 337

macOS 338

Linux 338

Server OS 339

Windows Server 339

macOS Server 339

Linux Server 339

Embedded OS 341

Firmware 341

Hypervisor (Type 1) 342

Exam Preparation Tasks 344

Review All Key Topics 344

Define Key Terms 345

Practice Questions for Objective 3.1 345

Your Next Steps (More Certs) 349

Operating Systems 101: Features, Processes, UI, and Chapter 17 Management 351

Foundation Topics 351

File Systems and Features 351

File Systems 351

NTFS 352

FAT32 352

HFS and HFS Plus 353

Ext4 354

Features 355

Compression 355

Compression in NTFS 356

Compression in HFS Plus 356

Creating Archive Files 356

Encryption 357

NTFS Encryption with EFS 357

BitLocker Encryption 358

HFS Plus Encryption with FileVault 2 359

ext4 Encryption 359

Permissions 359

NTFS Permissions 359

HFS Plus Permissions 360

Ext4 Permissions 362

Journaling 363

Limitations 364

Naming Rules 364

FAT32 File Naming Rules 364

FAT32 and NTFS File Naming Rules 365

NTFS File Naming Rules 366

HFS and HFS Plus File Naming Rules 366

Ext4 File Naming Rules 366

File Management 366

Folders/Directories 366

Windows Folder/Directory Commands 366

Linux/macOS Folder/Directory Commands 367

File Types and Extensions 367

Windows File Types and Extensions 367

Linux File Types and Extensions 372

macOS File Types and Extensions 373

Services 374

Viewing and Managing Services in Microsoft Windows 374

Viewing and Managing Services in macOS 375

Viewing and Managing Services in Linux 376

Processes 377

Viewing and Managing Processes in Microsoft Windows 377

Viewing and Managing Processes in macOS 378

Viewing and Managing Processes in Linux 379

Drivers 381

Obtaining Drivers for Microsoft Windows 381

Obtaining Drivers for macOS 382

Obtaining Drivers for Linux 382

Utilities 384

Windows Utilities 384

macOS Utilities 384

Linux Utilities 385

Task Scheduling 385

Interfaces 387

Console/Command Line 387

GUI 389

Exam Preparation Tasks 389

Review All Key Topics 389

Complete the Tables and Lists from Memory 390

Define Key Terms 391

Practice Questions for Objective 3.2 391

Your Next Steps (More Certs) 395

Chapter 18 Purpose and Proper Use of Software 397

Foundation Topics 397

Productivity Software 397

Word Processing Software 397

Spreadsheet Software 398

Presentation Software 399

Web Browser 400

Visual Diagramming Software 402

Collaboration Software 403

Email Client 403

Conferencing Software 404

Instant Messaging Software 404

Online Workspace 405 Document Sharing 405 Business Software 406 Database Software 407 Project Management Software Business-Specific Applications 409 Accounting Software 409 Exam Preparation Topics 410 Review Topics 410 Define Key Terms 410 Practice Questions for Objective 3.3 410 Your Next Steps (More Certs) 415 Chapter 19 Getting Apps From Source to Your Device 417 Foundation Topics 417 Application Delivery Methods 417 Locally Installed 417 Local Network Hosted 418 Cloud Hosted 418 Application Architecture Models 419 One Tier 419 Two Tier 420 Three Tier 420 N-Tier 421 Exam Preparation Tasks 421 Review All Key Topics 421 Define Key Terms 422 Practice Questions for Objective 3.4 422 Your Next Steps (More Certs) 424 Configuring and Using Web Browsers 427 Chapter 20 Foundation Topics 427 Caching/Clearing Cache 427 Google Chrome 427

Microsoft Edge 428

Chapter 21

Mozilla Firefox 428 Microsoft Internet Explorer 428 Deactivate Client-Side Scripting Google Chrome 430 Mozilla Firefox 430 Microsoft Edge 430 Microsoft Internet Explorer 430 Browser Add-Ons/Extensions 430 Add 431 Enable/Disable 431 Remove 432 Private Browsing 433 Proxy Settings 434 Certificates 436 Valid 436 Invalid 437 Popup Blockers 439 Script Blockers 440 Compatible Browser for Application(s) 440 Exam Preparation Tasks 441 Review All Key Topics 441 Define Key Terms 442 Practice Questions for Objective 3.5 442 Your Next Steps (More Certs) 447 Compare and Contrast General Application Concepts and Uses 449 Foundation Topics 449 Single-Platform Software 449 Cross-Platform Software 449 Compatibility Concerns 450 Licensing 454 Single Use 454 Group Use/Site License 454 Concurrent License 455

Open Source vs. Proprietary 456

Subscription vs. One-Time Purchase 457

```
Product Keys and Serial Numbers 457
            Software Installation Best Practices 458
                Reading Instructions 459
                Reading Agreements 464
                Advanced Options 465
            Exam Preparation Topics 467
            Review Topics 467
            Define Key Terms 468
            Practice Questions for Objective 3.6 468
            Your Next Steps (More Certs) 472
Part 4: Domain 4.0 - Software Development Concepts
Chapter 22 Compare and Contrast Programming Language Categories 475
            Foundation Topics 475
            Interpreted 475
                Scripting Languages 475
                BASIC 475
                Perl 477
                JavaScript 477
                Python 478
                Ruby 478
                PowerShell 479
                Scripted Languages 479
                Markup Languages 480
                HTML 480
                XML 481
            Compiled Programming Languages 483
                C 483
                C++ 484
                COBOL 484
                Java 485
                VBA 485
            Query Languages 486
                SQL 486
                XQuery 487
```

Chapter 23

Chapter 24

Assembly Language 487 Exam Preparation Tasks 489 Review All Key Topics 489 Define Key Terms 489 Practice Questions for Objective 4.1 Your Next Steps (More Certs) 494 **Using Programming Organizational Techniques and Interpret** Logic 497 Foundation Topics 497 Organizational Techniques 497 Pseudocode Concepts 497 Flow Chart Concepts 498 Sequence 499 Logic Components 501 Branching 501 Looping 502 While Loop 503 For Loop 503 Do...While 504 Exam Preparation Tasks 505 Review All Key Topics 505 Define Key Terms 506 Practice Questions for Objective 4.2 506 Your Next Steps (More Certs) 508 Explain the Purpose and Use of Programming Concepts 511 Foundation Topics 511 Identifiers 511 Variables 511 Constants 511 Containers 512 Arrays 512 Vectors 512 Functions 512 Objects 513

```
Properties 513
                Attributes 513
                Methods 514
            Exam Preparation Tasks 514
            Review All Key Topics 514
            Define Key Terms 514
            Practice Questions for Objective 4.3 515
            Your Next Steps (More Certs) 518
Part 5: Domain 5.0 - Database Fundamentals
Chapter 25 Explain Database Concepts and the Purpose of a Database 521
            Foundation Topics 521
            Usage of Database 521
                Create 522
                Import/Input 523
                Query 525
                Reports 527
            Flat File vs. Database 528
                Multiple Concurrent Users 529
                Scalability 529
                Speed 530
                Variety of Data 530
            Records 531
            Storage 532
                ACID 533
                Data Persistence 533
            Exam Preparation Tasks 534
                Review All Key Topics 534
                Define Key Terms 535
            Practice Questions for Objective 5.1 535
            Your Next Steps (More Certs) 539
Chapter 26
            Compare and Contrast Various Database Structures 541
            Foundation Topics 541
```

Structured vs. Semi-Structured vs. Nonstructured 541

Structured Data 541 Semi-Structured Data 543 Non-Structured Data 545 Relational Databases 545 Schema 545 Tables 545 Rows/Records 546 Fields/Columns 546 Primary Key 546 Foreign Key 546 Constraints 546 Nonrelational Databases 547 Key/Value Databases 547 Document Databases Exam Preparation Tasks 549 Review All Key Topics 549 Define Key Terms 550 Practice Questions for Objective 5.2 550 Your Next Steps (More Certs) 553 Summarize Methods Used to Interface with Databases 555 Chapter 27 Foundational Topics 555 Relational Methods 555 Data Manipulation 555 Select 555 Insert 558 Delete 559 Update 559 Data Definition 560 Create 560 Alter 561 Drop 561 Permissions 561 Database Access Methods 561

> Direct/Manual Access 562 Programmatic Access 562

User Interface/Utility Access 562
Query/Report Builders 562
Export/Import 563
Database Dump 565
Backup 566
Exam Preparation Tasks 568
Review All Key Topics 568
Define Key Terms 568
Practice Questions for Objective 5.3 569
Your Next Steps (More Certs) 573

Part 6: Domain 6.0 - Security

Chapter 28 Confidentiality, Integrity, and Availability Concerns 575

Foundation Topics 575 Confidentiality Concerns 575 Snooping 575 Eavesdropping 576 Wiretapping 577 Social Engineering 578 Dumpster Diving 578 Personally Identifiable Information 579 Integrity Concerns 579 Man-in-the-Middle Attack 579 Replay Attack 580 Impersonation 580 Unauthorized Information Alteration 581 Availability Concerns 581 Denial of Service 581 Power Outage 582 Hardware Failure 582 Destruction 583 Service Outage 583 Exam Preparation Tasks 584 Review All Key Topics 584

Define Key Terms 584

Practice Questions for Objective 6.1

Your Next Steps (More Certs) 589

Chapter 29 **Device Security Best Practices** 591

Foundation Topics 591

Securing Devices (Mobile/Workstation) 591

Antivirus/Anti-Malware 591

Host Firewall 593

Changing Default Passwords 595

Enabling Passwords 595

Safe Browsing Practices 596

Patching/Updates

Microsoft Windows 598

Android 601

iOS 602

Device Use Best Practices 602

Software Sources 602

Validating Legitimate Sources 602

Researching Legitimate Sources 603

OEM Websites vs. Third-Party Websites 603

Removal of Unwanted Software 603

Removal of Unnecessary Software 606

Removal of Malicious Software 606

Exam Preparation Tasks 608

Review All Key Topics 608

Define Key Terms 609

Practice Questions for Objective 6.2

Your Next Steps (More Certs) 613

Chapter 30 Summarize Behavioral Security Concepts 615

Foundation Topics 615

Expectations of Privacy When Using... 615

The Internet 615

Social Networking Sites 617

Email 617

File Sharing 618

xxvii

Instant Messaging 620

Mobile Applications 621

Desktop Software 623

Microsoft Store 624

App Store (macOS) 625

Linux 625

Business Software 625

Corporate Network 629

Written Policies and Procedures 630

Handling of Confidential Information 631

Passwords 631

Personal Information 631

Customer Information 632

Company Confidential Information 632

Exam Preparation Tasks 633

Review All Key Topics 633

Define Key Terms 633

Practice Questions for Objective 6.3 634

Your Next Steps (More Certs) 637

Chapter 31 Compare and Contrast Authentication, Authorization, Accounting, and Nonrepudiation Concepts 639

Foundation Topics 639

Authentication 639

Single Factor 639

Multifactor 640

Examples of Factors 640

Password 640

PIN 640

One-Time Password 640

Software Token 641

Hardware Token 641

Biometrics 642

Specific Location 643

Somewhere You Are 644

Security Questions 644

Single Sign-On 645

Authorization 645

Permissions 646

Least Privilege Model 647

Role-Based Access 647

User Account Types

Rule-Based Access 649

Mandatory Access Controls 649

Discretionary Access Controls 650

Accounting 650

Logs 650

Tracking 654

Web Browser History 655

Nonrepudiation 655

Video 655

Biometrics 655

Signature 656

Receipt 656

Exam Preparation Tasks 656

Review All Key Topics 656

Define Key Terms 657

Practice Questions for Objective 6.4 658

Your Next Steps (More Certs) 662

Chapter 32 Explain Password Best Practices 665

Foundation Topics 665

Password Length 665

Password Complexity 665

Password History 668

Password Expiration 669

Password Reuse Across Sites 672

Single Sign-On 672

Password Managers 673

```
Password Reset Process 673
```

How to Reset Your Password in Windows 674

How to Reset Your Password in macOS 675

How to Reset Your Password in Linux 675

How to Change Your Passcode in iOS 675

How to Change Your PIN in Android 675

How to Set Up a BIOS/UEFI Password 675

Password Policy 676

Exam Preparation Tasks 676

Review All Key Topics 676

Define Key Terms 677

Practice Questions for Objective 6.5 677

Your Next Steps (More Certs) 682

Chapter 33 Explain Common Uses of Encryption 685

Foundation Topics 685

Plain Text vs. Cipher Text 685

Data at Rest 686

File Level 686

EFS (Windows) 686

macOS 689

Linux 689

Disk Level 689

Windows 689

MacOS 691

Linux 693

Mobile Device 693

Data in Transit 694

Email 694

Windows 695

macOS 695

Linux 696

HTTPS 696

VPN 696

Mobile Application 697

Exam Preparation Tasks 697

Review All Key Topics 697

Define Key Terms 698

Practice Questions for Objective 6.6 698

Your Next Steps (More Certs) 702

Chapter 34 Explain Business Continuity Concepts 705

Foundation Topics 705

Fault Tolerance 705

Replication 705

Redundancy 705

Data 705

RAID Arrays 706

Network 708

Power 709

Backup Considerations 709

Data 710

File Backups 710

Critical Data 713

Database 713

OS Backups 714

Location 715

Stored Locally 715

Cloud Storage 715

On-Site vs. Off-Site 716

Contingency Plan 716

Disaster Recovery 717

Data Restoration 718

Prioritization 718

Restoring Access 719

Exam Preparation Tasks 719

Review All Key Topics 719

Define Key Terms 719

Practice Questions for Objective 6.7 720

Your Next Steps (More Certs) 723

Chapter 35 Final Preparation 725

Advice About the Exam Event 725

Think About Your Time Budget Versus Numbers of Questions 725

Miscellaneous Pre-Exam Suggestions 726

Exam-Day Advice 726

Reserve the Hour after the Exam in Case You Fail 727

Take Practice Exams 728

Advice on How to Answer Exam Questions 729

Study Suggestions after Failing to Pass 731

Other Study Tasks 732

Final Thoughts 732

Appendix A Answers to Practice Questions 735

Index 759

Online Elements:

APPENDIX A Answers to Practice Questions

APPENDIX B Memory Tables

APPENDIX C Memory Table Answers

APPENDIX D Study Planner

APPENDIX E Content Tracking to IT Fundamentals Domains and Objectives

Glossary

About the Author

Mark Edward Soper has been working with PCs since the days of the IBM PC/XT and AT as a salesperson, technology advisor, consultant, experimenter, trainer, technology writer, and content creator. Since 1992, he has taught thousands of students across the country how to repair, manage, and troubleshoot the hardware, software, operating systems, and firmware inside their PCs. He has created many versions of his experimental computer known as "FrankenPC" for this and previous books.

Mark earned his CompTIA A+ Certification in 1999 and has written several A+ Certification books for Pearson imprints. Mark is also the author of *The PC and Gadget Help Desk: A Do-It-Yourself Guide To Troubleshooting and Repairing*.

Other books Mark has authored or co-authored include three editions of *Easy Windows 10*, *Easy Windows 8.1*, *Easy Windows 8*, *Easy Microsoft Windows 7*, and *Sams Teach Yourself Microsoft Windows 7 in 10 Minutes*, books on computer troubleshooting, home networking and broadband Internet, home automation, Raspberry Pi singleboard computers, and digital photography. Mark is also the creator of *Building and Repairing PCs* (Que Video).

Mark has also written many blog entries and articles for MaximumPC.com and *Maximum PC* magazine. He currently teaches Microsoft Office for the University of Southern Indiana and Ivy Tech Community College in Evansville, Indiana, and also has taught A+ Certification and other technology-related subjects at Ivy Tech Community College. See Mark's website at www.markesoper.com for news and information about upcoming projects.

Dedication

For Kate, Ed, Ian, and Jeremy.

Acknowledgments

After more than 19 years as a full-time technology content provider, I realize more than ever how richly I have been blessed by God in my family and in the team of technology experts I get to work with.

Thanks first and foremost to Almighty God, who created the laws of Nature that enable us to create technology and use it to help each other. Thanks also to my family, PC and Mac users alike, who agree to disagree about the best technology, but work and play well with each other. Thanks especially to Cheryl for her love and patience.

As always, Pearson's put together an outstanding team for this edition. Thanks very much to Mark Taub, Brett Bartow, and Paul Carlstroem for heading up the team, editors Ellie Bru, Mandie Frank, Sandra Schroeder, and Bart Reed for transforming rough text into a polished book, and technical reviewer Chris Crayton, who provided many outstanding recommendations for content and approach. Thanks also to Cindy Teeters and to the rest of the team: Ken, Debbie, Chuti, and Louisa at Studio Galou.

About the Technical Editor

Chris Crayton is a technical consultant, trainer, author, and industry-leading technical editor. He has worked as a computer technology and networking instructor, information security director, network administrator, network engineer, and PC specialist. Chris has authored several print and online books on PC repair, CompTIA A+, CompTIA Security+, and Microsoft Windows. He has also served as technical editor and content contributor on numerous technical titles for several of the leading publishing companies. He holds numerous industry certifications, has been recognized with many professional and teaching awards, and has served as a state-level SkillsUSA final competition judge.

We Want to Hear from You!

As the reader of this book, *you* are our most important critic and commentator. We value your opinion and want to know what we're doing right, what we could do better, what areas you'd like to see us publish in, and any other words of wisdom you're willing to pass our way.

We welcome your comments. You can email or write to let us know what you did or didn't like about this book—as well as what we can do to make our books better.

Please note that we cannot help you with technical problems related to the topic of this book.

When you write, please be sure to include this book's title and author as well as your name and email address. We will carefully review your comments and share them with the author and editors who worked on the book.

Email: feedback@pearsonitcertification.com

Credits

- Figure 4-1a Courtesy of fotovampir/123rf.com
- Figure 4-1b Courtesy of Ralf Kleemann/Shutterstock
- Figure 4-1c Courtesy of Yes Man/Shutterstock
- Figure 4-1d Courtesy of StockPhotosArt/Shutterstock
- Figure 4-1e Courtesy of REDPIXEL.PL/Shutterstock
- Figure 4-1f Courtesy of florin oprea/Shutterstock
- Figure 4-5a Courtesy of Viktorus/Shutterstock
- Figure 4-5b Courtesy of dencg/Shutterstock
- Figure 4-5c Courtesy of Maksym Dykha/Shutterstock
- Figure 4-5d Courtesy of Bob Mawby/Shutterstock
- Figure 12-18 Courtesy of White 78/Shutterstock Courtesy of Shutterstock
- Figure 12-19 Courtesy of Sashkin/Shutterstock Courtesy of Shutterstock
- Figure 14-2a Courtesy of Norman Chan/Shutterstock
- Figure 14-2b Courtesy of Scanrail1/Shutterstock
- Figure 14-2c Courtesy of Norman Chan/Shutterstock
- Figure 14-2d Courtesy of You can more/Shutterstock
- Figure 13-1 Courtesy of Denis Rozhnovsky/Shutterstock
- Figure 13-2 Courtesy of Tatjana Brila/Shutterstock
- Figure 13-3 Courtesy of Sashkin/Shutterstock
- Figure 13-4 Courtesy of kjekol/123rf.com
- Figure 13-5 Courtesy of texelart/123rf.com
- Figure 13-6 Courtesy of Macrovector/Shutterstock
- Figure 13-7 Courtesy of Chesky/Shutterstock
- Figure 13-8 Courtesy of aimage/123RF
- Figure 13-9 Courtesy of Constantine Pankin/Shutterstock
- Figure 13-10 Courtesy of Denys Prykhodov/Shutterstock
- Figure 13-11 Courtesy of Andrey Suslov/Shutterstock

Figure 15-1 Courtesy of chaistock/Shutterstock

Figure 19-2 Courtesy of S.john/Shutterstock

Figure 31-2 Courtesy of robert8/123rf.com

Figure 31-3 Courtesy of Gary James Calder/Shutterstock

Chapter Opener images Courtesy of Getty Images; Charlie Edwards/Photo disc/Getty Images

Cover image Courtesy of Gorodenkoff/ShutterStock

Introduction

CompTIA IT Fundamentals+ is designed to be the gateway to help you decide which paths to follow in your information technology (IT) career. Whether you are planning to specialize in PC or mobile device hardware, operating systems, applications support, software development, database management, or security, the CompTIA IT Fundamentals+ exam measures the fundamental knowledge you need to begin your journey toward greater responsibilities and achievements in IT.

CompTIA IT Fundamentals+ is designed to be a "vendor-neutral" exam that measures your knowledge of industry-standard technology.

Goals and Methods

The number-one goal of this book is simple: to help you pass the 2018 version of the CompTIA IT Fundamentals+ FC0-U61 exam.

Although IT Fundamentals+ is an entry-level exam with a single type of question, multiple choice, our goal is to help you apply the terms and facts you learn to problem solving and reasoning tasks. We want to help you master and understand the required objectives for each exam.

To aid you in mastering and understanding the IT Fundamentals+ objectives, this book uses the following methods:

- The beginning of each chapter defines the topics to be covered in the chapter; it also lists the corresponding CompTIA IT Fundamentals+ objective numbers.
- The body of the chapter explains the topics from a hands-on and a theory-based standpoint. This includes in-depth descriptions, tables, and figures that are geared to build your knowledge so that you can pass the exam. The chapters are broken down into several topics each.
- The key topics indicate important figures, tables, and lists of information that you should know for the exam. They are interspersed throughout the chapter and are listed in table format at the end of the chapter.
- Each chapter covering an objective has a list of practice questions. The correct answers are found in Appendix A, "Answers to Practice Questions."
- Key terms without definitions are listed at the end of each chapter. Write down the definition of each term and check your work against the complete key terms in the glossary.
- At the end of each chapter covering an objective, you will find a section called "Your Next Step (More Certs)." The certification descriptions and links in this section help you go deeper into the topics covered in that chapter.



A computer must perform four major tasks:

- Input
- Processing
- Output
- Storage

In this chapter, you learn the basics of these essential tasks. This chapter covers CompTIA IT Fundamentals+ exam Objective 1.3: Illustrate the basics of computing and processing.

Input, Output, and More: The Basics of Computing and Processing

Foundation Topics

Input

In technology terms, an *input* is a command or information that is made available to a computer. Before information can be processed by a computer, it must be input.

Any of the following activities can be considered inputs:

- Typing text or numbers into a computer program
- Selecting menu options with a mouse, touchpad, or touchscreen
- Transferring photos or videos from a digital camera, tablet, or smartphone
- Retrieving a file from a storage device
- Recording audio
- Capturing an image with a scanner or a webcam

An input device is a device that is used only for input (some devices are used for both input and output). Input devices include the following:

- Keyboard
- Mouse
- Touchpad
- Touchscreen
- Webcam
- Image scanner
- Barcode reader
- Microphone or audio-in
- Digital camera or camcorder

Some of these input devices are illustrated in Figure 4-1.



Figure 4-1 Some Common Input Devices

Any information a computing device works with began with some type of input. With some types of devices, such as an image scanner, digital camera, or camcorder, the input is in the form of a file. With others, the input must be processed before it can be saved (output).

NOTE Common input/output devices include touchscreens, storage devices, network adapters, all-in-one devices (printer, scanner, copier with optional fax), and sound cards.

Most external input and input/output devices connect to a USB port. Internal storage devices typically connect to a SATA port.

NOTE To learn more about USB ports, cables, and versions, see Chapter 8, "I/O: Input/Output Device Interfaces." To learn more about SATA ports, cables, and versions, see Chapter 10, "Explain the Purpose of Common Internal Computer Components."

Processing



Processing refers to the retrieval and modification of inputs from input devices or storage devices. The components involved in processing include the following:

- Random access memory (RAM). See Figure 4-2.
- Central processing unit (CPU). See Figure 4-3.
- Graphics processing unit (GPU). See Figure 4-4.

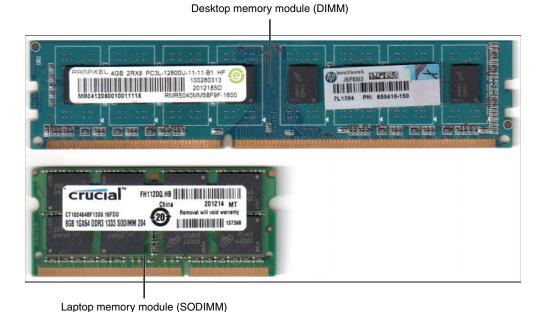


Figure 4-2 Typical Memory Modules

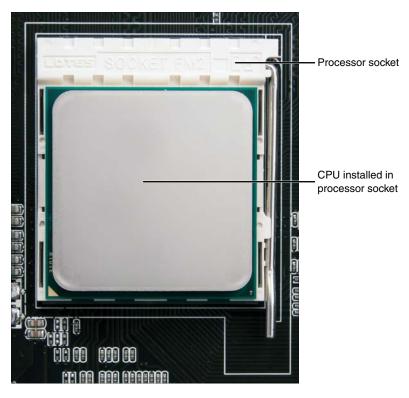


Figure 4-3 An Installed CPU

An app and inputs from the user or storage reside in RAM until changes are stored or the app is closed without changes being saved. Changes to the inputs are performed primarily by the CPU, such as calculations made with a worksheet program such as Microsoft Excel or color filters or special effects applied to a photo with a photo editor such as Adobe Photoshop. Changes that involve graphical calculations such as 3D rendering, motion video, or 2D image manipulation may be performed in whole or in part by the GPU.

NOTE Learn more about RAM, CPU, and GPU in Chapter 10.

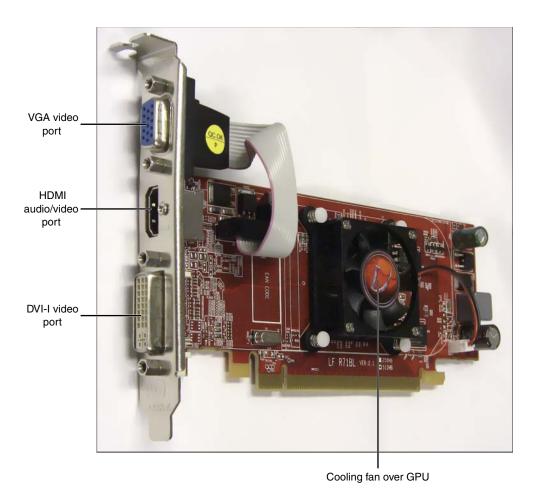


Figure 4-4 A Typical Video Card

Output

Output refers to any activity that sends the results of processing to a device so it can be viewed or stored. Typical output devices include displays (such as monitors, HDTVs, projectors, tablet displays, and smartphone screens), printers, and computer speakers (see Figure 4-5).





Figure 4-5 Some Common Output Devices

Here are some examples of how they work:

- As you work with an app such as Excel, the data you enter is displayed onscreen thanks to the interaction of the graphics processing unit (GPU) and the display device.
- If you make a mistake, a beep might be emitted by your computer speakers or by the built-in speakers in an HDTV, monitor, or projector.
- If you print a worksheet or range of cells, the printer receives the print job and prints the worksheet or selected cells.

NOTE Learn how to connect a printer or speaker in Chapter 9, "Connecting and Configuring Peripherals."

Storage

A storage device is any device that can preserve files or apps for reuse later. Common local storage devices include USB flash drives, internal and external hard drives, and internal solid-state drives (SSDs; see Figure 4-6).





Figure 4-6 Typical Storage Devices

When you open a file, the act of opening it from storage is input. When you save a file, the act of saving it to storage is output. Storage is where the file is located.

NOTE Learn more about how storage devices work in Chapter 12, "Compare and Contrast Storage Types."

Exam Preparation Tasks

Review All Key Topics

Review the most important topics in this chapter, noted with the Key Topics icon in the outer margin of the page. Table 4-1 lists these key topics and the page number on which each is found.



Table 4-1 Key Topics for Chapter 4

Key Topic Element	Description	Page Number
Figure 4-1	Common input devices	38
List	Components involved in processing	39
Figure 4-5	Common output devices	42
Figure 4-6	Typical storage devices	43

Define Key Terms

Define the following key terms from this chapter and check your answers in the glossary:

input, processing, output, storage device

Practice Questions for Objective 1.3

- Which of the following activities is not considered an input?
 - **A.** Typing
 - **B.** Scanning
 - **C.** Printing
 - **D.** Recording
- When a file is changed, saving the file is an example of which activity?
 - **A.** Output
 - **B.** Processing
 - **C.** Input
 - **D.** Storage
- 3. A graphics processing unit (GPU) helps to process information you see onscreen. What other activity does it do?
 - **A.** Output
 - **B.** Input
 - **C.** Storage
 - **D.** No other activity

4. When the user edits a photo, this is an example of which of the following?

	A.	Input	
	B.	Storage	
	C.	Output	
	D.	Processing	
5.	Whe	ere are the changes to a file located before the changes are saved?	
	A.	CPU	
	B.	RAM	
	C.	Storage	
	D.	GPU	
6.	A so	und card is an example of which type of device?	
	A.	Output	
	В.	I/O	
	C.	Storage	
	D.	Processing	
7.	your	You have taken pictures with your digital camera. When you transfer them to your computer directly from your camera, your camera is being used as which of the following types of devices?	
	A.	Output	
	B.	Input	
	C.	Processing	
	D.	Storage	
8.	An all-in-one unit contains a printer and scanner. When printing, the unit is an output device. When scanning, the unit is which of the following?		
	A.	Output	
	B.	Storage	
	C.	Input	
	D.	Processing	

9.	Whi	ch of the following devices is an input/output (I/O) device?
	A.	Multifunction device
	В.	Scanner
	C.	Barcode reader
	D.	Projector
10.	The	location of a file is referred to as which of the following?
	A.	Output
	B.	Processing
	C.	Input
	D.	Storage
11. Connecting a microphone to a sound card prepares it to perform which following activities?		
	A.	Output
	B.	Input
	C.	Storage
	D.	Processing
12.	A ne	twork adapter is an example of which type of device?
	A.	Input/output
	В.	Input
	C.	Storage
	D.	Processing
13.	13. As you use a barcode reader to check in new products, you are performing. (Fill in the blank.)	
	A.	Processing
	В.	Output
	C.	Input
	D.	Storage

14.	4. The microphone/line-in jacks on a sound card are input devices. The speaker		
	jacks are examples of devices. (Fill in the blank.)		
	A.	A. Processing	
	B. I/O		
	c. Storage		
	D.	Output	
15.	From the digital camera's perspective, a USB port is an output device. When you connect the USB cable from the camera to transfer pictures to your computer, the USB port on the computer is a(n) device. (Fill in the blank.)		
	A.	Output	
	B.	Input	
	C.	Processing	
	D.	Storage	
16.	6. A USB flash drive performs all but one of the following functions during use. Which one?		
	A. Output		
	B.	Storage	
	C.	Input	
	D.	Processing	
17.	7. Some multifunction devices have built-in flash card readers. When you insert a memory card and the contents of the card are transferred to your PC, this is an example of (Fill in the blank.)		
	A.	Storage	
	B.	Input	
	C.	Output	
	D.	Processing	
18.	You are using a video editor to add slow-motion effects to a video. Which of the following tasks is being performed?		
	A.	Output	
	B.	Processing	
	C.	Input	
	D.	Storage	

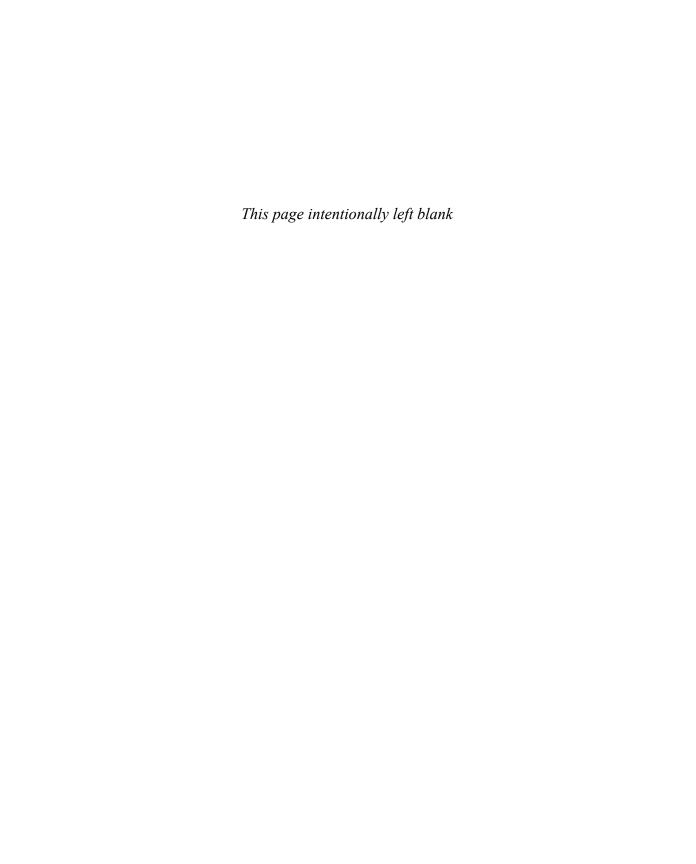
- **19.** You are viewing a 3D rendering on a projector. Which of the following components performed the rendering?
 - A. SSD
 - **B.** Projector
 - **c.** GPU
 - **D.** Printer
- **20.** You select three copies of the second page of a document for printing. You are preparing to perform which task?
 - A. Input
 - B. Storage
 - **C.** Output
 - **D.** Processing

Your Next Steps (More Certs)

Depending on which parts of the computing process you like, there are plenty of ways for you to move forward. First, we'd recommend looking at CompTIA's A+certification for more background into the hardware and software that make computers and mobile devices function.

After that, get your network understanding up to speed with CompTIA's Network+certification. An extensive understanding of networking is essential if you want to dig deeper into storage, as most product-specific storage certifications (see http://www.tomsitpro.com/articles/storage-certifications,2-225.html) assume extensive network knowledge.

For printers, projectors, and other types of devices, check with the vendors for their brand-specific training and certification programs.





Index

Numbers	DAC, 650	
3.5mm mini-jacks, installing speakers,	logins, 644	
155	MAC, 649	
32-bit processors laptop computers, 182 servers, 183 workstations, 183 64-bit processors, 183 laptop computers, 185-186	RBAC, 647-649 security questions, 644 specific locations, 643 SSO, 645 terminal-specific restrictions, 644 time of day, 644 access to data, restoring, 719	
servers, 186	accounting	
workstations, 186 802.11a (Wireless-A) wireless standard, 298-299, 304 802.11ac (Wireless-AC) wireless standard, 299-304 802.11b (Wireless-B) wireless standard, 298-299, 304 802.11g (Wireless-G) wireless standard, 298-299, 304 802.11n (Wireless-N) wireless standard, 299-301, 304	log files, 650-652 software, 409 tracking browser histories, 655 location tracking, 654-655 ACID (Atomicity, Consistency, Isolation, Durability), 533 ACL (Access Control Lists), 649 Activity Monitor, 322-323 activity trackers/medical devices, 266 add-on NIC (Network Interface Cards), 195	
Access (MS), 407 databases backups, 567 creating, 522 exporting, 563 importing, 564	add-ons/extensions (browsers), 430 adding to browsers, 431 enabling/disabling in browsers, 431 removing from browsers, 432 Adobe Flash, 603 Adobe Flash player, 596-597 ALTER command (data definition),	
access control, 335	561	
access restriction ACL, 649	altering information (unauthorized), 581	

AMD processors, 76	Google Play store, 330
AND comparisons (Boolean logic), 30	high availability, 705
Android, 336	installing
encryption, 693, 697	Android, 330
Google Play store, 330	iOS, 330
location tracking, 655	Linux, 329
patches/updates, 601	macOS, 328
PIN, changing, 675	Windows, 327
updates/patches, 601	local-network-hosted applications, 418
user accounts, 648	locally-installed applications, 417
ANSI (American National Standards	managing
Institute), 18	Android, 330
answering exam questions, suggestions	iOS, 330
for, 729-731	Linux, 329
antennas	macOS, 328-329
MIMO antennas, 304	Windows, 324-326
MU-MIMO antennas, 304	Microsoft Store, 327
anti-copying technology, copyrights and,	mobile apps
57	MAM, 622-623
anti-malware, 591-592	permissions, 621-623
antivirus software, 591-592, 596	security, 621-623
APIDA marked all diseases 277	N-tier architectures, 421 one-tier architectures, 419 permissions, 621-623
APIPA protocol addresses, 277	
App Store, 328-330	
security, 625	security, 621-623
Updates Page, 599	subsystems/processes, 85, 89
validating software sources, 602	SyncToy (Microsoft), 712
Apple Mail, encryption, 695	three-tier architectures, 420
application logs, 652	two-tier architectures, 420
applications (apps)	uninstalling
App Store, 328-330	Android, 330
blocking	iOS, 330
macOS, 328	Linux, 329
Windows, 327	macOS, 329
browser compatibility, 440, 441	updating
cloud-hosted applications, 418	Android, 330
containers, 340	iOS, 330
DBMS apps, 521	Linux, 329
digital products, 58	macOS, 328
	VBA programming language, 485

Applications and Software objectives	authorization, 645	
(ITF+ exam), 6	least privilege model, 647	
architectures (process), 319	permissions, 646-647	
archive files. See ZIP files	Automator, 322	
ARM processors, 180	automation	
mobile phones, 181	home automation devices, 258-260	
SoC chips, 181-182	processes	
tablets, 181	killing, 322-323	
arrays, 512	scheduling, 322	
ASCII (American Standard Code for	Availability (CIA Triad), 575	
Information Interchange)	DDoS attacks, 581	
ANSI, 18	destruction (data/device), 583	
code pages, 19	hardware failures, 582	
assembly language, 487-488	power outages, 582	
Atomicity (ACID), 533	service outages, 583	
attacks	D	
brute force attacks, 665	В	
dictionary attacks, 665	backbone switches, 287	
spidering attacks, 665	backups	
zombie botnets, 666	cloud storage, 715	
attenuation (Wi-Fi), 304	critical data backups, 713 data backups, 710, 713 database backups, 713-714 file backups, 710-714 full backups, 709-710	
attributes (objects), 513		
audit trails, unauthorized information		
alteration, 581		
AUP (Acceptable Use Policies), 630-631		
authentication	incremental backups, 710	
access restriction, 643-650	locally-stored backups, 715	
ACL, 649	logical backups (database dumps), 565	
biometric authentication, 642	off-site backups, 716	
DAC, 650	on-site backups, 716	
factors of, 640	OS backups, 714	
hardware tokens, 641	physical backups, 566	
MAC, 649	RAID arrays, 708	
multifactor authentication, 640	rotation schemes, 713	
OTP, 640	storage locations, 715-716	
passwords, 640	base 2 notation. See binary notation	
PIN, 640	base 10 notation. See decimal notation	
RBAC, 647-649	base 16 notation. See hexadecimal (hex)	
single-factor authentication, 639	notation	
software tokens, 641		
SSO, 645		

BASIC (Beginner's All-Purpose	Microsoft Store, 624-625
Symbolic Instruction Code), 475-476	NDA, 630
battery backups, 582	passwords, 631
behavioral security	personal information, 631
App Store, 625	PII, 626
AUP, 630, 631	policies/procedures, 630-631
blacklists, 623	privacy, 615
business software	steganography, 623
hidden text, 628	websites, 623
metadata, 626-628	whitelists, 623
PII, 626	Berne Convention to govern copyrights,
confidential information	56
company confidential information, 632	best practices
customer information, 632	passwords
passwords, 631	Android PIN, 675
personal information, 631	BIOS/UEFI passwords, 675
corporate networks, 629	changing, 669
customer information, 632	complexity of, 665-666
desktop software, 623	history of, 668-669
App Store, 625	iOS passcodes, 675
Microsoft Store, 624-625	length of, 665
encryption software, 623	password manager apps/services, 673
Family/Parental Controls, 623	policies, configuring, 670-672
hidden text, 628	policies, expiration policies, 669
Internet	policies, following, 676
cookies (tracking), 615	resetting passwords, 673-675
email, 617	reusing passwords, 672-673
file sharing, 618-619	screensaver passwords, 672
file transfers, 620	SSO policies, 672
HTTPS protocol, 615	software installation, 458-467
IM, 620-621	Wi-Fi setup, 304
mobile apps, 621-623	binary notation, 13-14
one-time pads, 620	biometric authentication, 642
secure payment processes, 617 single-use credit cards, 617	biometric identification, nonrepudiation, 655
social networks, 617	BIOS/firmware, 175, 177
VPN, 616	BIOS/UEFI passwords, 675
intrusion detection software, 623	BitLocker, 689-691
metadata, 626-628	BitLocker To Go, 358, 689-691
•	encryption, 358

bits (storage units), 67	Chrome (Google), 400
bps, 73	add-ons/extensions, 430-432
Gbps, 74	caching/clearing caches, 427
Kbps, 73	client-side scripting, deactivating, 430
Mbps, 73	cookies, 616
Tbps, 75	Incognito, 433
blacklists, 623	popup blockers, 439
blade servers, 254	private browsing, 433
blocking applications	safe browsing practices, 597
macOS, 328	script blockers, 440
Windows, 327	client-side scripting, deactivating,
Bluetooth, 131	429-430
keyboards, 151	compatibility, 440-441
mouse (mice), 152	cookies, 616
networks, 118	Edge (MS), 402
scanning, 655	add-ons/extensions, 431-432
BMW, trademarks, 55	caching/clearing caches, 428
Boolean logic	client-side scripting, deactivating, 430
AND comparisons, 30	cookies, 616
NOT comparisons, 30	InPrivate Browsing, 433
OR comparisons, 30	popup blockers, 439
Venn diagrams, 31	private browsing, 433
XOR comparisons, 30	safe browsing practices, 597
botnets (zombie), 666	script blockers, 440
bps (bits per second), 73	histories, tracking, 655
branching (programming)	HTTP network protocol, 280-281
If statements, 501	HTTPS network protocol, 280-281
If-Else statements, 502	online shopping, 597
brownouts, 582	pop-up windows, 596
browsers	popup blockers, 439
add-ons/extensions, 430	private browsing, 433
adding to browsers, 431	proxy servers, 434-436
enabling/disabling in browsers, 431	safe browsing practices, 596-597
removing from browsers, 432	script blockers, 440
application compatibility, 440-441	brute force attacks, 665
caching/clearing caches, 427-428	bugging devices, 577
certificates (security)	Buick, trademarks, 55
invalid certificates, 437-438	bundled devices, installing, 163
valid certificates, 436-437	

business continuity	FTTH, 204		
disaster recovery	FTTN, 204 FTTP, 204		
cold sites, 716			
hot sites, 717	multi-mode cable, 203		
prioritizing data, 718	ONT, 204		
restoring data, 718	service comparisons, 213-214		
restoring data access, 719	single-mode cable, 203		
warm sites, 717	graphical devices, 132		
fault tolerance	HDMI cable, 134, 159		
backups, 709-716	LC connectors, 203		
contingency plans, 716-717	SC connectors, 203		
redundancy, 705-709	ST connectors, 203		
replication, 705	Thunderbolt cable, 129		
business software	USB cable, 122		
accounting software, 409	cable Internet services, 206		
database software, 407	advantages of, 208		
document management software, 409	data caps, 208		
employee scheduling software, 409	disadvantages of, 209 DOCSIS, 206 pricing, 207 service comparisons, 213-214		
EMR software, 409			
POS systems, 409			
project management software, 408			
resource management software, 409	upstream/downstream speeds, 207		
security, 626-628	caching (browsers), 427-428		
supply chain management software, 409	cameras		
BuzzFeed News, 59	digital cameras, installing, 153		
bytecode, 479	hidden cameras, 577		
bytes (storage units), 68	IP, 265		
	webcams, installing, 153 candidate keys, 546		
<u>C</u>			
C programming language, 483	captive portals, 307		
C++ programming language, 484	capturing/collecting data, 59 cars and IoT, 264 CBA (Cost-Benefit Analysis), security		
cable			
DisplayPort cable, 134, 159			
Ethernet cable, 118	and, 51		
fiber optic cable, 204	CD-R discs, data storage, 68		
advantages of, 205	cellular Internet services, 212-214		
connectors, 203	certificates (security)		
disadvantages of, 205	invalid certificates, 437-438		
FTTC 204	valid certificates, 436-437		

changed, determining if anything has (troubleshooting methodologies), 98	MITM attacks, 579 replay attacks, 580
changing passwords, 669	unauthorized information alteration,
char (characters), 27	581
character sets (data representation)	cipher text versus plain text, 685
ASCII, 18-19	clearing browser caches, 427-428
Unicode, 19	client-side scripting, deactivating,
characters/strings, 511	429-430
Chevrolet, trademarks, 55	clock cycles, 75
children, Parental/Family Controls, 623	clock speeds. See processing speeds
Chrome (Google), 400	cloud computing
add-ons/extensions, 430	backups, 715
adding to Chrome, 431	cloud-hosted applications, 418-420
enabling/disabling in Chrome, 431	document-sharing services, 405-406
removing from Chrome, 432	file sharing, 618-619
caching/clearing caches, 427	online workspaces, 405
client-side scripting, deactivating, 430	security, 618-619
cookies, 616	cloud-hosted applications (apps), 418
Incognito, 433	cloud storage, 533
popup blockers, 439	Dropbox, 243
private browsing, 433	Google Drive, 242
safe browsing practices, 597	Microsoft OneDrive, 243
script blockers, 440	clustering servers, 340
CIA Triad, 575	COBOL (Common Business-Oriented
Availability	Language), 484
DDoS attacks, 581	Coca-Cola, trademarks, 55
destruction (data/device), 583	code pages (ASCII), 19
hardware failures, 582	coding, compiling, 479, 485
power outages, 582	cold sites (disaster recovery), 716
service outages, 583	collaboration software
Confidentiality	conferencing software, 404
dumpster diving, 578	document-sharing services, 405-406
eavesdropping, 576-577	email clients, 403
PII, 579	IM software, 404
snooping, 575-576	online workspaces, 405
social engineering, 578	collecting/capturing data, 59
wiretapping, 577	color values, hexadecimal (hex) notation
Integrity	16
DoS attacks, 581	columns (tables), 546
impersonation, 580	

communication (networks)	NIC, 193-195
DNS, 275	RAM, 177-178
packet transmission, 273	storage, 188-189
WAN, 276	system boards/motherboards, 171
company confidential information,	eSATA ports, 173
security, 632	expansion slots, 173
compatibility	laptop computers, 174-175
applications, 440-441	port clusters, 173
browsers, 440-441	SATA ports, 172
cross-platform software, 453	computing languages
Program Compatibility Wizard, 324	assembly language, 487-488
compiled programming languages	BASIC, 475-476
C, 483	bytecode, 479
C++, 484	C, 483
COBOL, 484	C++, 484
interpreted computer languages versus,	COBOL, 484
475, 483 Java, 485	compiled programming languages, 475, 483-485
VBA, 485	HTML, 480-481
compiling code, 479, 485	interpreted computer languages, 475-487
complexity of passwords, 665-666	Java, 479, 485
compressed file backups, 712-714	JavaScript, 477
compression (files), 356	JSON, 477
compromised passwords, 578	markup languages
COMPTIA Certification Forums, 732	HTML, 480-481
computer components	XML, 481, 487
BIOS/firmware, 175-177	Perl, 477
cooling systems, 190	PowerShell, 479
CPU, 179	Python, 478
32-bit processors, 182-183	query languages
64-bit processors, 183-186	SQL, 486-487
ARM processors, 180-182	XQuery, 487
firmware/BIOS, 175-177	Ruby, 478
GPU, 186-187	scripted languages
motherboards/system boards, 171	bytecode, 479
eSATA ports, 173	Java, 479, 485
expansion slots, 173	scripting languages
laptop computers, 174-175	BASIC, 475-476
port clusters, 173	JavaScript, 477
SATA ports, 172	JSON, 477

Perl, 477	macOS, 388
PowerShell, 479	Windows, 387
Python, 478	constants, 511
Ruby, 478	constraints
SQL, 486-487	relational databases, 546-547
VBA, 485	SQL constraints, 546-547
XML, 481, 487	containers
XQuery, 487	arrays, 512
concurrent software licenses, 455	defined, 340
concurrent users (multiple), databases	vectors, 512
and, 529	contingency plans (fault tolerance),
conferencing software, 404	716-717
confidential information, security	continuity (business)
company confidential information, 632	disaster recovery
customer information, 632	cold sites, 716
passwords, 631	hot sites, 717
personal information, 631	prioritizing data, 718
Confidentiality (CIA Triad)	restoring data, 718
dumpster diving, 578	restoring data access, 719
eavesdropping, 576-577	warm sites, 717
PII, 579	fault tolerance
snooping, 575-576	backups, 709-716
social engineering, 578	contingency plans, 716-717
wiretapping, 577	redundancy, 705-709
configuring	replication, 705
password policies, 670-672	cookies (tracking), 615
peripherals/devices, 163	cooling systems, 190
web-based configuration of peripherals/	copying files, 710
devices, 163	copyleft, 56
confirming tested theories/resolving	copyrights
problems (troubleshooting method-	anti-copying technology, 57
ologies), 103	DMCA, 57
connectors (cable), 203 conquer (troubleshooting methodolo-	infringement, 56
gies), divide and, 101-102	take down notifications, 57
considering multiple approaches (trou-	terms and conditions, 56
bleshooting methodologies), 100	terms of use, 56
Consistency (ACID), 533	corporate networks, security, 629
consoles/command line interfaces	correlating data, 59
Linux, 388	costs of security, 51-52

CPU (Central Processing Units), 39-40	DMCA, 57
32-bit processors	infringement, 56
laptop computers, 182	take down notifications, 57
servers, 183	terms and conditions, 56
workstations, 183	terms of use, 56
64-bit processors, 183	correlation, 59
laptop computers, 185-186	critical data backups, 713
servers, 186	definition
workstations, 186	ALTER command, 561
ARM processors, 180	CREATE command, 560
mobile phones, 181	DROP command, 561
SoC chips, 181-182	permissions, 561
tablets, 181	destruction, 583
subsystems/processes, 92	files, subsystems/processes, 85, 89
CR2 files, 72	hidden text, security, 628
cracking passwords, 666	information, creating from data, 53-54
CREATE command (data definition),	input, databases and, 523-524
560	intellectual property, 54-57
credit cards (single-use), 617	manipulation, relational databases and
critical data backups, 713	delete process, 559
cross-platform software, 449-450, 453	insert process, 558-559
CTB (Code the Blocks) website, Python	select process, 555, 558
coding, 478	update process, 559
customer information, security, 632	meaningful reporting, 60
D	MEGO and, 60
	metadata, security, 626-628
DAC (Discretionary Access Control), 650	mining, 542
data	nonstructured data, 545
	patents, 55-57
as an asset, 51	persistence, 533
backups, 710, 713 caps, 208	PII, security, 626
capture/collection, 59	prioritizing, 718
confidential information, security	redundancy, 705
company confidential information, 632	registered trademarks, 55
customer information, 632	relationships, 531
passwords, 631	representation
passworas, 651 personal information, 631	ASCII, 18-19
*	Unicode, 19
copyrights	restoring, 718
anti-copying technology, 57	semi-structured data, 543-544

service marks, 55	database dumps (logical backups), 565
storage	physical backups, 566
ASCII, 18-19	creating, 522
CD-R discs, 68	concurrent users and, 529
disk caches, 68	data definition
DVD+R discs, 70	ALTER command, 561
notational systems, 13-17	CREATE command, 560
Unicode, 19	DROP command, 561
structured data, 541-542. See also spread-	permissions, 561
sheets	data manipulation
trademarks, 54-55	delete process, 559
types of	insert process, 558-559
Boolean logic, 30-31	select process, 555, 558
char (characters), 27	update process, 559
floats (floating-point numbers), 29-30	data persistence, 533
int (integers), 29	DBMS apps, 521
strings, 27-28	document databases, 548-549
variety of data, 530	dumps (logical backups), 565
velocity of, 530	exporting databases, 563
data at rest (encryption)	flat file (nonrelational) databases, 529-530
file-level encryption	hardening (protection), 532
EFS (Windows), 686-688	high availability apps, 705
Linux, 689, 693	importing
macOS, 689-691	data, 523-524
Windows, 689-691	databases, 563
mobile devices, 693	inputing data, 523-524
data in transit (encryption)	key/value databases, 547
email, 694-696	multiple concurrent users and, 529
HTTPS, 696	nonrelational databases
mobile devices, 697	document databases, 548-549
VPN, 696	key/value databases, 547
data packets	nonstructured data, 545
filtering, 581	permissions, 561
transmission, 273	queries, 525-526
Database Fundamentals objectives (ITF+	RDBMS, 581
exam), 7	relational databases, 528
databases	constraints, 546-547
accessing, 562	data manipulation, 555, 558-559
ACID, 533	data relationships, 531
backups, 713-714	records, 531

schemas, 545	memory, 178
speed of, 530	peripheral connections, 143
tables, 545-546	ports, 143
reports, 527	desktop software, security, 623
scalability, 529	App Store, 625
schemas, 545	Microsoft Store, 624-625
security, 532	destruction (data/device), 583
semi-structured data, 543-544 software, 407	determining if anything has changed (troubleshooting methodologies), 98
,	determining the cause, testing theories
speed of, 530	to (troubleshooting methodologies),
storage, 532	102
structured databases, 541-542. See also spreadsheets	confirmed theories/resolving problems, 103
tables, 523, 526	unconfirmed tested theories, establishing
templates, 522	new theories/escalating, 103-104
variety of data, 530	device addresses (networks)
velocity of data, 530	APIPA protocol addresses, 277
Davenport, Thomas, 53	IPv4 addresses, 276
DBMS apps, 521	IPv6 addresses, 276
DD-WRT firmware, 342	MAC addresses, 279
DDL (Data Definition Language)	device destruction, 583
ALTER command, 561	device drivers. See drivers
CREATE command, 560	device management
DROP command, 561	Linux, 334
permissions, 561	macOS, 334
DDoS (Distributed Denial of Service)	Windows, 333
attacks, 577, 581	Device Manager, 333
decimal notation, 17	device security
default passwords, changing, 595	anti-malware, 591-592
defining data	antivirus software, 591-592, 596
ALTER command, 561	browsers, safe browsing practices, 596-
CREATE command, 560	597
DROP command, 561	host firewalls, 593
permissions, 561	passwords, 595
Del Monte, trademarks, 55	patches/updates, 597
delete process (data manipulation), 559	Android, 601
DELETE statements, 559	iOS, 602
desktop computers	Linux, 600
GPU, 187	macOS, 599
	Windows 598

software, sourcing, 602-603	displays, installing, 159
updates/patches, 597	Mini DisplayPort connections, 134
Android, 601	displays
iOS, 602	installing, 157
Linux, 600	DisplayPort cable, 159
macOS, 599	DVI ports, 158
Windows, 598	HDMI cable, 159
DHCP servers, 277	multiple displays, 160
diagramming software (visual), 402	VGA ports, 158
dictionary attacks, 665	multiple displays, installing, 160
digital cameras, installing, 153	subsystems/processes, 93
digital products, 58	divide and conquer (troubleshooting
digital receipts, nonrepudiation, 656	methodologies), 101-102
digital signatures, nonrepudiation, 656	DMCA (Digital Millennium Copyright
DIMM (Dual Inline Memory Modules),	Act), 57
222	DMG archive files, 328
direct (manual) database access, 562	DNS (Domain Name Service), 275
directories/folders	Do-While loops, 504, 505
Linux, 367	docking devices, Thunderbolt docking devices, 130
macOS, 367	DOCSIS (Data Over Cable Service
Windows, 366	Interface Specification), 206
disabling	document databases, 548-549
add-ons/extensions, 431	document management software, 409
SSID, 306	documents
disaster recovery	AUP, 630-631
cold sites, 716	Document Inspector feature (Microsoft
hot sites, 717	Office), 579
prioritizing data, 718	NDA, 630
restoring	PII, 579
data, 718	sharing services, 405-406
data access, 719	DOCX files, 72
warm sites, 717	domain networking, 339
disk caches, 68	DoS (Denial of Service) attacks, 581
disk management, 319-322	doubles (floats), 30
Disk Utility, 321	downloading
Diskpart.exe, 320	anti-malware software, 591
display colors (RGB), hexadecimal (hex)	antivirus software, 591
notation, 16	defined, 207
DisplayPort	downstreaming, 207
DisplayPort cable, 134	drivers
DisplayPort ports, 134	defined, 319

installing, 161	popup blockers, 439
Linux drivers, 382-383	private browsing, 433
macOS drivers, 382	safe browsing practices, 597
Windows drivers, 381	script blockers, 440
Dropbox, 243, 406	editing Registry, 440
DROP command (data definition), 561 DSL (Digital Subscriber Lines), Internet	EFS (Encrypted File Systems), 357, 686-688
services, 209	electronic recycling policies, 578
advantages of, 210	email
disadvantages of, 210	clients, 403
service comparisons, 213-214	DDoS attacks, 581
dumpster diving, 578	DoS attacks, 581
duplicating problems (troubleshooting	encryption, 694
methodologies), 90	Linux, 696
Durability (ACID), 533	macOS, 695
Duracell, trademarks, 54	Windows, 695
DVD+R discs, data storage, 70	executive impersonation, 580
DVI-A (Digital Visual Interface-A)	IMAP network protocol, 280-282
ports, 134	POP3 network protocol, 280-282
DVI-D (Digital Visual Interface-D)	security, 617
ports, 134	S/MIME, 579
DVI-I (Digital Visual Interface-I) ports,	SMTP network protocol, 280,-282
134	embedded OS (Operating Systems), 341
DVI ports	Embedded Windows. See IoT
displays, installing, 158	employee scheduling software, 409
DVI-A ports, 134	EMR (Electronic Medical Record)
DVI-D ports, 134	software, 409
DVI-I ports, 134	encryption
E	Android, 693, 697
	BitLocker, 358, 689-691
eavesdropping, 576-577	BitLocker To Go, 689-691
Edge (MS), 402	cipher text versus plain text, 685
add-ons/extensions	data at rest
adding to Edge, 431	file-level encryption, 686-693
enabling/disabling in Edge, 431	mobile devices, 693
removing from Edge, 432	data in transit
caching/clearing caches, 428	email, 694-696
client-side scripting, deactivating, 430	HTTPS, 696
cookies, 616	mobile devices, 697
InPrivate Browsing, 433	VPN, 696

eavesdropping and, 577	RJ-45 Ethernet connectors, 118
EFS, 357	switches, 284
email, 694	wired Ethernet ports, 193-195
Linux, 696	wireless Ethernet ports, 194-195
macOS, 695	EULA (End-User Licensing
Windows, 695	Agreements), 58, 464-465
Ext4, 359	Evolution, 696
FileVault 2, 359	exams
Gmail, 695	COMPTIA Certification Forums, 732
GnuPG, 694	exam day suggestions, 726
HFS Plus, 359	failing exams
HTTPS, 696	reserving post-exam study hours, 727
iOS, 693, 697	study suggestions, 731-732
mobile devices, 693, 697	practice exams
NTFS, 357-358	taking, 728-729
OpenPGP, 694	timed exams, 729
plain text versus cipher text, 685	pre-exam suggestions, 726
process of, 685	questions, answering, 725, 729-731
S/MIME, 579, 694-695	studying for, 731-732
software, 623	time management, answering questions
SSL, 283	725
TLS, 283	Excel (MS), 72, 398
TPM, 690-691	ExcelSafe, 581
VPN, 696	executive impersonation, 580
Wi-Fi	expansion slots, 173
captive portals, 307	expired passwords, 669
open (unencrypted) Wi-Fi, 307	exporting/importing databases, 563
WEP, 308-309	Ext4 (Fourth Extended File System),
WPA, 308-310	354-355
WPA2, 308-310	encryption, 359
Enigmail, 696	filenames, 366
Epic Games, trademarks, 55	journaling, 363
equipment/tools, recommendations	limitations of, 364
(ITF+ exam), 8	permissions, 362-363
eSATA ports, 173	extensions (file), 72
ESD (Electrostatic Discharge), 223	Linux, 372-373
ESET Online Scanner, 606	macOS, 373
Ethernet	MIME file types, 373
cable grades/supported networks, 118	Windows, 367-371
ONT, 205	

extensions/add-ons (browsers), 430	Database Fundamentals objectives, 7
adding to browsers, 431	design of, 3
enabling/disabling in browsers, 431	details of, 4
removing from browsers, 432	domains of, 4
external hard drives, installing, 154	goals of, 3
F	hardware recommendations, 8
	Infrastructure objectives, 5
failing exams	IT Concepts and Terminology objectives,
post-exam study hours, reserving, 727	5
study suggestions, 731-732	Security objectives, 7
Family/Parental Controls, 623	Software Development Concepts objec-
Fanny Widget app, 582	tives, 6
FAT32 (File Allocation Table 32-bit),	software recommendations, 9-10
352-353	target audience, 3
encryption, 358	tools/equipment recommendations, 8
filenames, 364-365	topics covered, 3
limitations of, 364	fdisk command-line tool, 322
fault tolerance	fiber optic cable, 204
backups	advantages of, 205
critical data backups, 713	connectors, 203
data backups, 710, 713	disadvantages of, 205
database backups, 713-714	FTTC, 204
file backups, 710-714	FTTH, 204
full backups, 709-710	FTTN, 204
incremental backups, 710	FTTP, 204
OS backups, 714	multi-mode cable, 203
rotation schemes, 713	ONT, 204
storage locations, 715-716	service comparisons, 213-214
contingency plans, 716-717	single-mode cable, 203
redundancy	fields (tables), 546
data, 705	File History (Windows), 711
networks, 708-709	file servers, 239-240
power supplies, 709	file systems, 351
RAID arrays, 706-707	archive files. See ZIP files
replication, 705	Ext4, 354-355
FC0-U61 exam	encryption, 359
Applications and Software objectives, 6	filenames, 366
benefits of, 3	journaling, 363
coverage of, 3	limitations of, 364
	permissions, 362-363

group use (site) software licenses, 454 Gufw Firewall, 594 GUI (Graphical User Interface), 389	hidden text, security, 628 high availability, 705 histories browser histories, tracking, 655 passwords histories, 668-669
hard drives, 188	Home (Windows 10), 337
decimal notation, 17	home appliances, 259-260
disk caches, 68	home automation devices, 258-260
disk management, 319-322	host firewalls, 593
external hard drives, installing, 154	hot sites (disaster recovery), 717
HDD, 230	HSM (Hierarchical Storage Management), 713
setup, 319-322	HTML (Hypertext Markup Language),
SSD, 226-227, 230	480-481
SSHD, 231	HTTP (Hypertext Transmission Proto-
subsystems/processes, 93 hardware	col), 280-281
failures, 582	HTTPS (Hypertext Transport Protoco
recommendations (ITF+ exam), 8	Secure), 280-281, 615, 696
subsystems/processes, 85, 89	hubs, 287
hardware tokens, authentication, 641	hypervisors (Type 1), 343
HDD (Hard Disk Drives), 230	defined, 342
HDMI cable, 134, 159	server virtualization, 344
HDMI ports, 134, 156	I
heat sinks, 190	
hexadecimal (hex) notation, 14-15	I/O (Input/Output) device interfaces
color values, 16	graphical devices
IPv6 addresses, 16-17	cable, 132
HFS (Hierarchical File Systems), 353	DisplayPort cable, 134
filenames, 366	DisplayPort ports, 134
limitations of, 364	DVI-A ports, 134
HFS Plus (Hierarchical File Systems	DVI-D ports, 134
Plus), 354	DVI-I ports, 134
encryption, 359	graphical device ports, 131-132
file compression, 356	HDMI cable, 134
filenames, 366	HDMI ports, 134
journaling, 363	Mini DisplayPort connections, 134
limitations of, 364	VGA ports, 133
permissions, 360-361	video cards, 132
hidden cameras/microphones, 577	peripheral devices
hidden networks, connecting to, 306	Bluetooth devices, 131
~ .	FireWire devices, 127-129

Mini DisplayPort connections, 135	If statements, 501
RF devices, 131	If-Else statements, 502
Thunderbolt devices, 129	IM (Instant Messaging)
Thunderbolt docking devices, 130	IM software, 404
USB devices, 121-122, 125-126	security, 620-621
wired network interfaces, 115	image (snapshot) backups, 714
RJ-11 telephone connectors, 117	image scanners, installing, 150
RJ-45 Ethernet connectors, 118	IMAP (Internet Message Access Proto-
wireless network interfaces	col), 280-282
Bluetooth networks, 118	impersonation, 580
NFC networks, 120	implementing solutions/escalating (trou-
identification (biometric), nonrepudia-	bleshooting methodologies), 105
tion, 655	importing data, 523-524
identifiers, 511	importing/exporting databases, 563
identifying problems (troubleshooting	Incognito (Google Chrome), 433
methodologies), 85	incremental backups, 710
approaching multiple problems individu- ally, 99	individual approach to multiple problems (troubleshooting methodologies), 99
determining if anything has changed, 98	information
duplicating problems, 90	alteration (unauthorized), 581
identifying symptoms, 91-98	as an asset, 51
information gathering, 89	confidential information, security
questioning users, 90	company confidential information, 632
identity authentication	customer information, 632
access restriction, 643-650	passwords, 631
ACL, 649	personal information, 631
biometric authentication, 642	copyrights
DAC, 650	anti-copying technology, 57
factors of, 640	DMCA, 57
hardware tokens, 641	infringement, 56
MAC, 649	take down notifications, 57
multifactor authentication, 640	terms and conditions, 56
OTP, 640	terms of use, 56
passwords, 640	creating from data, 53-54
PIN, 640	gathering (troubleshooting methodolo-
RBAC, 647-649	gies), 89
single-factor authentication, 639	hidden text, security, 628
software tokens, 641	intellectual property, 54-57
SSO, 645	metadata, security, 626-628

patents, 55-57	network-located devices, 163
PII, security, 626	PNP installations, 161
registered trademarks, 55	printers, 144, 147-148
service marks, 55	scanners, 150
trademarks, 54-55	software
infringing on copyrights, 56	advanced options, 465-467
InPrivate Browsing (Edge/Internet	best practices, 458-467
Explorer), 433	reading agreements, 464-465
input, defined, 37	reading instructions, 459-462
input devices	speakers
defined, 37	3.5mm mini-jacks, 155
types of, 38	HDMI ports, 156
inputing data, databases and, 523-524	S/PDIF ports, 156
INSERT INTO statements, 559	webcams, 153
insert process (data manipulation), 558-	Instagram, copyrights, 56
559	instructions, software installation, 459-
installing	462
applications (apps)	int (integers), 29
Android, 330	integers, 511
cloud-hosted applications, 418	Integrity (CIA Triad), 575
iOS, 330	DoS attacks, 581
Linux, 329	impersonation, 580
local-network-hosted applications, 418	MITM attacks, 579
locally-installed applications, 417	replay attacks, 580
macOS, 328	unauthorized information alteration, 581
Windows, 327	Intel processors, processing speeds, 76
bundled devices, 163	intellectual property
digital cameras, 153	copyrights, 56
displays, 157	anti-copying technology, 57
DisplayPort cable, 159	DMCA, 57
DVI ports, 158	infringement, 56
HDMI cable, 159	take down notifications, 57
multiple displays, 160	terms and conditions, 56
VGA ports, 158	terms of use, 56
drivers, 161	patents, 57
external hard drives, 154	trademarks, 54-55
hard drives (external), 154	intelligent thermostats, 262
IP-based peripherals, 163	interfaces, 388-389
keyboards, 150-151	interference (Wi-Fi), 303
mouse (mice), 152	

Internet Explorer (MS)	disadvantages of, 205
add-ons/extensions	FTTC, 204
adding to Internet Explorer, 431	FTTH, 204
enabling/disabling in Internet Explorer,	FTTN, 204
431	FTTP, 204
removing from Internet Explorer, 432	multi-mode cable, 203
caching/clearing caches, 428	ONT, 204
client-side scripting, deactivating, 430	service comparisons, 213-214
cookies, 616	single-mode cable, 203
InPrivate Browsing, 433	wireless Internet services
private browsing, 433	cellular Internet services, 212-214
Internet security	RF wireless Internet services, 210, 213-
cookies (tracking), 615	214
email, 617	satellite Internet services, 211-214
file sharing, 618-619	service comparisons, 213-214
file transfers, 620	Internet/knowledge base, researching
HTTPS protocol, 615	(troubleshooting methodologies), 99
IM, 620-621	interpreted computer languages
mobile apps, 621-623	compiled programming languages versus,
one-time pads, 620	475
payment processes, 617	markup languages
single-use credit cards, 617	HTML, 480-481
social networks, 617	XML, 481, 487
VPN, 616	scripted languages
Internet services	bytecode, 479
cable Internet services	Java, 479, 485
advantages of, 208	scripting languages
data caps, 208	BASIC, 475-476
disadvantages of, 209	JavaScript, 477
DOCSIS, 206	JSON, 477
pricing, 207	Perl, 477
service comparisons, 213-214	PowerShell, 479
upstream/downstream speed, 207	Python, 478
DSL Internet services, 209	Ruby, 478
advantages of, 210	intrusion detection software, 623
disadvantages, 210	invalid certificates (security), 437-438
service comparisons, 213-214	investing in security, 51-52
fiber optic cable, 204	iOS, 336
advantages of, 205	App store, 330
connectors, 203	encryption, 693, 697
501111600013, 207	location tracking, 655

passcodes, changing, 675	Software Development Concepts objec-
patches/updates, 602	tives, 6
updates/patches, 602	software recommendations, 9-10
user accounts, 648	target audience, 3
IoT (Internet of Things), 341	tools/equipment recommendations, 8
activity trackers, 266	topics covered, 3
cameras (IP), 265	J
cars, 264	
defined, 258	Java, 479, 485
home appliances, 259-260	JavaScript, 429-430, 477
home automation devices, 258-260	journaling
IP cameras, 265	Ext4, 363
medical devices, 266	HFS Plus, 363
security systems, 262	NTFS, 363
streaming media devices, 265	JPG files, 72
thermostats, 262	JSON (JavaScript Object Notation), 477,
IP cameras, 265	544
IP-based peripherals, installing, 163	K
IPv4 addresses, 276	
IPv6 addresses	KB (Kilobytes), storage units, 68, 71
hexadecimal (hex) notation, 16-17	Kbps (Kilobits per second), 73
networks, 276	Kerberos security, 580
ISO files, mounting, 462	key/value databases, 547
Isolation (ACID), 533	keyboards, installing, 150-151
IT Concepts and Terminology objec-	killing processes, 322-323
tives (ITF+ exam), 5	knowledge base/Internet, researching
ITF+ exam	(troubleshooting methodologies), 99
Applications and Software objectives, 6	KVM (Keyboard, Video, Mouse) switch-
benefits of, 3	es, 253-254
coverage of, 3	L
Database Fundamentals objectives, 7	
design of, 3	languages
details of, 4	assembly language, 487-488
domains of, 4	BASIC, 475-476
goals of, 3	bytecode, 479
hardware recommendations, 8	C, 483
Infrastructure objectives, 5	C++, 484
IT Concepts and Terminology objectives,	COBOL, 484
5 Security objectives, 7	compiled programming languages, 475,

HTML, 480-481	SODIMM, 222
interpreted computer languages, 475-481,	wireless adapters, 295
485-487	LC connectors (cable), 203
Java, 479, 485	least privilege model, authorization, 647
JavaScript, 477	length of passwords, 665
JSON, 477	lessons learned (troubleshooting meth-
markup languages	odologies), 107
HTML, 480-481	libraries (function), 513
XML, 481, 487	licensing software
Perl, 477	concurrent licenses, 455
PowerShell, 479	EULA, 464-465
Python, 478	group use (site) licenses, 454
query languages	home licenses, 455
SQL, 486-487	one-time software purchases, 457
XQuery, 487	open source programs/software, 56, 456
Ruby, 478	product keys, 457-458
scripted languages	proprietary software, 456
bytecode, 479	serial numbers, 457-458
Java, 479, 485	single-use licenses, 454
scripting languages	subscriptions, 457
BASIC, 475-476	Linux
JavaScript, 477	access control, 335
JSON, 477	backups (image), 714
Perl, 477	clustering servers, 340
PowerShell, 479	disk management, 322
Python, 478	drivers, 382-383
Ruby, 478	email
SQL, 486-487	encryption, 696
VBA, 485	Enigmail, 696
XML, 481, 487	Evolution, 696
XQuery, 487	Thunderbird (Mozilla), 696
laptop computers	embedded OS, 341
32-bit processors, 182	encryption
64-bit processors, 185-186	disk-level encryption, 693
core features, 251	email, 696
feature comparison table, 257	file-level encryption, 689
memory, 178	Ext4, 354-355
motherboards/system boards, 174-175	encryption, 359
peripheral connections, 144	filenames, 366
ports, 144	journaling, 363

limitations of, 364	software
permissions, 362-363	sourcing, 602-603
FAT32, 352-353	uninstalling, 604
encryption, 358	swap space, 332
filenames, 364-365	task scheduling, 386
limitations of, 364	top command-line tool, 323
fdisk command-line tool, 322	updates/patches, 600
file permissions, 625	user accounts, 648
file sharing, 619	utilities, 385
file types/extensions, 372-373	workstation OS, 338
firewalls, 594	ZIP files, 356
Flatpak, Linux security, 625	Linux Server, 339-340
folders/directories, 367	liquid cooling systems, 191
free command, 332	local-network-hosted applications (apps)
GUI, 389	418
interface, 388	local network storage types
killing processes, 323	file servers, 239-240
Linux Server, 339-340	NAS, 238-239
log files, accounting, 654	local storage types
lscpu command-line tool, 334	Flash drives, 233-235
Ispci command-line tool, 334	Flash memory card readers, 235
Isusb command-line tool, 334	Flash memory cards, 236
network permissions, 647	hard drives
NTFS, 352	HDD, 230
encryption, 357-358	SSD, 226-227, 230
file compression, 356	SSHD, 231
filenames, 365	optical drives, 231-233
journaling, 363	RAM, 221, 225-226
limitations of, 364	Windows drive letter assignments, 233
permissions, 359	locally-installed applications (apps), 417
passwords, resetting, 675	locally-stored backups, 715
patches/updates, 600	location tracking, 654-655
ping command, firewalls, 594	location-specific access restriction, 643
processes, 379-380	locking screens, 623
process management, killing processes,	log files, 89, 650-652
323	logic (programming), 501
ps command-line tool, 323	branching
screen capture tool, 90	If-Else statements, 502
screen locks, 623	If statements, 501
services, 376	

looping	fdisk command-line tool, 322
Do-While loops, 504-505	file sharing, 619
For loops, 503-504	file types/extensions, 373
While loops, 503	firewalls, 594
logical backups (database dumps), 565	folders/directories, 367
login restriction, authentication, 644	GUI, 389
looping (programming)	hard disk setup, 321
Do-While loops, 504-505	HFS, 353
For loops, 503-504	filenames, 366
While loops, 503	limitations of, 364
lscpu command-line tool, 334	HFS Plus, 354
lspci command-line tool, 334	encryption, 359
lsusb command-line tool, 334	file compression, 356
М	filenames, 366
	journaling, 363
MAC (Mandatory Access Control), 649	limitations of, 364
MAC spoofing, 279	permissions, 360-361
MacBook Air, software installation, 460	interface, 388
macOS	ISO files, mounting, 462
access control, 335	killing processes, 323
Activity Monitor, 322-323	location tracking, 655
App Store, 328-329	log files, accounting, 652
security, 625	macOS Server, 339
Updates Page, 599	network permissions, 646
Apple Mail, encryption, 695	NTFS, 352
Automator, 322	encryption, 357-358
backups, 712-714	file compression, 356
disk management, 321	filenames, 365
Disk Utility, 321	journaling, 363
drivers, 382	limitations of, 364
email	permissions, 359
Apple Mail, 695	OS X Extended. See HFS
encryption, 695	passwords
encryption	changing, 595
disk-level encryption, 691	enabling, 596
email, 695	resetting, 675
file-level encryption, 689	patches/updates, 599
FAT32, 352-353	processes, 378
encryption, 358	killing, 323
filenames, 364-365	scheduling, 322
limitations of, 364	<u>.</u>

Safe Mode, 467	memory management
scheduling processes, 322	Linux, 332
screen locks, 623	macOS, 332
services, 375	Windows, 331
software	mobile apps, MAM, 622-623
sourcing, 602-603	mobile devices, MDM, 622
uninstalling, 604	processes
swapfiles, 332	killing processes, 322-323
system information, displaying, 334	Linux processes, 379-380
task scheduling, 386	macOS processes, 378
Time Machine, 712	scheduling processes, 322
updates/patches, 599	Windows processes, 377
USB devices, 126	resource management software, 409
user accounts, 648	sales management software, POS systems,
utilities, 384	409
workstation OS, 338	services
ZIP files, 356	Linux services, 376
macOS Server, 339	macOS services, 375
malicious software, uninstalling, 606-608	Windows services, 374
malware	supply chain management software, 409
eavesdropping and, 576-577	manipulating data, relational databases
uninstalling, 607	and
MAM (Mobile Application Manage-	delete process, 559
ment), 622-623	insert process, 558-559
managing	select process, 555, 558
application management	update process, 559
Android, 330	manual (direct) database access, 562
iOS, 330	many-to-many relationships, 531
Linux, 329	markup languages
macOS, 328-329	HTML, 480-481
Windows, 324-326	XML, 481, 487
device management	MB (Megabytes), storage units, 68, 71
Linux, 334	Mbps (Megabits per second), 73
macOS, 334	MDM (Mobile Device Management), 622
Windows, 333	meaningful reporting, 60
disk management, 319-322	media devices (streaming), 265
document management software, 409	medical devices (streaming), 205 medical devices/activity trackers, 266
files	medical records. See EMR software, 409
file types/extensions, 367-373	MEGO (My Eyes Glaze Over), data and,
folders/directories, 366-367	60

member functions. See methods	cookies, 616
(objects)	InPrivate Browsing, 433
memory	popup blockers, 439
desktop computers, 178	private browsing, 433
DIMM, 222	safe browsing practices, 597
Flash memory card readers, 235	script blockers, 440
Flash memory cards, 236	Excel, 398
laptop computers, 178	Microsoft Store, 327
managing	security, 624-625
Linux, 332	validating software sources, 602
macOS, 332	Office 365
Windows, 331	Document Inspector feature, 579
memory cards, 69	Excel, 398
memory modules, 39	home licenses, 455
NAND flash memory, 229-230	subscriptions, 457
RAM, 39-40, 221, 225-226	Word, 398
disk caches, 68	Office Home edition 2016, 457
subsystems/processes, 92	Office Student edition 2016, 457
SODIMM, 222	OneDrive, 243
virtual memory, 331	SyncToy app, 712
messaging software (IM), 404	terms of use (copyrights), 56
MetaClean app, 579	trademarks, 55
metadata	Word, 398
Document Inspector feature (Microsoft Office), 579	Microsoft Consumer Antivirus Software Providers website, 592
PII, 579	MIME file types/extensions, 373
security, 626-628	MIMO (Multiple Input, Multiple Out-
methods (objects), 514	put) antennas, 304
MHz (Megahertz), processing speeds, 76	Mini DisplayPort connections, 134
mice (mouse), installing, 152	mining data, 542
microphones (hidden), 577	miswiring, 582
MicroSD memory cards, 236 Microsoft	MITM (Man-In-The-Middle) attacks, 576, 579
	Mitnick, Kevin, 578
Access, 407	mobile apps
database backups, 567	MAM, 622-623
exporting, 563	permissions, 621-623
importing, 564	security, 621-623
Edge, 402	mobile devices
add-ons/extensions, 431-432	encryption, 693, 697
caching/clearing caches, 428	MDM, 622
client-side scripting, deactivating, 430	1711/171, 022

OS	music, MP3 files, /2
Android, 336	MySQL Workbench, database dumps,
iOS, 336	566
Windows Mobile, 336	N
security	
anti-malware, 591-592	N-tier application architectures, 421
antivirus software, 591-592, 596	NAND flash memory, 229-230
browsers, safe browsing practices, 596-597 host firewalls, 593	NAS (Network-Attached Storage), 238-239
passwords, 595	NDA (Nondisclosure Agreements), 630
patches, 597-602	network interfaces
software, sourcing, 602-603	wired interfaces, 115
updates, 597-602	RJ-11 telephone connectors, 117
subsystems/processes, 94	RJ-45 Ethernet connectors, 118
mobile phones/smartphones, 249	wireless interfaces
ARM processors, 181	Bluetooth networks, 118
core features, 250	NFC networks, 120
feature comparison table, 257	networks
modems, 284	AP, 285
motherboards/system boards, 171	APIPA protocol addresses, 277
eSATA ports, 173	communication
expansion slots, 173	DNS, 275
laptop computers, 174-175	packet transmission, 273
port clusters, 173	WAN, 276
SATA ports, 172	corporate networks, security, 629
subsystems/processes, 92	device addresses
mouse (mice), installing, 152	APIPA protocol addresses, 277
Mozilla Thunderbird, 696	IPv4 addresses, 276
MP3 files, 72	IPv6 addresses, 276
MU-MIMO (Multiuser-MIMO)	MAC addresses, 279
antennas, 304	DHCP servers, 277
multi-mode fiber optic cable, 203	DNS, 275
multifactor authentication, 640	domain networking, 339
multihoming, 709	firewalls, 286-287
multiple approaches, considering (trou-	HTTP, 280-281
bleshooting methodologies), 100	HTTPS, 280-281
multiple concurrent users, databases and, 529	hubs, 287
multiple displays, installing, 160	IPv4 addresses, 276
multiple problems, approaching	IPv6 addresses, 276
individually (troubleshooting methodologies), 99	11 vo audicescs, 270

IMAP, 280-282	NIC (Network Interface Cards)
local-network-hosted applications, 418	add-on NIC, 195
MAC addresses, MAC spoofing, 279	Ethernet ports, 193-195
modems, 284	onboard NIC, 195
network-located devices, installing, 163	nonrelational databases, 529-530
packet transmission, 273	document databases, 548-549
permissions, 646	key/value databases, 547
POP3, 280-282	nonrepudiation, 655-656
protocols	nonstructured data, 545
HTTP, 280-281	nonvolatile storage types, 221
HTTPS, 280-281	NOT comparisons (Boolean logic), 30
IMAP, 280-282	notational systems
POP3, 280-282	base 2 notation. See binary notation
SMTP, 280-282	base 10 notation. See decimal notation
redundancy, 708-709	base 16 notation. See hexadecimal (hex)
routers, 284	notation
firewalls, 287	binary notation, 13-14
wireless routers, 287	decimal notation, 17
SAN, 533	hexadecimal (hex) notation, 14-15
security, 283	color values, 16
corporate networks, 629	IPv6 addresses, 16-17
social networks, 617	Notepad, 397
SSL, 283	NTFS (New Technology File System),
TLS, 283	352
SMTP, 280-282	encryption, 357-358
social networks, security, 617	file compression, 356
SSL, 283	filenames, 365
subnet masks, 278	journaling, 363
switches, 284	limitations of, 364
TLS, 283	permissions, 359
VPN, 616, 696	numbers
WAN, 276	floats (floating-point numbers)
wired networks, subsystems/processes,	doubles, 30
96-97	single-precision floats, 29
wireless networks, subsystems/processes, 96-97	int (integers), 29
NFC (Near Field Communication)	0
networks, 120	objects
NFL, terms and conditions (copyrights),	attributes, 513
56	methods, 514
	properties, 513

obvious, questioning the (troubleshooting methodologies), 100	OOP (Object-Oriented Programming), 500
OEM websites, validating software	open (unencrypted) Wi-Fi, 307
sources, 603	Open Hardware Monitor app, 582
off-site backups, 716	open source programs/software, 56, 456
Office 365 (MS)	OpenPGP (Open Pretty Good Privacy),
Excel, 398	694
home licenses, 455	Opera, cookies, 616
subscriptions, 457	optical drives, 231-233
Word, 398	OR comparisons (Boolean logic), 30
Office Home edition 2016 (MS), sub-	Oracle
scriptions, 457 office productivity software, 397	databases, programmatic database access, 562
browsers	physical backups, 567
Google Chrome, 400	organizational techniques (program-
Microsoft Edge, 402	ming)
presentation software, 399-400	flow charts, 498-500
spreadsheet software, 398	logic
visual diagramming software, 402	branching, 501-502
word processing software, 397	looping, 503-505
Office Student edition 2016 (MS), sub-	pseudocode, 497-498
scriptions, 457	sequence diagrams, 499
on-site backups, 716	OS X Extended. See HFS Plus
onboard NIC (Network Interface	OSs (Operating Systems)
Cards), 195	application management
one-tier application architectures, 419	Android, 330
one-time pads, security, 620	iOS, 330
one-time software purchases, 457	Linux, 329
one-to-many relationships, 531	macOS, 328-329
one-to-one data relationships, 531	Windows, 324-326
OneDrive (MS), 243	access control, 335
online resources	Android, 336
Compile Online website, 485	backups, 714
CTB website, Python coding, 478	defined, 319
passwords	device management
cracking tools, 666	Linux, 334
generating passwords, 667	macOS, 334
XML Query page, 487	Windows, 333
online shopping, 597	disk management, 319
online workspaces, 405	drivers, 319
ONT (Optical Network Terminals), 204	embedded OS, 341

hypervisors (Type 1), 343	access control, 335
defined, 342	authentication, 640
server virtualization, 344	BIOS/UEFI passwords, 675
iOS, 336	brute force attacks, 665
Linux workstation OS, 338	changing, 669
macOS workstation OS, 338	complexity of, 665-666
memory management	compromised passwords, 578
Linux, 332	cracking tools, 666
macOS, 332	default passwords, changing, 595
Windows, 331	dictionary attacks, 665
mobile devices	enabling, 595
Android, 336	generating, 667
iOS, 336	history of, 668-669
Windows Mobile, 336	length of, 665
processes	OTP, 640
architectures, 319	password manager apps/services, 673
killing, 322-323	policies
scheduling, 322	configuring, 670-672
server OS	expiration policies, 669
Linux Server, 339-340	following, 676
macOS Server, 339	random-password generators, 667
Windows Server, 339	resetting, 673
Windows Mobile, 336	Android PIN, 675
Windows workstation OS, 337	iOS passcodes, 675
OTP (One-Time Passwords), 640	Linux, 675
output, defined, 41	macOS, 675
output devices	Windows, 674
defined, 41	reusing
types of, 42	password manager apps/services, 673
ownership, TCO and security, 51	SSO policies, 672
P	screensaver passwords, 672
<u>r</u>	spidering attacks, 665
P2P, file sharing, 619	SSID, 306-307
packets	SSO policies, 672
filtering, 581	strong passwords, 666
transmission, 273	zombie botnets, 666
pads (one-time), security, 620	patches/updates, 597
paging files, Windows, 331	Android, 601
Parental/Family Controls, 623	iOS, 602
passwords, 631	Linux, 600

macOS, 599	Thunderbolt devices
Windows, 598	Mini DisplayPort connections, 135
Windows Update, 598	Thunderbolt cable, 129
patents, 55-57	Thunderbolt docking devices, 130
patent trolls, 57	Thunderbolt ports, 129
payments (secure), 617	versions of, 129
PB (Petabytes), storage units, 71-72	USB devices, 121
PC Decrapifier app, 605	macOS devices, 126
PCI cards, 295	USB cable, 122
PCIe cards, 295	USB ports, 125-126
PDF files, 72	web-based configurations, 163
peripherals	webcams, installing, 153
Bluetooth devices, 131	Perl, 477
bundled devices, installing, 163	permissions
configuring, 163	authorization, 646-647
desktop computer connections, 143	database permissions, 561
digital cameras, installing, 153	Ext4, 362-363
displays	HFS Plus, 360-361
DisplayPort cable, 159	Linux file permissions, 625
DVI ports, 158	mobile apps, 621-623
HDMI cable, 159	network permissions, 646
installing, 157-160	NTFS, 359
multiple displays, 160	persistence of data, 533
VGA ports, 158	personal information, security, 631
external hard drives, installing, 154	PGP (Pretty Good Privacy), file sharing,
FireWire devices, 127-129	620
hard drives (external), installing, 154	phishing, 578
IP-based peripherals, installing, 163	phones (mobile), ARM processors, 181
keyboards, installing, 150-151	physical backups, 566
laptop computer connections, 144 mouse (mice), installing, 152	PII (Personally Identifiable Information), 579, 626
network-located devices, installing, 163	PIN (Personal Identification Numbers)
printers, installing, 144, 147-148	Android PIN, changing, 675
RF devices, 131	authentication, 640
scanners, installing, 150	ping command, Linux firewalls, 594
speakers	piracy of software, 57
3.5mm mini-jacks, 155	plain text versus cipher text, 685
HDMI ports, 156	plans of action (troubleshooting method-
installing, 155-156	ologies), 104-105
S/PDIF ports, 156	Play (Google), 601
3/1 DIF ports, 170	PlayStation 4 Pro (Sony), 257
	1111/3011111111111111111111111111111111

plug-and-play (PNP) installations, 161 PNP (Plug-and-Play) installations, 161	POS (Point-of-Sale) systems, 409 POTS (Plain Old Telephone Systems)
policies/procedures, security, 630-631	wiretapping, 577
POP3 (Post Office Protocol 3), 280-282	power
pop-up windows, safe browsing selec-	battery backups, 582
tions, 596	brownouts, 582
popup blockers, 439	miswiring, 582
port clusters, 173	outages, 582
ports	redundancy, 709
desktop computers, 143	subsystems/processes, 92
DisplayPort ports, 134	surges/spies, 582
DVI ports	UPS, 582
display installations, 158	power of two (binary notation), 14
DVI-A ports, 134	PowerShell, 479
DVI-D ports, 134	practice exams, 728-729
DVI-I ports, 134	pre-exam suggestions, 726
eSATA ports, 173	presentation software, 399-400
Ethernet ports	pretexting, 578
wired Ethernet ports, 193-195 wireless Ethernet ports, 194-195	preventive measures (troubleshooting methodologies), 106
graphical device ports, 131-132	primary keys, 546
DisplayPort cable, 134	printers
DisplayPort ports, 134	installing, 144, 147-148
DVI-A ports, 134	subsystems/processes, 95
DVI-D ports, 134	prioritizing data, 718
DVI-I ports, 134	privacy/security
HDMI cable, 134	access restriction
HDMI ports, 134	ACL, 649
Mini DisplayPort connections, 134	DAC, 650
VGA ports, 133	logins, 644
HDMI ports, 134, 156	MAC, 649
laptop computers, 144	RBAC, 647-649
S/PDIF ports, speaker installations, 156	security questions, 644
SATA ports, 172	specific locations, 643
Thunderbolt ports, 129	SSO, 645
USB ports, 125-126	terminal-specific restrictions, 644
VGA ports, 133, 158	time of day, 644
wired Ethernet ports, 193-195	ACL, 649
wireless Ethernet ports, 194-195	App Store, 625
F 3. 20, 17, 17, 27, 27, 27, 27, 27, 27, 27, 27, 27, 2	AUP, 630-631

biometric authentication, 642	authentication, 640
blacklists, 623	OTP, 640
browser histories, tracking, 655	personal information, 631
business software	PII, 626
hidden text, 628	PIN, authentication, 640
metadata, 626-628	policies/procedures, 630-631
PII, 626	RBAC, 647-649
confidential information	secure payment processes, 617
company confidential information, 632	single-use credit cards, 617
customer information, 632	social networks, 617
passwords, 631	software tokens, 641
personal information, 631	SSO, 645
corporate networks, 629	steganography, 623
customer information, 632	websites, 623
DAC, 650	whitelists, 623
desktop software, 623	private browsing, 433
App Store, 625	privileges, least privilege model (authori-
Microsoft Store, 624-625	zation), 647
email, 617	probable cause, establishing theory of
encryption software, 623	(troubleshooting methodologies)
Family/Parental Controls, 623	considering multiple approaches, 100
file sharing, 618-619	divide and conquer, 101-102
file transfers, 620	questioning the obvious, 100
hardware tokens, 641	problems (troubleshooting methodolo-
hidden text, 628	gies)
IM, 620-621	duplicating, 90
Internet	identifying, 85
cookies (tracking), 615	approaching multiple problems individu- ally, 99
HTTPS protocol, 615	determining if anything has changed, 98
VPN, 616	duplicating problems, 90
intrusion detection software, 623	identifying symptoms, 91-98
location tracking, 654-655	information gathering, 89
MAC, 649	questioning users, 90
metadata, 626-628	multiple problems, approaching individu-
Microsoft Store, 624-625	ally, 99
mobile apps, 621-623	processes/subsystems
NDA, 630	architectures, 319
one-time pads, 620	components of, 85, 89
passwords, 631	CPU, 92

displays, 93	mobile phones, 181
hard drives, 93	SoC chips, 181-182
killing processes, 322-323	tablets, 181
Linux processes, 379-380	CPU, 179
macOS processes, 378	32-bit processors, 182-183
managing, 322	64-bit processors, 183-186
mobile devices, 94	ARM processors, 180-182
motherboards, 92	GPU, 186-187
power, 92	heat sinks, 190
printers, 95	Intel processors, 76
projectors, 93	laptop computers
RAID arrays, 93	32-bit processors, 182
RAM, 92	64-bit processors, 185-186
scheduling processes, 322	servers
smartphones, 94	32-bit processors, 183
SSD, 93	64-bit processors, 186
storage, 93	workstations
tablets, 94	32-bit processors, 183
video, 93	64-bit processors, 186
Windows processes, 377	product keys (software), 457-458
wired networks, 96-97	productivity software
wireless networks, 96-97	browsers
processing, 39-40	Google Chrome, 400
processing speeds	Microsoft Edge, 402
AMD processors, 76	presentation software, 399-400
clock cycles, 75	spreadsheet software, 398
GHz, 77	visual diagramming software, 402
Intel processors, 76	word processing software, 397
MHz, 76	Program Compatibility Wizard, 32
processors	programmatic database access, 562
32-bit processors	programming
laptop computers, 182	arrays, 512
servers, 183	attributes (objects), 513
workstations, 183	branching
64-bit processors, 183	If statements, 501
laptop computers, 185-186	If-Else statements, 502
servers, 186	constants, 511
workstations, 186	containers, 512
AMD processors, 76	functions, 512-513
ARM processors, 180	identifiers, 511

logic	Python, 478
branching, 501-502	query languages
looping, 503-505	SQL, 486-487
looping	XQuery, 487
Do-While loops, 504-505	Ruby, 478
For loops, 503-504	SQL, 486-487
While loops, 503	VBA, 485
methods (objects), 514	XML, 481, 487
objects	XQuery, 487
attributes, 513	project management software, 408
methods, 514	projectors, subsystems/processes, 93
properties, 513	properties (objects), 513
OOP, 500	proprietary software, 456
organizational techniques	protocols (networks)
flow charts, 498-500	HTTP, 280-281
logic, 501	HTTPS, 280-281
logic, branching, 501-502	IMAP, 280-282
logic, looping, 503-505	POP3, 280-282
pseudocode, 497-498	SMTP, 280-282
sequence diagrams, 499	proxy servers, 287, 434
properties (objects), 513	Prusak, Larry, 53
source code, 500	ps command-line tool, 323
variables, 511	pseudocode, 497-498
vectors, 512	public key cryptography, file sharing,
programming languages	620
assembly language, 487-488	Python, 478
BASIC, 475-476	Q
bytecode, 479	<u>~</u>
C, 483	queries
C++, 484	database queries, 525-526
COBOL, 484	SQL, 486-487, 525-526
compiled programming languages, 475, 483-485	XQuery, 487 query/report builders, database access,
HTML, 480-481	562
Java, 479, 485	questioning the obvious (troubleshoot-
JavaScript, 477	ing methodologies), 100
JSON, 477	questioning users (troubleshooting
Perl, 477	methodologies), 90
PowerShell, 479	questions (exam), answering, 725, 729-731

R	removing
	add-ons/extensions, 432
rack-mounted servers, 254	malware, 607
RAID arrays, 93, 239, 583, 706	rootkits, 607
backups, 708	software
Storage Spaces, 707	malicious software, 606-608
RAM (Random Access Memory), 39-40, 221, 225-226	unnecessary software, 606
disk caches, 68	unwanted software, 603-604
subsystems/processes, 92	viruses, 607
•	replay attacks, 580
random-password generators, 667	replication (fault tolerance), 705
ransomware, 583	report/query builders, database access,
RBAC (Role-Based Access Control), 647-649	562
RDBMS (Relational Database Manage-	reporting (meaningful), 60
ment Systems), 581	reports (database), 527
receipts (digital), nonrepudiation, 656	representation of data
records	ASCII, 18-19
defined, 531	Unicode, 19
tables, 546	researching knowledge base/Internet
recycling policies (electronic), 578	(troubleshooting methodologies), 99
redundancy (fault tolerance)	resetting passwords, 673
data redundancy, 705	Android PIN, 675
network redundancy, 708-709	iOS passcodes, 675
power redundancy, 709	Linux, 675
RAID arrays, 706-707	macOS, 675
Regedit, 326	Windows, 674
registered trademarks, 55	resource management software, 409
_	restoring
Registry (Windows), 326, 440 relational databases, 528	data, 718
constraints, 546-547	data access, 719
	reusing passwords
data manipulation	password manager apps/services, 673
delete process, 559	SSO policies, 672
insert process, 558-559	RF devices, 131
select process, 555, 558	RF wireless Internet services, 210,
update process, 559	213-214
data relationships, 531	RGB (display colors), hexadecimal (hex)
records, 531	notation, 16
schemas, 545	RJ-11 telephone connectors, 117
speed of, 530	RJ-45 Ethernet connectors, 118
tables, 545-546	

ROI (Return of Investment), security and, 51 rootkits, uninstalling, 607 ROSI (Return On Security Investment),	scalability of databases, 529		
	scanners, installing, 150		
	scheduling		
	employee scheduling software, 409		
52	processes, 322		
rotation schemes (backups), 713	tasks		
routers, 284	Linux, 386		
firewalls, 287	macOS, 386		
packet filtering, 581	Windows, 385		
wireless routers, 287, 298	schemas, 545		
rows (tables), 546	screen capture tool (Linux), 90		
Ruby, 478	screen locks, 623		
running processes	screensaver passwords, 672		
killing, 322-323	scripted languages		
scheduling, 322	bytecode, 479		
S	Java, 479, 485		
<u> </u>	scripting languages		
S mode (Windows 10), 337	BASIC, 475-476		
S/MIME (Secure/Multipurpose Internet	JavaScript, 477		
Mail Extensions), 579, 694-695	JSON, 477		
S/PDIF ports, installing speakers, 156	Perl, 477		
SaaS (Software as a Service), 618, 619	PowerShell, 479		
Safari	Python, 478		
cookies, 616	Ruby, 478		
safe browsing practices, 597	scripts		
Safe Mode	client-side scripting, deactivating,		
macOS, 467	429-430		
Windows 7, 466	script blockers, 440		
sales management software, POS sys-	SD memory cards, 236		
tems, 409	SDHC Flash memory cards, 236		
Samba, file sharing, 619	secure payment processes, 617		
SAN (Storage Area Networks), 533	security		
SATA (Serial ATA)	access control, 335		
HDD, 230	access restriction		
SATA ports, 172	ACL, 649		
satellite Internet services	DAC, 650		
advantages of, 211	logins, 644		
disadvantages of, 212	MAC, 649		
service comparisons, 213-214	RBAC, 647-649		
SBC (Session Border Controllers), 577	security questions, 644		
SC connectors, 203	, .		

specific locations, 643	passwords, enabling, 595
SSO, 645	patches, 597-602
terminal-specific restrictions, 644	software, sourcing, 602-603
time of day, 644	updates, 597-602
ACL, 649	electronic recycling policies, 578
App Store, 625	encryption
AUP, 630-631	Android, 693, 697
biometric authentication, 642	BitLocker, 358, 689-691
blacklists, 623	BitLocker To Go, 689-691
browsers	cipher text versus plain text, 685
safe browsing practices, 596-597	data at rest, 686-693
tracking histories, 655	data in transit, 694-697
business software	disk-level encryption, 689-693
hidden text, 628	EFS, 357
metadata, 626-628	email, 694-696
PII, 626	Ext4, 359
certificates	file-level encryption, 686-689
invalid certificates, 437-438	FileVault 2, 359
valid certificates, 436-437	Gmail, 695
confidential information, 631	GnuPG, 694
company confidential information, 632	HTTPS, 696
customer information, 632	iOS, 693, 697
passwords, 631	mobile devices, 693, 697
personal information, 631	NTFS, 357-358
corporate networks, 629	OpenPGP, 694
costs of, 51-52	plain text versus cipher text, 685
customer information, 632	process of, 685
DAC, 650	S/MIME, 579, 694-695
databases, 532	software, 623
desktop software, 623	TPM, 690-691
App Store, 625	VPN, 696
Microsoft Store, 624-625	Family/Parental Controls, 623
device security	firewalls, 286-287
anti-malware, 591-592	hardware tokens, 641
antivirus software, 591-592, 596	hidden text, 628
browsers, safe browsing practices, 596- 597	Internet cookies (tracking), 615
host firewalls, 593	email, 617
passwords, changing default passwords,	file sharing, 618-619
595	file transfers, 620
	J J ') '

HTTPS protocol, 615	iOS, 602
IM, 620-621	Linux, 600
mobile apps, 621-623	macOS, 599
one-time pads, 620	Windows, 598
secure payment processes, 617	personal information, 631
single-use credit cards, 617	PII, 626
social networks, 617	PIN authentication, 640
VPN, 616	policies/procedures, 630-631
intrusion detection software, 623	privacy, 433, 615
investing in, 51-52	private browsing, 433
IoT-enable security systems, 262	questions, authentication, 644
Kerberos security, 580	RBAC, 647-649
location tracking, 654-655	rootkits, uninstalling, 607
logs, 650	ROSI, 52
MAC, 649	S/MIME, 579
malware, uninstalling, 607	Security objectives (ITF+ exam), 7
metadata, 626-628	shredders/shedding services, 578
Microsoft Store, 624-625	software
mobile devices	sourcing, 602-603
anti-malware, 591-592	tokens, 641
antivirus software, 591-592, 596	uninstalling malicious software, 606-608
browsers, safe browsing practices, 596-	SSL, 283
597	SSO, 645
host firewalls, 593	steganography, 623
passwords, changing default passwords,	TLS, 283
595	updates, 597
passwords, enabling, 595	Android, 601
patches, 597-602	iOS, 602
software, sourcing, 602-603	Linux, 600
updates, 597-602	macOS, 599
NDA, 630	Windows, 598
passwords, 631	viruses, uninstalling, 607
access control, 335	websites, 623
authentication, 640	whitelists, 623
compromised passwords, 578	Wi-Fi
default passwords, changing, 595	captive portals, 307
enabling, 595	open (unencrypted) Wi-Fi, 307
OTP, 640	SSID passwords, 306-307
patches, 597	WEP, 308-309
Android, 601	** E1 , 100-101

WPA, 308-310	Windows services, 374
WPA2, 308-310	SFTP (Secure File Transfer Protocol),
workstations	620
anti-malware, 591-592	sharing, document-sharing services,
antivirus software, 591-592, 596	405-406
browsers, safe browsing practices,	shopping online, 597
596-597	shopping software, POS systems, 409
host firewalls, 593	shoulder surfing, 576
passwords, 595	shredders/shredding services, 578
patches, 597-602	signatures (digital), nonrepudiation, 656
software, sourcing, 602-603	simple recovery backups, 714
updates, 597-602	single-factor authentication, 639
select process (data manipulation), 555,	single-mode fiber optic cable, 203
558	single-platform software, 449
semi-structured data, 543-544	single-precision floats, 29
sequence diagrams, 499	single-use credit cards, 617
serial numbers (software), 457-458	single-use software licenses, 454
server OS (Operating Systems)	site (group use) software licenses, 454
Linux Server, 339-340	Skype, 404
macOS Server, 339	smart thermostats, 262
Windows Server, 339	smartphones/mobile phones, 249
servers, 253	ARM processors, 181
32-bit processors, 183	core features, 250
64-bit processors, 186	feature comparison table, 257
blade servers, 254	NFC networks, 121
clustering, 340	subsystems/processes, 94
core features, 255	SMTP (Simple Mail Transfer Protocol),
DHCP servers, 277	280-282
feature comparison table, 257	snapshot (image) backups, 714
file servers, 239-240	Snipping Tool (Windows), 90
FTP servers, 287	snooping, 575-576
Linux Server, 340	SoC chips, ARM processors, 181-182
KVM switches, 253-254	social engineering, 578
proxy servers, 287, 434	social networks, security, 617
rack-mounted servers, 254	SODIMM (Small Outline DIMM), 222
virtualization, 344	software
service marks, 55	accounting software, 409
service outages, 583	anti-malware, 591-592
services	antivirus software, 591-592, 596
Linux services, 376	Applications and Software objectives
macOS services, 375	(ITF+ exam), 6

business software	intrusion detection software, 623
accounting software, 409	licensing
database software, 407	concurrent licenses, 455
document management software, 409	EULA, 464-465
employee scheduling software, 409	group use (site), licenses, 454
EMR software, 409	home licenses, 455
POS systems, 409	one-time software purchases, 457
project management software, 408	open source programs/software, 56, 456
resource management software, 409	product keys, 457-458
security, 626-628	proprietary software, 456
supply chain management software, 409	serial numbers, 457-458
collaboration software	single-use licenses, 454
conferencing software, 404	subscriptions, 457
document-sharing services, 405-406	malicious software, uninstalling, 606-608
email clients, 403	one-time software purchases, 457
IM software, 404	online workspaces, 405
online workspaces, 405	open source programs/software, 56, 456
conferencing software, 404	parent controls, 57
copyrights, 57	POS systems, 409
cross-platform software, 449-450, 453	presentation software, 399-400
database software, 407	product keys, 457-458
desktop software, security, 623	productivity software, 397
App Store, 625	browsers, 400-402
Microsoft Store, 624-625	presentation software, 399-400
digital products, 58	spreadsheet software, 398
document management software, 409	visual diagramming software, 402
document-sharing services, 405-406	word processing software, 397
employee scheduling software, 409	project management software, 408
EMR software, 409	proprietary software, 456
encryption software, 623	recommendations (ITF+ exam), 9-10
EULA, 58	resource management software, 409
firewalls, 287, 623	serial numbers, 457-458
IM software, 404	single-platform software, 449
installing	Software Development Concepts objec-
advanced options, 465-467	tives (ITF+ exam), 6
best practices, 458-467	sourcing
reading agreements, 464-465	OEM websites versus third-party
reading instructions, 459-462	websites, 603
,	researching sources, 603
	validating sources, 602

spreadsheet software, 398	486-487
Storage Spaces, 707. See also RAID	constraints, 546-547
arrays	queries, 525-526
subscriptions, 457	SQL Server, high availability, 706
supply chain management software, 409 tokens, authentication, 641	SSD (Solid-State Drives), 93, 188-189, 226-227, 230
uninstalling	SSH (Secure Shell) file transfers, 620
malicious software, 606-608 unnecessary software, 606	SSHD (Solid-State Hybrid Drives), 188 231
unwanted software, 603-604	SSID (Service Set Identifiers)
visual diagramming software, 402	changing, 305
web browsers	disabling, 306
Google Chrome, 400	hidden networks, connecting to, 306
Microsoft Edge, 402	passwords, 306-307
word processing software, 397	unsafe SSID, 305
source code, 500	SSL (Secure Sockets Layer), 283
sourcing software	SSL/TLS (Secure Sockets Layer/
OEM websites versus third-party web-	Transport Layer Security), 618
sites, 603	SSO (Single Sign-On), 645, 672
researching sources, 603	ST connectors (cable), 203
validating sources, 602	steganography, 623
speakers, installing	storage
3.5mm mini-jacks, 155	backup storage locations
HDMI ports, 156	cloud storage, 715
S/PDIF ports, 156	locally-stored backups, 715
spear phishing, 578	off-site backups, 716
specific location access restriction,	on-site backups, 716
authentication, 643	cloud storage, 533
speed of databases, 530	Dropbox, 243
spidering attacks, 665	Google Drive, 242
spikes/surges, 582	Microsoft OneDrive, 243
spinning disk drives	data storage
HDD, 230	ASCII, 18-19
SSHD, 231	CD-R discs, 68
spoofing (MAC), 279	disk caches, 68
spreadsheets. See also structured data-	DVD+R discs, 70
bases	notational systems, 13-17
records, 531	Unicode, 19
software, 398	database storage, 532
unauthorized information alteration, 581	file servers, 239-240
SQL (Structured Query Language), 408,	Flash drives, 233-235

Flash memory card readers, 235	structured databases, 541-542. See also
Flash memory cards, 236	spreadsheets
hard drives, 188	studying for exams
HDD, 230	failing exams, 727, 731-732
SSD, 226-227, 230	suggestions for, 732
SSHD, 231	subnet masks, 278
HSM, 713	subscriptions
local network storage types	anti-malware, 591
file servers, 239-240	antivirus software, 591
NAS, 238-239	software, 457
local storage types	subsystems
Flash drives, 233-235	components of, 85, 89
Flash memory card readers, 235	CPU, 92
Flash memory cards, 236	defined, 85
hard drives, 226-227, 230-231	displays, 93
optical drives, 231-233	hard drives, 93
RAM, 221, 225-226	mobile devices, 94
Windows drive letter assignments, 233	motherboards, 92
NAS, 238-239	power, 92
nonvolatile storage types, 221	printers, 95
optical drives, 231-233	projectors, 93
RAM, 221, 225-226	RAID arrays, 93
SSD, 188-189	RAM, 92
SSHD, 188	smartphones, 94
storage devices, 43	SSD, 93
storage units	storage, 93
bits, 67, 73-75	tablets, 94
bytes, 68	video, 93
capacity comparisons, 71	wired networks, 96-97
GB, 69-71	wireless networks, 96-97
KB, 68, 71	supply chain management software, 409
MB, 68, 71	surges/spikes, 582
PB, 71-72	swap space, 331-332
TB, 70-72	swapfiles, 331-332
subsystems/processes, 93	switches, 284
volatile storage types, 221	backbone switches, 287
Windows drive letter assignments, 233	voice network switches, wiretapping and,
streaming media devices, 265	577
strings, 27-28, 511	symptoms, identifying (troubleshooting
strong passwords, 666	methodologies), 91-98
	synchronizing files, 710-712

SyncToy app (Microsoft), 712	terms and conditions (copyrights), 56
system boards/motherboards, 171	terms of use (copyrights), 56
eSATA ports, 173	testing theories to determine the cause
expansion slots, 173	(troubleshooting methodologies), 102
laptop computers, 174-175	confirmed theories/resolving problems,
port clusters, 173	unconfirmed tested theories, establishing
SATA ports, 172	new theories/escalating, 103-104
system information, displaying, 334	text (hidden), security, 628 theories (troubleshooting
Т	
	methodologies)
tables candidate keys, 546	testing to determine the cause (trouble-shooting methodologies), 102
columns, 546	confirmed theories/resolving problems,
database tables, 523, 526	103
fields, 546	unconfirmed tested theories, establishing
foreign keys, 546	new theories/escalating, 103-104
primary keys, 546	probable cause, establishing (trouble-
records, 546	shooting methodologies)
relational databases, 545-546	considering multiple approaches, 100
rows, 546	divide and conquer, 101-102
tablets	questioning the obvious, 100
ARM processors, 181	thermostats, 262
core features, 250	third-party websites, validating software
feature comparison table, 257	sources, 603
subsystems/processes, 94	three-tier application architectures, 420
take down notifications, copyrights and,	throughput units
57	bps, 73
Task Manager, 322	Gbps, 74
task scheduling, 322	Kbps, 73
Linux, 386	Mbps, 73
macOS, 386	Tbps, 75
Windows, 385	Thunderbird (Mozilla), 696
TB (Terabytes), storage units, 70-72	Thunderbolt devices
Tbps (Terabits per second), 75	Mini DisplayPort connections, 135
TCO (Total Cost of Ownership), secu-	Thunderbolt cable, 129
rity and, 51	Thunderbolt docking devices, 130
telephone connectors (RJ-11), 117	Thunderbolt ports, 129
templates (database), 522	versions of, 129
ten-tape backup rotation strategy, 713	Time Machine (macOS), 712
terminal-specific access restriction, authentication, 644	time management, answering exam questions, 725

time of day access restriction, authenti-	truncation, 28
cation, 644	two (power of), binary notation, 14
timed practice exams, 729	two-tier application architectures, 420
TLS (Transport Layer Security), 283	types of data
tools/equipment, recommendations (ITF+ exam), 8	Boolean logic
top command-line tool, 323	AND comparisons, 30
Tower of Hanoi backup rotation strat-	NOT comparisons, 30
egy, 713	OR comparisons, 30
TPM (Trusted Platform Module),	Venn diagrams, 31
encryption, 690-691	XOR comparisons, 30
tracking	char (characters), 27
browser histories, 655	floats (floating-point numbers)
cookies, 615	doubles, 30
locations, 654-655	single-precision floats, 29
trademarks, 54-55	int (integers), 29
troubleshooting methodologies, 84	strings, 27-28
establishing theory of probable cause	U
considering multiple approaches, 100	
divide and conquer, 101-102	UAC (User Access Control), application
questioning the obvious, 100	installations, 327
full system functionality, 105	Ubuntu software installation, 461
identifying problems, 85	UDP (User Datagram Protocol), flood drop thresholds, 581
approaching multiple problems individu-	UEFI (Unified Extensible Firmware
ally, 99	Initiative), 175, 675
determining if anything has changed, 98	unauthorized information alteration, 581
duplicating programs, 90	unconfirmed tested theories, establish-
identifying symptoms, 91-98	ing new theories/escalating (trouble-
information gathering, 89	shooting methodologies), 103-104
questioning users, 90	unencrypted (open) Wi-Fi, 307
identifying symptoms, 92-97	Unicode, 19
implementing solutions/escalating, 105	uninstalling
lessons learned, 107	add-ons/extensions, 432
plans of action, 104-105	applications
preventive measures, 106	Android, 330
researching knowledge base/Internet, 99	iOS, 330
testing theories to determine the cause, 102	Linux, 329
confirmed theories/resolving problems,	macOS, 329
103	malware, 607
unconfirmed tested theories, establishing new theories/escalating, 103-104	rootkits, 607

software	utilities
malicious software, 606-608	database access, 562
unnecessary software, 606	Linux utilities, 385
unwanted software, 603-604	macOS utilities, 384
viruses, 607	Windows utilities, 384
Unix network permissions, 647	V
unnecessary software, uninstalling, 606	<u> </u>
unwanted software, uninstalling, 603-604	valid certificates (security), 436-437 variables, 511
update process (data manipulation), 559	variety of data, 530
UPDATE statements, 559	VBA (Visual Basic for Applications), 485,
Updates Page (App Store), 599	581
updates, 597	vectors, 512
Android, 330, 601	velocity of data, 530
iOS, 330, 602	Venn diagrams, 31
Linux, 329, 600	VGA ports, 133, 158
macOS, 328, 599	video
Windows, 598	nonrepudiation, 655
Windows Update, 598	subsystems/processes, 93
uploading, defined, 207	video cards, 41, 132
UPS (Uninterruptible Power Supplies),	viewing services
582	Linux processes, 379-380
upstreaming, defined, 207	Linux services, 376
U.S. Patent and Trademark Office, 55	macOS processes, 378
USB (Universal Serial Buses), 121	macOS services, 375
cable, 122	Windows processes, 377
Flash drives, 17, 69, 233-235	Windows services, 374
Flash memory card readers, 235	virtualization
Flash memory cards, 236	memory, 331
keyboards, installing, 151	servers, 344
macOS devices, 126	VM, 342
USB adapters, 295	viruses, uninstalling, 607
USB ports, 125-126	Visio flowcharts, 402
user accounts	visual diagramming software, 402
DAC, 650	VM (Virtual Machines), 342, 454
MAC, 649	VMM (Virtual Machine Managers). See
RBAC, 648-649	hypervisors (Type 1)
user interface/utility database access, 562	voice network switches, wiretapping and,
user-defined functions, 513	577
users, questioning (troubleshooting methodologies), 90	voice scrambling devices, 577

VOIP systems eavesdropping and, 576 encryption, 577 SBC, 577 volatile storage types, 221 VPN (Virtual Private Networks), 616, 696	802.11ac (Wireless-AC) wireless standard, 299-304 802.11b (Wireless-B) wireless standard, 298-299, 304 802.11g (Wireless-G) wireless standard, 298-299, 304 802.11n (Wireless-N) wireless standard, 299-301, 304 adapters, 300
WAN (Wide Area Networks), 276 WannaCry ransomware, 583 WAP (Wireless Access Points), 296 warm sites (disaster recovery), 717 web browsers. <i>See</i> browsers web resources Compile Online website, 485	attenuation, 304 hidden networks, connecting to, 306 interference, 303 MIMO antennas, 304 MU-MIMO antennas, 304 networks Bluetooth networks, 118 laptop wireless adapters, 295
CTB website, Python coding, 478 passwords cracking tools, 666 generating passwords, 667 XML Query page, 487 web-based configuration of peripherals/devices, 163	NFC networks, 120 PCI cards, 295 PCIe cards, 295 subsystems/processes, 96-97 USB adapters, 295 WAP, 296 wireless routers, 298
webcams, installing, 153 websites blacklists, 623 OEM websites, validating software sources, 603 security, 623 third-party websites, validating software sources, 603 whitelists, 623 WEP (Wireless Equivalent Privacy), 308-309	security captive portals, 307 open (unencrypted) Wi-Fi, 307 SSID passwords, 306-307 WEP, 308-309 WPA, 308-310 WPA2, 308-310 setting up, best practices, 304 speed limitations, 302 SSID
whaling, 580 While loops, 503 whitelists, 623 Wi-Fi 802.11a (Wireless-A) wireless standard, 298-299, 304	changing, 305 connecting to hidden networks, 306 disabling, 306 passwords, 306-307 unsafe SSID, 305 Windows application logs, 652

access control, 335	paging files, 331
backups, 711	passwords
compressed file backups, 714	changing, 595
image backups, 714	enabling, 595
command line interface, 387	resetting, 674
Device Manager, 333	patches, 598
disk management, 319	processes, 322, 377
Diskpart.exe, 320	Program Compatibility Wizard, 324
drivers, 381	Regedit, 326
drives, letter assignments, 233	Registry, 326
EFS, 686-688	scheduling processes, 322
email encryption, 695	screen locks, 623
embedded OS, 341	security logs, 650
Embedded Windows. See IoT	services, 374
encryption	Snipping Tool, 90
disk-level encryption, 689-691	software
email, 695	sourcing, 602-603
file-level encryption, 686-688	uninstalling, 603-604
FAT32, 352-353	Task Manager, 322
encryption, 358	Task Scheduler, 322
filenames, 364-365	task scheduling, 385
limitations of, 364	UAC, 327
File History, 711	updates/patches, 598
file sharing, 619	user accounts, 648
file types/extensions, 367-371	utilities, 384
folders/directories, 366	virtual memory, 331
GUI, 389	VPN, 616
hard disk setup, 319	Windows Server, 339
IoT, 341	Workstation OS, 336
killing processes, 322	ZIP files, 356
location tracking, 654	Windows 7 startup options, 466
Microsoft Store, 327, 624-625	Windows 8.1
network permissions, 646	ISO files, mounting, 462
NTFS, 352	software installation, 459, 462
encryption, 357-358	Windows 10
file compression, 356	Home, 337
filenames, 365	ISO files, mounting, 462
journaling, 363	S mode, 337
limitations of, 364	Skype, 404
permissions, 359	

software installation, reading instructions, 459, 462	wireless networks. See also Wi-Fi, networks
startup options, 467	interfaces
Windows 10 Enterprise, 338	Bluetooth networks, 118
Windows 10 Pro, 337	NFC networks, 120
Windows 10 Pro for Workstations, 338	subsystems/processes, 96-97
Windows Defender, 597	wireless routers, 287, 298
Windows Defender Firewall, 593	Wireless-N (802.11n) wireless standard,
Windows Defender Security Center, 592	299-301, 304
Windows Mobile, 336	wiretapping, 577
Windows Registry Editor, 440	WISP (Wireless ISP), 210, 213-214
Windows Server, 339	Word (MS), 72, 398
Windows System Restore, 714	WordPad, 397
Windows Update, 598	word processing software, 397
wired Ethernet ports, 193-195	workgroups/domain networking, 339
wired networks	workspaces (online), 405
network interfaces, 115	workstations
RJ-11 telephone connectors, 117	32-bit processors, 183
RJ-45 Ethernet connectors, 118	64-bit processors, 186
subsystems/processes, 96-97	core features, 252
wireless Ethernet ports, 194-195	defined, 252
Wireless-A (802.11a) wireless standard,	feature comparison table, 257
298-299, 304	Linux workstation OS, 338
Wireless-AC (802.11ac) wireless standard, 299-304	macOS workstation OS, 338 security
Wireless-B (802.11b) wireless standard,	anti-malware, 591-592
298-299, 304	antivirus software, 591-592, 596
Wireless-G (802.11g) wireless standard, 298, 299, 304	browsers, safe browsing practices, 596- 597
wireless Internet services	host firewalls, 593
cellular Internet services, 212-214	passwords, 595
RF wireless Internet services, 210, 213-	patches, 597-602
214	software, sourcing, 602-603
satellite Internet services	updates, 597-602
advantages of, 211	Windows workstation OS, 336
disadvantages of, 212	WPA (Wireless Protected Access),
service comparisons, 213-214	308-310
service comparisons, 213-214	WPA2 (Wireless Protected Access 2),
wireless keyboards, installing, 151 wireless mouse (mice), installing, 152	308-310
wireless mouse unice), installing, 132	

X

Xbox One X (MS), 257 XLS files, 72 XML (Extensible Markup Language), 481, 487 XOR comparisons (Boolean logic), 30 XQuery, 487

Y-Z

YouTube, copyrights, 56

ZIP files, 356, 463 zombie botnets, 666