

uCertify

Course Outline

**Complete A+ Guide to IT Hardware and Software
(1201/1202)**



04 Aug 2025

1. Pre-Assessment
2. Exercises, Quizzes, Flashcards & Glossary
 - Number of Questions
3. Expert Instructor-Led Training
4. ADA Compliant & JAWS Compatible Platform
5. State of the Art Educator Tools
6. Award Winning Learning Platform (LMS)
7. Chapter & Lessons

Syllabus

Chapter 1: Introduction to the World of IT

Chapter 2: Connectivity

Chapter 3: On the Motherboard

Chapter 4: Introduction to Configuration

Chapter 5: Disassembly and Power

Chapter 6: Memory

Chapter 7: Storage Devices

Chapter 8: Video and Multimedia Devices

Chapter 9: Printers and Multifunction Devices

Chapter 10: Mobile Devices

Chapter 11: Computer Design and Troubleshooting Review

Chapter 12: Internet Connectivity, Virtualization, and Cloud Technologies

Chapter 13: Networking

Chapter 14: Introduction to Operating Systems

Chapter 15: Introduction to Scripting

Chapter 16: Advanced Windows

Chapter 17: macOS and Linux Operating Systems

Chapter 18: Computer and Network Security

Chapter 19: Operational Procedures

Chapter 20: Appendix A: Subnetting Basics

Videos and How To

8. Practice Test

Here's what you get

Features

9. Live labs

Lab Tasks

Here's what you get

1. Pre-Assessment

Pre-Assessment lets you identify the areas for improvement before you start your prep. It determines what students know about a topic before it is taught and identifies areas for improvement with question assessment before beginning the course.

2. Exercises

There is no limit to the number of times learners can attempt these. Exercises come with detailed remediation, which ensures that learners are confident on the topic before proceeding.



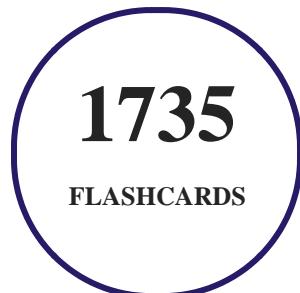
3. Quiz

Quizzes test your knowledge on the topics of the exam when you go through the course material. There is no limit to the number of times you can attempt it.



4. flashcards

Flashcards are effective memory-aiding tools that help you learn complex topics easily. The flashcard will help you in memorizing definitions, terminologies, key concepts, and more. There is no limit to the number of times learners can attempt these. Flashcards help master the key concepts.



5. Glossary of terms

uCertify provides detailed explanations of concepts relevant to the course through Glossary. It contains a list of frequently used terminologies along with its detailed explanation. Glossary defines the key terms.



6. Expert Instructor-Led Training

uCertify uses the content from the finest publishers and only the IT industry's finest instructors. They have a minimum of 15 years real-world experience and are subject matter experts in their fields. Unlike a live class, you can study at your own pace. This creates a personal learning experience and gives you all the benefit of hands-on training with the flexibility of doing it around your schedule 24/7.

7. ADA Compliant & JAWS Compatible Platform

uCertify course and labs are ADA (Americans with Disability Act) compliant. It is now more accessible to students with features such as:

- Change the font, size, and color of the content of the course
- Text-to-speech, reads the text into spoken words
- Interactive videos, how-tos videos come with transcripts and voice-over
- Interactive transcripts, each word is clickable. Students can clip a specific part of the video by clicking on a word or a portion of the text.

JAWS (Job Access with Speech) is a computer screen reader program for Microsoft Windows that reads the screen either with a text-to-speech output or by a Refreshable Braille display. Student can easily navigate uCertify course using JAWS shortcut keys.

8. State of the Art Educator Tools

uCertify knows the importance of instructors and provide tools to help them do their job effectively. Instructors are able to clone and customize course. Do ability grouping. Create sections. Design grade scale and grade formula. Create and schedule assessments. Educators can also move a student from self-paced to mentor-guided to instructor-led mode in three clicks.

9. Award Winning Learning Platform (LMS)

uCertify has developed an award winning, highly interactive yet simple to use platform. The SIIA CODiE Awards is the only peer-reviewed program to showcase business and education technology's finest products and services. Since 1986, thousands of products, services and solutions have been

recognized for achieving excellence. uCertify has won CODiE awards consecutively for last 7 years:

- **2014**

1. Best Postsecondary Learning Solution

- **2015**

1. Best Education Solution
2. Best Virtual Learning Solution
3. Best Student Assessment Solution
4. Best Postsecondary Learning Solution
5. Best Career and Workforce Readiness Solution
6. Best Instructional Solution in Other Curriculum Areas
7. Best Corporate Learning/Workforce Development Solution

- **2016**

1. Best Virtual Learning Solution
2. Best Education Cloud-based Solution
3. Best College and Career Readiness Solution
4. Best Corporate / Workforce Learning Solution
5. Best Postsecondary Learning Content Solution
6. Best Postsecondary LMS or Learning Platform
7. Best Learning Relationship Management Solution

- **2017**

1. Best Overall Education Solution
2. Best Student Assessment Solution
3. Best Corporate/Workforce Learning Solution
4. Best Higher Education LMS or Learning Platform

- **2018**

1. Best Higher Education LMS or Learning Platform

2. Best Instructional Solution in Other Curriculum Areas
3. Best Learning Relationship Management Solution

- **2019**
 1. Best Virtual Learning Solution
 2. Best Content Authoring Development or Curation Solution
 3. Best Higher Education Learning Management Solution (LMS)
- **2020**
 1. Best College and Career Readiness Solution
 2. Best Cross-Curricular Solution
 3. Best Virtual Learning Solution

10. Chapter & Lessons

uCertify brings these textbooks to life. It is full of interactive activities that keeps the learner engaged. uCertify brings all available learning resources for a topic in one place so that the learner can efficiently learn without going to multiple places. Challenge questions are also embedded in the chapters so learners can attempt those while they are learning about that particular topic. This helps them grasp the concepts better because they can go over it again right away which improves learning.

Learners can do Flashcards, Exercises, Quizzes and Labs related to each chapter. At the end of every lesson, uCertify courses guide the learners on the path they should follow.

Syllabus

Chapter 1: Introduction to the World of IT

- Who Needs This Course?
- Technician Qualities
- Breaking into IT with the CompTIA A+ Certification

- Basic Skills for This Course
- Types of Computers
- Basic Computer Hardware
- Mice and Keyboards
- Common Peripherals
- 1s and 0s
- Safety Notes
- Lesson Summary
- Activities

Chapter 2: Connectivity

- Introduction to Connectivity
- External Connectivity
- Mouse and Keyboard Ports
- Video Ports
- Audio Ports
- eSATA Ports
- Modem and Serial Ports

- Network Ports
- Network Cabling
- Integrated Motherboard Ports
- Getting to Know Ports
- Wireless Connectivity for Input Devices
- Soft Skills: Using Appropriate Titles
- Lesson Summary
- Activities

Chapter 3: On the Motherboard

- Introduction to the Motherboard
- Processor Overview
- Processor Basics
- Speeding Up Processor Operations Overview
- Cache
- Connecting to the Processor
- Multicore Processors
- Graphics Processing Unit (GPU)

- Introduction to Virtualization
- Intel Processors
- AMD Processors
- CPU Sockets
- Processor Cooling
- Installing a Processor
- Upgrading Processors
- Overclocking Processors
- Installing CPU Thermal Solutions
- Troubleshooting Processor Issues
- Expansion Slots
- PCI (Peripheral Component Interconnect)
- PCIe (Peripheral Component Interconnect Express)
- Motherboard Security Options
- Types of Motherboards
- Upgrading and Replacing Motherboards
- Motherboard Troubleshooting

- Soft Skills: Active Listening
- Lesson Summary
- Activities

Chapter 4: Introduction to Configuration

- Configuration Overview
- BIOS Overview
- UEFI
- BIOS/UEFI Configuration Settings
- CMOS Memory
- Flashing/Clearing the BIOS/UEFI
- Other Configuration Parameters
- Hardware Configuration Overview
- Installing a USB Device
- Installing an eSATA Card
- Installing a Network Interface Card
- Troubleshooting Configurations
- Soft Skills: A Good Technician Practice: Change Only One Thing At A Time And Document

- Lesson Summary

- Activities

Chapter 5: Disassembly and Power

- Disassembly Overview

- Electrostatic Discharge (ESD)

- Electromagnetic Interference (EMI)

- Tools

- Disassembly

- Reassembly

- Preventive Maintenance

- Basic Electronics Overview

- Power Supply Overview

- Replacing or Upgrading a Power Supply

- Power Protection

- Symptoms of Power Supply Problems

- Soft Skills: Written Communications Skills

- Lesson Summary

- Activities

Chapter 6: Memory

- Memory Overview
- Memory Physical Packaging
- Planning a Memory Installation
- Installing Memory Overview
- Virtual RAM
- Monitoring Memory Usage in Windows
- Older Applications in Windows
- Troubleshooting Memory Problems
- Removable Storage
- Soft Skills: Teamwork
- Lesson Summary
- Activities

Chapter 7: Storage Devices

- Storage Devices Overview
- Hard Drive Overview

- Solid-State Drive (SSD) Overview
- Mechanical Drive Interfaces Overview
- SATA, and SAS Connectivity
- Storage Device Configuration Overview
- System BIOS/UEFI Configuration for Storage Devices
- Hard Drive Preparation Overview
- Windows Disk Management
- Fault Tolerance
- Windows Storage Spaces
- Disk Caching/Virtual Memory
- Troubleshooting Storage Devices Overview
- Data Loss and Corruption
- Troubleshooting New Storage Device Installation
- Troubleshooting Previously Installed Storage Devices
- RAID Issues
- SSD Issues
- Soft Skills: Phone Skills

- Lesson Summary

- Activities

Chapter 8: Video and Multimedia Devices

- Multimedia Devices Overview
- Video Overview
- Projectors
- Introduction to Audio
- Sound Cards Using Windows
- Speakers
- Troubleshooting Sound Problems
- Optical Drive Overview
- Optical Drive Installation
- Troubleshooting Optical Drive Issues
- Scanners
- Other Multimedia Devices
- Soft Skills: Attitude
- Lesson Summary

- Activities

Chapter 9: Printers and Multifunction Devices

- Printer/Multifunction Device Overview
- Categories of Printers
- Impact Printers
- Inkjet Printers
- Laser Printers
- Thermal Printers
- Paper
- Virtual Printing
- Refilling Cartridges, Re-inking Ribbons, and Recycling Cartridges
- Upgrading Printers
- Printer Maintenance
- Printer Installation Overview
- Installing Multifunction Devices
- USB Printer Installation
- Printers in the Windows Environment

- Printer Sharing
- Cloud Printing/Scanning
- General Printer Troubleshooting
- Soft Skills: Work Ethics
- Lesson Summary
- Activities

Chapter 10: Mobile Devices

- Mobile Device Overview
- Using Mobile Devices
- Cell Phones
- Mobile Apps
- Mobile Device Wired Connectivity
- Mobile Device Wireless Connectivity
- Mobile Device Email Configuration
- Mobile Device Synchronization and Backup
- Other Mobile Software Tools
- Laptops Overview

- Laptop Hardware
- Laptop Power
- Laptop Repairs Overview
- Mobile Device Security
- Mobile Device Troubleshooting Overview
- Soft Skills: A Word about Appearance
- Lesson Summary
- Activities

Chapter 11: Computer Design and Troubleshooting Review

- Design Overview
- Computer System Design
- Motherboard and Associated Component Design
- Power Supply and Case Design
- Storage Subsystem Design
- Audio Subsystem Design
- Display Subsystem Design
- Troubleshooting Overview

- Step 1. Identify the Problem
- Step 2. Establish a Theory of Probable Cause (Question the Obvious)
- Step 3. Test the Theory to Determine the Cause
- Step 4. Establish a Plan of Action to Resolve the Problem and Implement the Solution
- Step 5. Verify Full System Functionality and, If Applicable, Implement Preventive Measures
- Step 6. Document the Findings, Actions, and Outcomes
- Sample Troubleshooting Flowcharts
- Soft Skills: Dealing with Difficult Customers
- Lesson Summary
- Activities

Chapter 12: Internet Connectivity, Virtualization, and Cloud Technologies

- Internet Connectivity Overview
- Dial-up Connectivity
- Cable Modems
- xDSL Modems
- VoIP
- Fiber Networks

- Satellite Modems
- Mobile Connectivity Overview
- Web Browsers
- Introduction to Virtualization
- Containers
- Cloud Computing
- Soft Skills: Mentoring
- Lesson Summary
- Activities

Chapter 13: Networking

- Networking Overview
- Network Media Overview
- Ethernet Over Power
- Protecting Your Network and Cable Investment
- The OSI Model
- The TCP/IP Model
- Network Addressing

- More IPv4 Addressing
- Wireless Networks Overview
- Wireless Network Standards
- Wireless Network Components
- Wireless Network Design
- Wireless and Wired Client Device Configuration Overview
- Configuring an End Device: IP Addressing
- Adding a Computer to a Windows Domain
- Wireless NIC–Specific Settings
- Advanced NIC Properties
- NIC Configuration When Using Virtualization
- Wireless AP/Router Configuration
- WWAN Cellular Configuration
- IoT and Smart Devices
- Network Troubleshooting
- Networking Multifunction Devices
- Network Servers
- Embedded, SCADA, and Legacy Systems

- Software-Defined Networking
- Network Terminology
- The TCP/IP Model in Action
- More Windows Network Settings
- Introduction to Shared Folders
- Soft Skills: Being Proactive
- Lesson Summary
- Activities

Chapter 14: Introduction to Operating Systems

- Operating Systems Overview
- User Interaction with Operating Systems
- Overview of Popular Operating Systems
- 32-Bit vs. 64-Bit Operating Systems
- Windows 11 Versions
- Workstation Operating Systems
- Operating Systems for Mobile Devices
- End-of-Life (EOL) Concerns

- Update Limitations
- Compatibility Concerns
- Corporate Operating System Needs
- Basic Windows Usage Overview
- Windows 11 Desktop Components
- Shortcuts
- Recycle Bin
- Interactions Within a Window
- Managing Windows Files and Folders
- Searches and Indexing
- Attributes, Compression, and Encryption
- Introduction to Windows Settings
- Determining the Windows Version
- Windows Registry
- Editing the Windows Registry
- Backing Up Data
- WinRE

- Recovering the Windows OS
- Soft Skills: Staying Current
- Lesson Summary
- Activities

Chapter 15: Introduction to Scripting

- Scripting Overview
- Command Prompt Overview
- Command Prompt Basics
- Moving Around from a Command Prompt
- The md and rd Commands
- Two Useful Commands: del and type
- Copying Files
- The attrib Command
- Why Learn Commands?
- PowerShell
- Other Commands You Should Look Over
- Command Format

- Introduction to Scripting
- Script File Types
- Use Cases for Scripting
- Mitigating Consequences of Scripting
- Environment Variables
- Script Syntax
- Introduction to Script Programming
- Variables
- Data Types
- Examples of Using Variables
- Comments Within Scripts
- Basic Script Constructs
- Decisions: The Selection Structure
- Compound Conditions and Logical Operators
- Loops: The Repetition Structure
- A Brief Look at VBScript and PowerShell
- Soft Skills: Changing Perspective When Troubleshooting
- Lesson Summary

- Activities

Chapter 16: Advanced Windows

- Advanced Windows Overview
- Preinstallation of Windows
- Installation/Upgrade of Windows
- Corporate Windows Deployment
- Verifying the Installation
- Troubleshooting a Windows Installation
- System Restore
- Reloading Windows
- Windows Updates
- Backing Up the Windows Registry and Data
- Configuring Windows Overview
- Configuring Windows
- Adding Devices
- Installing/Removing Software
- Computer Management Console

- System Tools
- User Account Management
- Managing Storage
- Managing Services and Applications
- Data Sources (ODBC)
- Print Management Console
- Overview of the Windows Boot Process
- Windows Recovery Environment (WinRE)
- Startup Settings Menu
- System Configuration Utility
- Task Manager
- Monitoring System Performance
- Speeding Up the Windows Boot Process
- Troubleshooting the Windows Boot Process
- Black Screen/Video Issues
- Troubleshooting a Service That Does Not Start
- Slow Boot

- Troubleshooting Windows Network Settings
- Windows Reboots/System Instability
- Shutdown Problems
- Summary of Troubleshooting Steps
- Power Options
- Supporting Windows Computers Remotely
- Preventive Maintenance for Your Operating System
- Cloud-Based Productivity Tools
- Soft Skills: Avoiding Burnout
- Lesson Summary
- Activities

Chapter 17: macOS and Linux Operating Systems

- Introduction to macOS
- Navigating the User Interface
- Basic System Usage, Applications, Updates, and Backups
- Management and Troubleshooting Tools
- Utilities

- Introduction to Linux
- OS Components and Common Configuration Files
- Navigating the User Interface
- Basic System Usage, Updates, and Backups
- Command-Line Interface
- macOS and Linux Best Practices
- Soft Skills: Be Humble
- Lesson Summary
- Activities

Chapter 18: Computer and Network Security

- Security Overview
- Security Policy
- Physical Security
- Logical Security
- Considering the End User
- Licensing
- Security Threats and Vulnerabilities

- Protecting Access to Local and Network Resources
- Permissions
- Folder Options
- Protecting the Operating System and Data
- Internet Security
- Remote Access to Network Devices
- Internet Appliances
- Wireless Network Security Overview
- Security Incident Response
- A Final Word About Security
- Soft Skills: Building Customer Trust
- Lesson Summary
- Activities

Chapter 19: Operational Procedures

- Operational Procedures Overview
- Proper Power Handling and Adverse Power Conditions
- IT Documentation

- Change Management
- Soft Skills: Skills TO SUCCEED
- Lesson Summary
- Activities

Chapter 20: Appendix A: Subnetting Basics

Videos and How To

uCertify course includes videos to help understand concepts. It also includes How Tos that help learners in accomplishing certain tasks.

107

VIDEOS

04:21

HOURS

11. Practice Test

Here's what you get

90

PRE-ASSESSMENTS QUESTIONS

3

FULL LENGTH TESTS

Features

Each question comes with detailed remediation explaining not only why an answer option is correct but also why it is incorrect.

Unlimited Practice

Each test can be taken unlimited number of times until the learner feels they are prepared. Learner can review the test and read detailed remediation. Detailed test history is also available.

Each test set comes with learn, test and review modes. In learn mode, learners will attempt a question and will get immediate feedback and complete remediation as they move on to the next question. In test mode, learners can take a timed test simulating the actual exam conditions. In review mode, learners can read through one item at a time without attempting it.

12. Live Labs

The benefits of live-labs are:

- Exam based practical tasks
- Real equipment, absolutely no simulations
- Access to the latest industry technologies
- Available anytime, anywhere on any device
- Break and Reset functionality
- No hardware costs

Lab Tasks

Connectivity

- Connecting a Desktop
- Connecting a Wireless Mouse and Keyboard

On the Motherboard

- Connecting Internal Components of a Desktop
- Troubleshooting the Slow Performance Issue

Introduction to Configuration

- Enabling and Disabling a Device Driver

Disassembly and Power

- Replacing SMPS
- Protecting the Computer Using a UPS

Memory

- Replacing the RAM in a Laptop
- Configuring Virtual Memory
- Formatting and Cleaning a Disk
- Creating a Volume with Disk Management
- Performing Disk Cleanup
- Troubleshooting Memory Issue of a Desktop
- Installing an SD Card
- Inserting and Ejecting a USB Drive

Storage Devices

- Connecting an External Hard Disk

- Replacing the Internal HDD
- Converting a Basic Disk to a Dynamic Disk
- Creating and Managing Dynamic Disks
- Creating RAID Arrays
- Creating a Storage Pool
- Creating a VHD

Video and Multimedia Devices

- Adjusting Display Settings
- Installing the Sound Card
- Connecting an External Speaker and Headphones

Printers and Multifunction Devices

- Setting up a Wireless Inkjet Printer
- Installing a Printer
- Sharing a Printer

Mobile Devices

- Installing App and Configuring Permission Settings
- Connecting an iPhone to Wi-Fi
- Setting a Data-Usage Limit
- Connecting a Laptop to a Personal Mobile Hotspot
- Connecting an iPhone to a Laptop via Bluetooth
- Configuring Email and Synchronization on Mobile Devices
- Connecting a Docking Station
- Replacing a Laptop Battery
- Replacing the SSD in a Laptop
- Setting a Secure Passcode on iPhone
- Configuring iPad Access Control and Authentication
- Setting Up Mobile Device Encryption and Backup on an iPad
- Jailbreaking an iPhone Exploring Customization and Risks
- Updating iPhone iOS and Security Patches
- Performing a Factory Reset on an Android Phone

Computer Design and Troubleshooting Review

- Joining a Workstation to an AD Domain

Internet Connectivity, Virtualization, and Cloud Technologies

- Connecting to an Ethernet Network
- Connecting to a Cable Modem
- Connecting to a DSL Network
- Creating a VM in Azure
- Securing the Browser
- Setting Up Azure Storage and Uploading a File
- Creating and Deploying a Web App
- Creating an Azure IoT Hub

Networking

- Configuring an IPv6 Address
- Configuring an IPv4 Address
- Creating a VLAN
- Configuring the SSID
- Changing the Password for the Router
- Configuring a Router Manually
- Creating a Home Wireless Network
- Configuring a Router
- Configuring a DHCP Server
- Configuring a DNS Server
- Exploring APIPA and Loopback Addresses
- Implementing a SOHO Network
- Configuring NAT
- Casting an Android Device to a Television
- Troubleshooting IP Addressing Issues
- Configuring an SSH Server
- Capturing Packets Using Wireshark
- Configuring NIC Teaming
- Configuring Advanced Network Adapter Settings

- Mapping a Network Drive
- Setting Up and Using Network File Sharing

Introduction to Operating Systems

- Using BitLocker to Encrypt a Drive
- Encrypting a File Using EFS
- Compressing and Extracting Files Using 7-Zip
- Configuring Display Language, Region, and Keyboard Layout
- Personalizing Windows
- Exploring Windows Registry

Introduction to Scripting

- Diagnosing Network Issues Using Command-Line Utilities
- Creating a Volume with Diskpart
- Using the ipconfig and ifconfig Commands
- Using System Commands
- Creating and Executing a Shell Script
- Creating and Executing a Python Script
- Creating and Executing a PowerShell Script

Advanced Windows

- Creating a Swap Partition
- Enabling the Shadow Copies Feature
- Configuring Windows Update
- Creating a Restore Point
- Configuring and Using File History
- Creating and Scheduling a Backup in Windows
- Observing Control Panel Options from Different Views
- Installing an Application Based on System Requirements in Windows
- Installing and Uninstalling an Application in Windows
- Adding an MMC Snap-in
- Using Task Scheduler
- Managing Users and Groups in Windows
- Viewing Logs in Windows Event Viewer

- Setting Up a User Account
- Configuring and Managing User Permissions in Windows
- Configuring UAC Settings
- Converting a FAT32 Partition to NTFS
- Mounting a Drive to a Folder
- Disabling a Service
- Using Task Manager for Performance Analysis
- Using Performance Monitor
- Monitoring System Performance Using Resource Monitor
- Creating a Power Plan
- Using Microsoft Office 365 Tools

macOS and Linux Operating Systems

- Configuring an IP Address in Linux
- Managing Files and Directories
- Manipulating Files Using Command-Line Utilities
- Creating Backups in Linux
- Implementing Malware Protection on Linux
- Encrypting and Decrypting a File Using OpenSSL
- Creating an Extended and Logical Partition
- Searching for Files and Text in Linux
- Archiving and Compressing Files in Linux
- Managing Linux Passwords
- Viewing Network Details Using Linux Commands
- Managing Linux Processes
- Using the SET Tool
- Performing Symmetric and Asymmetric Encryption
- Implementing PGP for Secure Email and File Encryption
- Managing Linux File Permissions and Editing Text Files

Computer and Network Security

- Implementing Physical Security
- Examining Kerberos Settings
- Configuring Port Security on an Access Port
- Implementing MFA on Mobile Devices

- Defending Against IP Spoofing
- Simulating a DDoS Attack
- Simulating a DoS Attack
- Creating an OU
- Configuring Group Policy Management
- Configuring Folder Redirection in Windows
- Configuring NTFS Permissions
- Sharing a Folder with a Specific User and Group
- Managing File Attributes and Permissions
- Configuring Firewall Rules and Monitoring Network Logs Using pfSense
- Configuring Windows Defender Firewall
- Detecting Threats Using Windows Defender
- Configuring a Windows Firewall
- Configuring Proxy Settings
- Using the Remote Desktop Service
- Adding a VPN Network
- Completing the Chain of Custody Form

Operational Procedures

- Reporting an Issue
- Enforcing Password Settings
- Creating a Bus Topology

Here's what you get

150

LIVE LABS

110

VIDEO TUTORIALS

02:52

HOURS

You can't stay away! Get
in touch with our team to