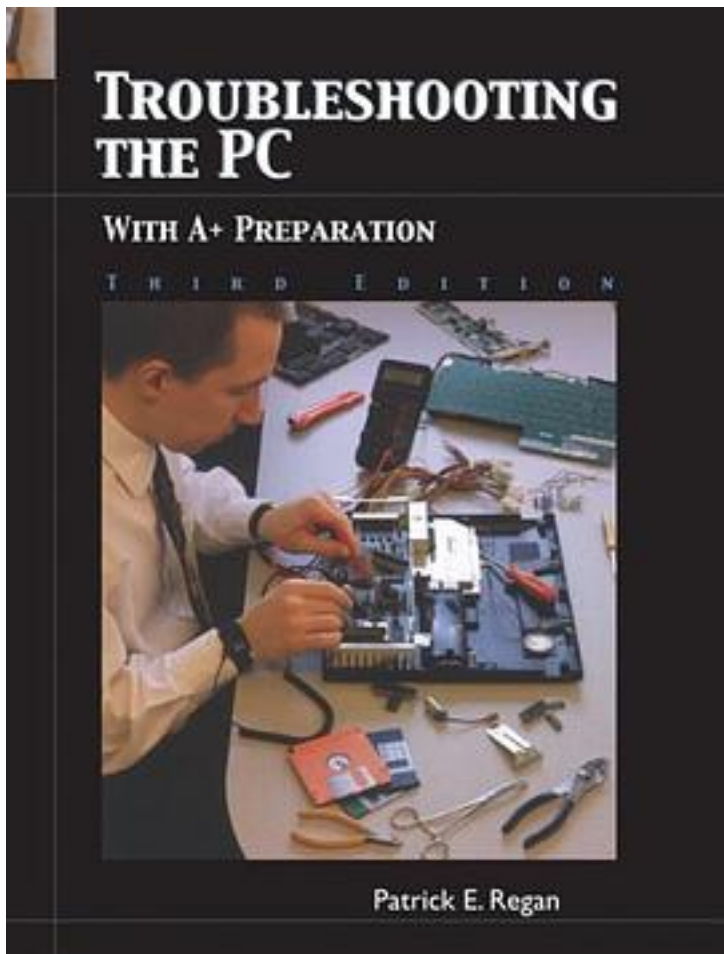


# Troubleshooting the PC with A+ Preparation



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This easy-to-understand book provides readers with the complete knowledge to learn how to install, configure, manage, maintain and successfully troubleshoot a PC running Windows 9X, Windows 2000, Windows XP and Linux. It is also prepares the

students to pass the COMPTIA's A+ (2004) exam and Microsoft's Certified Desktop Support Technician (MCDST). It is assumed that users of this text are familiar with and how to use the computer, have a general understanding of Windows, and have basic word-processing and spreadsheet skills. The text starts with a discussion of the basic hardware components (processor, motherboard, RAM, and drives), followed by add-on peripherals, and ends with a discussion of the various operating systems. Key Features: \*Real-world examples motivate interest. \*Built-in, hands-on exercises provide accessible, easy-to-grasp presentation. \*End-of-section questions check understanding and prepare for the COMPTIA's A+ and Microsoft MCDST exams. \*Many websites for additional information. \*Appendixes include POST codes, operating system error messages and Windows Stop errors. The book also lists and describes the common BIOS settings and Apple Macintosh beep codes. What is New: \*Updated to include the newest technology including AMD Athlon 64 and Opteron processors, BTX form factor, PCI Express, mini-PCI cards, USB 2.0, serial IDE and SCSI devices, extensible firmware interface, and spyware and wireless networks. \*Information on Windows 2000 and XP have been greatly enhanced. \*Detailed information on troubleshooting and disassembling and reassembling notebook computers. \*More information on installing, configuring, maintaining and troubleshooting Windows applications including Microsoft Office, Microsoft Outlook Express, Microsoft Outlook, and Internet browsers. \*Detailed information on installing, configuring, maintaining and troubleshooting Linux. \*Introduces Apple Macintosh computers. \*Prepares readers to take and pass the COMPTIA's A+ (2004) and the Microsoft's MCDST exams.

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