KCMS 0159

Prerequisites

KCMS 0149 or Instructor Approval

Required material

You will be using a training course titled TestOut, which combines interactive online labs, instructional videos, and practice exams to complement your classroom instruction. You can purchase your material in the follow ways:

1. Students purchase their activation codes from your bookstore for the products they need in class.

2. Direct Purchase from TestOut/com http://www.testout.com/

Note: Do not purchase your product directly from TestOut until your instructor has supplied you with a promotion code.

In addition to the TestOut material, students are required to bring paper, pencil, highlighter, USB flash drive (1GB or larger) and earphones or headset to view videos.

Course Description

A+ (A Plus) is an entry-level computer certification for PC computer service technicians. The exam is designed to certify the competency of entry-level PC computer service professionals in installing, maintaining, customizing, and operating personal computers and prepare the student for the Comptia A+ Certification Exams.

This is the third of four courses for A+ certification. The KCMS-0159 course covers chapters 7 through 9 of the Testout material.

Course Competencies for these chapters are:

- Learn the different types Printers, Configuration, and Installation

- Learn Network Printing, Management, Maintenance, and Troubleshooting

- Learn Notebook computers, and Components, Power Management, and Troubleshooting

- Mobile Devices, Networking, Security, and Troubleshooting

- Windows systems Tools, Preferences and Settings, and Performance Monitoring

- Learn about Users and Groups, Remote Services

- Windows and Linux Application and Digital Content Management

- Updates, System Backups, Protection, Recovery, and Virtual Memory

- Operating System Troubleshooting and Windows Boot Errors

CompTIA A+ certification

Gaining CompTIA™ A+ certification assures employers and computer owners that a PC repair technician has the requisite knowledge to build, upgrade, optimize, troubleshoot, and repair personal computer (PC) systems. This program will prepare you to take your A+ exams, but the exams or exam vouchers are not

offered as a part of this program. It will be your responsibility to set up exam dates and pay for exam fees independent of this online program. For more information on this certification please visit the CompTIA site at www.comtia.org.

Class Directions

Overview & Purpose

You must read this directions and apply them as you progress on the content.
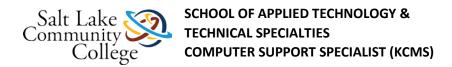
Program and Course Standards

1. You must be in the classroom at least once a week to take exams or complete hands on labs(if needed) or to fulfill the minimum in person contact requirement to discuss your progress.

2. If you go for two weeks without coming to the classroom or having at least another type of contact with your instructors, in which your progress and current standing in the course/ program is discussed, you will be terminated from the program.

3. Always start your work from Canvas. After logging into your course, go to modules and click on the assignment links to access TestOut from there. This will ensure the score/completion date for such assignment is recorded into Canvas.

4. After completing an assignment in Testout, make sure to go back to Canvas to start the next activity.

5. Check your Canvas gradebook frequently. If you notice grades missing, DON'T PANIC, you don't need to redo your work for those either. Just repeat steps 3 and 4 above, making sure to get into the assignment in test out and then clicking on the right pointing arrow on that window, close TestOut, then go back to Canvas, refresh your grades page and your grade most likely will be updated there. If it does not work that way, give it some time and check again later.

General Stuff

1. You are enrolled in the Competency Based Education Model (CBE).

2. This model allows you to cover the materials provided at a faster pace compared to a traditional lecture type class. If you come to a lesson in TestOut and because of your previous experience or knowledge, you realize you know it's content, and could demonstrate how to do what is being explained, you could skip it. We still recommend you cover the lesson just to make sure.

3. We track your progress by the scores TestOut sends back to Canvas, if you decide to skip a lesson, we will have no way to tell you did it, therefore, your progress will show below standard.

4. People normally do not know what they don't know, so we recommend you go over all the lessons and complete them, instead of skipping content, that way you will be covered and we will have a way to track your progress accurately.

5. The CBE model affords you the option to complete your courses faster ($$$ savings!!) provided you demonstrate your knowledge.

Verification

1. When you start this and any of the following courses, plan to be in the classrooms for at least a couple of days for you to get used on how things work.

2. Classrooms are available in the following schedules:

   o Instruction: Mon-Thu 8am-9pm SHARP.

- o Open study, labs, exams: as above and Fridays 8am-2pm SHARP.

3. After completing a module exam, make sure you submit a picture of the "**passing**" score using the blue submit button on the top right of the exam page in Canvas.

4. In the Modules component in Canvas, you will find some activities with a number enclosed in < > marks, at the very end of the activity name. You will see this normally at the end of the final exam link for the module. These numbers are the number of hours accounted by the time you complete such activity in that unit. Use them as a way to assess how many hours you have completed or should complete in the week, so you keep your standing of at least 24 hours/week of completion. These assignments with the brackets are the ones used to track your progress, MAKE SURE, they have a score after you complete them.

5. Exams are to be taken in the classroom.

6. No exam or lab will be started in the last hour of the day.

7. Exams are CLOSED BOOKS, no notes, reference material, or any other type of electronic or digital material is allowed while testing.

8. All exam scores with a passing grade (Normally 70% or higher), need to be submitted in Canvas. To do that, before you close the exam page, take a snip of the exam results page like the sample below.

9. Save it to a file and then go to the Canvas exam page and Submit it for grading. The grade WILL NOT appear in Canvas right away, in fact, it may take a while for it to appear, because a person needs to go and check it, and post the grade for you. This is not an automatic process.

TestOut

1. TestOut, is the content delivery system we use for these courses. Always check with your instructor before you purchase your TestOut license, this way you could get a discount in the price you pay for it.

2. To start TestOut, go to Canvas>Modules>

3. The first item on the list normally states (Launch TestOut), click on it.

4. On the top of the screen you will see this: The Home button is where you go when you need to take exams. Ask your instructor before you want to take a test. Use the Menu button to check the course content and use the green check marks to tell what has been done and where you need to restart work on the next day. All activities listed are recommended, we suggest you complete them all, again, if you feel you know the content, we recommend you watch the video and or complete the labs associated, just to make sure.

Grades/Progress

1. Grades and progress are two different things. Grades come from the scores in the unit exams and determine your passing status for the course. Progress in the other hand, is the rate at which you complete the course material. The only way to tell a student's rate of progress is by you making sure Canvas shows grades for the activities marked with these symbols <>. Use these tools to make sure you stay in the required 24 hours work/week requirement.

7.1.1 - Printer Types (Launch TestOut)

7.6.6-Final Exam: Section 7 0159 <12>

Chapter Exam

Ask your instructor to schedule you for the TestOut Exam for this section. If this is your second attempt for this section, **be sure to mention it to your instructor.**

No books, notes, web sites, electronic devices or any support material is allowed during the test.

Exams will contain questions from the Fact Sheets, Simulations and Quiz questions from the section you just completed. Make sure that you are comfortable with them to ensure success.

Multiple-choice questions with ROUND selections have ONE choice.

Multiple-choice questions with SQUARE boxes indicate the possibility/probability of multiple answers.

Students must score 70% to pass. Scoring less than 65% means you will be required to review the material and wait at least until the next day to test.

Submit your score if it is 70% or better.

Just after completing the assignment in TestOut, upload a snip like the sample below, and enter your score in the text box tab.

8.1.1 - Notebook Computers (Launch TestOut)

8.3.6.A Assignment Hands On the Laptop - 20 minutes

Objective: Configure power options on the laptop.

Equipment: A windows 7 laptop. A flash/thumb drive.

Instructions: Using the information obtained in Video(s) 8.3.2, do the following and submit to me. Copy and paste both questions and answers with your submission.

1. Is there a battery notification icon in the notification area on this laptop?

2. If yes, run your mouse over the icon and record the battery level.

3. Does it show the power plan? If yes, record it.

4. Double click the icon and record the power plan from the popup window.

5. Go to power options in Control Panel.

6. Which plan would you use if you want to conserve your battery for the longest time?

7. Create a power plan and call it by your name (Bud's power plan).

8. Snip it. Save image to your flash/thumb drive.

9. Select the power saver plan. Change the settings from the defaults.

10. Snip it. Save image to your flash/thumb drive.

11. Find your way to advanced settings and change the power buttons and lid to sleep.

12. Snip it. Save image to your flash/thumb drive.

13. Return all settings to default.

14. Delete your power plan.

15. Save the snips to a Word document. Convert to a PDF.

16. Submit to me.

8.9-Final Exam: Section 8 0159 <25>

Chapter Exam

Ask your instructor to schedule you for the TestOut Exam for this section. If this is your second attempt for this section, **be sure to mention it to your instructor.**

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Exams will contain questions from the Fact Sheets, Simulations and Quiz questions from the section you just completed. Make sure that you are comfortable with them to ensure success.

Multiple-choice questions with ROUND selections have ONE choice.

Multiple-choice questions with SQUARE boxes indicate the possibility/probability of multiple answers.

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Just after completing the assignment in TestOut, upload a snip like the sample below, and enter your score in the text box tab.

9.1.1 - Using Task Manager (Launch TestOut)

9.5.9.A Assignment Remote Desktop 9.5.1/9.5.2

Objective: Setup Remote Desktop.

Equipment: Flash drive, (2) Windows 7 computers, patch cables, internet access, rights described in the video.

Instructions: Using the information obtained in Video 9.5.1, and 9.5.2, complete the following steps and submit to me. All of the steps MUST be included in your submission.

1. Copy the following steps into a Word document.

2. Watch the 9.5.1 and 9.5.2 video and then setup Remote Desktop for a local system (as opposed to a Domain) using Ipconfig, Computer, Configuring the Firewall, and Remote Desktop as demonstrated in the above videos.

   o Make sure you select LAN for performance.

   o Make sure the Reconnect in the connection box is checked.

   o Make sure you allow the exception as explained in the video.

   o Set the Display Configuration to 640 x 480 so I can see the upcoming snip you will perform.

   o Confirm that your local resource setting are where you need them to be for functionality on the remote computer.

3. Configure the local drives to include your flash drive, and the local drive. Snip this, showing me that you did this. Save the Snip to submit with this document.

4. Snip the Remote Desktop Connection screen after you have entered the Logon Setting Screen.

5. Save the Snip to your Flash Drive.

6. On the Remote Computer, do a snip of any warnings or prompts that require permission.

7. Copy the snips for this assignment in order into a word document.

8. Add a paragraph about your experience on this lab. Was it simple or difficult? Did you struggle? Can you see its usefulness in our personal life?

9. Save the entire document as a PDF and submit to me.

9.8.1 - Software Licensing 0159 <38>

9.13.4 - Configure Virtual Memory 0159 <50>

9.13.5.A Paging File 9.3.1-9.3.3

Objective: View information on the paging file

Equipment: A computer with Windows XP or 7.

Instructions: Using the information obtained in Video 9.9.1 and 9.9.2, complete the following steps and submit to me.

1. Copy and Paste the following steps into word.

2. Review TestOut 9.3.1 and 9.3.3

3. What is disk thrashing?

4. What are some symptoms of a computer that is disk thrashing?

5. How do you resolve disk thrashing?

6. Follow the steps in the video, and snip the virtual memory screen that shows the "Total paging file size for all drives".

7. Copy to Word.

8. Is Windows managing the paging file size?

9. What is the minimum allowed?

10. What is the recommended?

11. What is currently allocated?

12. How much ram is installed on your system? Is the recommended amount 1.5 times that amount?

13. How large is the second hard drive on this machine?

14. Add an additional paging file to this drive using the settings from the video 9.9.2.

15. Snip our settings and save to your word document.

16. Convert to a PDF.

17. Submit the following questions and snips to me.

18. Revert the settings back to the default, removing the paging file from the second hard drive.

Course Survey

Please take the course and instructor evaluation survey.

This evaluation is anonymous and the data will be used to help improve classroom instruction.

https://slccir.az1.qualtrics.com/jfe/form/SV_bf68cLwM1MWqFEN (Links to an external site.)Links to an external site..

9.15.15-Final Exam: Section 9 0159 <60>

Chapter Exam

Ask your instructor to schedule you for the TestOut Exam for this section. If this is your second attempt for this section, **be sure to mention it to your instructor.**

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