

CompTIA[®]  + 

Module 1

Supporting Operating Systems



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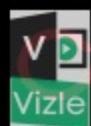
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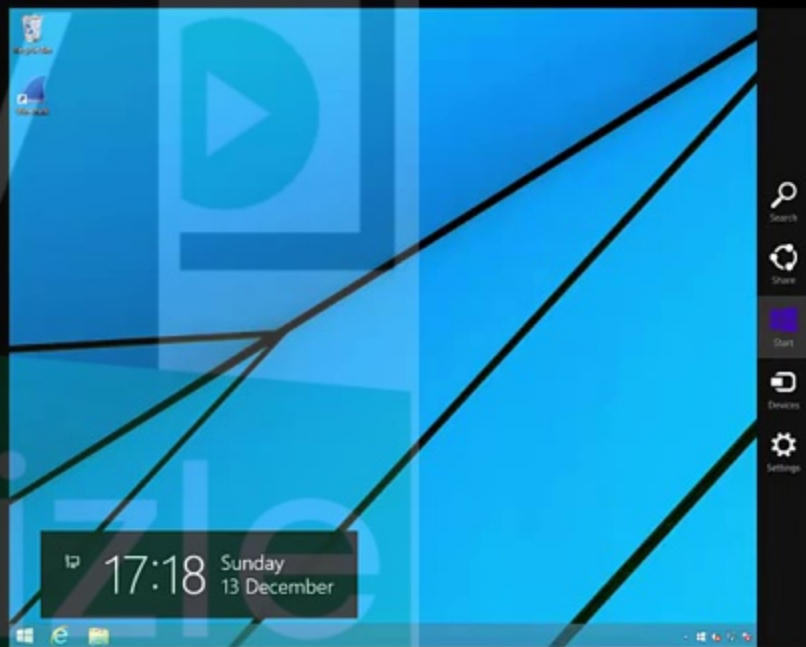


Windows 10 Mobile

- Consistent user interface and code base for all devices
- Ships on Windows 10 Mobile Smart-phones and Surface tables

Windows 8/8.1

- First version to support touch-screens





32-bit and 64-bit Windows

- All versions and editions are available as 32-bit and 64-bit software
- 64-bit Windows can usually run 32-bit apps
- 32-bit Windows can't run 64-bit apps
- 64-bit Windows requires 64-bit device drivers signed by Microsoft.
 - If no 64-bit driver is available, the hardware can't be used on a 64-bit Windows installation.

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The CompTIA A+ Troubleshooting Model:

- **1.) Identify the problem**
 - Question the user, and identify changes to the computer
 - Perform backups before implementing any changes
 - Ask about environmental or infrastructure changes
 - Review system and app logs
- **2.) Establish a Theory of probable cause.**
 - Question the obvious

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Windows Settings and Control Panel:

Control Panel: Management interface for configuring Windows settings

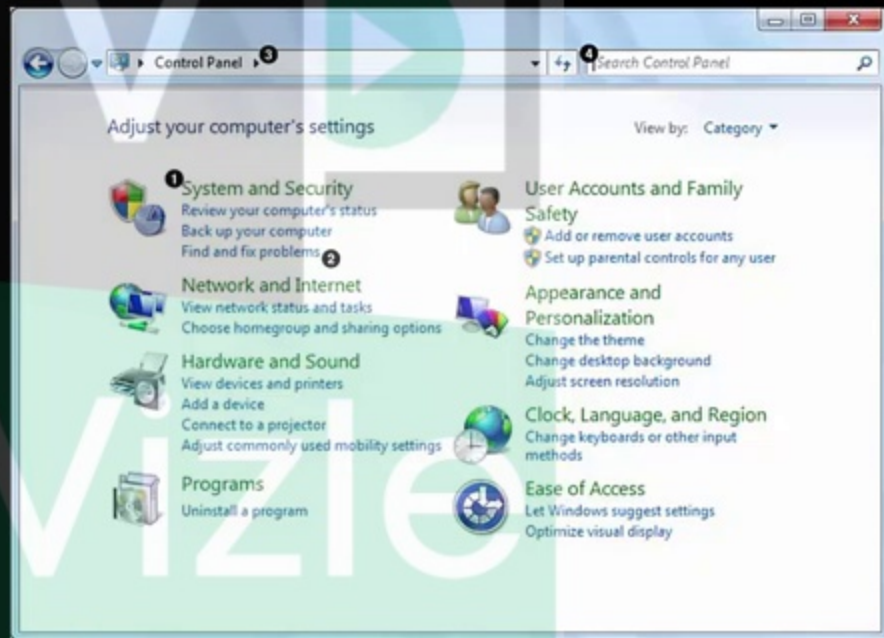
Windows 7 Control Panel:

1: Task Groups

2: Configuration applets

3: Navigation breadcrumb

4: Search box





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