



## A+® Certification Program

### A+ Operating Systems Technologies Score Report 220-302

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**REGISTRATION NUMBER:** KD3DUS50B8  
**EXAM:** A+ Operating Systems Technologies

**DATE:** August 10, 2004  
**SITE NUMBER:** IT001

**PASSING SCORE:** 505  
**CANDIDATE SCORE:** 539  
**PASS/FAIL:** Pass

The A+ Operating Systems Technologies exam has a scaled score between 100 and 900.

You missed one or more questions in the following objective areas:

- Identify the major desktop components and interfaces, and their functions. Differentiate the characteristics of Windows 9x/Me, Windows NT 4.0 Workstation, Windows 2000 Professional, and Windows XP.
- Identify the names, locations, purposes, and contents of major system files.
- Demonstrate the ability to use command-line functions and utilities to manage the operating system, including the proper syntax and switches.
- Identify basic concepts and procedures for creating, viewing, and managing disks, directories and files. This includes procedures for changing file attributes and the ramifications of those changes (for example, security issues).
- Identify the major operating system utilities, their purpose, location, and available switches.
- Identify the procedures for installing Windows 9x/Me, Windows NT 4.0 Workstation, Windows 2000 Professional, and Windows XP, and bringing the operating system to a basic operational level.
- Identify steps to perform an operating system upgrade from Windows 9.x/ME, Windows NT 4.0 Workstation, Windows 2000 Professional, and Windows XP. Given an upgrade scenario, choose the appropriate next steps.
- Identify the basic system boot sequences and boot methods, including the steps to create an emergency boot disk with utilities installed for Windows 9x/Me, Windows NT 4.0 Workstation, Windows 2000 Professional, and Windows XP.
- Identify procedures for installing/adding a device, including loading, adding, and configuring device drivers, and required software.
- Recognize and interpret the meaning of common error codes and startup messages from the boot sequence, and identify steps to correct the problems.
- Recognize when to use common diagnostic utilities and tools. Given a diagnostic scenario involving one of these utilities or tools, select the appropriate steps needed to resolve the problem.
- Recognize common operational and usability problems and determine how to resolve them.

*This exam was delivered at an Authorized Prometric Testing Center. For answers to your questions about CompTIA A+ Certification testing, visit [www.prometric.com](http://www.prometric.com).*

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