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List of Acronyms.

About the Author Jean Andrews has more than thirty years of experience in the computer industry, including more than thirteen years in the college classroom. She has worked in a variety of businesses and corporations designing, writing, and supporting application software; managing a PC repair help desk; and troubleshooting wide area networks. She has written numerous books on software, hardware, and the Internet, including the bestselling A+ Guide to Managing and Maintaining Your PC, 6th Edition, and A+ Guide to Hardware: Managing, Maintaining and Troubleshooting, Fourth Edition. She lives in Atlanta, Georgia.

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