1001-02: CompTIA A+ Certification, Part 13 of 13: Troubleshooting

page 1

Meet the expert: Chuck Nailen has been providing classroom training for more than 16 years. He does training for in department-supported CompTIA curriculums, Microsoft curriculums, and Department of State (DoS) proprietary platforms in support of SAIT and DoS programs. He holds many certifications including National Career Readiness Certificate-Gold Level, MCSA, MCT, MCITP, MCTS, and others.

Prerequisites: This course assumes the user has little to experience with computer hardware or software.

Runtime: 01:39:32

Course description: This course for the CompTIA A+ 1001-1002 exam will wrap up the series with learning about troubleshooting. We'll see how to troubleshoot with a user about what the problems they are seeing on their computer. For each area of computer hardware, we will talk about some of the issues you might run into as a technician, and how they can be fixed. Be careful, however, you just might find yourself becoming the "Go to" guy in your circle of friends and family when they have computer problems. Next we'll talk about general system wide troubleshooting tips. This includes Individual operating systems all the way to wired and wireless networks. Having these skills as a technician can make it easier for you to reduce downtime both on an individual system, and well as the entire network.

Course outline:

Troubleshooting Theory
- Introduction
- Troubleshooting Theory
- Troubleshooting Models
- Troubleshooting Template Forms
- Summary

Video and Storage
- Introduction
- Common Video & Display Issues
- Drive & Array Troubleshooting
- Common Hard Drive Symptoms
- Common RAID Array Issues
- SATA Troubleshooting Tips
- PATA Troubleshooting Tips
- SCSI Troubleshooting Tips
- Summary

System Components
- Introduction
- Common System Troubleshooting
- Common CPU Issues
- Common Cooling System Issues
- Common Motherboard Issues
- Repair vs. Replace
- Common RAM Issues
- External Power Source Problems
- Common Power Supply Problems
- Power Supply Troubleshooting
- Summary

Laptops and Printers
- Introduction
- Maintenance and Handling Tech.
- Operating Environment Best Practices
- General Laptop Issues
- Common Laptop Keypad Issues
- Wireless Connectivity Issues
- Laptop Disassembly Practices
- Common Printer Troubleshooting
- Printer Software Tools
- Common Printer Symptoms
- Summary

Troubleshoot Operating Systems
- Introduction
- Operating System Troubleshooting Tools
- BSOD
- System Lockup Errors
- Input/Output Device Issues
- Application Errors
- Boot Issues
- Common Operating System Symptoms
- Error and Warning Messages in Event Viewer
- Registry Error Messages
- Summary

Troubleshoot Networks & Security
- Introduction
- Common Network Issues
- Network Troubleshooting Utilities
- Network Troubleshooting Tools
- Common Security Issues
- Malware Removal Process
- Malware Removal Best Practices
- Security Troubleshooting Tools
- Summary