

220-1101-02: CompTIA A+ Certification: Part 8 of 9: More Troubleshooting

page 1

Meet the expert: Patrick Loner has certifications for MCSA, MCSE, MCITP, A+, Network+, Security+, and more. He has been working as a Microsoft Certified Trainer, network administrator, and network consultant for over ten years. He has over a decade of experience working with and teaching about Windows networks with client and server operating systems. He has guided many students toward Microsoft and CompTIA certifications. Most recently, he has worked as a freelance trainer and network consultant specializing in Windows Server 2008 and Microsoft Exchange 2007 and Exchange 2010 implementations, design, and upgrades. Patrick continues to branch out now working with and training on Windows Server 2012, Windows 8, Exchange 2013, and System Center Configuration Manager 2012.

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

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Course description: In this course for the CompTIA A+ 1101-1102 exam, we will cover how to troubleshoot Operating Systems, Mobile Devices and Security Issues.

Course outline:

Troubleshooting Operating Systems

- Introduction
- Troubleshooting Operating Systems
- Common Symptoms
- Common Solutions
- Demo: OS Troubleshooting Tools
- Summary

Troubleshooting Mobile Devices

- Introduction
- Troubleshooting Mobile Devices
- Common Symptoms
- Common Security Issues
- Troubleshooting Tools
- Summary

Troubleshooting Security Issues

- Introduction
- Troubleshooting Security Issues
- Common Symptoms
- Best Practices for Malware Removal
- Summary