

# 220-1101-02: CompTIA A+ Certification: Part 4 of 9: Troubleshooting and Virtualization

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**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 many troubleshooting situations as well as an overview of virtualization and cloud concepts.

## Course outline:

### Troubleshooting Models

- Introduction
- Troubleshooting Models
- Stages and Descriptions
- Summary

### Troubleshooting Physical Issues

- Introduction
- Troubleshooting Hardware Issues
- Troubleshooting Power Issues
- Troubleshooting Motherboard Issues
- Troubleshooting CPU Issues
- Troubleshooting Memory Issues
- Troubleshooting Drive Issues
- Drive Tools
- Display Issues
- Display Tools
- Summary

### Troubleshooting Networking Issues

- Introduction
- Troubleshooting Network Issues
- Common Network Symptoms
- Network Troubleshooting Tools
- Demo: Network Troubleshooting Tools
- Summary

### Troubleshooting Mobile Devices and Printers

- Introduction
- Mobile Device Common Symptoms
- Troubleshooting Printer Issues
- Additional Printer Issues
- Summary

### Understanding Virtualization

- Introduction

- Understanding Virtualization
- Virtualization Benefits
- Hypervisors
- Demo: Virtualization
- Virtualization Components
- Virtual Machines
- Client-side Virtualization
- Demo: Create Virtual Machine
- Summary

### Basic Cloud Concepts

- Introduction
- What is Cloud Computing
- Physical Infrastructure Limitations
- Cloud Advantages
- Cloud Models
- Cloud Services Models
- Demo: Cloud Services Models
- Summary