

## COMPTIA A+ CORE 2 (220-1002) EXAM CHAPTER 16: TROUBLESHOOTING OPERATING SYSTEMS

### OBJECTIVE MAPPING\*

#### EPISODE 1: WINDOWS RECOVERY ENVIRONMENT

##### CORE 2 EXAM OBJECTIVES

##### DOMAIN 1.0 - OPERATING SYSTEMS

##### **1.5 Given a scenario, use Microsoft operating system features and tools**

- System utilities
  - System Restore

##### DOMAIN 2.0 - SECURITY

##### **2.4 Given a scenario, detect, remove, and prevent malware using appropriate tools and methods**

- Tools and methods
  - Recovery console

##### DOMAIN 3.0 - SOFTWARE TROUBLESHOOTING

##### **3.1 Given a scenario, troubleshoot Microsoft Windows OS problems**

#### EPISODE 2: ADVANCED WINDOWS STARTUP OPTIONS

##### CORE 2 EXAM OBJECTIVES

##### DOMAIN 3.0 - SOFTWARE TROUBLESHOOTING

##### **3.1 Given a scenario, troubleshoot Microsoft Windows OS problems**

- Common solutions
  - Safe boot

#### EPISODE 3: TROUBLESHOOTING BOOT PROBLEMS

##### CORE 2 EXAM OBJECTIVES

##### DOMAIN 1.0 - HARDWARE

##### **1.3 Summarize general OS installation considerations and upgrade methods**

- Types of installations
  - Repair installation
- Driver installation, software, and Windows updates

##### **1.5 Given a scenario, use Microsoft operating system features and tools**

- Administrative

- Device Manager
- Event Viewer

### **1.6 Given a scenario, use Microsoft Windows Control Panel utilities**

- Device Manager

## **EPISODE 4: TROUBLESHOOTING AT THE GUI**

### CORE 2 EXAM OBJECTIVES

#### DOMAIN 1.0 - HARDWARE

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### **1.4 Given a scenario, use appropriate Microsoft command line tools**

- chkdsk

### **1.5 Given a scenario, use Microsoft operating system features and tools**

- Administrative
  - Event Viewer

#### DOMAIN 3.0 - SOFTWARE TROUBLESHOOTING

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### **3.1 Given a scenario, troubleshoot Microsoft Windows OS problems**

- Common solutions
  - Reboot

## **EPISODE 5: TROUBLESHOOTING AT THE GUI - AUTORUN**

### CORE 2 EXAM OBJECTIVES

#### DOMAIN 3.0 - SOFTWARE TROUBLESHOOTING

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### **3.1 Given a scenario, troubleshoot Microsoft Windows OS problems**

## **EPISODE 6: TROUBLESHOOTING APPLICATIONS**

### CORE 2 EXAM OBJECTIVES

#### DOMAIN 3.0 - SOFTWARE TROUBLESHOOTING

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### **3.1 Given a scenario, troubleshoot Microsoft Windows OS problems**

- Common symptoms
  - Slow performance
  - Failure to boot
  - Application crashes
  - Services fail to start
- Common solutions
  - Defragment the hard drive
  - Kill tasks
  - Restart services
  - Reimage/reload OS
  - Roll back updates
  - Repair application
  - Safe boot

## **EPISODE 7: KERNEL PANIC**

### CORE 2 EXAM OBJECTIVES

#### DOMAIN 3.0 - SOFTWARE TROUBLESHOOTING

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### 3.1 Given a scenario, troubleshoot Microsoft Windows OS problems

- Common symptoms
  - Blue screens
- Common solutions
  - Apply updates
  - Safe boot

\*This document can be used to determine what CompTIA A+ exam objectives are in each episode, as well as map where those objectives are in the official “CompTIA A+ 220-1101 Exam Objectives (2.0)” PDF resource that accompanies this course.

\*\*Why am I seeing different Core exams than what I’m studying? In some cases, you may be watching a video series that focuses on the Core 1 exam, however some of the episodes contain Core 2 exam objectives, or vice versa. There are 2 reasons for this: 1) The other Core exam topic is covered to give you a better, fuller understanding of the surrounding topics, and 2) Some episodes contain information from both Core exams because the topics coincide with each other and are more easily taught in 1 episode than breaking them out into separate episodes.