

1.4 Module Quiz

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Time Spent: 37:36

Score: 100%

Passing Score: 80%



Question 1 **Correct**

You are troubleshooting a network printer that is not responding to print jobs.

After identifying the problem and testing your theory, you determine that the issue is caused by an outdated firmware version on the printer.

Before implementing a plan of action to update the firmware, what should you analyze to ensure the solution is appropriate?

- Check if other users are experiencing similar issues and wait for them to report the problem before taking action.
- Confirm whether the firmware update is compatible with the printer model and network environment.  **Correct**
- Immediately proceed with the firmware update without checking for compatibility.
- Analyze whether the printer can be replaced with a newer model instead of updating the firmware.

Explanation

Analyzing compatibility is a critical step before implementing a firmware update. Ensuring that the update is suitable for the printer model and network environment prevents potential issues, such as bricking the device or introducing new problems. This aligns with the troubleshooting methodology, which emphasizes careful planning and adherence to vendor instructions.

Skipping the compatibility analysis can lead to serious issues, such as rendering the printer inoperable. Implementing a plan of action requires careful consideration of all potential risks and ensuring the solution is appropriate.

Replacing the printer is not a necessary step at this stage. The issue has already been identified as an outdated firmware problem, and updating the firmware is a more cost-effective and efficient solution.

Waiting for other users to report the issue delays the resolution unnecessarily. The problem has already been identified, and the focus should be on implementing the solution after analyzing its appropriateness.

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Question 2 **Correct**

What is the primary purpose of escalating an issue during the troubleshooting process?

- To involve senior staff or external resources when the problem cannot be resolved at the current level. **Correct**
- To document the problem for future reference without attempting to resolve it.
- To skip basic troubleshooting steps and focus on advanced diagnostics.
- To immediately replace faulty hardware without further testing.

Explanation

The purpose of escalation is to seek assistance from senior staff, subject matter experts, or external resources when the problem cannot be resolved after thorough troubleshooting. Escalation ensures that the issue is addressed efficiently without wasting time or resources.

Replacing hardware without proper testing is not part of the escalation process. Escalation involves seeking additional expertise or resources, not making assumptions about the cause of the problem.

Escalation occurs after basic and intermediate troubleshooting steps have been completed. Skipping steps is not aligned with the systematic approach outlined in the troubleshooting methodology.

While documentation is important, the purpose of escalation is to resolve the issue, not just to record it. Documentation supports the escalation process by providing a clear record of what has been attempted so far.

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Question 3 **Correct**

While you are answering help desk calls, a field customer calls and complains that he cannot print to a workgroup laser printer.

Which of the following should be the first question you ask?

- Have you checked the cables?
- Have you ever successfully printed to that printer? ✓ **Correct**
- Have you rebooted the printer?
- Have you rebooted and chosen safe mode?

Explanation

According to the troubleshooting methodology, the first step is to identify the problem by gathering information from the user. Asking whether the user has ever successfully printed to the printer helps determine whether the issue is new or recurring. This question provides critical context about whether the problem is related to the user's setup, permissions, or a recent change, and it helps narrow down the scope of the investigation.

While checking the cables is an important step in diagnosing printer issues, it is not the first question to ask. According to the troubleshooting methodology, the process begins with gathering information from the user to understand the context of the problem. Asking about the cables assumes a specific cause without first identifying the history or scope of the issue. This step would come later, after gathering initial information.

Rebooting the printer is a potential troubleshooting step, but it is not the first question to ask. Before taking action, the methodology emphasizes understanding the problem by asking questions to gather relevant details. Rebooting the printer may not be necessary if the issue is related to user access, configuration, or network connectivity, which can only be determined after asking initial diagnostic questions.

This question is not relevant to the specific issue of printing to a workgroup laser printer. Safe mode is typically used for troubleshooting operating system issues, not printer connectivity or functionality. Asking this question would not align with the methodology's focus on gathering relevant and targeted information about the specific problem at hand.

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Question 4

Correct

A user reports that her system is running slowly when saving files. You determine that you'll need to upgrade her hard disk. You identify the components that are required and schedule the repair for later that afternoon.

Which of the following steps have you forgotten in your troubleshooting process?

- Implement the solution.
- Verify system functionality.
- Create an action plan.

Perform a backup. ✓ Correct

Explanation

You need to perform a backup before making changes. The backup could be used to restore current settings or data in the event of additional issues resulting from the troubleshooting process.

Implementing the solution should only be done after performing the backup.

Verifying and documenting the solution occurs after the problem has been resolved.

You've already established a probable cause and created an action plan.

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Question 5 **Correct**

A user reports that her monitor has stopped working. While troubleshooting the issue, you discover a bad video card in the system. You replace the card and connect the monitor cable to the card.

Which of the following actions should you perform NEXT in your troubleshooting strategy?

- Document the solution.
- Test the solution. ✓ Correct
- Implement preventative measures.
- Explain what you did to fix the problem.

Explanation

According to the troubleshooting methodology, after implementing a fix (in this case, replacing the video card and reconnecting the monitor), the next step is to test the solution. Testing ensures that the replacement video card resolves the issue and that the monitor is now working as expected. This step is critical to verify the success of the fix and to confirm that no additional issues are present.

While explaining what you did to fix the problem is a good practice for user communication, it is not part of the core troubleshooting methodology and is not the next step after replacing the video card. Before explaining the fix to the user, you need to ensure that the solution works by testing it. This ensures that the issue is fully resolved before discussing the resolution with the user.

Documenting the solution is an important step in the troubleshooting process, but it occurs after verifying that the solution has resolved the issue. According to the methodology, documentation should include the findings, actions taken, and the outcome. However, it is premature to document the solution before testing it to confirm that the monitor is functioning properly with the new video card.

Implementing preventative measures is a step that occurs after the solution has been tested and verified. Preventative measures are designed to ensure that the issue does not recur in the future. However, before taking this step, you need to confirm that the immediate problem has been resolved by testing the solution.

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