1.4 Module Quiz

Date: 11/10/2025, 2:41:24 PM

Time Spent: 27:36

Score: 20%

Passing Score: 80%

Question 1 ✓ Correct

What is the primary purpose of verifying and documenting in the troubleshooting methodology?

- To identify the root cause of the problem.
- To escalate the issue to senior staff for further investigation.
- To gather information from the user about the problem.
- To ensure the solution works and record the process for future reference. ✓ Correct

Explanation

Verifying ensures that the implemented solution resolves the issue completely and that the system is functioning as expected. Documenting the findings, actions, and outcomes is essential for creating a reference for future troubleshooting and improving organizational knowledge.

Identifying the root cause is part of the earlier steps in the troubleshooting methodology, such as establishing and testing a theory. Verifying and documenting occur after the solution has been implemented.

Escalation is a step taken when the problem cannot be resolved at the current level. Verifying and documenting occur after the problem has been resolved, not during escalation.

Gathering information from the user is part of the initial step, "Identify the Problem," and not part of the verifying and documenting phase.

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Question 2 ✕ Incorrect

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. ✕ Incorrect
- ○ 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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resources\questions\q_establish_a_new_theory_or_escalate_04.question.xml

Question 3 ✕ Incorrect

You are troubleshooting a workstation that is experiencing frequent crashes. After identifying the problem and testing your theory, you determine that the issue is caused by outdated graphics card drivers.

What should you do next to implement a plan of action to resolve the problem?

- ○ Replace the graphics card with a new one without consulting any documentation.
- ◉ Escalate the issue to senior technical staff for further investigation. ✕ Incorrect
- ○ Perform a full system backup before making any changes to the workstation.
- ○ Download and install the latest graphics card drivers from the manufacturer's website. ✓ Correct

Explanation

Implementing a plan of action involves resolving the identified issue. In this case, updating the graphics card drivers is the appropriate action to address the problem. Referring to the manufacturer's website ensures that the correct and most up-to-date drivers are used, aligning with the troubleshooting methodology.

Escalation is only necessary if the problem cannot be resolved after following the troubleshooting steps. Since the issue has already been identified and a solution is clear, escalation is not required in this scenario.

Replacing the hardware without first attempting to resolve the issue through software updates (such as updating drivers) is premature and may result in unnecessary costs. Additionally, skipping vendor documentation goes against best practices.

While performing a backup is a good practice during the initial stages of troubleshooting, it is not the next step in implementing a plan of action in this scenario. The problem has already been identified, and the focus should now be on resolving it by updating the drivers.

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Question 4 ✕ Incorrect

As an IT technician for your company, you are in the process of setting up several servers in your network. During the process, one of the servers was misconfigured and is having trouble synchronizing information with the other servers.

Which of the following is the BEST next step?

- ◉ Identify what has changed. ✕ Incorrect
- ○ Gather information. ✓ Correct
- ○ Create a hypothesis.
- ○ Implement the fix.

Explanation

According to the troubleshooting methodology, the first step in resolving any issue is to gather information to identify the problem. In this scenario, the server is misconfigured and having trouble synchronizing information, but the exact nature of the misconfiguration and its impact is not yet clear. Gathering information involves asking questions, reviewing logs, and understanding the symptoms of the issue. This step is critical to ensure that you have

Question 5 ✕ Incorrect

A hardware technician is following CompTIA's troubleshooting model for diagnosing a monitor with a squiggly screen.

The technician suspects the monitor screen is squiggly because it is located directly under a fluorescent light.

What is the next step the technician should take?

- ○ Identify the problem.
- ◉ Verify full system functionality. ✕ Incorrect
- ○ Establish a plan of action.
- ○ Test the theory. ✓ Correct

Explanation

The technician has established a theory of probable cause, so the next step in CompTIA's troubleshooting methodology is to test the theory to determine the cause.

The first step in CompTIA's troubleshooting methodology is to identify the problem by gathering information from the user and inquiring about environmental or infrastructure changes.

The second step of CompTIA's troubleshooting methodology is to establish a theory of probable cause and, if necessary, conduct external or internal research based on symptoms.

To verify full-system functionality and, if applicable, implement preventive measures is the fifth step of CompTIA's troubleshooting methodology.

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