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A technician is troubleshooting an all-in-one laser printer that prints a vertical line when making copies and scans. When users print or receive faxes, the output from the printer is correct. Which of the following should the technician examine to determine the cause of the issue?

- A. The pickup rollers
- B. The corona wire
- C. The document feeder
- D. The drum assembly

Suggested Answer: D

Community vote distribution

D (67%)

C (33%)

🗨️ **Elle** 1 day, 12 hours ago

Selected Answer: C

vertical line on scans/copies is often caused by dirt or debris on the scanner glass or in the document feeder—specifically on the narrow strip of glass that scans documents fed through the ADF (automatic document feeder). A faulty drum would show issues on all output (print, fax, copy), not just scans/copies.

upvoted 1 times

🗨️ **CyberKH** 3 weeks ago

Selected Answer: C

The correct answer should be a document feeder, not a drum assembly!

upvoted 1 times

🗨️ **nunyabisnas** 4 weeks, 1 day ago

Selected Answer: D

there is no correct answer here. if the drum assembly were the issue, it would affect ALL prints. however, the item states on prints involving the scanning process (copies/scans) present the issues. therefore, the issue is likely related to the scanning bed (platen) or the scanning element. unfortunately, those aren't available as choices.

upvoted 1 times

🗨️ **BurningIce6699** 1 month ago

Selected Answer: D

Generally whenever you see any form of "lines" on papers it's usually the drum that is the issue. What happens here is, the drum cleans itself automatically after each page it prints and eventually as time goes by, it stops doing it properly. Nothing is meant to last forever. In this situation we normally replace the drum assembly which is often an expensive procedure to do.

Anyway, on a side note folks. If you want more practice questions, you can check out my Youtube channel BurningIceTech where you will not only find custom made practice questions which test you on the objectives but you'll also be able to watch the full course for free

upvoted 3 times



Which of the following is an advantage of using a hybrid cloud instead of a public cloud?

- A. Ability to reduce management overhead
- B. Ability to use cross-platform virtualization
- C. Ability to meet data residency requirements
- D. Ability to leverage IaaS and PaaS

Suggested Answer: C

Community vote distribution

C (100%)

  **Elle** 1 day, 12 hours ago

Selected Answer: C

Hybrid cloud allows organizations to keep sensitive data on-premises or in a private cloud (to comply with data residency laws) while still leveraging the scalability and flexibility of the public cloud for less sensitive workloads.

upvoted 1 times

  **prasad90** 4 weeks ago

Selected Answer: C

C is correct.

upvoted 1 times

A technician is troubleshooting a desktop PC that is plugged into a UPS. The PC loses the system date/time after every power outage. Which of the following should the technician do to resolve the issue? (Choose two.)

- A. Run a BIOS update.
- B. Swap out the RAM.
- C. Disable NTP in the OS.
- D. Repair the backup power source.
- E. Replace the CMOS battery.
- F. Install a surge protector.

Suggested Answer: *DE*

Currently there are no comments in this discussion, be the first to comment!

A network administrator must ensure that a printer will still be assigned a specific IP address even if all addresses are depleted. Which of the following network configuration concepts is this describing?

- A. VLAN
- B. Lease
- C. Reservation
- D. Exclusion

Suggested Answer: C

Community vote distribution

C (100%)

 **BurningIce6699** 1 month ago

Selected Answer: C

Answer here is C which is to reserve an IP address

This is something you do on a DHCP server which basically makes it dish out the same IP address to the same device over and over again. When you set it up, it normally asks you the MAC address of the device which you want that same IP to be dished out to.

Generally this is something we only do on actual DHCP servers and not the DHCP which is built into most routers. Most routers lack this functionality upvoted 2 times

A user is having issues when charging a device with a Lightning cable. The cable is not recognized when it is plugged into the device. This issue is usually resolved by flipping the cable over. This issue does not occur with other devices of the same type. Which of the following would most likely cause the issue?

- A. The device needs to be restarted.
- B. The battery may be swelling and needs inspection.
- C. The cable is failing and needs to be replaced.
- D. The charging port is dirty or damaged

Suggested Answer: C

Community vote distribution

D (100%)

🗳️ 👤 **Elle** 1 day, 11 hours ago

Selected Answer: D

The cable works with other devices if the Dave type so the port needs to be inspected and cleaned.

upvoted 1 times

🗳️ 👤 **PazInverencial** 1 week, 5 days ago

Selected Answer: D

right answer is D

upvoted 1 times

🗳️ 👤 **Hackerpea** 1 month ago

Selected Answer: D

If the cable were faulty, the issue would appear on all devices, not just one.

upvoted 1 times

🗳️ 👤 **FoxCaster** 1 month, 1 week ago

Selected Answer: D

"The cable is not recognized when it is plugged into the device."

"This issue does not occur with other devices of the same type."

The question prompts us with two nouns, separately:

- Device
- Cable

The sentences, I typed above, signifies that the device, that is using the cable, is defective.

(It does not recognize the cable when plugged in).

Furthermore, the last sentence muddies the idea that the issue resides solely with the cable and gives the impression that other "devices" would work fine using it.

upvoted 1 times

🗳️ 👤 **prasad90** 4 weeks ago

so what would be the correct answer?

upvoted 1 times

Which of the following servers is used to collect data and information about events from a network-connected host?

- A. DNS
- B. Mail
- C. Print
- D. Syslog

Suggested Answer: *D*

None

A technician observes slow startup times on a laptop. Which of the following is most likely causing the issue?

- A. HDD
- B. RAM
- C. NIC
- D. BIOS

Suggested Answer: A

Community vote distribution



None

A customer reports their tablet was recently dropped on the ground. The tablet has a small crack in one corner of the display, and it does not charge when plugged in. Which of the following should a technician do first?

- A. Perform a hard restart.
- B. Replace the battery.
- C. Inspect the USB-C port for damage.
- D. Run diagnostics on the digitizer.

Suggested Answer: *C*

Currently there are no comments in this discussion, be the first to comment!

A technician needs to select PC components with a minimal number of visible internal cables. Which of the following should the technician use?

- A. SATA drive connections
- B. Liquid cooling
- C. Modular power supply
- D. Wireless NIC

Suggested Answer: *C*

Currently there are no comments in this discussion, be the first to comment!

A user is traveling internationally. They can make and receive phone calls but cannot send or receive email. Which of the following would most likely resolve this issue?

- A. Disabling the GPS
- B. Enabling data roaming
- C. Configuring 4G usage only
- D. Connecting using a hotspot

Suggested Answer: *B*

Currently there are no comments in this discussion, be the first to comment!

Which of the following should be used when installing network cabling above a drop ceiling that is part of the shared air space?

- A. Shielded twisted
- B. Plenum-rated
- C. Optical
- D. Coaxial

Suggested Answer: *B*

None

While using a computer, a user reports that the system fan begins running loudly and the display starts to distort. Which of the following is occurring?

- A. Overheating
- B. Sluggish performance
- C. Overclocking CPU
- D. Crashing applications

Suggested Answer: A

Currently there are no comments in this discussion, be the first to comment!

Which of the following is a common feature of managed switches?

- A. Remote device power delivery
- B. Port VLAN assignment
- C. Content filtering
- D. Load balancing

Suggested Answer: *B*

Currently there are no comments in this discussion, be the first to comment!

Which of the following is a characteristic of Type 2 hypervisors?

- A. Bare-metal installation
- B. Need for an underlying OS
- C. Local management only
- D. Specific hardware requirements

Suggested Answer: *B*

Currently there are no comments in this discussion, be the first to comment!

Which of the following port numbers is used for a file transfer?

- A. 21
- B. 53
- C. 68
- D. 389

Suggested Answer: A

Currently there are no comments in this discussion, be the first to comment!

A user wants to print files from an overseas office using a shared network folder. The user's laptop has no public-facing internet connectivity. Which of the following can be used to print from the shared network folder?

- A. ADF
- B. USB
- C. PCL
- D. SMB

Suggested Answer: *D*

Currently there are no comments in this discussion, be the first to comment!

A user tries to connect a monitor to a laptop to have an additional screen for work, but both screens show the same content. Which of the following should the user do to resolve the issue?

- A. Use the Add New Hardware assistant to add the monitor and set up the required settings.
- B. Purchase a docking station to connect both the laptop and the monitor.
- C. Configure the Windows tiling feature to display multiple windows.
- D. Go to the Display settings and configure the external monitor as extended.

Suggested Answer: *D*

Currently there are no comments in this discussion, be the first to comment!

Which of the following best represents the purpose of NFC?

- A. Wired connections between several devices
- B. Short-distance wireless connections between two devices
- C. Wireless connections between multiple devices at once
- D. Direct connection of two computers for file sharing

Suggested Answer: *B*

Currently there are no comments in this discussion, be the first to comment!

A group of friends is gathering in a room to play video games. One of the friends has a game server. Which of the following network types should the group use so they can all connect to the same server and the internet?

- A. SAN
- B. MAN
- C. LAN
- D. PAN

Suggested Answer: *C*

Currently there are no comments in this discussion, be the first to comment!

Which of the following can a user utilize to share their mobile phone connection with their laptop?

- A. IR
- B. NFC
- C. Wi-Fi Direct
- D. Tethering

Suggested Answer: *D*

Currently there are no comments in this discussion, be the first to comment!

A user reports that their desktop PC does not turn on. Which of the following components would most likely cause the issue?

- A. PSU
- B. GPU
- C. RAM
- D. CPU

Suggested Answer: A

Currently there are no comments in this discussion, be the first to comment!

The printer in a main office repeatedly jams. Which of the following tasks should a support technician do to solve the issue?

- A. Apply a maintenance kit.
- B. Replace toner or ink cartridges.
- C. Install a new ribbon.
- D. Change the printhead.

Suggested Answer: A

Currently there are no comments in this discussion, be the first to comment!

A technician is installing a new printer. After registering the printer, the technician receives an email from the manufacturer stating there is a security vulnerability that can be remediated. Which of the following steps should the technician take next?

- A. Disable wireless connectivity.
- B. Enable audit logging.
- C. Update the firmware.
- D. Disable the default gateway on the printer.

Suggested Answer: *C*

Currently there are no comments in this discussion, be the first to comment!

A technician has built a new computer. On the initial startup, the computer passes POST but will not turn on the operating system. Which of the following components has failed?

- A. Audio card
- B. CPU
- C. Power supply
- D. HDD

Suggested Answer: *D*

Currently there are no comments in this discussion, be the first to comment!

A user reports slow internet browsing. The technician finds high CPU and memory usage, and pop-ups occur every minute. Which of the following should the technician do next?

- A. Escalate to the network team to check end-to-end connectivity.
- B. Download and install the latest drivers.
- C. Update the anti-malware signatures and scan the system.
- D. Check the wireless settings and validate the DHCP configuration.

Suggested Answer: C

Currently there are no comments in this discussion, be the first to comment!

Which of the following is the best to use when testing a file for potential malware?

- A. Multitenancy
- B. Test development
- C. Cross-platform virtualization
- D. Sandbox

Suggested Answer: *D*

Currently there are no comments in this discussion, be the first to comment!

Which of the following resolutions is commonly known as Ultra HD?

- A. 1920x1080
- B. 2048x1080
- C. 3840x2160
- D. 7680x4320

Suggested Answer: *C*

Currently there are no comments in this discussion, be the first to comment!

A technician is troubleshooting stylus issues on identical company-provided tablets. Users can purchase their own accessories. Some users have no issues, but others report that their styluses charge intermittently and die frequently. Which of the following is the most likely cause of this issue?

- A. Certain cases are causing charging issues.
- B. The tablets need to be updated.
- C. Some of the tablets have manufacturing defects.
- D. The malfunctioning styluses need firmware updates.

Suggested Answer: A

Currently there are no comments in this discussion, be the first to comment!

A user prints a job from a laser printer. The user wipes the page, and the words and images come off of it. The technician replaces the toner cartridge, but the issue persists. Which of the following components should the technician replace next?

- A. Fuser
- B. Drum
- C. Developer roller
- D. Discharge lamp

Suggested Answer: A

None

Which of the following has the best penetration through physical objects, such as walls?

- A. 2.4GHz
- B. 5GHz
- C. 6GHz
- D. NFC

Suggested Answer: A

Currently there are no comments in this discussion, be the first to comment!

Which of the following is a Bluetooth network an example of?

- A. PAN
- B. LAN
- C. WAN
- D. SAN

Suggested Answer: A

Currently there are no comments in this discussion, be the first to comment!

Which of the following cloud models would multiple organizations in the same industry most likely use?

- A. Public
- B. Hybrid
- C. Community
- D. Private

Suggested Answer: *C*

Currently there are no comments in this discussion, be the first to comment!

Which of the following is an example of VDI?

- A. Streaming a GUI to thin clients from a server
- B. Provisioning a sandbox as a test environment
- C. Providing high-performance workstations with a local OS
- D. Launching a virtual machine server on a hypervisor

Suggested Answer: A

Currently there are no comments in this discussion, be the first to comment!

A company needs to develop a disaster recovery solution based on virtual machines. Which of the following service models is the most suitable?

- A. Infrastructure as a service
- B. Security as a service
- C. Platform as a service
- D. Software as a service

Suggested Answer: A

Currently there are no comments in this discussion, be the first to comment!

A technician is connecting a hands-free car system via Bluetooth. Which of the following is a security feature that should be used for this task?

- A. BitLocker
- B. Biometrics
- C. TPM
- D. PIN code

Suggested Answer: *D*

Currently there are no comments in this discussion, be the first to comment!

A technician is troubleshooting a laptop's connectivity via its USB-C port to a projector. The same laptop works well when it is connected to a USB-C docking station. The projector is configured as expected, and the USB-C cable was tested on a charging port. Which of the following could be the issue?

- A. The USB-C cable requires a power injector
- B. The USB-C cable is not compatible with Thunderbolt technology.
- C. The USB-C cable needs an adapter to work with the laptop.
- D. The USB-C cable does not support enough power.

Suggested Answer: *B*

None

A high-end workstation with a RAID 5 array is exhibiting slow data access speeds and occasional errors when retrieving files. The technician investigates further and notices one of the hard drives in the RAID array has an amber light. Which of the following steps should the technician take to troubleshoot and resolve the issues?

- A. Review network issues that might be causing slow speeds.
- B. Upgrade all RAID drives to higher capacity models to increase data access speeds.
- C. Replace the failing drive, and then allow the RAID controller to rebuild the array.
- D. Reformat all drives in the RAID array to clear any software issues that might be causing the errors.

Suggested Answer: C

Currently there are no comments in this discussion, be the first to comment!