



**REAL WORLD**  
TECHNOLOGY TRAINING & SOLUTIONS  
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# MD-100T04: Maintaining Windows® 10

**Duration: 1 Day**

**Method: Instructor-Led Training (ILT) | Live Online Training**

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**Certification:** Microsoft® 365 Certified: Modern Desktop Administrator Associate — **Exam 1 of 2:** MD-100 Windows 10

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## Course Description

In this course, participants will learn how to manage and troubleshoot Windows 10. Additionally, this course will deep-dive into the architecture and tools used for managing, monitoring, and troubleshooting the operating system, applications, and hardware. Participants will also learn about proactive and troubleshooting methodology, and how to identify and mitigate common issues.

## Target Audience

This course is intended for:

- IT Professionals who perform installation, configuration, general local management and maintenance of Windows 10 core services, and may also be familiar with enterprise scenarios and cloud-integrated services.

## Prerequisites

To attend this course, candidates must have:

Basic understanding of computer networks and hardware concepts.

Basic understanding of OS and Application concepts.

Experience with using the Windows OS.



## Exam Details

<b>Exam Code:</b>	• MD-101
<b>Length of Exam:</b>	• 2 Hours
<b>Number of Questions:</b>	• 40-60
<b>Passing Score:</b>	• 70%
<b>Question Format:</b>	• Multiple Choice and Multi-Response

## Course Objectives

Upon successful completion of this course, attendees will be able to:

- Use Windows troubleshooting and monitoring tools.
- Troubleshoot Windows installations.
- Troubleshoot application installation issues.
- Troubleshoot web browser settings.
- Troubleshoot Windows authentication.
- Troubleshoot hardware issues related to Windows machines.

## Course Topics

### Module 1: Supporting the Windows 10 Environment

- Troubleshooting Windows
- Troubleshooting Tools

### Module 2: Troubleshooting the Windows OS

- Troubleshooting Windows Start-Up
- Troubleshooting Operating System Service Issues
- Troubleshooting Sign-In Issues

### Module 3: Troubleshooting Files & Applications

- File Recovery in Windows 10
- Application Troubleshooting

### Module 4: Troubleshooting Hardware and Drivers

- Troubleshooting Device Driver Failures
- Overview of Hardware Troubleshooting
- Troubleshooting Physical Failures

### Module 5: Course Conclusion

- Exam (Graded Lab)