

## MD-100T00: Windows Client

### Overview

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In this course, students will learn how to support and configure Windows desktops in an organizational environment. Students will develop skills that include learning how to install, customize, and update Windows 10 and later operating systems. Students will learn how to manage storage, files, and devices as well as how to configure network connectivity for Windows 10. Students will also learn how to secure the Windows client OS and protect the data on the device. Finally, students will learn how to manage and troubleshoot Windows clients. This course may earn a Credly Badge.

### Prerequisite Comments

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Basic understanding of computer networks and hardware concepts.  
Basic understanding of OS and Application concepts.  
Experience with using the Windows OS.

### Target Audience

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Candidates for this exam are IT professionals who perform installation, configuration, general local management, and maintenance of Windows 10 and later core services. Candidates may also be familiar with enterprise scenarios and cloud-integrated services.

### Course Objectives

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After completing this course, learners should be able to:

- Install and customize Windows clients
- Configure Updates for Windows.
- Configure devices and drivers for Windows.
- Configure storage for Windows.
- Configure network and remote management settings in Windows.
- Configure and manage browsers and applications in Windows.
- Configure account access and authentication.
- Configure file and folder permissions.
- Describe methods for securing Windows client, common threats, and methods for mitigating against them.
- Troubleshoot Windows and application installations.
- Troubleshoot hardware and driver issues.
- Troubleshoot file issues and perform recoveries.

### Course Outline

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## 1 - Module 1: Installing Windows

Introducing Windows Client  
Windows Client Editions and Requirements  
Installation Methods  
Upgrading and Migrating Windows Clients  
Deployment Methods

## 2 - Module 2: Configuring Authorization & Authentication

Authentication  
Managing Users and Groups  
Configuring User Account Control  
Implementing Device Registration

## 3 - Module 3: Post-installation Configuration and Personalization

Configure and Customize the Windows Start Menu  
Common Configuration Options  
Advanced Configuration Methods  
Managing Drivers and Devices

## 4 - Module 4: Updating Windows

Windows Servicing Model  
Updating Windows

## 5 - Module 5: Configuring Networking

Configure IP Network Connectivity  
Implement Name Resolution  
Implement Wireless Network Connectivity  
Remote Access Overview  
Remote Management

## 6 - Module 6: Configuring Storage

Managing Storage  
Managing Disks and Volumes  
Managing Storage Spaces

## 7 - Module 7: Configuring Data Access and Usage

Overview of File Systems  
Configuring and Managing File Access  
Configuring and Managing Shared Folders  
Managing User Files

## 8 - Module 8: Managing Apps in Windows Client

Providing Apps to Users  
Managing Universal Windows Apps  
Managing the Microsoft Edge Browser

## 9 - Module 9: Configuring Threat Protection and Advanced Security

Malware and Threat Protection  
Microsoft Defender  
Connection Security Rules  
Advanced Protection Methods

## 10 - Module 10: Supporting the Windows Client Environment

Windows Architecture  
Support and Diagnostic Tools  
Monitoring and Troubleshooting Computer Performance

## 11 - Module 11: Troubleshooting Files & Applications

File Recovery in Windows  
Application Troubleshooting

## 12 - Module 12: Troubleshooting the OS

Troubleshooting Windows Startup  
Troubleshooting Operating System Service Issues

## 13 - Module 13: Troubleshooting Hardware and Drivers

Troubleshooting Device Driver Failures  
Overview of Hardware Troubleshooting  
Troubleshooting Physical Failures

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