

10135: Configure, Manage and Troubleshoot Microsoft Exchange Server 2010

Vendor Course Code: 10135

Course Length: 5 days

Overview:

This five day, instructor-led course will provide you with the knowledge and skills to configure and manage a Microsoft Exchange Server 2010 messaging environment. This course does not require previous Exchange Server experience, but does require that students have significant experience in managing Windows Server and Active Directory directory services or Active Directory Domain Services (AD DS). This course will teach you how to configure Exchange Server 2010, as well as provide guidelines, best practices, and considerations that will help you optimise your Exchange server deployment.

Skills Gained:

After the completion of the course, students will be able to:

- Install and deploy Exchange Server 2010.
- Configure Mailbox servers and mailbox server components.
- Manage recipient objects.
- Configure the Client Access server role.
- Manage message transport.
- Configure the secure flow of messages between the Exchange Server organisation and the Internet.
- Implement a high availability solution for Mailbox servers and other server roles.
- Plan and implement backup and restore for the server roles.
- Plan and configure messaging policy and compliance.
- Configure Exchange Server permissions and security for internal and external access.
- Monitor and maintain the messaging system.
- Transition an Exchange Server 2003 or Exchange Server 2007 organisation to Exchange Server 2010.
- Configure the Unified Messaging Server role and Unified Messaging components.
- Implement high availability across multiple sites and implement Federated Sharing.

Key Topics:

Course Outline

Module 1: Deploying Microsoft Exchange Server 2010

This module describes how to prepare for, and perform, an Exchange Server 2010 installation. It also provides details on the Exchange Server 2010 deployment

Lessons

Overview of Exchange Server 2010 Requirements
Installing Exchange Server 2010 Server Roles
Completing an Exchange Server 2010 Installation

Lab: Installing Exchange Server 2010
Evaluating Requirements for an Exchange Server Installation
Preparing for an Exchange Server 2010 Installation
Installing Exchange Server 2010

Lab: Verifying an Exchange Server 2010 Installation
Verifying an Exchange Server 2010 Installation

After completing this module, students will be able to:

- Describe Exchange Server 2010 requirements.
- Install the Exchange Server 2010 server roles.

Module 2: Configuring Mailbox Servers

This module describes the management tools that you can use to manage Exchange Server 2010. It also describes the Mailbox server role, some of the new Exchange Server 2010 features, the most common Mailbox server role post-installation tasks, and public folders.

Lessons

Overview of Exchange Server 2010 Administrative Tools
Configuring Mailbox Server Roles
Configuring Public Folders

Lab: Configuring Mailbox Servers
Configuring Mailbox Databases
Configuring Public Folders

After completing this module, students will be able to:

- Use the Exchange Management Console and the Exchange Management Shell.
- Configure Mailbox server roles and databases.
- Create and configure public folders.

Module 3: Managing Recipient Objects

This module describes how you can manage recipient objects, address policies, and address lists in Exchange Server 2010. It also describes procedures for performing bulk management tasks in Exchange Management Shell.

Lessons

Managing Mailboxes
Managing Other Recipients
Configuring E-Mail Address Policies
Configuring Address Lists
Performing Bulk Recipient Management Tasks

Lab: Managing Recipient Objects
Managing Recipients
Configuring E-mail Address Policies
Configuring Address Lists
Performing Bulk Recipient Management Tasks

After completing this module, students will be able to:

- Manage mailboxes in Exchange Server 2010.
- Manage other recipients in Exchange Server 2010.
- Configure e-mail address policies.
- Configure address lists.
- Perform bulk recipient management tasks.

Module 4: Managing Client Access

This module provides details on how to implement the Client Access server role in Exchange Server 2010.

Lessons

Configuring the Client Access Server Role
Configuring Client Access Services for Outlook Clients
Configuring Outlook Web Access
Configuring Mobile Messaging

Lab: Configuring Client Access Servers for Outlook Anywhere Access
Configuring Client Access Servers
Configuring Outlook Anywhere

Lab : Configuring Client Access Servers for Outlook Web Access and Exchange ActiveSync
Configuring Outlook Web Access
Configuring Exchange ActiveSync

After completing this module, students will be able to:

- Configure the Client Access server role.
- Configure Client Access services for Outlook Clients.
- Configure Outlook Web Access.

- Configure mobile messaging.

Module 5: Managing Message Transport

This module details how to manage message transport in Exchange Server 2010. It also describes how to deploy and configure the Hub Transport server.

Lessons

Overview of Message Transport

Configuring Message Transport

Lab: Managing Message Transport

Configuring Internet Message Transport

Troubleshooting Message Transport

Troubleshooting Internet Message Delivery

After completing this module, students will be able to:

- Describe Internet message transport in Exchange Server 2010.
- Deploy and configure the Hub Transport server.

Module 6: Implementing Messaging Security

This module describes how to plan for and deploy the Edge Transport server role and the security issues related to the deployment. It also describes how to configure secure SMTP messaging as well as Domain Security.

Lessons

Deploying Edge Transport Servers

Deploying an Antivirus Solution

Configuring an Anti-Spam Solution

Configuring Secure SMTP Messaging

Lab: Configuring Edge Transport Servers and Forefront Security

Configuring Edge Transport Servers

Configuring ForeFront Security for Exchange Servers

Lab: Implementing Anti-Spam Solutions

Configuring an Anti-Spam Solution on Edge Transport Servers

After completing this module, students will be able to:

- Deploy Edge Transport servers.
- Deploy an antivirus solution.
- Configure an anti-spam solution.
- Configure secure SMTP messaging.

Module 7: Implementing High Availability

This module describes the high-availability technology built into Exchange Server 2010 and some of the outside factors that affect highly available solutions.

Lessons

Overview of High Availability Options

Configuring Highly Available Mailbox Databases

Deploying Highly Available Non-Mailbox Servers

Lab: Implementing **High Availability**

Deploying a DAG

Deploying Highly Available Hub Transport and Client Access Servers

Testing the High Availability Configuration

After completing this module, students will be able to:

- Identify high-availability components.
- Understand Mailbox server high-availability configurations.
- Understand non-Mailbox server high-availability configurations.

Module 8: Implementing Backup and Recovery

These modules describe the backup and restore features built into Exchange Server 2010 and considerations for creating a suitable backup plan.

Lessons

Planning Backup and Recovery
Backing Up Exchange Server 2010
Restoring Exchange Server 2010

Lab: Implementing Backup and Recovery
Backing Up Exchange Server 2010
Restoring Exchange Server Data
Restoring Exchange Servers (optional)

After completing this module, students will be able to:

- Plan backup and recovery.
- Backup Exchange Server 2010.
- Restore Exchange Server 2010.

Module 9: Configuring Messaging Policy and Compliance

This module describes how to configure the Exchange Server 2010 messaging policy and compliance features.

Lessons

Introducing Messaging Policy and Compliance
Configuring Transport Rules
Configuring Journaling and Discovery
Configuring Messaging Records Management
Configuring Mailbox Archiving

Lab: Configuring Transport Rules and Journal Rules and Discovery
Configuring Transport Rules
Configuring Journal Rules and Discovery

Lab: Configuring Messaging Records Management and Mailbox Archiving
Configuring Messaging Records Management
Configuring Mailbox Archiving

After completing this module, students will be able to:

- Describe messaging policy and compliance.
- Configure transport rules.
- Configure journaling and discovery.
- Configure Messaging Records Management.
- Configure mailbox archiving.

Module 10: Securing Microsoft Exchange Server 2010

This module describes how to configure administrative permissions with Role-Based Access Control and how to secure the Exchange Server configuration.

Lessons

Configuring Role Based Access Control (RBAC)
Configuring Security for Server Roles in Exchange Server 2010
Configuring Secure Internet Access

Lab: Securing Exchange Server 2010
Configuring Exchange Server Permissions
Configuring a Reverse Proxy for Exchange Server Access

After completing this module, students will be able to:

- Configure RBAC permissions
- Configure security for Exchange Server 2010 server roles.
- Configure secure Internet access.

Module 11: Maintaining Microsoft Exchange Server 2010

This module describes how to monitor and maintain Exchange Server 2010. It also describes how to

troubleshoot Exchange Server when problems arise.

Lessons

Monitoring Exchange Server 2010
Maintaining Exchange Server 2010
Troubleshooting Exchange Server 2010

Lab: Maintaining Exchange Server 2010
Monitoring Exchange Server 2010
Troubleshooting Database Availability
Troubleshooting Client Access Servers

After completing this module, students will be able to:

- Identify key Exchange Server performance metrics.
- Describe how change management applies to an Exchange Server messaging environment.
- Describe basic Exchange Server troubleshooting techniques.

Module 12: Transitioning from Exchange Server 2003 or Exchange Server 2007 to Exchange Server 2010

This module describes how to transition an existing Exchange Server 2003 or Exchange Server 2007 organisation to an Exchange Server 2010 organisation. It also describes the various considerations for implementing coexistence between the two messaging systems after an Exchange Server 2010 deployment.

Lessons

Transitioning to Exchange Server 2010 Overview
Transitioning from Exchange Server 2003 to Exchange Server 2010
Transitioning from Exchange Server 2007 to Exchange Server 2010

After completing this module, students will be able to:

- Describe the various options, scenarios, and strategies for transitioning to Exchange Server 2010.
- Describe how to transition from Exchange Server 2003 to Exchange Server 2010.
- Describe how to transition from Exchange Server 2007 to Exchange Server 2010.

Module 13: Implementing Unified Messaging

This appendix describes how Unified Messaging integrates Exchange Server with telephony networks. It also describes how to configure Unified Messaging.

Lessons

Overview of Telephony
Introducing Unified Messaging
Configuring Unified Messaging

Lab: Implementing Unified Messaging
Installing and Configuring Unified Messaging Components

After completing this module, students will be able to:

- Describe telephony systems.
- Describe Unified Messaging features and integration with Exchange Server 2010.
- Configure Unified Messaging.

Module 14: Advanced Topics in Exchange Server 2010

This appendix provides an overview of how to implement a highly available Exchange Server 2010 deployment across multiple data centres. It also describes how to deploy Federated Sharing.

Lessons

Deploying Highly Available Solutions for Multiple Sites
Implementing Federated Sharing

After completing this module, students will be able to:

- Describe how to implement a highly available Exchange 2010 deployment across multiple sites.

- Describe how to deploy Federated Sharing.

Additional Reading

To help you prepare for this class, review the following resources:

- Microsoft Exchange Server 2010 Online Help documentation
- Microsoft Exchange Server 2010 Administrator's Pocket Consultant by William R. Stanek.

Target Audience:

This course is intended for people aspiring to be enterprise-level messaging administrators. Others who may take this course include IT generalists and help desk professionals who want to learn about Exchange Server 2010. People coming into the course are expected to have at least 3 years experience working in the IT field—typically in the areas of network administration, help desk, or system administration. They are not expected to have experience with previous versions of Exchange Server.

Prerequisites:

- Fundamental knowledge of network technologies including Domain Name System (DNS) and firewall technologies.
- Experience with the Windows Server 2003 and Microsoft Windows Server 2008 operating systems.
- Experience with Active Directory directory services in Windows Server 2003 or Active Directory Domain Services (AD DS) Windows Server 2008.
- Experience managing backup and restore on Windows Servers.
- Experience using Windows management and monitoring tools such as Microsoft Management Console, Active Directory Users and Computers, Performance Monitor, Event Viewer, and Internet Information Services (IIS) Administrator.
- Experience using Windows networking and troubleshooting tools such as Network Monitor, Telnet and NSLookup.
- Fundamental knowledge of certificates and Public Key Infrastructure (PKI).
- Basic experience with Windows Mobile.