

Course 10135B: Configuring, Managing and Troubleshooting Microsoft® Exchange Server 2010 Service Pack 2

Five Days, Instructor-Led

About this course

This course will provide you with the knowledge and skills to configure and manage a Microsoft® Exchange Server 2010 messaging environment. This course will teach you how to configure Exchange Server 2010, as well as provide guidelines, best practices, and considerations that will help you optimize your Exchange server deployment.

Audience profile

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 Exchange Server versions.

At course completion

After completing this 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 organization 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 organization to Exchange Server 2010.
- Configure Exchange Server 2010 integration with Exchange Online.
- Configure the Unified Messaging Server role and Unified Messaging components.

Pre-requisites

Before attending this course, students must have:

- Experience managing Windows Server® 2003 or Window Server 2008 operating systems.
- Experience with Active Directory® Domain Services (AD DS).
- Fundamental knowledge of network technologies including Domain Name System (DNS) and firewall technologies.
- 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).

Course Outline

Module 1: Deploying Microsoft Exchange Server 2010

This module describes how to prepare for, and perform, an installation of Exchange Server 2010. This module 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.
- Complete an Exchange Server 2010 installation.

Module 2: Configuring Mailbox Servers

This module describes the Exchange Management Console and Exchange Management Shell management tools. This module also describes the Mailbox server role, some of the new Exchange Server 2010 features, and the most common Mailbox server role post-installation tasks. The module concludes with a discussion about public-folder configuration and usage.

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:

- Describe the Exchange Server 2010 administrative tools.
- Configure mailbox server roles.
- 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, and the procedures for performing bulk management tasks in Exchange Management Shell.

Lessons

- Managing Mailboxes
- Managing Other Recipients
- Configuring Email Address Policies
- Configuring Address Lists and Address Book Policies
- Performing Bulk Recipient Management Tasks

Lab : Managing Exchange Recipients

- Managing Recipients
- Configuring Email Address Policies
- Configuring Address Lists and Address Book Policies
- 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 email address policies.
- Configure address lists and address book policies.
- Perform bulk recipient management tasks.

Module 4: Managing Client Access

This module describes 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 App
- 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 App and Exchange ActiveSync

- Configuring Outlook Web App
- 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 App.
- Configure mobile messaging.

Module 5: Managing Message Transport

This module describes how to manage message transport in Exchange Server 2010, which includes topics such as components of message transport, how Exchange Server 2010 routes messages, and how you can troubleshoot message-transport issues. Additionally, this module provides details on deploying the Exchange Server 2010 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 message transport in Exchange Server 2010.
- Configure message transport.

Module 6: Implementing Messaging Security

This module describes how to plan for and deploy an Exchange Server 2010 Edge Transport server role, and the security issues related to the deployment. Additionally, it describes how to configure secure Simple Mail Transfer Protocol (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 Protection 2010 for Exchange Server

- Configuring Edge Transport Servers
- Configuring Forefront Protection 2010 for Exchange Server

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. This module provides details about how to deploy highly available mailbox databases as well as other Exchange Server 2010 server roles.

Lessons

- Overview of High Availability Options
- Configuring Highly Available Mailbox Databases
- Deploying Highly Available Non-Mailbox Servers
- Deploying High Availability with Site Resilience

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:

- Describe high availability options.
- Configure highly available mailbox databases.
- Deploy highly available non-Mailbox servers.

Module 8: Implementing Backup and Recovery

This module describes the Exchange Server 2010 backup and restore features, and what you should consider when creating a 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 Multi-Mailbox Search
- Configuring Personal Archives
- Configuring Messaging Records Management

Lab : Configuring Transport Rules, Journal Rules, and Multi-Mailbox Search

- Configuring Transport Rules
- Configuring Journal Rules and Multi-Mailbox Search

Lab : Configuring Personal Archives and Retention Policies

- Configuring Personal Archives
- Configuring Retention Policies

After completing this module, students will be able to:

- Describe messaging policy and compliance.

- Configure transport rules.
- Configure journaling and Multi-Mailbox Search.
- Configure messaging records management.
- Configure Personal Archives.

Module 10: Securing Microsoft Exchange Server 2010

This module describes how to secure your Exchange Server deployment by configuring administrative permissions and auditing and configuring secure access to the Exchange Server environment from the Internet.

Lessons

- Configuring Role Based Access Control
- Configuring Audit Logging
- Configuring Secure Internet Access

Lab : Securing Exchange Server 2010

- Configuring Exchange Server Permissions
- Configure Audit Logging
- Configuring a Reverse Proxy for Exchange Server Access

After completing this module, students will be able to:

- Configure role based access control 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 your Exchange Server environment. Additionally, it describes troubleshooting techniques for fixing problems that may 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:

- Monitor Exchange Server 2010.
- Maintain Exchange Server 2010.
- Troubleshoot Exchange Server 2010.

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

This module describes the options that organizations have when they choose to implement Exchange Server 2010. Additionally, it describes how to transition an existing Exchange Server 2003 or Exchange Server 2007 organization to Exchange Server 2010.

Lessons

- Overview of Upgrading to Exchange Server 2010
- Upgrading from Exchange Server 2003 to Exchange Server 2010
- Upgrading from Exchange Server 2007 to Exchange Server 2010

Lab : (no lab)

After completing this module, students will be able to:

- Describe the general Exchange Server 2010 upgrade scenarios and strategies.

- Upgrade from Exchange Server 2003 to Exchange Server 2010.
- Upgrade from Exchange Server 2007 to Exchange Server 2010.

Module 13: Implementing Exchange Online with Office 365

This module describes the Exchange Online features and how to integrate an on-premises Exchange Server 2010 deployment with Exchange Online.

Lessons

- Introduction to Exchange Online
- Deploying Exchange Online
- Implementing Federated Delegation

Lab : (no lab)

After completing this module, students will be able to:

- Describe the features of Exchange Online.
- Explain how to deploy Exchange Online.
- Explain how to implement federated delegation.

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.

Course Inclusions:

- Microsoft Official Curriculum (MOC) and/or Wizards Learning Courseware (WLC)
- Microsoft Certified Trainer (MCT)
- Lunch, AM and PM Snacks

- Certificate of Achievement
- Course Note