

Course 5051 — Instructor-led

Course Length: 2 days

At the end of this course, students will be able to:

- Use the Microsoft Exchange Server 2007 Management Pack for Microsoft Operations Manager (MOM) 2005 to monitor Exchange servers.
- Monitor and troubleshoot client performance and connectivity.
- Identify and resolve issues related to access of resources and messages.
- Monitor and troubleshoot mail flow.
- Monitor and troubleshoot Mailbox servers.
- Monitor and troubleshoot external and additional services.
- Identify trends in a messaging system.

Prerequisites:

To ensure your success, we recommend training or the equivalent knowledge of:

- Fundamental knowledge of network technologies including DNS and firewall technologies.
- Experience administering Exchange Server 2007.
- Experience with the Windows Server 2003 operating system.
- Experience with Active Directory directory service in Windows Server 2003.
- Experience with 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 IIS Administrator.
- Experience using Windows networking and troubleshooting tools such as Network Monitor, Telnet, and NSLookup.

Course Outline

Unit 1: Introduction to Exchange Server Monitoring and Troubleshooting

After completing this unit, students will be able to explain how to monitor Exchange servers using Microsoft Operations Manager (MOM) and explain an Exchange troubleshooting model.

Topics

- Overview
- Introduction to Microsoft Operations Manager
- Introduction to Troubleshooting Exchange Server 2007
- Demonstration: Using MOM to Monitor Exchange Servers

Lab: Introduction to Exchange Server Monitoring and Troubleshooting

- Developing a Monitoring and Troubleshooting Process

Unit 2: Monitoring and Troubleshooting Client Performance and Connectivity

After completing this unit, students will be able to monitor and troubleshoot mail flow.

Topics

- Overview
- Tools for Monitoring Client Performance and Connectivity
- Process for Troubleshooting MAPI Clients
- Process for Troubleshooting Client Access Server Clients

Lab: Monitoring and Troubleshooting Client Performance and Connectivity

- Monitoring Client Connectivity
- Troubleshooting AutoDiscover Issues
- Troubleshooting a Client Access Server Issue

Unit 3: Troubleshooting Access to Resources and Messages

After completing this unit, students will be able to troubleshoot access to resources and messages.

Topics

- Overview
- How Public Folder Access Works
- How Calendaring Works
- Process for Troubleshooting Client Access Server Issues

Monitoring and Troubleshooting Microsoft Exchange Server 2007

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Lab: Troubleshooting Access to Messaging Contents

- Troubleshooting a Public Folder Access Issue
- Troubleshooting a Calendaring Issue
- Troubleshooting an Outlook Web Access Issue

After completing this unit, students will be able to:

- Describe how public folder access works.
- Describe how calendaring works.
- Explain the process for troubleshooting client access server issues.

Unit 4: Monitoring and Troubleshooting Mail Flow

After completing this unit, students will be able to monitor and troubleshoot mail flow.

Topics

- Overview
- Discussion: Tools for Monitoring Mail Flow
- Demonstration: Troubleshooting Message Transport Using Exchange Server 2007 Tools
- Process for Troubleshooting Internal Mail Flow
- Process for Troubleshooting External Mail Flow

Lab: Monitoring and Troubleshooting Mail Flow

- Configuring MOM to Monitor Message Flow
- Troubleshooting Internet E-Mail Delivery
- Troubleshooting Spam Filtering
- Troubleshooting Outbound Internet E-mail Delivery

Unit 5: Monitoring and Troubleshooting Mailbox Servers

After completing this unit, students will be able to monitor and troubleshoot mailbox servers.

Topics

- Overview
- Tools for Monitoring and Troubleshooting Mailbox Servers
- Process for Troubleshooting Mailbox Servers
- Demonstration: Troubleshooting Mailbox Server Performance Issues

Lab: Monitoring and Troubleshooting Mailbox Servers

- Configuring the monitoring of Mailbox servers
- Troubleshooting a Mailbox Logon Issue
- Troubleshooting a Hard Disk Failure
- Troubleshooting a Mailbox Database Mounting Issue

Unit 6: Monitoring and Troubleshooting External and Additional Services

After completing this unit, students will be able to monitor and troubleshoot external and additional services.

Topics

- Overview
- Discussion: External and Additional Services Required by Exchange Server 2007
- External Services Required for Unified Messaging in Exchange Server 2007
- Monitoring External Services with MOM 2005

Lab: Monitoring and Troubleshooting External and Additional Services

- Configuring the Monitoring of External Services
- Troubleshooting an External Services Dependency for Exchange Server 2007
- Discussion: Impact of External and Additional Services on Exchange Environments

Unit 7: Identifying Trends in a Messaging System

After completing this unit, students will be able to identify and address trends in a messaging system.

Topics

- Overview
- Tools for Identifying Trends in a Messaging System
- Exchange Server 2007 Management Pack MOM Reports
- Discussion: Information Required to Identify and Resolve Trends

Lab: Identifying Trends in a Messaging System

- Evaluating Messaging Reports
- Recommending Configuration Changes