

# Supporting Microsoft Exchange

A 3 day **Hands on** training course



## Description

A hands on course focusing on the day to day running of Microsoft Exchange. The course is designed for those with a sound understanding of how Exchange forwards emails and concentrates on important issues such as monitoring, backups and restores. This course can be delivered on any version of Microsoft exchange and tailored as required.



## Key outcomes

By the end of the course delegates will be able to:

- ✓ Install MS Exchange.
- ✓ Create, configure and manage user mailboxes.
- ✓ Configure and administer MS Exchange.
- ✓ Backup and restore MS Exchange.



## Training Approach

This structured course uses Instructor Led Training to provide the best possible learning experience. Small class sizes ensure students benefit from our engaging and interactive style of teaching with delegates encouraged to ask questions throughout the course. Quizzes follow each major section allowing checking of learning. Hands on sessions are used throughout to allow delegates to consolidate their new skills.



## Details

### Who will benefit?

Anyone working with MS Exchange.

### Prerequisites

Total SMTP for engineers

**Duration:** 3 days

**Overall rating:**



### Generic Training



Generic training compliments product specific courses covering the complete picture of all relevant devices including the protocols "on the wire".

*"Friendly environment with expert teaching that teaches the why before the how."*  
G.C. Fasthosts

### Small Class Sizes



We limit our maximum class size to 8 delegates; often we have less than this. This ensures optimal interactivity between delegates and instructor.

*"Excellent course. The small class size was a great benefit..."*  
M.B. IBM

### Hands On Training



The majority of our courses use hands on sessions to reinforce the theory.

*"Not many courses have practice added to it. Normally just the theoretical stuff is covered."*  
J.W. Vodafone

### Our Courseware



We write our own courses; courseware does not just consist of slides and our slides are diagrams not bullet point text.

*"Comprehensive materials that made the course easy to follow and will be used as a reference point."*  
V.B. Rockwell Collins

### Customise Your Course



Please contact us if you would like a course to be customised to meet your specific requirements. Have the course your way.

*"I was very impressed by the combination of practical and theory. Very informative. Friendly approachable environment, lots of hands on."*  
S.R. Qinetiq

# Supporting Microsoft Exchange

## Course Content

### Review of mail basics

- Basic routing & Client/Server
- Mail flow & protocols
- Mail server technology

### Exchange features

- MAPI
- Database
- The Exchange organisation
- Active Directory consideration

### Installing

- Understanding server roles
- Planning for Exchange
- Preparing Active Directory
- Preparing the host server
- Installing Exchange

### Introduction to Exchange management tools

- Exchange Management shell
- Exchange Management console

### Administration

- Configuring SMTP domains
- Send connectors
- Receive connectors
- Setting up & managing user mailboxes
- Setting up resource mailboxes
- Mail enabled groups
- Address lists

### Troubleshooting

- Security & troubleshooting wizards
- Windows platform tools
- External/Internet tools

## What our customers say

*"Absolutely brilliant, very knowledgeable and helpful trainer would recommend to teach anyone. Kept me interested 100% of the time which is very impressive as this does not happen often, if at all!"*

O. B. Network Rail

*"The best technical course I've been on!"*

L. W. Fujitsu Telecoms Europe

*"Very well thought out and structured course. Would recommend 100%. Lots of equipment, good quality."*

A.R. Unipart

*"Course content is interesting. Relevant to current systems and presented well."*

S.S-T. Arqiva

