

# Course overview:

## Exchange Server 2000 Support Skills (70-224 70-225)

(M740eng)



### Overview and objectives

This five day course will teach support professionals the skills necessary to support Microsoft Exchange Server 2000. The following topics are included on the course:

- Active Directory
- Installing Exchange 2000
- Managing and Administering Exchange 2000
- Routing
- Public Storage
- The Internet
- Monitoring
- Instant Messaging

### Who should attend?

This course is intended for network support professionals with the responsibility for supporting Microsoft Exchange Server 2000,

### On course completion...

This course will help students to prepare for the following Microsoft Certified Professional exams:

- 70-224 Installing, configuring and administering Microsoft Exchange 2000 Server
- 70-225 Designing and deploying a messaging infrastructure with Microsoft Exchange 2000 Server

### What are the course prerequisites?

It is essential that students have a good working knowledge of Active Directory and experience of supporting Windows 2000 networks. Knowledge of other messaging systems would be advantageous.

---

# Course overview:

## Exchange Server 2000

### Support Skills (70-224 70-225)

(M740eng)



www.courseware.co.uk  
sales@courseware.co.uk

#### Active Directory Concepts

- What is a Directory? • Domains • Multiple Domains • Organisational Units (OUs) • Sites • Active Directory Standards • Active Directory Naming Conventions • Global Catalogue Servers • Operations Masters • Directory Replication • Conflict Resolution • Intra-Site Directory Replication • Inter-Site Replication

#### Overview of Exchange 2000

- What is Exchange? • File-based messaging systems • Client-server based messaging systems • Core Components • Standards based • Organisational Overview • Administrative Overview • Key Features of Exchange 2000

#### Installing Exchange 2000

- Requirements • Using Forestprep • Using Domainprep • Creating Administrative Groups • The Installation Process • Upgrade Considerations • Co-existence Issues

#### Managing Exchange 2000

- The Exchange 2000 Toolkit • ADSI Edit • Schema Manager • Basic Security Issues • Delegation

#### Managing Recipients

- Recipient Policies • Mailbox Defaults • Creating Recipients • Creating Mailboxes • Creating Contacts • Creating Mail-Enabled groups • Bulk Account Creation • CSVDE Files • LDIFDE Files • Visual Basic Scripts • Managing Accounts

#### Administering Exchange 2000

- Administrative Overview • Planning Administrative Groups • System Policies • Address Lists

#### Routing

- Routing Groups • Designing a Routing Group Topology • Creating Routing Groups • The Connectors • Route Selection • Link Status • Message Flow • Queuing • Message Tracking

#### Storage in Exchange 2000

- Extensible Storage Engine (ESE) • The Exchange Installable File System (ExIFS) • Storage Groups • Indexing • Assigning a mailbox policy to a mailbox store • Backup and Restore

#### Public Storage

- Overview • Public Folder Stores • Public Folder Trees • Creating public folders • Forms • Indexing

#### SMTP

- Overview • Domain name system (DNS) • Virtual Servers • The SMTP Connector • Configuring SMTP

#### The Internet

- Internet Message Format • Supporting Remote clients using POP • Supporting Remote clients using IMAP • Configuring Protocols for Mailboxes • Supporting Newsgroups • Outlook Web Access

#### Monitoring Exchange 2000

- Monitors • Critical or Warning states • Logging

#### Instant Messaging

- Overview • Installing

#### Glossary

#### Index