



MS 5051: Monitoring and Troubleshooting Exchange Server 2007

You Will Learn 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

Who Should Attend:

- This is an advanced class at the IT Professional level that builds on knowledge and skills gained in other courses. It should not be the first Exchange 2007 course that people take

This 2-day workshop is designed to teach messaging specialists to monitor and troubleshoot an Exchange Server 2007 messaging system. Workshop covers how to correlate client and server issues and resolve those issues, and how to monitor systems and create reports out of the monitoring data.

COURSE DETAILS:

Module 1: Introduction to Exchange Server Monitoring and Troubleshooting

This unit provides an overview of how to use the Microsoft® Exchange Server 2007 Management Pack for Microsoft Operations Manager (MOM) 2005 to monitor Exchange servers. The information gathered while performing the monitoring and troubleshooting tasks in this unit will help you to determine the next logical step in the troubleshooting process. After completing this unit, you should be able to monitor Exchange servers using MOM and explain an Exchange troubleshooting model.

Module 2: Monitoring and Troubleshooting Client Performance and Connectivity

This unit introduces the tools for monitoring client performance and connectivity that are used for Exchange Server 2007. The information in this unit will assist you in troubleshooting client access issues and using the appropriate tools to restore service to users as quickly as possible. After completing this unit, you should be able to monitor and troubleshoot client performance and connectivity.

Module 3: Troubleshooting Access to Resources and Messages

This unit describes troubleshooting issues that are related to client access to resources and messages. The information in this unit includes an explanation of how public folder access and calendaring work in Exchange Server 2007 and describes the process for troubleshooting client access server issues. After completing this unit, you should be able to identify and resolve issues related to access of resources and messages.

Module 4: Monitoring and Troubleshooting Mail Flow

This unit describes troubleshooting issues that are related to mail flow issues. This unit introduces the tools for monitoring mail flow and describes the processes for troubleshooting both internal and external mail flow. After completing this unit, you should be able to monitor and troubleshoot mail flow.

Module 5: Monitoring and Troubleshooting Mailbox Servers

This unit describes troubleshooting issues that are related to configuration errors or failures on a messaging server. This unit introduces the tools for monitoring Exchange Mailbox servers, describes the process for troubleshooting Exchange Mailbox servers, and describes the guidelines for troubleshooting Exchange Mailbox server performance. After completing this unit, you should be able to monitor and troubleshoot Mailbox servers.





Recommended Prerequisites:

- 5047: Introduction to Installing and Managing Exchange Server 2007
- 5049: Managing Messaging Security Using Microsoft Exchange Server 2007
- 5050: Recovering Messaging Servers and Databases Using Exchange Server 2007

Instructor-Led Training Includes:

Microsoft Official Course (MOC) courseware, including:

- A workbook with all the lecture and lab materials
- A CD containing additional reading, answers to labs, and lab setup files

Course Length:

Two days

Technical Specifications:

Minimum hardware requirements for the computers used in this course are as follows:

- Pentium 4 2.4 GHz or better (Dual Core or Core 2 Duo of 2.0 GHz or better also acceptable)
- 2GB RAM
- 40GB 7200rpm Hard disk drive
- DVD-ROM drive
- 32MB video card memory
- PCI 100Mb/s Ethernet card (PCI-X, or PCI-e also acceptable)

COURSE DETAILS:

Module 6: Monitoring and Troubleshooting External and Additional Services

This unit describes troubleshooting issues that are related to external and additional services that are required by Exchange Server 2007. This unit introduces the external and additional services required by Exchange Server 2007, the external services required for Unified Messaging in Exchange Server 2007, and the tools for monitoring external services. After completing this unit, you should be able to monitor and troubleshoot external and additional services.

Module 7: Identifying Trends in a Messaging System

This unit discusses how to proactively address issues in an Exchange Server 2007 environment by identifying and addressing trends in a messaging system. This unit describes the tools for identifying trends in a messaging system and discusses how to apply considerations for identifying and addressing these trends. After completing this unit, you should be able to identify and address trends in a messaging system.

PRICING:

Delivery Method

Instructor-led at customer location

SKU

986-5157

Price

\$8,500 (up to 10 participants)

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