Course : Exchange server 2019, support

Practical course - 3d - 21h00 - Ref. EKH
Price : 1830 € E.T.

This course will give you the skills you need to diagnose and resolve failures in an Exchange 2019/Outlook environment. You will also learn how to plan a backup and restore strategy to better secure your system and reduce downtime.

🎯 Teaching objectives

At the end of the training, the participant will be able to:

- ✓ Learn to troubleshoot Exchange databases
- ✓ Understanding mailbox troubleshooting
- ✓ Troubleshooting methods
- ✓ Identify potential safety issues

Intended audience

Systems engineers or network managers who need to troubleshoot the various components of a Microsoft Exchange 2019 organization on Windows Server with heterogeneous clients.

Prerequisites

Good knowledge of Exchange 2016/2019 and Windows Server 2019 or 2016 or 2012 R2 administration in a domain environment.

Practical details

Hands-on work
Training alternates theory and practice. Everything we learn is put into practice.

Course schedule

PARTICIPANTS
Systems engineers or network managers who need to troubleshoot the various components of a Microsoft Exchange 2019 organization on Windows Server with heterogeneous clients.

PREREQUISITES
Good knowledge of Exchange 2016/2019 and Windows Server 2019 or 2016 or 2012 R2 administration in a domain environment.

TRAINER QUALIFICATIONS
The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

ASSESSMENT TERMS
The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more.
Participants also complete a placement test before and after the course to measure the skills they've developed.

1 General troubleshooting for Exchange 2019

- Reminder of Exchange 2019 server roles.
- Quickly audit an Exchange server. Audit logging.
- Troubleshooting techniques for common network and application problems (Outlook, etc.).
- Services for Exchange 2019 and its unified messaging.
- Monitor Exchange 2019.

Hands-on work
Configure auditing.

2 Troubleshooting Exchange databases

- Mailbox database and recovery database.
- Detect errors and corruptions in a database.
- Repair tools.

Hands-on work
Solving database problems.

3 Troubleshooting mailboxes

- Backup/restore mailbox servers.
- Implementation and analysis of message tracking.
- Retention period.

Hands-on work
Practical work.

4 Troubleshooting Exchange/Outlook messaging

- Why hasn't an e-mail arrived in the mailbox? Why hasn't an e-mail gone out?
- Problems opening e-mail account, connecting to mailbox.
- Configuring the mailbox server role

Hands-on work
Troubleshooting of the main error messages (invalid address, quota, etc.).

5 Troubleshoot calendar and address book access

- Address book: reminder, different types.
- Calendar: common problems, managing shared calendar rights.

Hands-on work
Rebuild address book.

6 Troubleshooting Outlook Web Access (OWA)

- Classic browser-side problems.
- Classic server-side problems (IIS).

Hands-on work
Configure OWA.

7 Troubleshooting security problems

- Exchange Server 2019 security configuration issues.
- Access control configuration.

Hands-on work
Configure anti-spam features.

8 Loss recovery

- Planning and implementing Exchange Server 2019 backup and recovery.

Hands-on work
Data backup and restoration.