

Contents at a Glance

<i>Introduction</i>		<i>xxiii</i>
<i>Assessment Test</i>		<i>xli</i>
Chapter 1	Introduction to Microsoft Exchange	1
Chapter 2	Microsoft Exchange Architecture	49
Chapter 3	Installing Microsoft Exchange 2000 Server	89
Chapter 4	Creating and Managing Recipients	135
Chapter 5	Using Public Folders	181
Chapter 6	Configuring Client Access	239
Chapter 7	Building Administrative and Routing Groups	307
Chapter 8	Configuring the Information Store	355
Chapter 9	Administration and Maintenance	393
Chapter 10	Configuring Auxiliary Services	449
Chapter 11	Connecting to Exchange 5.5	495
Chapter 12	Connecting with Other Messaging Systems	535
Chapter 13	Backup and Recovery	589
Chapter 14	Securing Exchange 2000 Server	621
Glossary		681
<i>Index</i>		717

Contents

<i>Introduction</i>		<i>xxiii</i>
<i>Assessment Test</i>		<i>xli</i>
Chapter 1	Introduction to Microsoft Exchange	1
	Messaging Systems	2
	E-Mail	3
	Groupware	7
	Other Messaging Applications	9
	Computing Models	10
	Mainframe Computing	10
	Shared-File Computing	10
	Client/Server Computing	13
	Enterprise-Quality Features	16
	Enterprise-Quality Application Platform	17
	Scalability	19
	Interoperability	20
	Performance	21
	Administration	21
	Reliability	22
	Industry Standards	23
	Messaging Application Programming Interface (MAPI)	23
	Procedure Calls	26
	CCITT X.400	29
	CCITT X.500	33
	Summary	37
	Key Terms	38
	Review Questions	39
	Answers to Review Questions	45
Chapter 2	Microsoft Exchange Architecture	49
	Active Directory	51

Active Directory in Windows 2000	51	
Active Directory and Exchange 2000	57	
Information Storage	59	
Web Storage System	60	
Public Folders	62	
Internet Information Server	63	
Installable File System	64	
Front-End/Back-End Servers	65	
Clustering	65	
Full-Text Indexing	66	
Message Flow	66	
Routing Architecture	67	
Message Transport	73	
Summary	77	
Key Terms	78	
Review Questions	80	
Answers to Review Questions	86	
Chapter 3	Installing Microsoft Exchange 2000 Server	89
Exchange 2000 Server: Standard Edition vs. Enterprise Edition	90	
Standard Edition Features	91	
Additional Enterprise Edition Features	91	
Pre-Installation Considerations	92	
Minimum System Requirements	92	
Windows 2000 User Accounts Related to the Exchange		
Installation	94	
Licensing Issues	96	
Preparing the Active Directory	97	
Other Pre-Installation Steps	103	
Installing Exchange Server	103	
Installing the First Exchange Server	104	
Installing Subsequent Exchange Servers	109	
Upgrading an Existing Installation of a Previous Version	110	
Installing Exchange 2000 Server on Clustered Servers	112	

	Post-Installation Considerations	113
	Default Directory and File Structure for Exchange	114
	Share Points and Permissions for Exchange Directories	116
	Exchange Entries in the Windows 2000 Registry	116
	Exchange System Manager Snap-In	117
	Troubleshooting an Exchange Installation	118
	Summary	120
	Key Terms	121
	Review Questions	122
	Answers to Review Questions	132
Chapter 4	Creating and Managing Recipients	135
	Users	137
	Mailbox-Enabled Users	138
	Mail-Enabled Users	148
	Groups	151
	Creating a Group	152
	Properties of a Distribution Group	153
	Contacts	155
	Creating a Contact	156
	Properties of a Contact	157
	Public Folder Recipients	157
	Basic Management of Recipient Objects	158
	Using Templates for Recipient Creation	158
	Filtering a Recipient	159
	Finding a Recipient	160
	Moving a Mailbox	160
	Using Address Lists	161
	Summary	167
	Key Terms	169
	Review Questions	170
	Answers to Review Questions	178

Chapter 5	Using Public Folders	181
	An Overview of Public Folders	182
	Public Folder Configuration	183
	Public Folder Storage	183
	Public Folder Web Access	185
	Public Folders and Active Directory	185
	System Folders	186
	Managing Public Folders with Outlook	187
	Creating Public Folders in Outlook	188
	Configuring Public Folders from Outlook	190
	Using Public Folders	199
	Managing Public Folders with System Manager	202
	Creating Public Folders in System Manager	202
	Mail-Enabling a Public Folder	204
	Latency Issues with Public Folder Hierarchy and Content	205
	Configuring Public Folders in System Manager	206
	Creating New Public Folder Trees	211
	Creating a New Top-Level Root Folder	212
	Creating a New Public Folder Store	213
	Connecting a New Top-Level Folder to a New Public Folder Store	216
	Creating Dedicated Public Folder Servers	216
	Public Folder Replication	217
	Creating Public Folder Replicas	218
	Synchronizing Replicas	222
	Customizing Public Folders	223
	Scripts	223
	Microsoft Exchange Event Service and Event Sinks	224
	Microsoft Exchange Scripting Agent	224
	Security	224
	Microsoft Outlook and Scripts	224
	Summary	225
	Key Terms	226

	Review Questions	227
	Answers to Review Questions	235
Chapter 6	Configuring Client Access	239
	Client Platforms for Microsoft Exchange	240
	MAPI Architecture	243
	Client Application Layer	248
	MAPI Subsystem	249
	MAPI Service Providers	251
	Messaging Profiles	256
	Common Features of MAPI-Based Applications	257
	Microsoft Outlook	257
	Architectural Design	258
	Features of Microsoft Outlook	259
	Installing Outlook from the User's Perspective	264
	The Office Custom Installation Wizard	266
	Virtual Servers in Exchange 2000	267
	Microsoft Outlook Web Access	269
	OWA Features and Restraints	270
	The OWA Process	271
	Installing and Configuring OWA	273
	User Authentication in OWA	275
	Post Office Protocol (POP3) Clients	277
	POP3 Architecture	278
	Exchange Server POP3 Overview	279
	Configuring a POP3 Client	281
	Internet Message Access Protocol version 4 (IMAP4) Clients	283
	Network News Transfer Protocol (NNTP)	287
	Creating Newsgroups	290
	A Usenet Overview	291
	Summary	293
	Key Terms	294
	Review Questions	295
	Answers to Review Questions	303

Chapter 7	Building Administrative and Routing Groups	307
	Creating and Configuring Administrative Groups	309
	Mixed Mode versus Native Mode	309
	Using Multiple Administrative Groups	311
	Creating Administrative Groups	313
	Creating and Configuring Routing Groups	316
	Creating Routing Groups	318
	Adding Servers to a Routing Group	320
	Connecting Routing Groups	320
	Summary	338
	Key Terms	340
	Review Questions	341
	Answers to Review Questions	350
Chapter 8	Configuring the Information Store	355
	Overview of Storage Groups and Stores	356
	Main Storage Components	357
	Exchange Storage Methods	359
	Using Storage Groups	361
	Creating a Storage Group	361
	Configuring Storage Group Properties	362
	Using Stores	364
	Creating a Store	365
	Configuring Store Properties	365
	Managing Stores and Storage Groups	370
	Viewing Logon Information	370
	Viewing and Managing Mailbox Information	371
	Mounting and Dismounting Stores	372
	Deleting Mailbox Stores	372
	Deleting Public Folder Stores	373
	Deleting a Storage Group	373
	Full-Text Indexing	373
	Creating a Full-Text Index	374

	Configuring Properties for a Full-Text Index	374
	Managing a Full-Text Index	376
	Troubleshooting Full-Text Indexing	376
	Summary	377
	Key Terms	378
	Review Questions	379
	Answers to Review Questions	388
Chapter 9	Administration and Maintenance	393
	Administering a Server with System Manager	396
	Microsoft Management Console	396
	Using the System Manager Snap-In	399
	Customizing a Console	402
	Managing Administrative Security	403
	Monitoring a Server	407
	Windows 2000 Tools	408
	Exchange Tools	415
	Using Policies	429
	System Policies	430
	Recipient Policies	433
	Client Troubleshooting Tools	433
	Summary	434
	Key Terms	436
	Review Questions	437
	Answers to Review Questions	446
Chapter 10	Configuring Auxiliary Services	449
	Instant Messaging	450
	Instant Messaging Overview	451
	Configuring Instant Messaging Servers	456
	Managing Instant Messaging Users	464
	Managing Instant Messaging Servers	466
	Chat	467
	Installing Chat Service	468

	Configuring Chat Communities	468
	Configuring Chat Channels	473
	Managing Chat Users	476
	Summary	482
	Key Terms	483
	Review Questions	484
	Answers to Review Questions	491
Chapter 11	Connecting to Exchange 5.5	495
	Mixed-Mode Operations	496
	Benefits and Limitations of Mixed Mode	497
	Directory Interactions	498
	Site and Administrative Group Interactions	502
	Going Native	503
	Site Replication Service	503
	Active Directory Connector	504
	Installing ADC	504
	Creating Connection Agreements	506
	Managing a Mixed-Mode Organization	513
	Managing Servers	513
	Managing Users	513
	Moving Users	513
	Active Directory Account Cleanup Wizard	514
	Troubleshooting	516
	Summary	518
	Key Terms	519
	Review Questions	520
	Answers to Review Questions	530
Chapter 12	Connecting with Other Messaging Systems	535
	Connecting to an X.400 System	536
	Override Properties	538
	Address Space Properties	539
	Advanced Properties	541

SMTP and Internet Connectivity	544	
SMTP Overview	544	
The SMTP Virtual Server	547	
The SMTP Connector	554	
Connecting to Microsoft Mail	554	
MS Mail Overview	555	
Exchange and MS Mail Interoperability	558	
Configuring Exchange for MS Mail	568	
Connecting to Lotus cc:Mail	575	
Summary	576	
Key Terms	577	
Review Questions	578	
Answers to Review Questions	586	
Chapter 13	Backup and Recovery	589
Understanding Backups	590	
What to Back Up	590	
Preparing a System for Backup and Disaster Recovery	594	
Types of Backups	596	
Backup Strategies	597	
Using Windows 2000 Backup	598	
Performing a Backup	599	
Performing a Restore	601	
Being Prepared for Disaster	606	
Troubleshooting	606	
Summary	607	
Key Terms	608	
Review Questions	609	
Answers to Review Questions	618	
Chapter 14	Securing Exchange 2000 Server	621
Windows 2000 System Security	622	
User Accounts and Authentication	623	
Administrative Groups	623	

xx Contents

Policies	623
Auditing	624
Networking Security	624
Authentication	624
Firewalls	625
Viruses	635
Messaging Security	635
Overview of Certificate Services	636
Installing Advanced Security	647
Managing Advanced Security	654
Configuring the Client	662
Securing Client Communications	663
Troubleshooting Security Problems	663
Summary	665
Key Terms	666
Review Questions	668
Answers to Review Questions	678
Glossary	681
<i>Index</i>	717