Administrator's Pocket Consultant



William R. Stanek

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William R. Stanek

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Acknowledgments

Writing Microsoft Exchange Server 2003 Administrator's Pocket Consultant was a lot of fun—and a lot of work. As you'll see, Exchange Server 2003 has many enhancements over its predecessors and that meant a lot of research to ensure the book was as accurate as it could be. It is gratifying to see techniques I've used time and again to solve problems put into a printed book so that others may benefit from them. But no man is an island and this book couldn't have been written without the help of some very special people.

As I've stated in *Microsoft IIS 6.0 Administrator's Pocket Consultant* and in *Microsoft Windows Server 2003 Administrator's Pocket Consultant*, the team at Microsoft Press is top-notch. Valerie Woolley was instrumental throughout the writing process. The Microsoft team helped me stay on track and get the tools I needed to write this book. Completing and publishing the book wouldn't have been possible without their help! Carmen Maria Corral-Reid headed up the editorial process for nSight, Inc. As the project manager, she wore many hats and helped out in many ways. Thank you!

Unfortunately for the writer (but fortunately for readers), writing is only one part of the publishing process. Next came editing and author review. I must say, Microsoft Press has the most thorough editorial and technical review process I've seen anywhere—and I've written a lot of books for many different publishers. Chris Russo was the technical editor for the book. I'd also like to thank Teresa Horton for her careful copyediting of this book.

I would also like to thank Al Valvano, Jeff Koch, and Juliana Aldous Atkinson. Thank you for your help throughout my many projects. Thank you also for shepherding this project through the publishing process!

Hopefully I haven't forgotten anyone, but if I have, it was an oversight. Honest.;-)

Introduction

Microsoft® Exchange Server 2003 Administrator's Pocket Consultant is designed to be a concise and compulsively usable resource for Microsoft Exchange Server 2003 administrators. This is the readable resource guide that you'll want on your desk at all times. The book covers everything you need to perform the core administrative tasks for Exchange Server 2003. Because the focus is on giving you maximum value in a pocket-sized guide, you don't have to wade through hundreds of pages of extraneous information to find what you're looking for. Instead, you'll find exactly what you need to get the job done.

In short, the book is designed to be the one resource you turn to whenever you have questions regarding Exchange Server 2003 administration. To this end, the book zeroes in on daily administration procedures, frequently used tasks, documented examples, and options that are representative although not necessarily inclusive. One of the goals is to keep the content so concise that the book remains compact and easy to navigate, while ensuring that the book is packed with as much information as possible—making it a valuable resource. Thus, instead of a hefty 1000-page tome or a lightweight 100-page quick reference, you get a valuable resource guide that can help you quickly and easily perform common tasks, solve problems, and implement advanced Exchange Server 2003 technologies like virtual servers, X.400 message stacks, and routing group connectors.

Who Is This Book For?

Microsoft® Exchange Server 2003 Administrator's Pocket Consultant covers the standard, enterprise, and conference versions of Exchange Server 2003. The book is designed for

- Current Exchange Server 2003 administrators
- Current Windows administrators who want to learn Exchange Server 2003
- Administrators upgrading to Exchange Server 2003 from Microsoft Exchange 5.5
- Administrators upgrading to Exchange Server 2003 from Microsoft Exchange 2000
- · Administrators transferring from other messaging servers
- Managers and supervisors who have been delegated authority to manage mailboxes or other aspects of Exchange Server 2003

To pack in as much information as possible, I had to assume that you have basic networking skills and a basic understanding of e-mail and messaging servers. With this in mind, I don't devote entire chapters to understanding why e-mail systems are needed or how e-mail systems work. I don't devote entire chapters to installing Exchange Server 2003 either. I do, however, provide complete

details on the components of Exchange organizations and how you can use these components to build a fully redundant and highly available messaging environment. You will also find complete details on all the essential Exchange administration tasks.

I also assume that you are fairly familiar with Windows Server 2003. If you need help learning Windows Server 2003, I highly recommend Microsoft Windows Server 2003 Administrator's Pocket Consultant.

How Is This Book Organized?

Microsoft® Exchange Server 2003 Administrator's Pocket Consultant is designed to be used in the daily administration of Exchange Server 2003, and as such, the book is organized by job-related tasks rather than by Exchange Server 2003 features. If you are reading this book, you should be aware of the relationship between Pocket Consultants and Administrator's Companions. Both types of books are designed to be a part of an administrator's library. Whereas Pocket Consultants are the down-and-dirty, in-the-trenches books, Administrator's Companions are the comprehensive tutorials and references that cover every aspect of deploying a product or technology in the enterprise.

Speed and ease of reference is an essential part of this hands-on guide. The book has an expanded table of contents and an extensive index for finding answers to problems quickly. Many other quick reference features have been added as well. These features include quick step-by-step instructions, lists, tables with fast facts, and extensive cross-references. The book is broken down into both parts and chapters. Each part contains an opening paragraph or two about the chapters contained in that part.

Part I, "Microsoft Exchange Server 2003 Administration Fundamentals," covers the fundamental tasks you need for Exchange Server 2003 administration. Chapter 1 provides an overview of Exchange Server 2003 administration concepts, tools, and techniques. Chapter 2 covers Exchange client setup and management. Chapter 3 extends the Exchange client discussion and looks at mobile Microsoft Office Outlook users as well as Microsoft Outlook Web Access. With more and more users working on the road or from home, this chapter helps ensure that you can give these mobile users the best support possible.

In Part II, "Active Directory Services and Microsoft Exchange Server 2003," I show you how to manage resources that are stored in the Active Directory database. You'll also learn about the Exchange Server 2003 features that are integrated with Active Directory services. Chapter 4 examines essential concepts and tasks that you need to know to work with Exchange Server 2003. Chapter 5 takes a look at creating and managing users and contacts. You'll learn all about Exchange aliases, enabling and disabling exchange mail for individual users, forwarding mail off-site, and more. Chapter 6 discusses mailbox administration, including techniques for configuring, moving, and recovering mailboxes. In Chapter 7, you'll find a detailed discussion of how to use address lists, distribution groups, and templates. You'll also learn how to manage these resources. The final chapter in this part covers directory security and Exchange policies.

Part III, "Microsoft Exchange Server 2003 Data Store Administration," covers Exchange Server 2003 data store administration. In Chapter 9, you learn how to manage Exchange data and storage groups. Chapter 10 examines administration of mailbox and public folder stores. Chapter 11 looks at how you can use public folders in the enterprise. Finally, Chapter 12 details how to back up and restore Exchange Server. You'll learn key techniques that can help you reliably back up and more importantly, recover Exchange Server in case of failure.

In Part IV, "Microsoft Exchange Server 2003 and Group Administration," I discuss advanced tasks for managing and maintaining Exchange organizations. Chapter 13 provides the essentials for managing servers, administrative groups, and routing groups. You'll also learn how to configure global settings for the organization. Chapter 14 explores message routing within the organization. The discussion starts with a look at the X.400 Message Transfer Agent and X.400 stacks, then goes on to detail how to install and use connectors for routing groups, SMTP, and X.400. Chapter 15 explores tasks for configuring SMTP, IMAP4, and POP3 virtual servers. Chapter 16 covers HTTP virtual servers and also discusses how they are used with Outlook Web Access and Outlook Mobile Access. Finally, Chapter 17 discusses Exchange maintenance, monitoring, and queuing.

Conventions Used in This Book

I've used a variety of elements to help keep the text clear and easy to follow. You'll find code terms and listings in monospace type, except when I tell you to actually type a command. In that case, the command appears in **bold** type. When I introduce and define a new term, I put it in italics.

Other conventions include the following:

Note To provide details on a point that needs emphasis

Best Practices To examine the best technique to use when working with advanced configuration and administration concepts



Caution To warn you when there are potential problems you should look out for



More Info To provide more information on the subject



Real World To provide real-world advice when discussing advanced topics





Security Alert To point out important security issues.



Tip To offer helpful hints or additional information.

I truly hope you find that Microsoft Exchange Server 2003 Administrator's Pocket Consultant provides everything you need to perform essential administrative tasks as quickly and efficiently as possible. You're welcome to send your thoughts to me at williamstanek@aol.com. Thank you.

Support

Every effort has been made to ensure the accuracy of this book. Microsoft Press provides corrections for books through the World Wide Web at the following address:

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About the Author

William R. Stanek has 20 years of hands-on experience with advanced programming and development. He is a leading technology expert and an award-winning author. Over the years, his practical advice has helped millions of programmers, developers, and network engineers all over the world. He has written more than two dozen computer books. Current or forthcoming books include Microsoft Windows XP Professional Administrator's Pocket Consultant, Microsoft Windows 2000 Administrator's Pocket Consultant 2nd Edition, and Microsoft Windows Server 2003 Administrator's Pocket Consultant and IIS 6.0 Administrator's Pocket Consultant.

Mr. Stanek has been involved in the commercial Internet community since 1991. His core business and technology experience comes from more than 11 years of military service. He has substantial experience in developing server technology, encryption, and Internet solutions. He has written many technical white papers and training courses on a wide variety of topics. He is widely sought after as a subject-matter expert.

Mr. Stanek has an MS degree in Information Systems with distinction and a BS degree in Computer Science magna cum laude. He is proud to have served in the Persian Gulf War as a combat crew member on an electronic warfare aircraft. He flew on numerous combat missions into Iraq and was awarded nine medals for his wartime service, including one of the United States of America's highest flying honors, the Air Force Distinguished Flying Cross. Currently, he resides in the Pacific Northwest with his wife and children.

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