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Approved Study Guide

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Teach
Yourself

MCSE

**Exchange
Server™ 5.5**

IN 14 DAYS

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your exam preparation
time with the 14-day
study method

PREPARE

with study questions,
exercises, and information
essential to the exam

PASS

Exam #70-081, Implementing
and Supporting Microsoft®
Exchange Server 5.5

Sams' Teach Yourself MCSE Exchange Server 5.5

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International Standard Book Number: 0-672-31276-X

Library of Congress Catalog Card Number: 98-84471

01 00 99 98 4 3 2 1

Interpretation of the printing code: The rightmost double-digit number is the year of the book's printing; the rightmost single-digit number, the number of the book's printing. For example, a printing code of 98-1 shows that the first printing of the book occurred in 1998.

Printed in the United States of America

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Introduction

Whether you're new to Exchange Server or an old pro at it, taking the Microsoft certification exam may be a stressful event. Passing depends not only on what you know, but also how well you are able to take tests. In this book, you will find everything you need to pass the Implementing and Supporting Microsoft Exchange Server 5.5 exam (70-081). Not only does this book cover how Exchange Server works, it also offers tips on taking the exam.

Of the many electives potential MCSEs can take, one of the more popular series is *Implementing and Supporting Microsoft Exchange Server 5.5*. Microsoft provides two different versions of the course, one for Exchange Server 5.0 and one updated for Exchange Server version 5.5. This book is designed specifically to give you all the information you need to pass the Exchange Server 5.5 version of this course. In addition, the study of this book combined with real-world experience using the product itself should equip you to confidently implement network solutions using the Microsoft Exchange Server messaging system. Also, this test counts as one of six exams toward MCSE certification.

This introduction looks at the MCSE certification process and examines where this course fits in. We will examine how this book is designed to help you pass the course, give you some suggestions on using this book to prepare for the exam, and discuss some tips and strategies when it comes time to take the test itself.

Why Take Microsoft Certification Tests?

If you have looked in the help-wanted ads lately, you probably have seen ads searching for Microsoft Certified Professionals (MCPs) and especially Microsoft Certified Systems Engineers (MCSEs). No matter where you go, MCPs and MCSEs are in demand. Getting your Microsoft certification is a powerful way of demonstrating your mastery of Microsoft products, and this is exactly the kind of expertise the job market is seeking.

Even if you are not looking for a new job, Microsoft certification can help you by giving your current company a reason to increase your pay. After your company discovers you are more valuable, it will probably be more motivated to keep you happy.

Why Is the Exchange Server Exam an Important Part of the MCSE Tests?

Whether your reason for taking the MCSE tests is for personal enrichment, desire for promotion, or just more money, it is important to realize where the Exchange Server exam fits into the picture. Exchange Server is one of the specialty electives available as part of the Windows NT 4.0 MCSE certification track. Other certification options include SQL Server, Internet Information Server, TCP/IP, SNA Server, and Site Server.

Although the Exchange Server exam is just one of the various MCSE electives, the authors of this book feel that the Exchange Server exam is a more useful part of the MCSE certification. By taking your Exchange Server exam, you are not only exposed to the testing format, but after passing it, you will become certified in one of the fastest growing messaging systems on the planet.

How the Exam Works

Microsoft has developed each of the MCP/MCSE exams with the help of instructors, network administrators, and respected members of the networking community. Each test question represents a mastery level of the operating system; questions are not designed to be tricky. This does not mean, however, that the test questions are easy. In fact, the test questions generally require a lot of thought. Often, you are asked to evaluate which of the listed criteria are important, and which solutions will work.

To some test takers, the questions that ask for the “best” answer are tricky. For these questions, Microsoft wants only what it considers to be the “best” solution to a problem. Look for these questions in this book and make sure that you read *all* the answers. Microsoft has made a point of providing possible, but not optimum, solutions to these questions, so it is vital to evaluate each answer to see how it weighs against the other answers. Also, Microsoft will sometimes toss extra information into an exam question that is frivolous. Do not worry that some of the information given in a question may not pertain to the answer in any way; it is probable that you have chosen the correct answer already.

The other curve most people find is that every exam is unique. Just because your friend does not get any questions on troubleshooting or connectivity does not mean that you do not have to study these topics. It could be that most of your questions come from the troubleshooting or connectivity objectives.

Speaking with other people who have passed the exam is an important part of preparing for the test, but do not focus on only those topics with which others had trouble. Study

every topic area in as much detail as possible. A single area of weakness can bring down your score enough to cause you to fail the exam. Another important thing to remember is that the test covers the base product; it does not cover service packs or any other add-ins.

About Exam 70-081

The Exchange Server exam, as it is referred to, is officially known as *Implementing and Supporting Microsoft Exchange Server 5.5*. It is computer administered and is intended to measure your ability to implement and administer the product in an enterprise environment. It builds on basic knowledge and assumes that the test candidate possesses a good deal of experience with the product.

There are two types of multiple-choice questions on the exam: single answer (always readily identified by a radio button) and multiple answer (with the correct number of answers given). There are a limited number of “click-on” questions (where you are given a property sheet and told to click the item you would choose to meet the specifications given). The questions, overall, are verbose, include a large number of exhibits, and provide choices from A to D.

The exam is divided into five objective categories:

- Planning
- Installation and Configuration
- Configuring and Managing Resource Access
- Monitoring and Optimization
- Troubleshooting



Although the exam is multiple choice, and you need only click radio buttons and boxes to answer questions, the act of taking the exam is called “writing.”

Organization of This Book

As you may have guessed by its title, this book was designed from the ground up specifically to help you pass the *Implementing and Supporting Microsoft Exchange Server 5.5* exam. We have combined our experience both with the test itself and with competing preparation materials available on the market to design the best possible tool for giving you the skills and confidence necessary to pass the exam with flying colors.

The book is divided into three core parts:

- **Introductory materials.** This part of the book includes this Introduction, which is designed to help you prepare for studying and taking the exam, along with the standard publishing and legal mumbo-jumbo you find at the beginning of any book.
- **The 14 Days.** This is the heart of the book. We have divided the material needed to pass the exam into digestible chunks; each is designed to be learned in one day. Like a good classroom course, each day provides a mix of descriptive text, concept demonstrations, and review. Each day also includes a number of questions designed to help reinforce and solidify your knowledge and to help you get used to the question format used on the test.
- **Appendix.** The appendix contains a sample exam.

To help make your study time more productive and to allow you to review after taking assessment tests, this book is divided into 14 chapters—one for each day. Each chapter will probably take a couple hours to complete, not including the software installation time (it is further assumed that the Windows NT Server operating system software on which Exchange Server is installed, has already been successfully implemented). If you study just a few hours each day for two weeks, you should be ready to take your Microsoft Exchange Server certification exam.

How to Use This Book

Passing the exam requires broad understanding of Exchange Server. The exam will not ask specific questions about quirks of Microsoft Exchange Server or the workarounds that might be necessary in certain environments. To get this broad understanding of Exchange Server, you should read and re-read each section until you completely understand all the major topics. Each topic covered in this book may or may not be included on your exam. As mentioned previously, each test taker gets a unique exam. Wherever possible, you will find examples of how Exchange Server works.

There are two ways you should approach this book. The first is to read it linearly, chapter by chapter. This will give you an understanding of all the topics on the exam and will give you a firm foundation for taking an evaluation exam. The second way is to use this book as a reference for issues that occur after you have passed the exam. In several places, we have included information that may not be necessary for the exam, but that is nonetheless useful for the real world.

It is recommended that you take the Microsoft self-assessment test before taking the exam at a Sylvan Prometric testing center. The assessment test approximates the exam and will

familiarize you with the testing engine. The testing engine used for the sample tests is the same as the one used at the testing center. In addition, the test will report your correct and incorrect answers in each objective. If you look at the results of the self-assessment test, you will know which parts of this book you need to review before taking the exam. Thus, this book can be used as a resource to improve your understanding of specific topics.

Taking the Exam

After long, arduous hours of study and practice, you feel ready to accept the challenge of the *Implementing and Supporting Microsoft Exchange Server 5.5* exam. There are a few things you should know when you schedule your exam and on the day of the exam that can make your process much smoother.

Scheduling the Exam

The certification exams are administered entirely by Sylvan Prometric. Call 1-800-755-EXAM to schedule your exams. You need the following information the first time you schedule a exam:

- Your full name
- Your social security number
- Your address
- Your telephone number
- An appropriate method of payment (Sylvan accepts credit cards or checks)

If you call again to schedule future exams, you will be asked for your social security number and your payment information. The operator will help you pick the Sylvan testing center most convenient to you and help you schedule an exam during a free time slot at that location.

Each exam costs \$100.00. You can schedule exams whenever there are slots available at your chosen testing center (although you must give at least one business day's notice to register). You can also call back and change a planned testing date as late as one day in advance. You may also find it convenient to pay for all your exams ahead of time and then schedule the specific exams later when you have a better idea of when you will be available to take them.

Preparing for Exam Day

We hope that when the time for your exam comes around, you will be prepared to pass the exam. The day before your exam, do a final review of the course material; glance over everything but focus primarily on any areas on which you feel a little shaky. Make sure that you eat a healthy meal and get a good night's rest before your exam.

The morning of the exam, eat healthy meals and relax; your preparations should leave you with a feeling of optimism and confidence for the exam. It's not a bad idea to go over last-minute review items again before your exam, but don't panic and race through everything, or try to cram new material.



If there are any specifics about which you are not 100 percent confident, it is easy to think, "I do not need to go over that. I'm sure I will remember it or they won't cover it much in the test." This attitude is most often found in relation to specific configuration options or syntax issues that are easy to look up in a real-world situation—so you tend to believe that you will not be heavily questioned on those topics. We have all found ourselves in this position before, and each time we do, we receive a nasty surprise when we sit down to take the exam. If you feel this way, take a few minutes to glance over the specifics again. The few minutes you take can add some needed points to your score and prevent your confidence from being shaken when you sit down to take the exam.

The Exam Specifics

The exam consists of a number of different question types:

- Multiple choice, with one correct answer
- Multiple choice, with more than one correct answer
- Scenarios, in which you evaluate a given solution
- Scenarios, in which you provide the most appropriate solution
- Fill-in-the-blank questions
- Simulation questions, in which you select the correct option from a simulated dialog box

Some questions are ambiguous, and you are expected to pick the best possible answer. Some questions are actually poorly written and very difficult to answer.

Each question has a Mark option that allows you to mark the question for later review. Each question can also be left incomplete.

Once you have run through each of the questions (generally 54 questions for the *Exchange Server* exam), you are given a chance to review your answers. The testing engine highlights any questions you marked for review as well as the ones you did not complete (although you can review and change any answer).

Once you are confident you have done the best you can, you submit your questions, and your answers are recorded. Then you are given the opportunity to comment on individual questions. When your comments are submitted, your test is graded, and you are told whether you passed or failed; you are also given your percentage score for each section of the exam. You cannot review and find out which questions you missed.

After reviewing your score, you are given the opportunity to comment on the test itself, and you're asked to fill out a survey about yourself and your test preparation process.

Test Strategies

The strategies for taking the MCSE exam are very similar to those for taking any standardized test. Perhaps the most important is attitude. Coming into the exam confident in your knowledge and excited about getting your certification is critical to passing the test. You can gain this confidence and excitement by taking care of yourself and by allowing yourself plenty of time before exam day to study, review, and prepare.

Once the exam begins, make certain that you read each question carefully and thoroughly before selecting an answer. If you are not sure about a question, make your best guess and mark the question for later review (sometimes, other questions give you the knowledge to help you make a more informed decision). If you have no idea about a question, leave it incomplete.



If you run into a question about which you have no clue, do not let it blow your concentration. Just mark it and move on; you will probably be able to make an intelligent guess later based on information from other questions.

Frequently Asked Questions

Q. If I have already taken an exam for a previous version of Exchange Server, how much studying do I have to do for this exam?

A. A great deal of information is carried forward from the previous versions' exams because Exchange Server 5.5 is based on version 4.0 and 5.0 of the product. You will want to study the differences between Version 5.5 and the previous versions because these will probably appear in some form on the test.

Q. If I fail the exam, what is my next course of action?

A. The results of the exam are divided into the five major objective categories. Look at your weakest areas and better your skills in those. The tear-out card in this book will show you where coverage for each of those objectives is found. Study that material until you know it thoroughly, and then retake the exam. Microsoft imposes no limitation on the number of times you can take an exam.

Q. Is there a way to prepare for the style of questions that are asked?

A. A number of electronic test engines emulate the Microsoft exam. A quick glance at the back pages of any higher-end computing magazine shows half a dozen companies marketing such products. Some of these products are exceptional, and some are very poor. The differences in quality relate to how well the engines test your knowledge and emulate questions on the actual exam.

In addition, the questions at the end of each chapter of this book mirror exam questions. These questions will help you test your knowledge, even though they appear in a medium not found in the exam (that is, they appear in written, not electronic, form).

Q. Is the Exchange Server exam a good one to choose if you have never taken a certification exam before?

A. The ExchangeServer exam is probably not suited as a first exam. The topics you are tested on are generally not confined to one product (unlike say, the Microsoft Windows NT Workstation 4.0 test), and may lead to some confusion.

Q. If I have questions about the exam that are not addressed in this book, where should I turn?

A. We have made every attempt to cover all exam-relevant material in this book. Nevertheless, you may have questions that are not addressed in a way that rings true to you. If that is the case, feel free to contact the authors by email; we will make every attempt to respond to you in a timely fashion.

Good luck with the exam!

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