

PALOMAR COLLEGE
COURSE OUTLINE OF RECORD FOR
DEGREE CREDIT COURSE

 X Transfer Course X A.A. Degree applicable course
(check all that apply)

COURSE NUMBER AND TITLE: CSIS 177 Microsoft Exchange Server

UNIT VALUE: 2.0

MINIMUM NUMBER OF SEMESTER HOURS: 40

BASIC SKILLS REQUIREMENTS: Appropriate language and computational skills.

ENTRANCE REQUIREMENTS

PREREQUISITE: CSIS 162 and CSIS 163

COREQUISITE: None

RECOMMENDED PREPARATION: None

SCOPE OF COURSE:

This course provides students with the knowledge and skills necessary to implement, administer, and troubleshoot information systems that incorporate Microsoft Exchange Server.

SPECIFIC COURSE OBJECTIVES: The successful student will be able to:

1. Install and Upgrade Exchange 2000 Server.
2. Configure Exchange 2000 Server.
3. Types of servers include mailbox, public folder, gateway, virtual, Chat, and Instant Messaging.
4. Manage Recipient Objects.
5. Monitor and Manage Messaging Connectivity.
6. Manage Exchange 2000 Server Growth.
7. Restore System Functionality and User Data.

CONTENT IN TERMS OF SPECIFIC BODY OF KNOWLEDGE:

1. Installing and Upgrading Exchange 2000 Server.

- a. Install Exchange 2000 Server on a server computer.
- b. Diagnose and resolve failed installations.
- c. Upgrade or migrate to Exchange 2000 Server from Exchange Server 5.5.
- d. Diagnose and resolve problems involving the upgrade process.
- e. Manage coexistence with Exchange Server 5.5.
- f. Diagnose and resolve Exchange 2000 Active Directory Connector problems.
- g. Perform client deployments. Clients include Microsoft Outlook® 2000, Outlook Web Access, POP3, IMAP4, and IRC.

2. Configuring Exchange 2000 Server. Types of servers include mailbox, public folder, gateway, virtual, Chat, and Instant Messaging.

- a. Configure server objects for messaging and collaboration to support the assigned server role.
- b. Create and manage administrative groups.
- c. Configure separate Exchange 2000 Server resources for high-volume access. Resources include stores, logs, and separate RAID arrays.
- d. Diagnose and resolve Exchange 2000 Server availability and performance problems.
- e. Configure Exchange 2000 Server for high security.
- f. Create, configure, and manage a public folder solution.
- g. Configure and manage system folders.

3. Managing Recipient Objects.

- a. Configure a user object for messaging.
- b. Manage user and information store association.
- c. Diagnose and resolve problems that involve user and information store placement. Problems include security, performance, and disaster recovery.
- d. Create and manage address lists.
- e. Diagnose and resolve Recipient Update Service problems.

4. Monitoring and Managing Messaging Connectivity.

- a. Manage and troubleshoot messaging connectivity.
- b. Manage messaging queues for multiple protocols.
- c. Monitor link status.

- d. Configure and monitor client connectivity. Clients include Outlook 2000, Outlook Web Access, POP3, IMAP4, and IRC.
- e. Diagnose and resolve client connectivity problems. Problems include DNS structure, server publishing structure, DS Proxy/DS Access, address resolution, Instant Messaging clients, various connection protocols, and non-Windows 2000 environments.
- f. Manage public folder connectivity.

5. Managing Exchange 2000 Server Growth.

- a. Monitor services use. Services include messaging, Chat, public folder access, Instant Messaging, and calendaring.
- b. Manage growth of public and private message store databases.
- c. Manage growth of user population and message traffic.
- d. Monitor the growth of client use. Clients include Outlook 2000, Outlook Web Access, POP3, IMAP4, and IRC.
- e. Manage recipient and server policies.
- f. Diagnose and resolve problems that involve recipient and server policies.
- g. Optimize public folder and mailbox searching.

6. Restoring System Functionality and User Data.

- a. Apply a backup and restore plan.
- b. Diagnose and resolve backup and restore problems.
- c. Restore user data and System State data.
- d. Restore information stores.
- e. Configure a server for disaster recovery. Configurations include circular logging, backup, and restore.
- f. Diagnose and resolve security problems that involve user keys.

REQUIRED READING: Microsoft, MCSE Training Kit, Microsoft Exchange Server, 2001

SUGGESTED READING: None

REQUIRED WRITING:

Problem solving exercises and skills demonstrated in computer homework assignments. A minimum of one page per homework assignment is required.

OUTSIDE ASSIGNMENTS:

Students are expected to spend a minimum of three hours per unit per week in class and on outside assignments, prorated for short-term classes.

INSTRUCTIONAL METHODOLOGY:

Check all that apply:

- lecture
- laboratory
- lecture-laboratory combination
- directed study

DISTANCE LEARNING:

This course may be offered as a distance learning course and meets Title 5 regulations 55370, 55372, 55374, 55376, 55378, and 55380.

Yes No

If yes, check all that apply:

- Television Course (Video one-way, e.g. ITV, video cassette, etc.)
- Online Course (Text one-way, e.g. newspaper, correspondence, electronic file, etc.)
- Two-Way Video Conferencing (Two-way interactive video and audio)
- One-Way Video Conferencing (One-way interactive video and two-way interactive audio)
- Computer Assisted Instruction (A specialized form of mediated instruction relying primarily on student access to information and prepared lessons or teaching materials through a computer terminal, but not under immediate supervision of a qualified instructor.)

GRADING POLICY AND STANDARDS

Grades for courses are based upon final examinations, mid-term examinations, other tests, assignments, projects, and participation. Faculty will inform students of their grading policy at the beginning of each semester.

- 50-80% Lab Projects/Assignments
- 20-50% Examinations

IS COURSE REPEATABLE FOR REASON(S) OTHER THAN DEFICIENT GRADE?

Yes No Number of times course may be taken for credit: _____

If yes, identify specific provision of Title 5 Division 2 section(s), 55761-55763 and 58161 which qualifies course as repeatable:

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SIGNATURES ON FILE