

Microsoft® Exchange Server 2007 Administrator's Companion, Second Edition

*Walter Glenn, Scott Lowe,
and Joshua Maher*

To learn more about this book, visit Microsoft Learning at
<http://www.microsoft.com/MSPress/books/12754.aspx>

9780735625907

Microsoft®
Press

© 2008 Walter Glenn, Scott Lowe, and Joshua Maher. All rights reserved.

Table of Contents

<i>Introduction</i>	<i>xxi</i>
---------------------------	------------

Part I

Introduction

1 Overview of Microsoft Exchange Server 2007	3
What Is Exchange Server?	3
Editions of Exchange Server 2007	4
Exchange Server 2007 Standard Edition	4
Exchange Server 2007 Enterprise Edition	5
Understanding Basic Concepts	5
Messaging Systems	6
The Organization of an Exchange Environment	8
Exchange Server Storage	12
What's New in Exchange Server 2007	14
Active Directory Site Routing	14
Split Permissions Model	14
Exchange Server 2007 Setup Wizard	15
Exchange Management	15
Exchange Server Roles	15
Unified Messaging	15
Messaging Policy and Compliance	16
Anti-spam and Antivirus	16
64-Bit Architecture	16
Outlook Web Access	17
What's New in Exchange Server 2007 Service Pack 1	17
Deployment Features	17
High Availability Features	18
Improved Mailbox Management	19

What do you think of this book?
We want to hear from you!

Microsoft is interested in hearing your feedback about this publication so we can continually improve our books and learning resources for you. To participate in a brief online survey, please visit: www.microsoft.com/learning/booksurvey/

Public Folder Support in Exchange Management Console	19
POP3 and IMAP4 Support in Exchange Management Console	19
Outlook Web Access Improvements	20
Unified Messaging Improvements	20
Exchange ActiveSync Improvements	21
Transport Improvements	21
Summary	22
2 Active Directory for Exchange Administrators	23
Brief Overview of Active Directory	23
Directory Structure in Active Directory	23
Logical Structure of Active Directory	24
Groups	29
Other Active Directory Components	31
Naming Partitions	31
Sites	32
Location Service Providers	32
Global Catalog Servers	32
Client Authentication	33
Active Directory Names	34
Exchange Server 2007 and Active Directory	35
Exchange Server 2007 and Active Directory Site Topology	35
Storing Exchange Server 2007 Data in Active Directory	37
Exchange Server 2007 and Forest Boundaries	40
Configuration Partition and Directory Data	41
DNS Configuration	41
Summary	42
3 Exchange Server 2007 Architecture	43
The Role of Exchange Server 2007 Roles	43
Mailbox Server Role	44
Client Access Server Role	45
Hub Transport Server Role	47
Unified Messaging Server Role	48
Edge Transport Server Role	48
Storage Design Goals in Exchange Server 2007	49

Stores and Storage Groups	51
Increased User Support	53
Individual Backup and Restore	54
Database File Structure.....	54
On-Demand Content Conversion	54
Single-Instance Message Store	55
Data Recovery and Transaction Logs	56
The Extensible Storage Engine	56
The Web Folder Client	66
Public Folders.....	68
Multiple Public Folder Trees	69
Indexing	69
Index Catalogs	71
Index Size	71
Exchange Server Storage Design	71
Supported Storage Technologies	72
Choosing a RAID Level	72
Planning for Disk Space	73
Logical Unit Number (LUN) Layout	75
Other Storage Notes	76
Testing Your Storage Architecture	76
Transport Architecture	77
SMTP Connectors	78
Creating SMTP Connectors	78
Message Routing	79
Message Transport Scenarios	83
Transport Protocols	84
Message Prioritization	86
Summary	88

Part II

Planning Your Deployment

4 Assessing Needs.....	91
Defining User Needs	92
Messaging	92

Public Folders	93
Connections to Other Systems	94
Remote Access	95
Custom Applications	95
Training and Support Services	95
Assessing Current Resources	96
Defining Your Geographic Profile	96
Defining Your Software Environment	96
Defining Your Network Topology	97
Defining Your Active Directory Model	100
Defining Administrative Needs	102
Summary	102
5 Planning for Deployment	103
Planning the Organization	103
Establishing a Naming Convention	103
Planning Public Folders	106
Planning Gateways	107
Planning Servers	108
Disk Considerations	108
Processor Considerations	110
Memory Considerations	112
Network Considerations	112
Ways to Add Fault Tolerance	113
Summary	113

Part III

Installation and Deployment

6 Installing Exchange Server 2007	118
Preparing for the Installation	118
Gathering Information	119
Verifying Hardware Requirements	121
Getting Service Packs	122
Defining the Role of Your Server	122
Optimizing Hardware Through Configuration	124

Verifying System Requirements	124
Creating the Exchange Administrator's Account	132
Playing It Safe	133
Performing the Installation	133
Preparing the Active Directory Environment	134
Installing Exchange Server 2007 in a New Organization	136
The Role of Roles	138
Installing in an Existing Organization	143
Verifying Your Installation	144
Finalizing Exchange Server 2007 Deployment	146
Keeping Exchange Healthy	151
Summary	152
7 Coexisting with Previous Versions of Exchange Server	153
Chapter Background	154
Terminology	154
Exchange Server 2007 Coexistence Deployment Considerations	155
Exchange Server 2003 Native Mode	155
Automatic Coexistence Tasks	157
Global Settings	158
Installing Exchange Server 2007 into an Existing Exchange Server 2003 Organization	159
Coexistence Administration Issues	161
Creating Additional Routing Group Connectors	163
Coexistence Issue: Version-Specific Administration	164
SMTP Connectors and Internet E-Mail	166
Handling Internet E-Mail	167
Adding an SMTP Connector to Your Legacy Exchange Organization ..	168
Public Folders	172
Public Folder Replication	173
Handling Public Folder Referrals	175
Administering Public Folders	177
Recipient Update Service	180
Complete Coexistence Notes	182
Summary	192

8	Transitioning to Exchange Server 2007	193
	The Example Scenario	194
	Transition Options	195
	Transition Limitations	195
	Move Internet Mail to Exchange Server 2007	197
	Allow Mail to Flow to the Internet	198
	Allow Incoming Mail from the Internet	201
	Moving Mailboxes to Exchange Server 2007	203
	The Decommissioning Process	210
	Re-home Client Services	210
	Remove SMTP Connectors from Your Legacy Exchange Organization	211
	Re-home Public Folders	212
	Move the Offline Address Book to Exchange Server 2007	214
	Move the Recipient Update Service to Exchange Server 2007	215
	Remove Legacy Connectors	217
	Uninstall Exchange from Legacy Exchange Servers	218
	Remove Legacy Exchange Routing Groups	218
	Summary	220
9	High Availability in Exchange Server 2007	221
	Continuous Replication and Transaction Logs	222
	Local Continuous Replication	226
	Preparing for LCR	227
	Enabling Local Continuous Replication	228
	Cluster Continuous Replication	237
	CCR Terminology	238
	Preparing for CCR	241
	Enabling Continuous Cluster Replication	242
	Establishing the Cluster	244
	Configure the MNS Quorum to Use the File Share Witness	248
	Installing Exchange Server 2007 on Your Cluster	249
	Verifying the Status of Your CCR	251
	Verifying that a Server Can Handle a Failover	252
	Configuring the Transport Dumpster	253
	Closing Thoughts on CCR	254
	Standby Continuous Replication	254

Sources and Targets	255
SCR Requirements	256
Managing Standby Continuous Replication	256
Seeding and SCR Target	259
Single Copy Clusters	260
Summary	264

Part IV

Management

10 Managing Exchange Server 2007	267
Microsoft Management Console	268
The MMC User Interface	268
How MMC Works	271
Using the Exchange Management Console	273
Major Areas of the Exchange Management Console	274
Examining the Exchange Hierarchy	276
Using the Exchange Management Shell	282
Understanding Cmdlets	284
Getting Help	286
Summary	287
11 Creating and Managing Recipients	289
Understanding Recipient Types	290
Users	291
Mailbox Users	291
Mail-Enabled Users	308
Mailbox Resources	310
Mail Contacts	312
Creating a Mail Contact	312
Configuring a Mail Contact	313
Distribution Groups	313
Creating a Distribution Group	314
Configuring a Group	316
Creating Dynamic Distribution Groups	318
Filtering Recipients	319

Templates	320
Address Lists	321
Summary	324
12 Using Public Folders	325
Understanding Public Folder Storage	326
Using Public Folders in Microsoft Outlook 2007	326
Creating a Public Folder in Outlook	327
Managing Public Folders in Outlook	327
Managing Public Folder Databases	329
Creating a New Public Folder Database	329
Removing a Public Folder Database	331
Creating and Managing Public Folders	332
Creating a Public Folder	334
Removing a Public Folder	335
Getting Information about a Public Folder in the Exchange Management Shell	336
Managing Settings for a Public Folder	336
Summary	344
13 Creating and Managing Storage Groups	345
Review of Exchange Server 2007 Storage Architecture	345
Benefits of Using Storage Groups	347
Increased User Support	348
Individual Backup and Restore	349
Hosting of Multiple Businesses	350
Support for Special Mailboxes	350
Planning Storage Groups	350
Planning for Disk Space	351
Planning for Multiple Storage Groups	355
Planning for Backup and Restore Throughput	355
Managing Storage Groups	356
Creating Storage Groups	357
Modifying Storage Group Configuration	359
Removing Storage Groups	363
Managing Stores	364
Creating a Mailbox Store	364

Modifying Mailbox Database Configuration	366
Summary	373
14 Unified Messaging	375
Unified Messaging Overview	377
Unified Messaging Features	378
Exchange Server 2007 Unified Messaging Objects	379
Creating and Managing Unified Messaging Objects	381
Unified Messaging Dial Plans	382
Unified Messaging Mailbox Policy	390
Unified Messaging IP Gateways	396
Associating Servers with Dial Plans	399
Enabling Unified Messaging for Individual Mailboxes	401
Summary	405
 Part V	
Maintenance	
15 Troubleshooting Exchange Server 2007	409
Using Troubleshooting Tools	409
Using Event Viewer	409
Using Diagnostics Logging	411
RPPing Utility	416
Eseutil.exe Offline Tool	419
Best Practices Analyzer	421
Mail Flow Troubleshooter	423
Performance Troubleshooter	425
Other Useful Utilities	427
Finding Help	427
Product Documentation	427
Microsoft TechNet	427
Internet Newsgroups	428
Summary	429
16 Disaster Recovery	431
Backup and Restore Technologies	431
The Exchange Database	432

Volume Shadow Copy Service	437
Exchange Streaming Backup API	439
Other Exchange Server Components	443
Backup and Restore Strategies	444
Recovering an Exchange Mailbox Server	448
Recovering an Exchange Mailbox Database	452
Recovering a Single Exchange Mailbox	452
Backing Up an Exchange Mailbox Server	454
Backing Up an Exchange Mailbox Database	455
Backing Up a Single Exchange Mailbox	457
Planning for Corruption	457
Implementing Backup Strategies	458
Operational Best Practices	464
Summary	465
17 Tuning Exchange Server 2007 Performance	467
Understanding How the Performance Snap-in Works	467
Performance Monitoring Concepts	468
Collecting Data with the Performance Snap-in	469
Viewing Collected Data	470
Evaluating the Four Main Subsystems in Windows	472
Evaluating Memory Usage	472
Evaluating Processor Usage	475
Evaluating Disk Usage	476
Using the Performance Snap-in to Tune Exchange Server 2007	477
SMTP System Monitor Counters	477
Outlook Web Access	478
Unified Messaging Counters	479
Using Other Exchange Performance Tools	482
Microsoft Exchange Server Jetstress Tool	482
Exchange Load Generator	484
Summary	485

Part VI

Security

18 Security Policies and Exchange Server 2007	489
Why Are Information Security Policies Important?	490
Information Security Policies and Electronic Policies	492
Information Security Policies for Exchange Server 2007	493
Password Policies	493
Logon Policies	494
Acceptable Use Policies	495
Computer Viruses, Trojans, and Worms	496
Schema Extensions by Exchange Server 2007	497
Data Security	499
Legal Exposure to Unwanted E-Mail Content	500
Backing Up and Archiving Exchange Databases	501
E-Mail Integrity	502
Miscellaneous Elements to Consider	503
Related Resources	504
Summary	505
19 Exchange Server Security Basics	507
The Scope of Security	508
Motivations of a Criminal Hacker	509
How Hackers Work	510
Physical Security	514
Administrative Security	514
The Built-in Exchange Administrative Groups	516
The Add Exchange Administrator Wizard	517
SMTP Security	522
Computer Viruses	527
What Is a Virus?	527
Trojans	528
Worms	528
Junk E-Mail	529
Security Tools Provided by Microsoft	530
Summary	532

20	Antivirus and Anti-spam	533
	The Edge Transport Server at a Glance	533
	Edge Transport Server Deployment	535
	Verify the Edge Transport Server's DNS Suffix	536
	Configure Firewalls to Pass Edge Traffic	537
	Install Active Directory Application Mode	537
	Install the Exchange Server 2007 Edge Transport Server Role	538
	Subscribe the Edge Transport Server to the Exchange Server 2007 Organization	539
	Managing Anti-spam Features	545
	Content Filtering	546
	Connection Filtering: IP Allow List	550
	Connection Filtering: IP Allow List Providers	551
	Connection Filtering: IP Block List	553
	Connection Filtering: IP Block List Providers	554
	Recipient Filtering	557
	Sender Filtering	558
	Sender ID	561
	Sender Reputation	563
	Attachment Filtering	567
	Managing Antivirus with Microsoft Forefront Security for Exchange Server	571
	About Microsoft Forefront Security for Exchange Server	572
	Installing Microsoft Forefront Security for Exchange Server	572
	Managing Microsoft Forefront Security for Exchange Server	574
	Other Microsoft Forefront Security for Exchange Server Benefits	577
	Summary	577
21	Securing Exchange Server 2007 Messages	579
	Windows Server 2003 Security Protocols	579
	Understanding the Public Key Infrastructure in Windows Server 2003	580
	Encryption and Keys	580
	Encryption Schemes	581
	Certificate Services in Windows Server 2003	582
	Managing the Public Key Infrastructure	588
	Installing and Configuring Certificate Services	588
	Installing Web Enrollment Support	593

Using the Web Enrollment Pages	594
Viewing Information About Certificates	599
Securing Messaging in Outlook 2007	603
Initially Trusting a Certificate	604
Encryption and Outlook 2007	604
Digital Signatures and Outlook 2007	605
S/MIME and Outlook 2007	605
Configuring Outlook 2007 for Secure Messaging	606
Installing Exchange Certificate Templates	608
Understanding How Exchange Server 2007 Integrates with Windows Server 2003 Security	609
Summary	612

Part VII

Clients

22 Overview of Exchange Clients	615
Microsoft Office Outlook 2007	616
Windows Mail and Microsoft Outlook Express	618
Outlook Web Access	620
Standard Internet E-Mail Clients	621
Non-Windows Platforms	621
UNIX Clients	622
Macintosh Clients	622
Choosing a Client for Exchange Server	622
Summary	623
23 Deploying Microsoft Office Outlook 2007	625
Installing Outlook 2007	625
Standard Outlook Installation	626
Installing Outlook 2007 by Using the Office Customization Tool	627
Supporting Outlook 2007	628
Using Cached Exchange Mode	628
Enabling Multiple Users in Outlook 2007	634
Outlook Anywhere	639
Summary	642

24 Supporting Outlook Web Access	643
Features of OWA	643
Deploying OWA	644
Single-Server Scenario	644
Multi-Server Scenario	645
ISA Server 2006 and OWA	648
Authentication Options	649
Configuring OWA Properties and Features	659
Managing Access to UNC Shares and SharePoint	
Document Repositories	659
OWA Segmentation	666
OWA User Features	672
Summary	674
25 Supporting Other Clients	675
Post Office Protocol Version 3	675
Enabling POP3	677
Administering POP3	677
Internet Messaging Access Protocol 4	688
Enabling IMAP4	689
Administering IMAP4	689
POP3/IMAP4 Considerations	700
Summary	700

Part VIII

Appendices

A Default Directory Structure for Exchange Server 2007	703
B Delivery Status Notification Codes	705
C Default Log File Locations	709
D Default Diagnostic Logging Levels for Exchange Processes	711
Glossary	717
Index	729

Managing Exchange Server 2007

Microsoft Management Console	268
Using the Exchange Management Console	273
Using the Exchange Management Shell	282
Summary	287

Now that you've installed Microsoft Exchange Server 2007, you're probably eager to start working with it. You'll want to begin creating mailboxes, groups, and other recipients, but first you need to know some basics of managing the Exchange system.

Exchange Server 2007 introduces a radical shift in the way you manage an Exchange server or organization. Exchange Server 2007 is built entirely upon a new command-line interface named Exchange Management Shell—a modified version of the new Windows PowerShell. You can perform just about every imaginable administrative function with Exchange Server 2007 by using shell commands called cmdlets.

The graphical management interface for Exchange Server 2007 is Exchange Management Console. It is essentially a Microsoft Management Console (MMC) snap-in that is built to run commands from the Exchange Management Shell. Whenever you configure an object in the console or run a wizard, the interface actually is using the underlying Exchange Management Shell to issue the appropriate commands. In fact, when you issue a command in the console, it even provides information about how to issue those same commands from the Exchange Management Shell, providing a friendly way to get to know the shell interface and command structure.

This chapter introduces you to the Microsoft Management Console, the Exchange Management Console, and the Exchange Management Shell. Throughout this book, you learn about ways to perform administrative functions in both interfaces. This chapter is meant to give you grounding in the two interfaces you'll be using to manage Exchange Server 2007.

Microsoft Management Console

Microsoft Management Console (MMC) provides a common environment for the management of various system and network resources. MMC is actually a framework that hosts modules called snap-ins, which provide the actual tools for managing a resource. For example, you manage Exchange Server 2007 using the Microsoft Exchange snap-in.

Note The start menu icon that loads the Exchange Management Console essentially creates an MMC and loads the Microsoft Exchange snap-in, and you can do nearly all your administration by selecting this shortcut. However, you may find it useful to add the Microsoft Exchange snap-in to an MMC console you create along with other snap-ins representing common tasks you perform.

MMC itself does not provide any management functionality. Rather, the MMC environment provides for seamless integration between snap-ins. This allows administrators and other users to create custom management tools from snap-ins created by various vendors. Administrators can save the tools they have created for later use and share them with other administrators and users. This model gives administrators the ability to delegate administrative tasks by creating different tools of varying levels of complexity and giving them to the users who will perform the tasks.

The MMC User Interface

When you first load MMC, you might notice that it looks a lot like Microsoft Windows Explorer. MMC uses a multiple-document interface, meaning that you can load and display multiple console windows in the MMC parent window simultaneously. Figure 10-1 shows the MMC parent window with the Microsoft Exchange snap-in loaded. The next few sections discuss the main parts of this window.

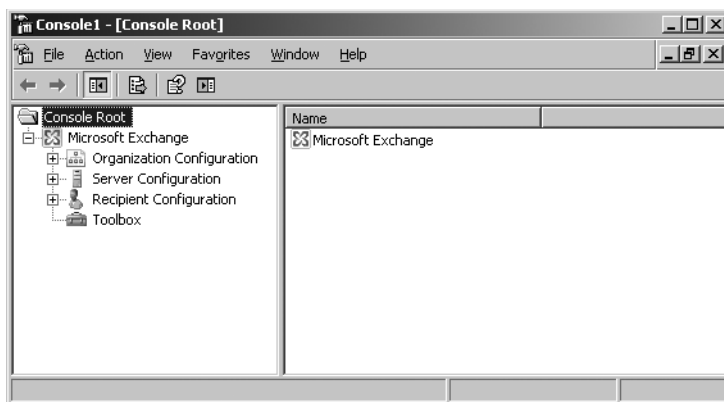


Figure 10-1 MMC window with the Microsoft Exchange snap-in loaded

MMC Toolbar

The main MMC toolbar holds six menus: File, Action, View, Favorites, Window, and Help. The View, Favorites, Window, and Help menus are pretty much what you would expect. The View menu lets you customize the columns you see in the display and turn on or off visual effects. The Favorites menu lets you add items to a list of favorites and organize that list into categories. The Favorites list can include shortcuts to tools, items in the console, or tasks. The Window menu lets you manage console windows if you have more than one window open in MMC. The Help menu lets you access general MMC Help as well as Help for the snap-ins that are currently loaded.

The Action menu provides access to commands pertinent to the object you have selected in the console. The commands on the Action menu change depending on what snap-in is loaded and what object within that snap-in is currently selected.

The File menu is where most of the action is. From this menu, you can open and save consoles and even create new ones. You can also add snap-ins to and remove them from open consoles and set general MMC options. Options you can set include the following:

- **Console Title** Specifies the console name as it appears in the MMC title bar.
- **Console Mode** Author mode grants the user full access to all MMC functionality. User mode comes in three flavors: Full Access lets the user access all MMC commands but not add or remove snap-ins or change console properties; Limited Access Multiple Window allows the user to access only the areas of the console tree that were visible when the console was saved and to open new windows; Limited Access Single Window works the same as Limited Access Multiple Window, except that users cannot open new windows.

Other options define whether users can access context menus on taskpads, save changes to the console, and customize views.

Scope Pane

The Scope pane contains a hierarchy of containers referred to as a console tree. Some containers are displayed as unique icons that graphically represent the type of items they contain. Others are displayed as folders, simply indicating that they hold other objects. Click the plus sign next to a container to expand it and display the objects inside. Click the minus sign to collapse the container.

Details Pane

The Details pane changes to show the contents of the container selected in the Scope pane. In other words, the Details pane shows the results of the currently selected scope. The Details pane can display information in a number of ways, referred to as *views*.

Note The View menu also lets you customize the columns that are shown in the scope and Details panes. In the Details pane itself, you can rearrange columns and click a column heading to reorder rows alphabetically or chronologically.

In addition to the standard views, for some snap-ins you can also create a taskpad view to show in the Details pane. A taskpad view is a dynamic HTML (DHTML) page that presents shortcuts to commands available for a selected item in the Scope pane. Each command is represented as a task that consists of an image, a label, a description, and a mechanism for instructing the snap-in to run that command. Users can run the commands by clicking a task.

You can use taskpad views to do the following things:

- Include shortcuts to all the tasks a specific user might need to perform.
- Group tasks by function or user by creating multiple taskpad views in a console.
- Create simplified lists of tasks. For example, you can add tasks to a taskpad view and then hide the console tree.
- Simplify complex tasks. For example, if a user frequently performs a given task involving several snap-ins and other tools, you can organize, in a single location, shortcuts to those tasks that run the appropriate property sheets, command lines, dialog boxes, or scripts.

Snap-in Root Container

The snap-in root container is the uppermost container in the snap-in; it is usually named based on the product or task that it is associated with. MMC supports stand-alone and extension snap-ins. A stand-alone snap-in, such as Microsoft Exchange, provides management functionality without requiring support from another snap-in. Only one snap-in root container exists for each stand-alone snap-in. An extension snap-in requires a parent snap-in above it in the console tree. Extension snap-ins extend the functionality provided by other snap-ins.

Containers and Objects

Exchange Server 2007 is a great example of an object-based, hierarchical directory environment. All the little bits and pieces that make up Exchange are objects that interact with one another to some degree. The objects you see in the Scope and Details panes can be divided into two types:

- **Containers** Containers can contain both other containers and noncontainer objects. Container objects can also appear in the Details pane. They are used to logically group all the objects that make up a management environment. An administrator uses the container objects to organize the tree and then to navigate through it.

- **Leaf Objects** A leaf object is simply an object that cannot contain other objects. Some common leaf objects with which an administrator works daily include servers and connectors.

You manage all the objects in an MMC console through the use of property sheets. A *property sheet* is a dialog box you open by selecting an object and then choosing Properties from the Action menu. It consists of one or more tabs that contain controls for setting a group of related properties. Figure 10-2 shows the property sheet for a server object in the Microsoft Exchange snap-in.

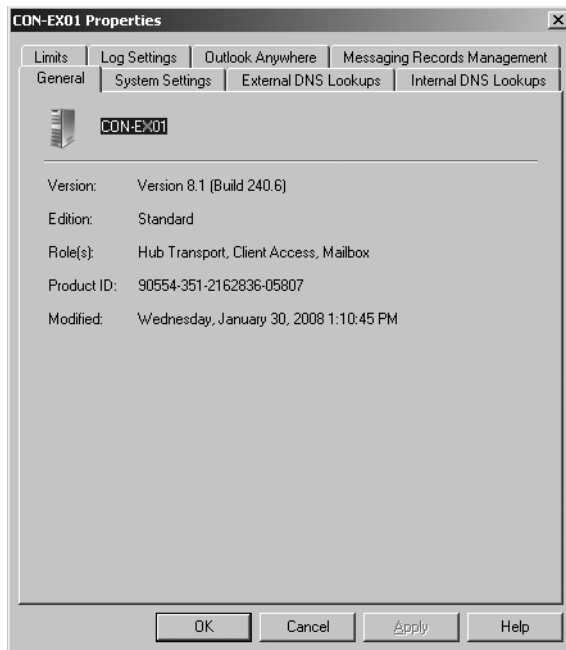


Figure 10-2 Property sheet for a server object

How MMC Works

The MMC interface permits snap-ins to integrate within a common management console. This gives all snap-ins a similar look and feel, although they might perform their tasks in different ways. The console itself offers no management functions; it merely acts as a host to the snap-ins. Snap-ins always reside in a console; they do not run by themselves.

Snap-ins

Each MMC tool is built of a collection of instances of smaller tools called MMC snap-ins. A snap-in is the smallest unit of console extension and represents one unit of manage-

ment behavior. The snap-in might call on other supporting controls and dynamic-link libraries (DLLs) to accomplish its task.

Snap-ins extend MMC by adding and enabling management behavior. They can provide this behavior in a number of ways. For example, a snap-in might add elements to the container tree, or it might extend a particular tool by adding shortcut menu items, toolbars, property sheet tabs, wizards, or Help to an existing snap-in. There are two basic types of snap-ins:

- **Stand-alone Snap-ins** Provide management functionality even if they are alone in a console with no other supporting snap-ins. They do not rely on any other snap-ins being present. The Exchange System snap-in is an example of a stand-alone snap-in.
- **Extension Snap-ins** Provide a variety of functionality, but only when used in conjunction with a parent snap-in. Some extend the console namespace, while others simply extend context menus or specific wizards.

Note Many snap-ins support both modes of operation, offering some stand-alone functionality and also extending the functionality of other snap-ins.

Packages

Snap-ins are usually shipped in groups called *packages*. For example, the Microsoft Windows operating system itself includes one or more packages of snap-ins. Additionally, other vendors might ship products composed entirely of packages of snap-ins. Grouping snap-ins into packages provides convenience for downloading and installation. It also permits several snap-ins to share core DLLs so that these DLLs do not have to be placed in every snap-in.

Custom Tools

MMC provides functionality for creating custom management tools. It allows administrators to create, save, and then delegate a customized console of multiple snap-ins tailored for specific tasks. Administrators can assemble these specific snap-ins into a tool (also called a *document*) that runs in one instance of MMC. For example, you can create a tool that manages many different aspects of the network—Active Directory, replication topology, file sharing, and so on. After assembling a tool, the administrator can save it in an .msc file and then reload the file later to instantly re-create the tool. The .msc file can also be e-mailed to another administrator, who can then load the file and use the tool.

Custom Consoles

One of the primary benefits of MMC is its support for customization of tools. You can build custom MMC consoles tailored for specific management tasks and then delegate those consoles to other administrators. These tools can focus on the particular management requirements of various administrator groups.

For example, you could create a custom console, as shown in Figure 10-3, that includes the Microsoft Exchange, Active Directory Users and Computers, Disk Management, and Event Viewer snap-ins—several tools that are important to any Exchange administrator.

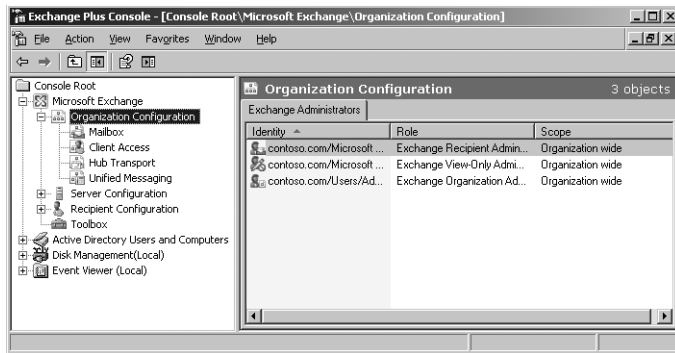


Figure 10-3 A custom console with various snap-ins

More Info Obviously, there is a lot more to MMC than can be covered in a single chapter, especially when the chapter is really about using the Microsoft Exchange System snap-in. For more information about MMC, start with the Help file available from any console window.

Using the Exchange Management Console

The Exchange Management Console provides a graphical view of all the resources and components of an Exchange organization. No matter how many servers you have set up, you can manage them all from a single Exchange Management Console window. Use this window, and the property sheets of all the objects in it, to navigate the Exchange organizational hierarchy and perform the various tasks associated with Exchange administration.

You use both container and leaf objects to administer an Exchange organization. Most objects in the Exchange System console window—both container and leaf—have a property sheet that allows you to configure various parameters for that object and make it act in the way that best serves the organization's needs. You can open an object's property

sheet by selecting the object and choosing Properties from the Action menu. You can also right-click an object and choose Properties from its shortcut menu. You use property sheets to both configure and administer Exchange Server 2007.

Major Areas of the Exchange Management Console

You can start the Exchange Management Console by clicking Start, pointing to All Programs, then to Microsoft Exchange Server 2007, and then clicking Exchange Management Console. The Exchange Management Console is divided into the major areas shown in Figure 10-4. These areas include:

- **Console tree** The console tree is located on the left side of the console and is organized by containers that represent the hierarchy of the Exchange organization. The specific containers that are displayed are based on the server roles that are installed. When you select a container in the console tree, the results of that container are shown in the Results pane.
- **Results pane** The Results pane is located in the center of the console. This pane displays objects that reflect the container you have selected in the console tree. For example, if you select the Mailbox object inside the Recipient Configuration container, the Results pane shows individual mailboxes.
- **Work pane** The Work pane is located at the bottom of the Results pane. The Work pane is shown only when you select objects under the Server Configuration container, such as Mailbox, Client Access, or Unified Messaging. This pane displays objects based on the server role that is selected in the Server Configuration container. For example, if you select the Mailbox object in the Server Configuration container, the Results pane shows a list of Mailbox servers. When you select a server in the Results pane, storage groups on that server are shown in the Work pane.

Note Another new feature introduced to the Exchange Management Console with Exchange Server 2007 Service Pack 1 (SP1) is the ability to export lists of objects that appear in the Results and Work panes. You can export a list as tab- or comma-delimited text files or Unicode text files.

- **Actions pane** The Actions pane is located on the right side of the console. This pane lists actions you can perform based on the object that is selected in the console tree, Results pane, or Work pane. These actions are the same actions you can take by displaying the Action menu or by right-clicking the object. For this reason, you might find it more useful to hide the Actions pane. You can do this by clicking the Show/Hide Action Pane button on the Exchange Management Console toolbar.

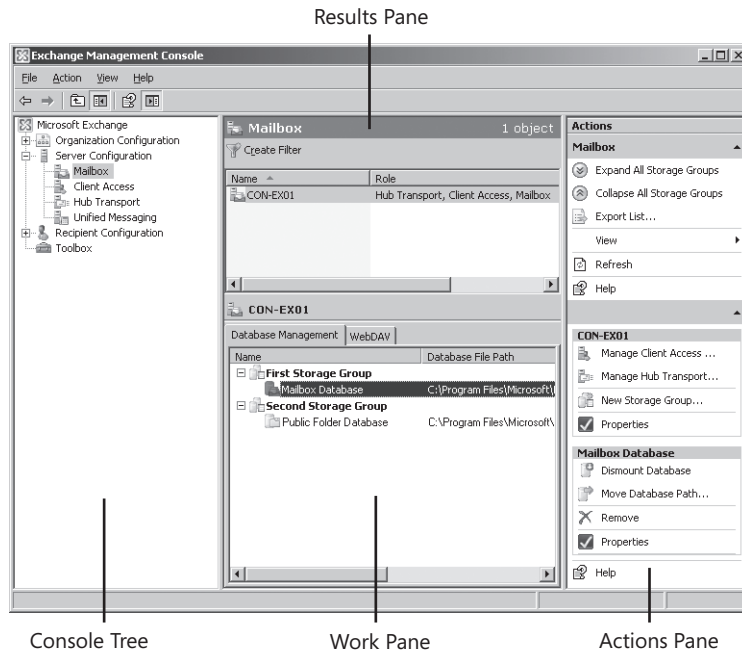


Figure 10-4 Areas of the Exchange Management Console



Real World Explore!

The sheer number of property sheets you encounter when administering Exchange Server 2007 can seem daunting, but don't let them intimidate you. Take the time to play with the program. You probably won't be able to remember exactly where to go to accomplish every administrative task in Exchange Server 2007, but it helps to think about what the task involves. If you need to manage the way all mailboxes on a server are handled, find the Mailbox container inside the Server Configuration container. If you need to manage a single mailbox, find the Mailbox container inside the Recipient Configuration container. Each component handles a different aspect of the configuration, so multiple components might be involved with a single configuration or administrative task. As you use the program and get used to the Exchange environment, it becomes easier to navigate the program and find exactly the object or objects you need to administer.

Learning the contents and layout of the various property sheets in the Exchange Management Console is a key to learning how Exchange Server 2007 works. After you know how to organize tasks that match the way Exchange Server 2007 is structured, your administrative tasks flow more easily.

To administer an Exchange environment with the Exchange Management Console, you must log on to Active Directory under a domain user account that has administrative privileges for administering the Exchange organization.

Examining the Exchange Hierarchy

The top of the hierarchy in the console tree of the Exchange Management Console is the snap-in root container that represents the Exchange organization, as shown in Figure 10-5. The snap-in root container is named Microsoft Exchange. All the Exchange containers are held within this container. Additionally, selecting the root container shows two tabbed screens in the Results pane: Finalize Deployment, which shows you tasks to perform after installation (and which is discussed in Chapter 6, “Installing Exchange Server 2007”); and End-to-End Scenario, which allows you to configure end-to-end solutions in Exchange, such as implementing best practices for disaster recovery.

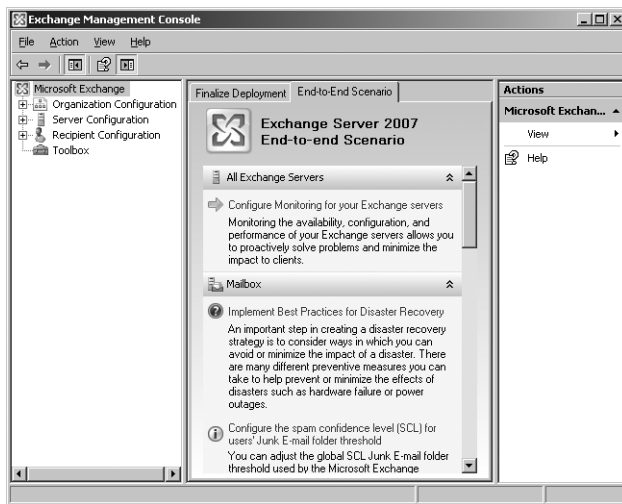


Figure 10-5 The Exchange hierarchy

There are four primary containers directly within the snap-in root container. The following sections describe each of these containers.

Organization Configuration

Selecting the Organization Configuration container itself displays all users configured as Exchange administrators and allows you to configure administrative access roles for users or groups, as shown in Figure 10-6. You must be a member of the Exchange Server Administrators group in order to view the Organization Configuration container or change the roles assigned to users.

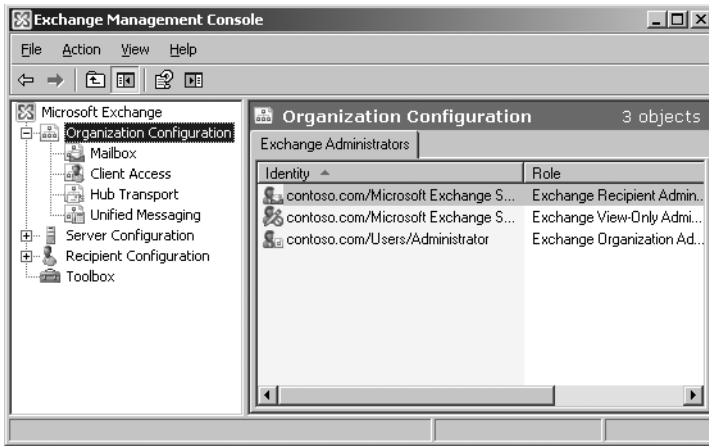


Figure 10-6 Viewing Exchange administrative roles with the Organization Configuration container

Exchange administrator roles are similar in function to Windows Server security groups. Administrator roles allow you to easily assign sets of permissions to users for the most common administrative functions in Exchange Server. Exchange administrative roles include the following:

- **Exchange Server Administrators** This role provides access to only local server Exchange configuration data, either in the Active Directory or on the physical computer on which Exchange 2007 is installed. Users who are members of the Exchange Server Administrators role have permissions to administer a particular server, but do not have permissions to perform operations that have global impact in the Exchange organization. Members assigned to this role are granted the following:
 - ❑ They are made owners of all local server configuration data. As owners, members of the role have full control over the local server configuration data.
 - ❑ They are made local administrators on the computer on which Exchange is installed.
 - ❑ They are made members of the Exchange View-Only Administrators role.
- **Exchange Organization Administrators Role** The Exchange Organization Administrators role provides administrators with full access to all Exchange properties and objects in the Exchange organization. Additionally, members assigned this role are granted the following:
 - ❑ They are made owners of the Exchange organization in the configuration container of Active Directory. As owners, members of the role have control over

the Exchange organization data in the configuration container in Active Directory and the local Exchange server Administrator group.

- ❑ They are given Read access to all domain user containers in Active Directory. Exchange grants this permission during setup of the first Exchange 2007 server in the domain, for each domain in the organization. These permissions are also granted by being a member of the Exchange Recipient Administrator role.
 - ❑ They are given Write access to all Exchange-specific attributes in all domain user containers in Active Directory. Exchange 2007 grants this permission during setup of the first Exchange 2007 server in the domain, for each domain in the organization. These permissions are also granted by being a member of the Exchange Recipient Administrator role.
 - ❑ They are made owners of all local server configuration data. As owners, members have full control over the local Exchange server. Exchange 2007 grants this permission during setup of each Exchange server.
- **Exchange Recipient Administrators Role** The Exchange Recipient Administrators role has permissions to modify any Exchange property on an Active Directory user, contact, group, dynamic distribution list, or public folder object. Members are granted the following:
- ❑ They are given Read access to all the Domain User containers in Active Directory that have had Setup /PrepareDomain run in those domains.
 - ❑ They are given Write access to all the Exchange-specific attributes on the Domain User containers in Active Directory that have had Setup /PrepareDomain run in those domains.
 - ❑ They are automatically granted membership in the Exchange View-Only Administrator role.
- **Exchange View-Only Administrators Role** The Exchange View-Only Administrators role has read-only access to the entire Exchange organization tree in the Active Directory configuration container, and read-only access to all the Windows domain containers that have Exchange recipients.
- **Exchange Public Folder Administrators Role** Exchange 2007 Server Service Pack 1 (SP1) adds this new role, which allows administration of public folders. Members are automatically granted membership in the Exchange View-Only Administrator Role. Members are also given permission to modify any public folder object.

The Organization Configuration container contains the following containers:

- **Mailbox** At the organization level, the Mailbox container allows you to manage Mailbox server role settings that apply to the entire Exchange organization. You can create and manage address lists, managed custom folders, messaging records management (MRM) mailbox policies, and offline address books (OABs). You learn more about this in Chapter 11, “Creating and Managing Recipients.”
- **Client Access** At the organization level, the Client Access container allows you to create and manage Exchange ActiveSync mailbox policies for mobile users. These policies apply common sets of security settings or policies to collections of users.
- **Hub Transport** At the organization level, the Hub Transport container allows you to configure features of the Hub Transport server role. The Hub Transport server role handles all internal mail flow, applies organizational message routing policies, and is responsible for delivering messages to a recipient’s mailbox.
- **Unified Messaging** At the organization level, the Unified Messaging container allows you to manage Unified Messaging (UM) server role settings that apply to your entire Exchange 2007 organization. You can maintain existing or create new UM dial plans, UM IP gateways, UM mailbox policies, and UM auto attendants. For more information on Unified Messaging, see Chapter 14, “Unified Messaging.”

Server Configuration

Use the Server Configuration container, shown in Figure 10-7, to view a list of all the servers in your Exchange organization and perform tasks specific to server roles. When you select the Server Configuration container itself, you can view the role, version, edition, product ID, cluster status, last modified time, and site for each server in the Results pane. For more information about how to view these columns in the Results pane, see the section, “Custom Consoles,” earlier in this chapter.

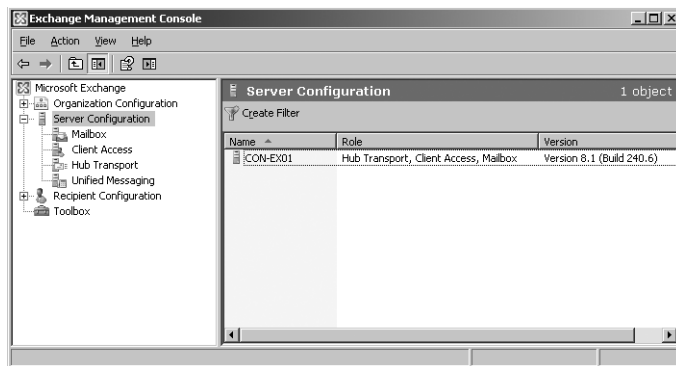


Figure 10-7 Viewing the Server Configuration container

The containers that appear under Server Configuration show only the Exchange servers that have a particular server role installed. The Server Configuration container contains the following containers:

- **Mailbox** At the server level, the Mailbox container allows you to display a list of all servers in the organization that have the Mailbox server role installed and to perform actions specific to that server role. The Database Management tab in the Work pane lists all the storage groups and databases that exist on the selected server.
- **Client Access** At the server level, the Client Access container allows you to view and maintain the settings for Microsoft Outlook Web Access (OWA), Exchange ActiveSync, and the offline address book (OAB).
- **Hub Transport** At the server level, the Hub Transport container allows you to display a list of all servers in the organization that have the Hub Transport server role installed and to perform actions specific to that server role.
- **Unified Messaging** At the server level, the Unified Messaging container allows you to configure voice messaging, fax, and e-mail messaging into one store that users can access from a telephone and a computer. Exchange 2007 Unified Messaging integrates Microsoft Exchange with telephony networks and brings the Unified Messaging features to the core of Microsoft Exchange.

Recipient Configuration

The Recipient Configuration container, shown in Figure 10-8, allows you to perform a variety of recipient management tasks. You can view all the recipients in your organization, create new recipients, and manage existing mailboxes, mail contacts, mail users, and distribution groups.

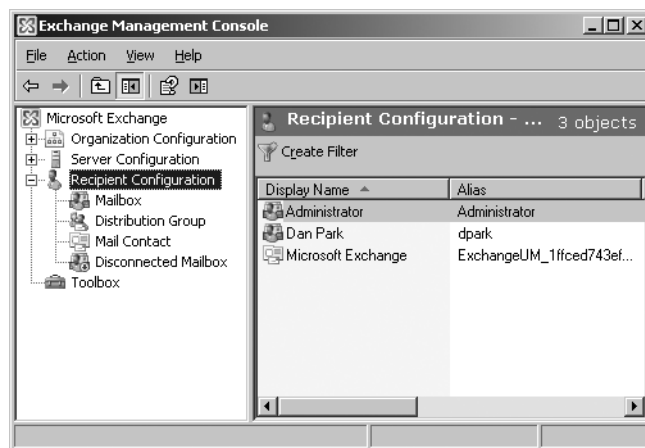


Figure 10-8 Viewing the Recipient Configuration container

The Recipient Configuration container contains the following containers:

- **Mailbox** At the recipient level, the Mailbox container allows you to manage mailbox users and resource mailboxes. Resource mailboxes include room and equipment mailboxes. You can create new mailboxes and remove, disable, or move existing mailboxes. You can also configure mailbox properties, enable and disable Unified Messaging (UM), and manage mobile devices.
- **Distribution Group** The Distribution Group container allows you to manage mail-enabled distribution groups (which include security groups) and dynamic distribution groups. You can create new distribution groups, and remove, disable, or configure existing distribution groups.
- **Mail Contact** The Mail Contact container allows you to manage mail contacts. You can create new mail contacts, and delete or configure existing mail contacts.
- **Disconnected Mailbox** The Disconnected Mailbox container allows you to view and connect disabled mailboxes. Disconnected mailboxes are retained based on the configured mailbox database limits. You will see only the mailboxes that have been disconnected within the retention period that is specified for the mailbox database.

Toolbox

The Toolbox is a collection of tools that are installed with Microsoft Exchange Server 2007. The Toolbox provides a central location for diagnostic, troubleshooting, and recovery activities using various Exchange tools.

The tools in the toolbox are divided into the following categories:

- **Configuration Management Tools** This category contains three tools. The first is the Best Practices Analyzer, which automatically examines an Exchange Server deployment and determines whether the configuration is in line with Microsoft best practices. Run the Best Practices Analyzer after installing a new Exchange server or after making any configuration changes. You learn more about this tool in Chapter 15, “Troubleshooting Exchange Server 2007.”

This category also contains the Details Templates Editor, the second tool. Details templates control how object properties (such as user information or an address list) appear in the user interface.

The third tool in this category, Public Folder Management Console, is new to Service Pack 1, and brings public folder management to the Exchange Management Console. Before SP1, you had to manage public folders using the Exchange Management Shell. You will learn more about using this tool in Chapter 12, “Using Public Folders.”

- **Disaster Recovery Tools** This category contains two tools: Database Recovery Management Tool and Database Troubleshooter. Both tools work through a set of troubleshooting steps to help identify and resolve database issues.
- **Mail Flow Tools** This category contains the following four tools:
 - ❑ **Mail Flow Troubleshooter** This tool allows you to troubleshoot common mail flow problems. After selecting a symptom of the mail flow problems you are experiencing (such as delays or non-delivery reports), the tool attempts to find a solution and then provides advice to walk you through the correct troubleshooting path. It shows an analysis of possible root causes and provides suggestions for corrective actions.
 - ❑ **Message Tracking** This tool lets you view a detailed log of all message activity as messages are transferred to and from an Exchange 2007 server that has the Hub Transport server role, the Mailbox server role, or the Edge Transport server role installed. You can use message tracking logs for mail flow analysis, reporting, and troubleshooting.
 - ❑ **Queue Viewer** This tool allows you to monitor mail flow and inspect queues and messages. You can also perform actions to the queuing databases such as suspending or resuming a queue, or removing messages.
 - ❑ **Routing Log Viewer** Also new to SP1, this tool works on an Exchange server that has the Hub Transport or the Edge Transport server roles installed. The tool allows you to open a routing log file that contains information about how the routing topology of the network appears to the server.
- **Performance Tools** This category contains two tools: Performance Monitor and Performance Troubleshooter. Performance Monitor is a tool you can configure to collect information about the performance of your messaging system. Specifically, you can use it to monitor, create graphs, and log performance metrics for core system functions. Performance Monitor is covered in detail in Chapter 17, “Tuning Exchange Server 2007 Performance.” Performance Troubleshooter helps you to locate and identify performance-related issues that could affect an Exchange server. You diagnose a problem by selecting the symptoms observed. Based on the symptoms, the tool walks you through the correct troubleshooting path. This tool is covered in Chapter 15.

Using the Exchange Management Shell

The Exchange Management Shell, shown in Figure 10-9, is based on Microsoft Windows PowerShell, which provides a powerful command-line interface for executing and automating administrative tasks. With the Exchange Management Shell, you can manage

every aspect of Exchange Server 2007, including enabling new e-mail accounts, configuring store database properties, and just about every other management task associated with Exchange Server 2007.



Figure 10-9 The Exchange Management Shell

In fact, you can use the Exchange Management Shell to perform every task available in the Exchange Management Console and a number of tasks that cannot be performed in the Exchange Management Console. It helps to think of it this way: the Exchange Management Console provides a graphical interface for most of the functionality of the Exchange Management Shell. When you run a command in the Exchange Management Console, the Exchange Management Shell is actually called to perform the command. When you perform a command in the Exchange Management Console, the graphic interface often even shows you the associated shell command, as shown in Figure 10-10.

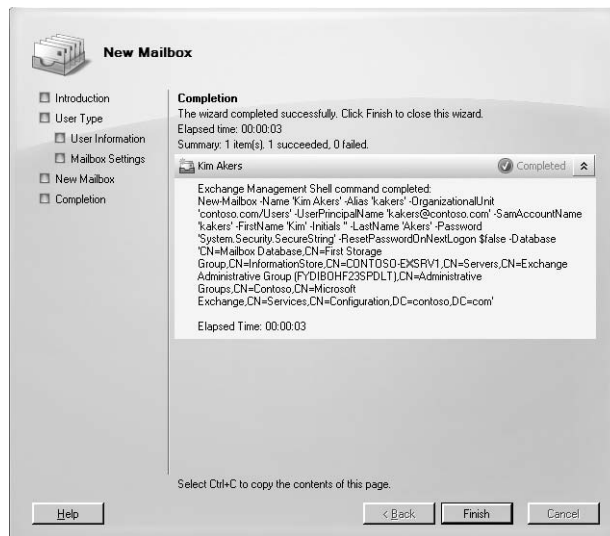


Figure 10-10 Viewing shell commands from the Exchange Management Console

So why use the shell instead of the console? Aside from the fact that some commands (such as those used to manage public folders) are only available as shell commands, the shell also offers a flexibility that can speed up and simplify common operations. For example, with a single shell command, you can get a list of recipients, filter that list according to a set of criteria, and then perform a function on only the filtered list of recipients.

Note The Exchange Management Shell also provides a robust and flexible scripting platform that can reduce the complexity of current Microsoft Visual Basic scripts. Tasks that previously required many lines in Visual Basic scripts can now be done by using as little as one line of code in the Exchange Management Shell. The Exchange Management Shell provides this flexibility because it does not use text as the basis for interaction with the system, but uses an object model that is based on the Microsoft .NET platform. This object model enables the Exchange Management Shell cmdlets to apply the output from one command to subsequent commands when they are run.

To open the Exchange Management Shell, follow these steps:

1. Click Start, point to All Programs, and then point to Microsoft Exchange Server 2007.
2. Click Exchange Management Shell.

More Info This section is intended to introduce you to the basics of using the Exchange Management Shell. Throughout this book, you find specific examples of using shell commands to complete administrative tasks. For more information on using the Exchange Management Shell, please consult the Exchange Server 2007 Help files. Help includes detailed advice on using advanced options such as **WhatIf** and comparison parameters, command output, shell variables, structured data, and scripting.

Understanding Cmdlets

At first glance, the shell may seem similar to other command-line interfaces with which you may be familiar. However, after working with the shell for just a few minutes, you see that there are dramatic differences.

In the Exchange Management Shell, a cmdlet is the smallest unit of functionality. A cmdlet is roughly analogous to a built-in command in other types of shells. You type cmdlets directly into the shell interface.

All cmdlets consist of at least two parts:

- **A verb** The verb represents the action of the command. An example of a verb is **get**, which is used to retrieve information about an object. Table 10-1 lists the most common verbs used in the Exchange Management Shell.
- **A noun** The noun represents the recipient of the verb's action. An example of a noun would be an object in the Exchange organization such as a Mailbox server. The noun in this case would be **MailboxServer**.

Cmdlets always contain a verb and a noun separated by a hyphen. To continue the previous example, the cmdlet for getting information about a Mailbox server would be:

```
Get-MailboxServer
```

Table 10-1 Common Verbs in the Exchange Management Shell

Verb	Function
Disable	Disables the specified Exchange object
Enable	Enables the specified Exchange object
Get	Retrieves information about an object
Move	Moves an object from one container to another
New	Creates a new object
Remove	Deletes an object
Set	Modifies the properties of an object

Obviously, you can't do too much with just a verb and a noun. For example, the cmdlet **Get-MailboxServer** doesn't provide enough information for the shell to do anything. You need to specify which Mailbox server and likely what information you want to get. You provide this extra information through parameters. Parameters provide information to the cmdlet, either identifying an object and its attributes to act on, or controlling how the cmdlet performs its task.

To use a parameter, type a space following the verb-noun pair and then type the parameters you need. The name of the parameter is always preceded by a hyphen (-) and the use of parameters follows this syntax:

```
Verb-Noun -ParameterName <ParameterVaLue>
```

For example, to get information about a specific Mailbox server (say, a server named **contoso-exsrv1**), add the identity parameter to the cmdlet, like this:

```
Get-MailboxServer -Identity contoso-exsrv1
```

More Info You can find a complete reference of cmdlets including parameters available in the Exchange Management Shell in the Exchange Server 2007 Help files. The cmdlets used to perform various activities are included throughout this book.

Getting Help

Obviously, it is difficult to remember all the verbs, nouns, and parameters available in the Exchange Management Shell. Fortunately, there are several ways to get help right within the shell.

Help Cmdlets

Three help cmdlets are available in the shell to help you find the information you need to perform tasks: **Get-Help**, **Get-Command**, and **Get-ExCommand**.

When you use the **Get-Help** command by itself (that is, when you type no parameters with it), the shell provides basic information about using the shell, as shown in Figure 10-11.

```
Machine: contoso-exsrv1 | Scope: contoso.com
TOPIC
    Get-Help

SHORT DESCRIPTION
    Displays help about PowerShell cmdlets and concepts.

LONG DESCRIPTION

SYNTAX
    get-help <<CmdletName> ! <TopicName>>
    help <<CmdletName> ! <TopicName>>
    <CmdletName> -?

    "Get-help" and "-?" display help on one page.
    "Help" displays help on multiple pages.

Examples:
    get-help get-process      : Displays help about the get-process cmdlet.
    get-help about-signing    : Displays help about the signing concept.
    help where-object         : Displays help about the where-object cmdlet.
    help about-foreach        : Displays help about foreach loops in PowerShell.
```

Figure 10-11 Getting help in the Exchange Management Shell

You can also use several parameters along with the **Get-Help** cmdlet to get more focused help on the task you're trying to perform. For example, you can use the name of a cmdlet as a parameter to get help on using that cmdlet. Typing the following gives you help on using the **Get-MailboxServer** cmdlet:

```
Get-Help Get-MailboxServer
```

You can even go a step further by adding additional parameters to further narrow the help you receive. Following the **Get-Help <cmdlet>** syntax, you can add the following parameters:

- **Get-Help <cmdlet> -Full** Provides full help on the specified cmdlet.

- **Get-Help <cmdlet> -Parameter <parametername>** Provides just the help view for the specific parameter of the cmdlet you name.
- **Get-Help <cmdlet> -Examples** Provides just the examples portion of the help view for the cmdlet you name.

You can use the **Get-Command** cmdlet by itself (no parameters) to view a list of all commands available in the shell. You can also add **-noun** and **-verb** parameters to the **Get-Command <commandname>** syntax to view all cmdlets with the specified noun or verb.

Also, you can use the **Get-ExCommand** cmdlet to return all the cmdlets that are specific to Exchange Server 2007. Otherwise, the **Get-Excommand** cmdlet works just like the **Get-Command** cmdlet.

Tab Completion

Tab completion helps reduce typing when using the shell. When you have typed a partial cmdlet name, just press Tab, and the Exchange Management Shell completes the cmdlet name if it finds a matching cmdlet. If it finds multiple matching cmdlets, the shell cycles through each cmdlet name as you keep pressing Tab. When you use tab completion with cmdlet names, you must supply at least the verb and the hyphen (-).

For example, you can use Tab completion to quickly view the nouns associated with the get verb. Just type **Get-** at the prompt and then keep pressing Tab to cycle through the available nouns you can use with **get**.

For another example, if you cannot remember (or just didn't want to type) a full cmdlet such as **Get-MailboxServer**, you can type **Get-Mail** and press Tab to find the correct cmdlet without having to type the full name.

Summary

This chapter provided a basic introduction to the tools used to administer an Exchange Server 2007 organization. The primary tool you use to administer Microsoft Exchange Server 2007 is the Exchange Management Console, which provides a graphical environment for configuring the various services and components of an Exchange organization. Exchange Server 2007 also features the new Exchange Management Shell, a powerful command-line interface for managing an Exchange organization. Chapter 11 begins a series of chapters that look at specific aspects of Exchange administration. In it, you learn how to create and manage the basic Exchange recipients.

