



MICROSOFT TRAINING

Microsoft Exchange Server Courses

Master Microsoft Exchange Server administration. Learn to deploy, manage, and secure enterprise email systems efficiently.

DURATION

2 hours

LEVEL

Intermediate

FORMAT

Instructor-Led

-
- Globally Recognized Certification
 - Expert-Led Hands-On Training
 - Flexible Scheduling

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COURSE OVERVIEW

This introductory Microsoft Exchange Server course is meticulously designed for IT professionals seeking to grasp the fundamental concepts and core functionalities of Microsoft's premier enterprise messaging solution. In just two engaging hours, you will gain a foundational understanding of Exchange Server's architecture, its pivotal role in modern business communication, and how it enables seamless email, calendaring, and contact management within an organization. We will demystify the essential components that drive this powerful platform, providing a clear roadmap for managing a critical piece of any corporate IT infrastructure. This course lays the groundwork for further specialization, ensuring you build a solid understanding before delving into more complex administrative tasks. You will learn about key technologies such as mailbox databases, client access services, and basic recipient management, equipping you with the initial skills to confidently navigate the Exchange environment. Upon completion, you will be better prepared to contribute to the administration of enterprise messaging systems, troubleshoot common user issues, and understand the impact of Exchange Server on organizational productivity and collaboration. It serves as an excellent starting point for those looking to expand their skill set in Microsoft server technologies and embark on a career path in IT system administration or support.

Duration	2 hours
Level	Intermediate
Vendor	Microsoft

COURSE CURRICULUM

01 Module 1: Introduction to Microsoft Exchange Server

- What is Microsoft Exchange Server?
- Role of Exchange in enterprise communication and collaboration
- Overview of Exchange Server architecture and core components
- Understanding different versions and their evolution
- Introduction to the Exchange Admin Center (EAC)

02 Module 2: Basic Recipient Management

- Creating and managing user mailboxes
- Understanding mailbox properties and attributes
- Managing shared mailboxes for team collaboration
- Configuring resource mailboxes for rooms and equipment
- Introduction to distribution groups and mail-enabled security groups

03 Module 3: Client Connectivity and Troubleshooting Essentials

- Overview of Exchange client access methods (Outlook, OWA, mobile)
- Understanding basic client connectivity flow
- Common client access issues and introductory troubleshooting steps
- Introduction to MAPI, EWS, and ActiveSync protocols
- Best practices for user support related to Exchange services

CAREER PATHWAYS

Graduates of this program are prepared for the following roles:

- > **Junior Exchange Administrator**
- > **IT Support Specialist (Messaging Systems)**
- > **Systems Administrator Assistant (Microsoft Technologies)**

FREQUENTLY ASKED QUESTIONS

Q: What foundational skills will I acquire from this 2-hour Microsoft Exchange Server course that are immediately applicable in an entry-level IT support or administration role?

This course will equip you with the essential skills to understand Exchange Server's role in an organization, perform basic recipient management tasks like creating and modifying user mailboxes, shared mailboxes, and resource mailboxes, and identify common client connectivity issues. These foundational abilities are crucial for any IT professional involved in supporting or managing enterprise messaging systems, making you more effective in helping end-users and understanding the core infrastructure.

Q: Are there any recommended prerequisites for this introductory Microsoft Exchange Server course, or is it suitable for individuals with no prior experience in messaging systems?

While this course is designed as an introduction to Microsoft Exchange Server, a basic understanding of Windows Server operating systems, fundamental networking concepts (like DNS and IP addressing), and Active Directory is highly recommended. These foundational IT skills will help you grasp the concepts more quickly and integrate the knowledge effectively, although direct prior experience with messaging systems is not required.

Q: How does this specific 2-hour course on Microsoft Exchange Server fit into a broader career path for an IT professional looking to specialize in messaging or collaboration technologies?

This introductory course serves as an excellent first step in a career focused on messaging and collaboration. It provides a crucial foundational understanding of Exchange Server, which is often a prerequisite for more advanced courses. Upon completion, you'll be well-positioned to pursue further training in advanced Exchange administration, migrate to Microsoft 365 Exchange Online, or specialize in related collaboration platforms like SharePoint and Teams, paving the way for roles such as Messaging Administrator, M365 Administrator, or Enterprise Systems Engineer.

ABOUT COMPUTER PRIDE



East Africa's Premier IT Training Center

With over 15 years of excellence, Computer Pride delivers globally recognized certification programs from leading technology vendors. Located on Kenyatta Avenue in Nairobi's CBD, our state-of-the-art facilities and expert instructors have empowered thousands of professionals across East Africa.

15+

Years of Excellence

10,000+

Professionals Trained

50+

Vendor Certifications

READY TO ENROL?

Take the next step in your technology career.

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