

All the essential
information you
need to know!

Microsoft® Exchange Server 2003

Invest just 2 days, and learn to install, troubleshoot, and manage all aspects of Exchange Server 2003

Attend this information-packed seminar and discover:

- What's new, what's hot, what's on the horizon for Microsoft Exchange Server
- How to prepare to switch your current messaging system to Exchange Server
- Strategies that minimize security threats embedded in e-mail messages
- The critical issues you face in migrating to or upgrading to Exchange Server
- Simple procedures for handling permissions on group distributions
- How to configure Exchange Server for a clean installation
- Effective e-mail and spam policies and controls
- Configuration techniques for mailboxes that preserve hard-drive capacity — and keep your system moving fast
- Troubleshooting tips that cut downtime
- The easy way to connect Outlook® Web Access (OWA) to Exchange Server
- Resources for integrating Outlook/Exchange Service with other systems and applications

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Applies to all current Exchange Server versions!

Maximize the Performance and Business Value of Your Exchange Server

“We need a messaging system we can depend on to handle our growth. Is Exchange Server 2003 the right software for us?”

A must-attend program for anyone working with Microsoft Exchange Server or considering adopting or upgrading to it.

If your organization is like most, its communication system runs on e-mail. Electronic mail is smooth, efficient, reliable — and now, it’s essential.

No one has to convince you how important e-messaging has become. You’re reminded every time you check storage space on your disk drives or have to back up your company’s mail server. At times, you probably worry about your server’s capacity to handle the growing demand for electronic messaging capabilities and services.

In this environment, you simply can’t afford server downtime, glitches, or inefficiency. Today, Microsoft Exchange Server is the reliable standard for delivery, the leader the world depends on for e-messaging. But is it right for your organization? And what new functionality — and complexity — will the new version bring? Is it worth the investment of money and time to switch over? This unique seminar will provide the answers to these and many other questions about Microsoft Exchange Server.

Do thoughts like these keep you awake at night?

- Why won’t my server work seamlessly with Outlook? Am I doing something wrong?
- How can I improve security? It seems like hackers and viruses get more devious all the time.
- Why am I having to spend so much time in system support? Shouldn’t the server be running smoothly — or did I configure it wrong?
- What’s the best way to manage storage, mailboxes, message routing, public folders, and distribution lists?
- Our equipment is a little outdated. Without replacing it, can I get top performance with Exchange Server?

Spend 2 days at this intensive training program and get the answers to all these questions and more. You’ll save yourself hours — even days — of frustration struggling to understand Exchange Server and maximize the performance of your hardware.

Make Every Moment Count

Everyone works on computers differently. Some are whiz kids, some like to experiment, others tend to get off track. If each attendee works at an individual computer, the pace of training often slows to a crawl. To maximize your training value, we have structured this program in a strictly hands-off format, with every learning point projected onto a large, viewer-friendly screen at the front of the room. It's the best way for you to get the greatest benefit from the seminar.

Do Any of These Situations Sound Familiar?

The Monday Meltdown: You arrive at work Monday morning to discover the company e-mail is down, dead, *kaput*. When you finally get it operating, you discover that a virus has wreaked havoc with the entire system — and a lot of information has been compromised.

At the seminar ...

Learn techniques for configuring security on your server so these attacks are stopped cold before they destroy valuable information. Find out how to use Exchange Administration Delegation Wizard to handle permissions. Discover the secret to creating a steel curtain against viruses. Know which services to shut down and which must run continuously to maximize your security.

The Access Annoyance: When everyone was working in one location, e-mail was fairly easy to administer. Now, staff members who work from home want to be connected to e-mail. Plus, an employee might like to connect a BlackBerry or other remote device to the system. You're not sure what's the best, most secure way to handle the new demands.

At the seminar ...

Determine the safest, most sensible way to configure e-mail access through a user's PDA, BlackBerry, or other remote device. Evaluate the various means of providing e-mail access from remote locations and home offices. Discover how to provide greater user flexibility through Outlook Web Access.

5 Powerful Benefits You'll Gain From This Program

- 1 You'll be an informed consumer — able to make better, well-reasoned decisions about the ways in which Microsoft Exchange Server 2003 and 2007 can meet your organization's needs.
- 2 You'll become fully familiar with Microsoft Exchange Server, so you will be able to explain the features and benefits to budget committees and non-technical decision-makers involved in approving your choice of server software.
- 3 You'll enjoy a preview of exciting new features to be included in Exchange Server 2007, and you will see what this new release can mean to your organization if you are running an earlier version.
- 4 You'll receive tips, techniques, and guidance on smooth installation, settings, security, maintenance, and troubleshooting.
- 5 You'll learn to quickly assess and solve end-user problems and to recognize it when you have a more serious issue on your hands.

Who Should Attend? You, if ...

- **You're an IT or IS director or manager who:**
 - Is responsible for selecting your company's e-mail product.
 - Wants to make an informed decision as to whether Exchange Server 2003 (or the upcoming 2007 version) will be a good fit for your organization.
- **You're a system administrator or manager who:**
 - Is responsible for the installation, configuration, and/or daily management of e-mail.
 - Wants to get the most out of your current Exchange installation.
 - Is looking for information that will help you persuade your manager or director of the need to convert or upgrade to Exchange Server.
- **You're part of the IT support team that is routinely expected to assist users with e-mail-related concerns.**
- **You're a small business manager/owner or an IT/IS representative who:**
 - Is interested in finding out whether Microsoft Exchange Server could be a valuable and manageable part of your communications system.

Program Agenda — 2 Power-Packed Days

Best Practices for Utilizing the Most Reliable and Secure Messaging Solution Microsoft Has Ever Produced

DAY ONE –

Going Beyond System Requirements: Preparation and Installation

Each new edition of Microsoft Exchange Server is more complex, and that means installation is more involved as well. In this session, you'll learn the finer points of preparing and installing Exchange Server. You'll discover why the preparation actually takes longer than the installation itself. During this session, you'll also find out about the many features and benefits of the system so that you can make a wise, informed decision about whether it's right for your organization. You probably have plenty of questions about this sometimes tricky process, but by the end of the session, you'll be ready to dig right in.

- All the information you need to decide whether Exchange Server is a good fit for your business — and for you.
- The facts about connectivity between Outlook® or Outlook Express and Exchange Server 2003. Do all versions of Outlook work with all versions of Exchange? What about other e-mail programs and online mail accounts?
- How to use Exchange Server Deployment Tools to be sure you are ready to install.
- What to do if you are migrating from Lotus Notes or GroupWise and how Microsoft Tools can help.
- How to determine whether an upgrade is practical or whether it would be better to start with a fresh installation.
- The difference between Mail Server and Exchange Server. Will you lose your accounts if you switch? Do you need both?

Mastering the Art of Server Configuration

Just 5 years ago, configuring your server was a daunting, time-consuming task. Today, even though the server itself is more complex, careful attention to suggested settings can make the process much easier. The smooth operation of your messaging system will be an ongoing confirmation of your clean setup and configuration. However, a correct configuration is not just a matter of a few tweaks here and there. It takes precision, know-how, and planning, and that's where this training comes in. Do it right once — and your entire company will benefit for years to come.

- The important role of the Configuration Checklist in ensuring easy server maintenance.

- How to select the settings that best meet your organization's needs while maintaining maximum stability and manageability.
- The feasibility of installing multiple servers on the same computer. Which servers are compatible with Exchange Server?
- How to know if you still need a Domain Controller.
- A look at Domain-Level Group Policies and whether they will affect Exchange Server.
- How Exchange Server interacts with the Active Directory. Will your Active Directory objects be available for Exchange Server?
- The difference between a stand-alone version of Exchange Server and the one that comes with the Small Business Server edition.
- Policies that help you govern recipient memberships and streamline the administrative process.
- How the right configuration can optimize performance and enhance security.
- Tips on controlling the user environment and using Group Policies.
- How to create effective writing policies for standard operation.
- The benefits of different add-on software and tools.

Understanding Folders, Forms, and Storage

Learn about the Exchange Server Storage Groups and the Information Store, the system that helps you logically organize mailboxes and public folders. Find out how to use it to back up and restore faster, while keeping other information in your database accessible to users. Discover what you need to know to take full advantage of Exchange Server 2003's ingenious system for organizing information.

- Mailbox Stores and Public Folder Stores: how to make the best use of both.
- Data management, scalability, and recovery issues.
- How to make your stored data secure while maintaining accessibility to users.
- Built-in full-text indexing and its value to your company.

Controlling Spam and Ensuring Security

As manager of your organization's e-mail server, you are the gatekeeper of your company's most sensitive information, the data it most wants to keep secure. Every day you hear about security breaches, hackers, and viruses unleashed on systems

“We can’t afford server downtime.”

that were considered secure. Could your system be next? Has it already been compromised? In this session you’ll learn how to activate Exchange Server’s powerful protections against security threats to make your company’s vital data virtually impenetrable.

- How to use Microsoft’s Baseline Security Analyzer to evaluate your company’s current level of security.
- The value of the Exchange Server’s Intelligent Message Filter SmartScreen technology.
- Tips and techniques for streamlining the permissions delegation process when assigning Exchange Server administrative rights.
- How to protect your users by reducing potentially dangerous incoming, unsolicited messages and spam e-mail.

DAY TWO –

Managing Mailboxes and Members

There’s a lot more involved with managing e-mail than creating a few mailboxes. In this session, you’ll learn how to simplify and streamline what can be a time-consuming, tedious, never-ending administrative process. Discover how to control the amount of storage used by a mailbox, add and delete users quickly and easily, and manage all the other items that are contained in a mailbox — including calendars, tasks, journals, contacts, notes — and more.

- How to quickly create mailboxes for all existing users and add mailboxes for new users “on the fly.”
- The appropriate length of time to keep a mailbox active after a user leaves the company.
- A clear-cut way to determine the right amount of storage to give each user.
- When and how to use Exchange Server 2003’s onboard SMTP service.
- Why all mailboxes are not created equal.
- How to manage mailboxes for users at different levels in the organization.

Establishing Broad-Based Exchange Connections

Our high-tech world becomes more complex every day. Today’s work environment includes far-flung locations, home offices, and handheld electronic “life management” devices. Once, onsite e-mail easily handled an organization’s communication needs, but now you’re faced with *securely* connecting multiple locations and devices to your server. Find out what Exchange Server does to lighten your load and alleviate your security concerns in this burgeoning growth area.

- The right way to configure user access to e-mail via PDA, the BlackBerry, and other remote devices.

- The best, most secure way to provide company e-mail access to employees working from home offices.
- POP3, IMAP, and HTTP as remote e-mail access options.
- How to manage Outlook Web Access to bring greater flexibility to users.
- Which Microsoft applications integrate with Exchange Server 2003, and how you can take full advantage of the benefits these collaborations offer.

Monitoring, Troubleshooting, and Reporting

Once you’ve installed and configured Exchange Server 2003, you’ll monitor the system to maintain top performance and security. In this session, you’ll learn to make adjustments and spot and correct any problems that arise unexpectedly. Gain the tools you need to keep your server operating at its best.

- How to use the Exchange Server 2003 Management Pack to monitor your server’s ongoing performance and resource utilization.
- A no-guesswork approach to diagnosing server problems with the Exchange Server’s Performance Troubleshooting Analyzer.
- Tips on using the Exchange Server 2003 Profile Analyzer to obtain detailed information and valuable statistical data about a single user or your entire server.
- Guidelines for creating diagnostic logs to track resource usage.
- Data recovery techniques for retrieving information you thought was lost forever.

Creating, Implementing, and Enforcing E-Mail Policies and Procedures

One of the most important contributions you can make to your organization is to bring order and logic to e-mail communications policies. This session covers strategies for creating and implementing policies and procedures that protect your organization and its employees, ensure continuously smooth operation of your messaging system, and prevent e-mail headaches once and for all.

- Tips for generating, preparing, and presenting reports that will help you implement the policies you know your organization needs.
- A look at e-mail policies that may be new to your organization and offer much-needed benefits.
- How to determine the kinds and sizes of e-mail attachments you can and should allow into your organization through e-mail.
- The Exchange Server 2003 Disaster Recovery Analyzer Tool: the way to get your system back online fast in an emergency.

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Guaranteed Results!

All of our seminars are **100% SATISFACTION GUARANTEED!** We're confident that this seminar will provide you the information you need to evaluate, install, configure, and manage Microsoft Exchange Server 2003. If for any reason you are dissatisfied, send us a letter (Attn: Customer Relations) within 30 days of your seminar attendance stating the reason you were not satisfied, and we will arrange for you to attend another one of our seminars or receive a full refund — *hassle-free*.

REGISTRATION INFORMATION

Enroll Today! Hurry, our seats fill fast. Guarantee your enrollment and pay your enrollment fee today! A confirmation will be e-mailed, faxed, or mailed to you once your registration is completed. Please make your preference known at time of registration. **Payment is due before the program.**

Express Seminar Enrollment! Please be sure to provide us with your e-mail address or fax number and check the Express Seminar Enrollment box on the registration form. You will receive your e-mailed or faxed confirmation within 48 hours of our receiving your e-mailed, faxed, or mailed registration form.

PROGRAM SCHEDULE

Check-in: 8:30 a.m. – 9:00 a.m.

Program: 9:00 a.m. – 4:00 p.m.

CANCELLATIONS/SUBSTITUTIONS

You may cancel your registration up to 10 business days before the program. Your registration fee will be refunded less a cancellation fee. If you need to cancel less than 10 business days prior to the program you may 1) send a substitute from your organization or 2) transfer your registration fee to another program of your choice that is scheduled within 12 months of your original event. Please note that if you don't cancel and don't attend, you are still responsible for payment. Substitutions may be made at any time.

Please Note

- We will e-mail, fax, or mail your confirmation to you once your registration is completed.
- You will be notified by e-mail, fax, and/or mail if any changes are made to your scheduled program (i.e., date, venue, city, or cancellation).
- Walk-in registrations will be accepted as space allows.
- Please, no audio or video recording. See your program leader for audio and video program availability.
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- If using a purchase order, please attach it to a completed registration form and mail it to us right away.
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TAX-EXEMPT ORGANIZATIONS

If you are tax-exempt, enter your tax-exempt number in Section 6 on the Registration Form. Please mail or fax a copy of your Tax-Exempt Certificate to us for payment processing. *Thank you.*

TAX DEDUCTION

If the purpose of attending a CareerTrack program is to help you maintain or improve skills relating to employment or business, expenses relating to the program may be tax-deductible according to I.R.C. Reg. 1.162-5. Please consult your tax adviser.

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Ms. _____
Job Title _____ Event # _____

E-mail Address _____ Business
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- Know the critical issues involved in migrating to or upgrading Exchange Server
- Master the techniques that result in a clean installation
- Learn the easy way to connect Outlook® Web Access (OWA) to Exchange Server
- Find out how to create effective e-mail and spam policies and controls
- And much, much more!

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