

# TRAINING MANUAL FOR ACTIVE DIRECTORY, OUTLOOK 2013, EXCHANGE SERVER 2010/13/16

For new IT Support Officer



## Document Control

| Version | Description of Change    | Author | Date     |
|---------|--------------------------|--------|----------|
| 1       | Adding                   | Dexter | 24/10/17 |
| 2       | Adding and minor changes | Dexter | 30/11/17 |
| 3       | Minor Changes            | Dexter | 30/11/17 |
| 4       | Minor Changes            | Dexter | 6/12/17  |
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## 1.0 Introduction

Welcome to Cultural Infusion for IT Support. Congratulations for secure the role as IT Support. Before getting started this document will help to review (brush up) your IT skills before getting started in real life work events. The IT director will provide you a user name and password for connecting to Exchange server 2013 (IP address for Exchange server; See Appendix for IT infrastructure) in remote area (Highly confidential). The document template that you need to fill it out is located at **I:\05-Documentation\Desktop** as **New user (user and password) template.dotx** after creating the username for new employees.

Before that have a look at DHCP scoops address that represent the type of IP address that connect to in **Figure 1.2**.

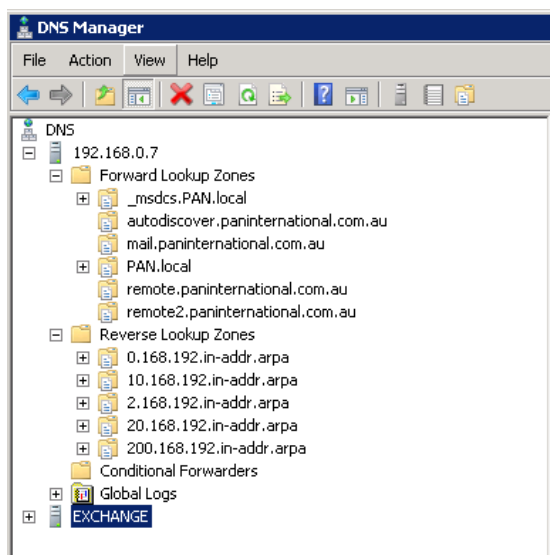
```
PS C:\Users\PanAdmin> netsh
netsh>dhcp
netsh dhcp>server
netsh dhcp server>show scope

=====
Scope Address      - Subnet Mask      - State      - Scope Name      - Comment
=====
192.168.0.0        - 255.255.255.0    -Active      -Infrastructure    -PAN Scope
192.168.2.0        - 255.255.255.0    -Active      -WiFi Network      -WiFi Network
192.168.10.0       - 255.255.255.0    -Active      -M9 Room Network   -M9 Room Networ
192.168.20.0       - 255.255.255.0    -Active      -MediaRoom Network -MediaRoom Netw

Total No. of Scopes = 4
Command completed successfully.
netsh dhcp server>
```

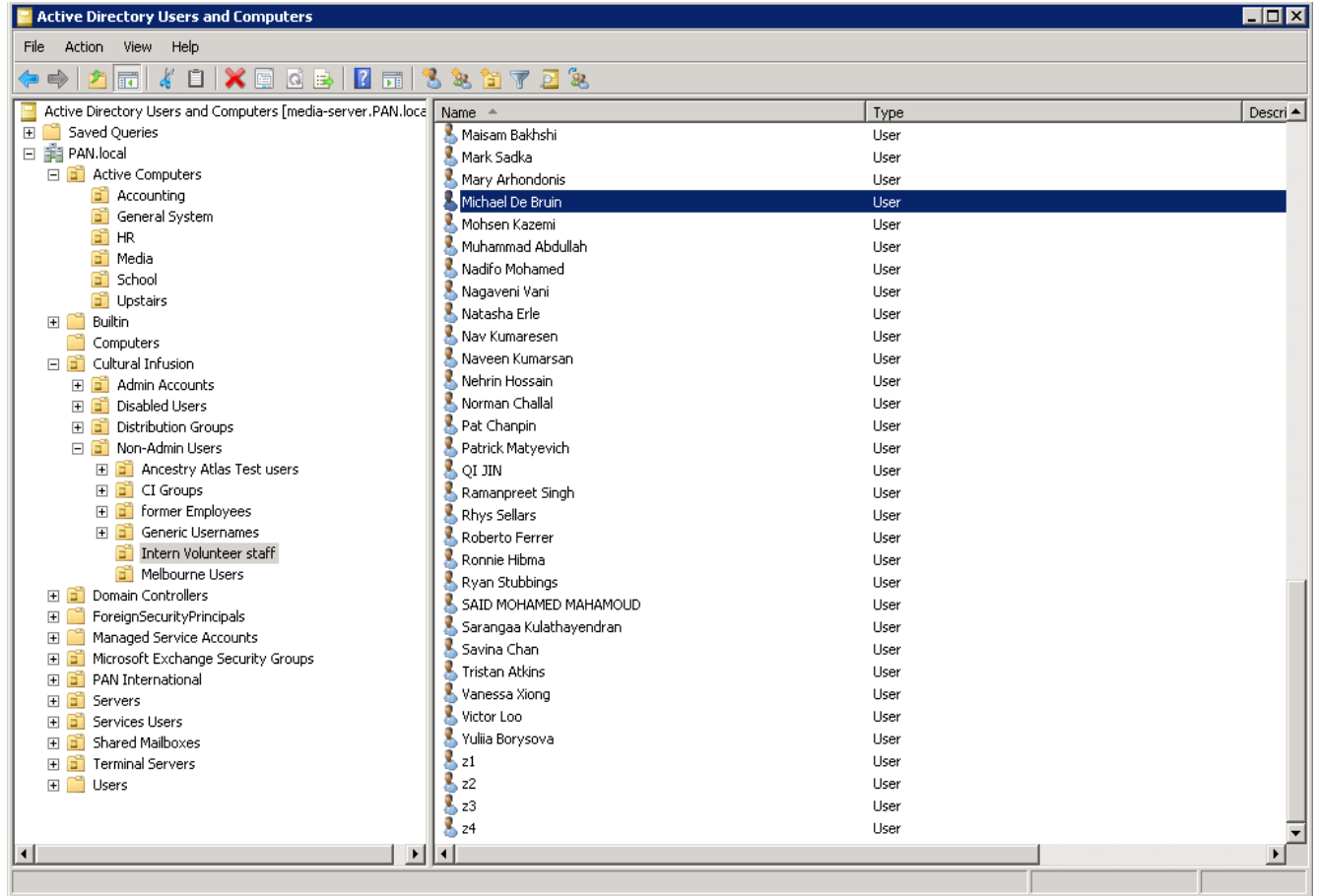
**Figure 1.2** show the list of the name of the type of IP address that belong to.

Here when you go to DNS Manager you can able to see the list of the computers on the PAN.local section as this is where the clients workstation has been joined domain to the server of PAN.local (**192.168.0.1 Exchange**)



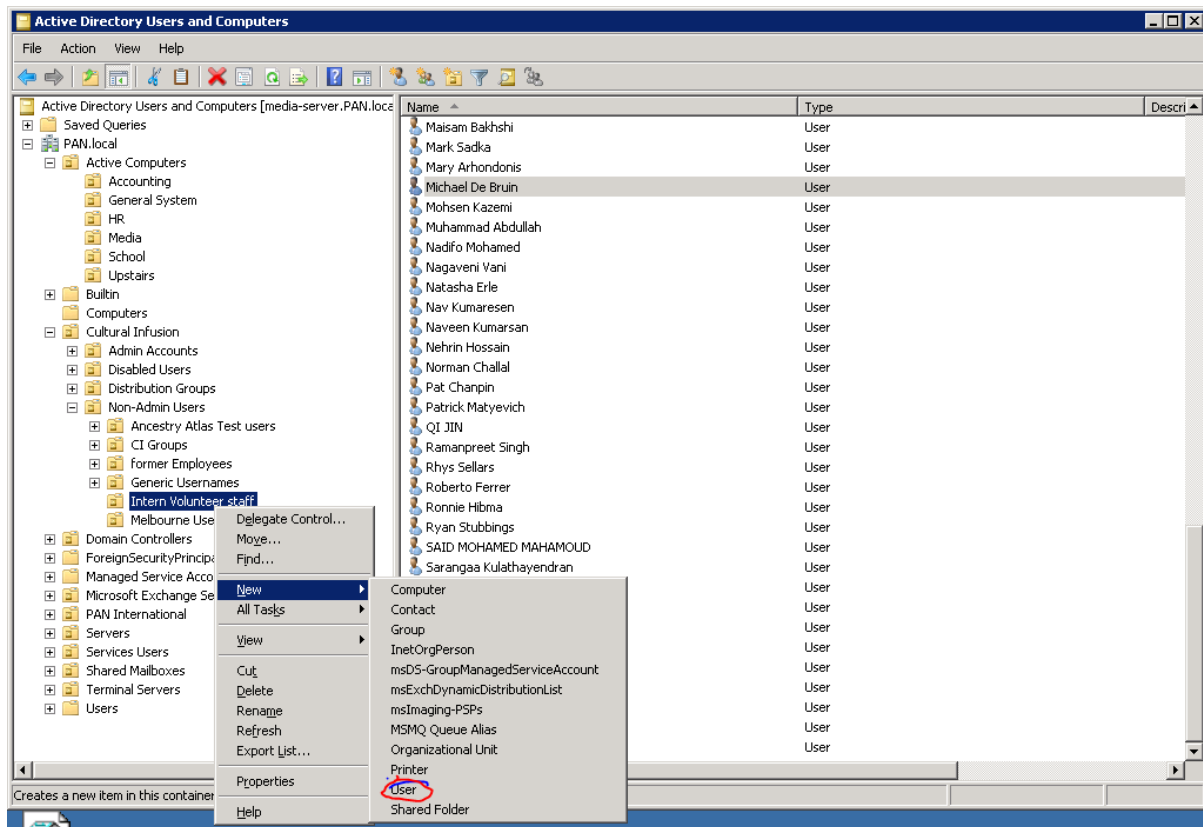
## 2.0 Create a User Account in Active Directory users<sup>1</sup>

1. First go to Active Directory Users and Computers. Select Intern Volunteer Staff folder. (This will be adding new users in the future when upcoming new employee)



<sup>1</sup> (Create a User Account in Active Directory Users and Computers 2009)

2. Right click and point to New, and then click User.



3. It should display the adding new user.

**New Object - User** ✕

 Create in:

---

First name:  Initials:

Last name:

Full name:

User logon name:

User logon name (pre-Windows 2000):

---

4. Fill it out the attributes according. An example will be given you. This will use it as rule in the future for upcoming employee. The user logon name will be Frist name and last name is in short form. Click next to continue.

**New Object - User**

Create in: ral Infusion/Non-Admin Users/Intern Volunteer staff

First name: Caleb Initials:

Last name: Chayna

Full name: Caleb Chayna

User logon name: Caleb.C @PAN.local

User logon name (pre-Windows 2000): PAN\ Caleb.C

< Back Next > Cancel

5. Next fill it out the password form. The password will based on the RULE so is Password456! Untick the User must change password at next logon and click next.

**New Object - User**

Create in: PAN.local/Cultural Infusion/Non-Admin Users/Inter

Password:

Confirm password:

☐ User must change password at next logon

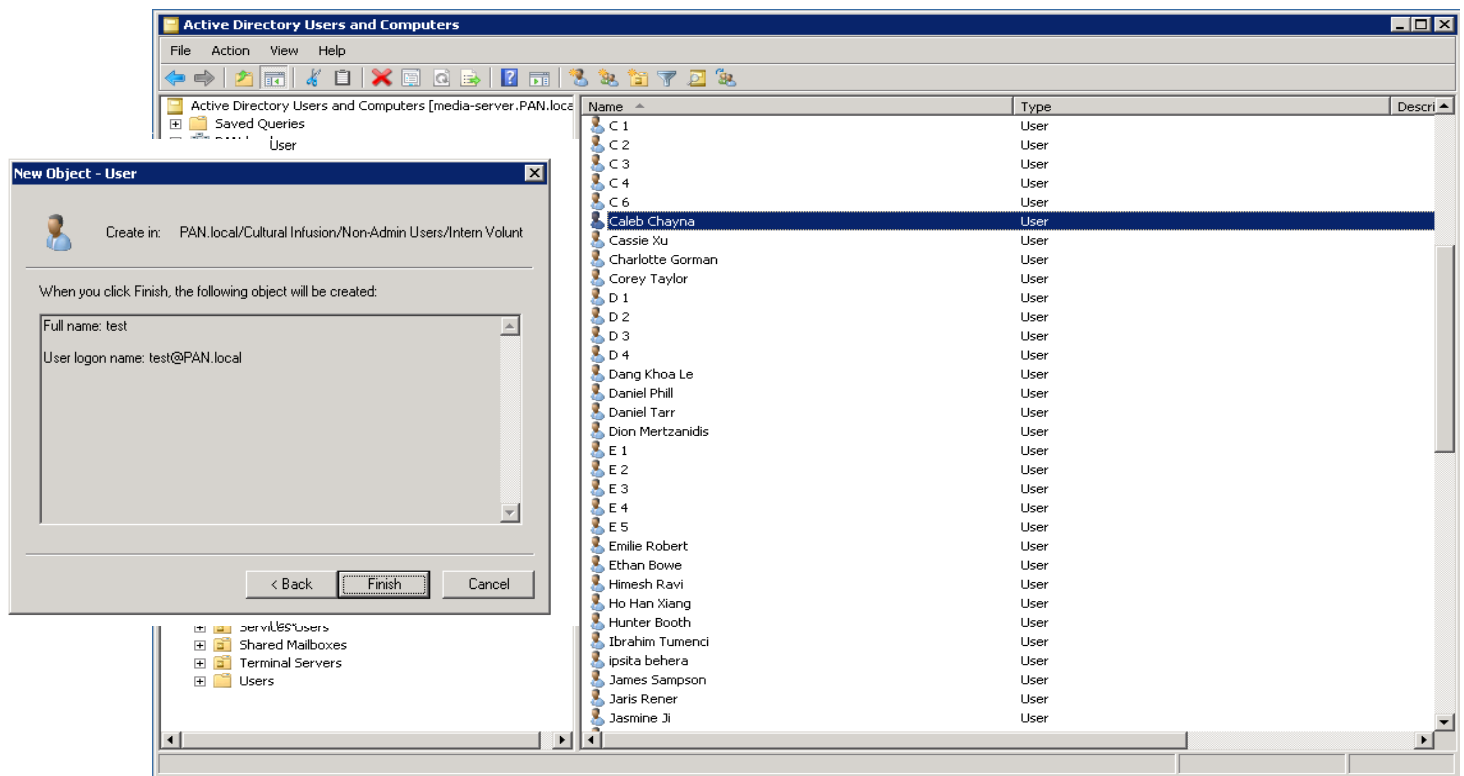
☐ User cannot change password

☐ Password never expires

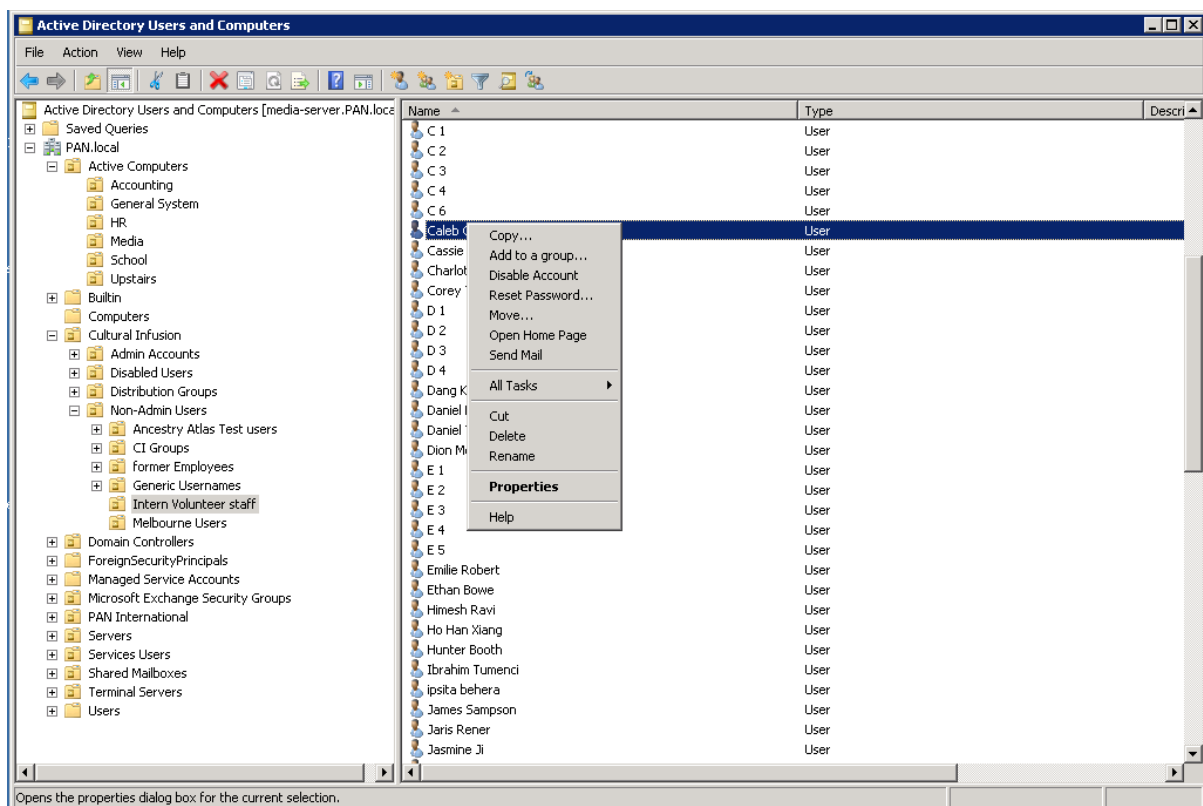
☐ Account is disabled

< Back Next > Cancel

6. Click finish and the user is successfully being added in active directory folder.



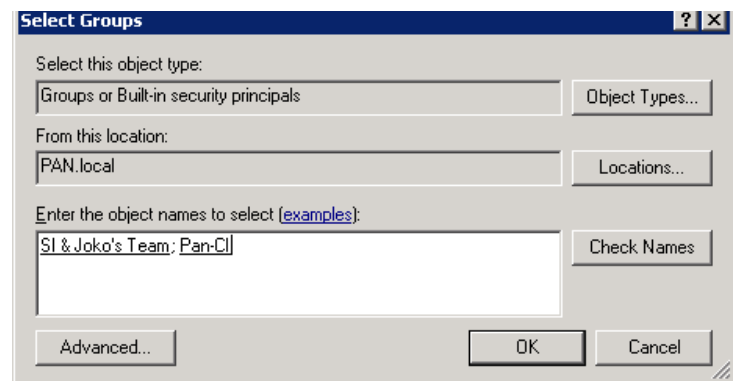
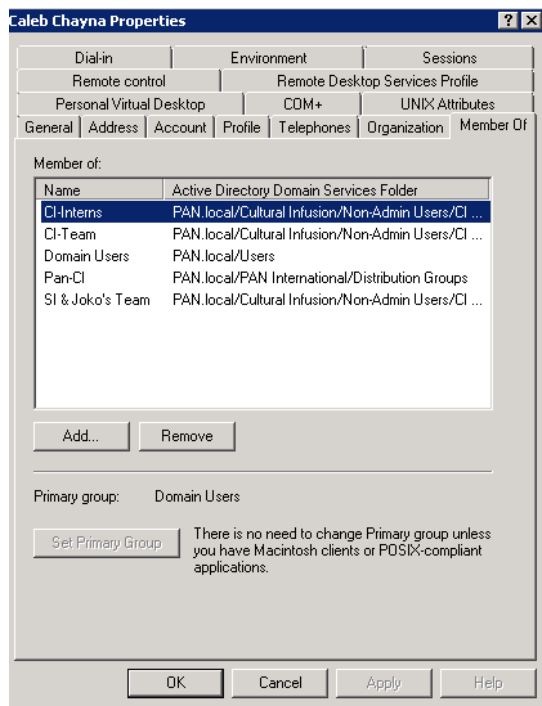
7. Right click the user that you previously adding and click properties.



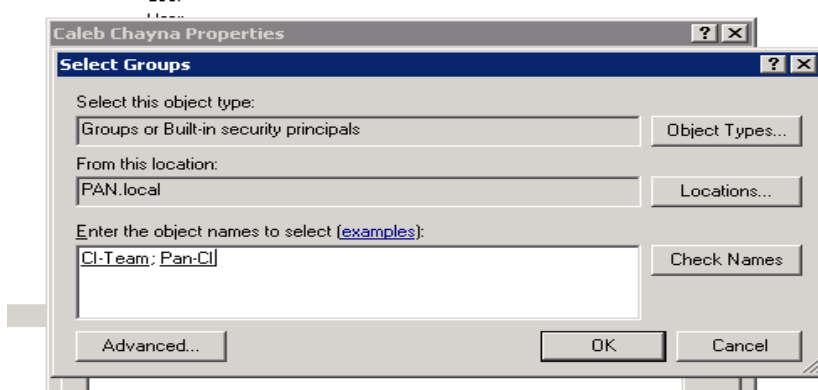
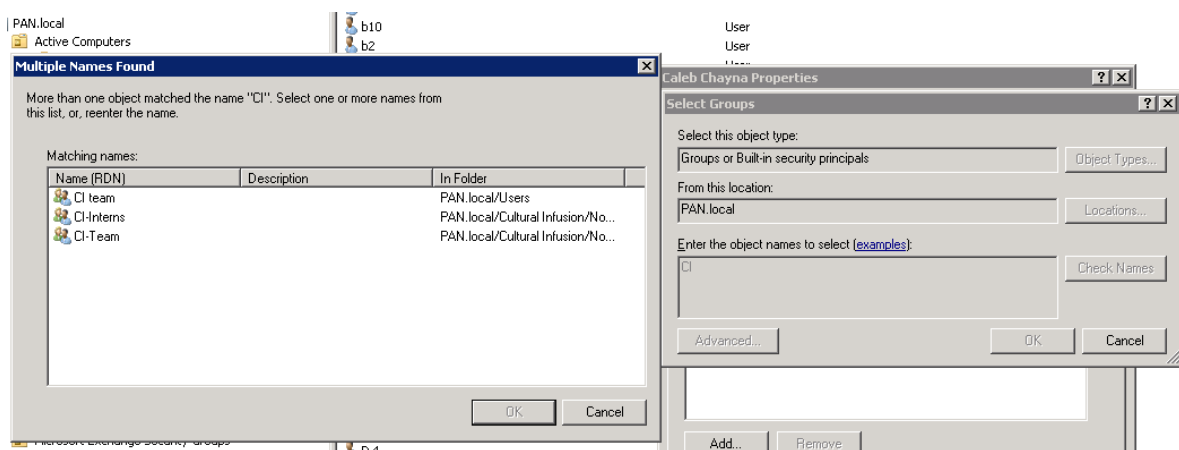


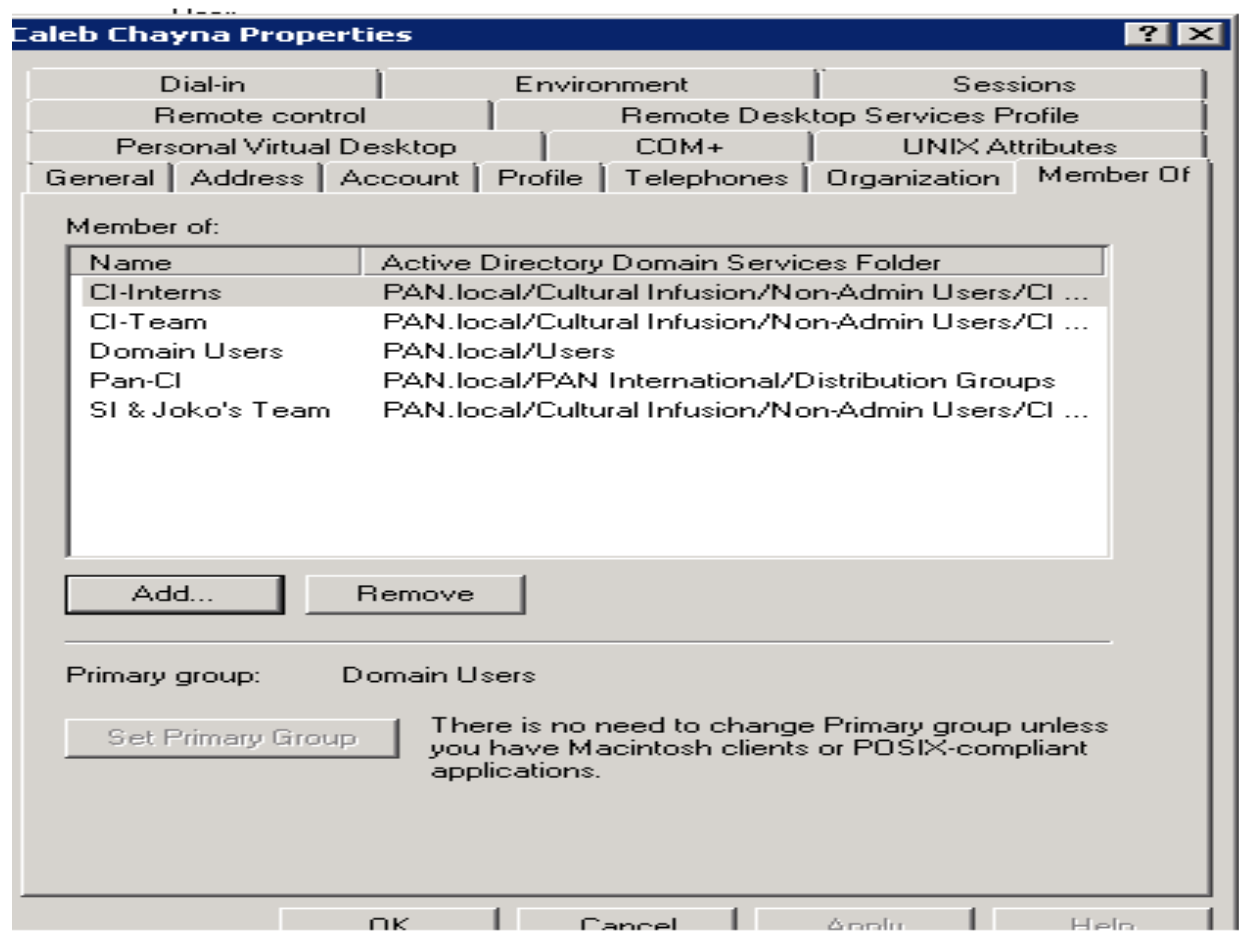
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8. Go to members tab and click add. It will then popup the select group



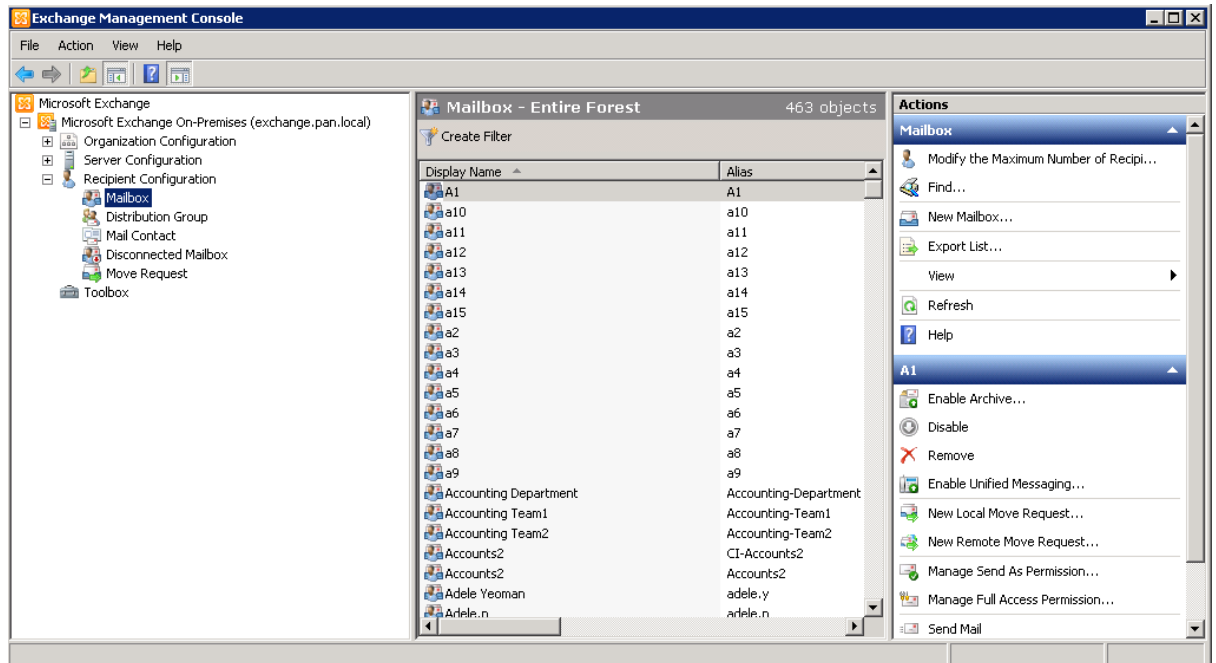
9. Each user should be belong to specific group for example the Caleb Chayna is belong to **Pan-CL** and **CL-team** and **SI & Joko's Team** (This will be using as future references). After this click ok to finish it.



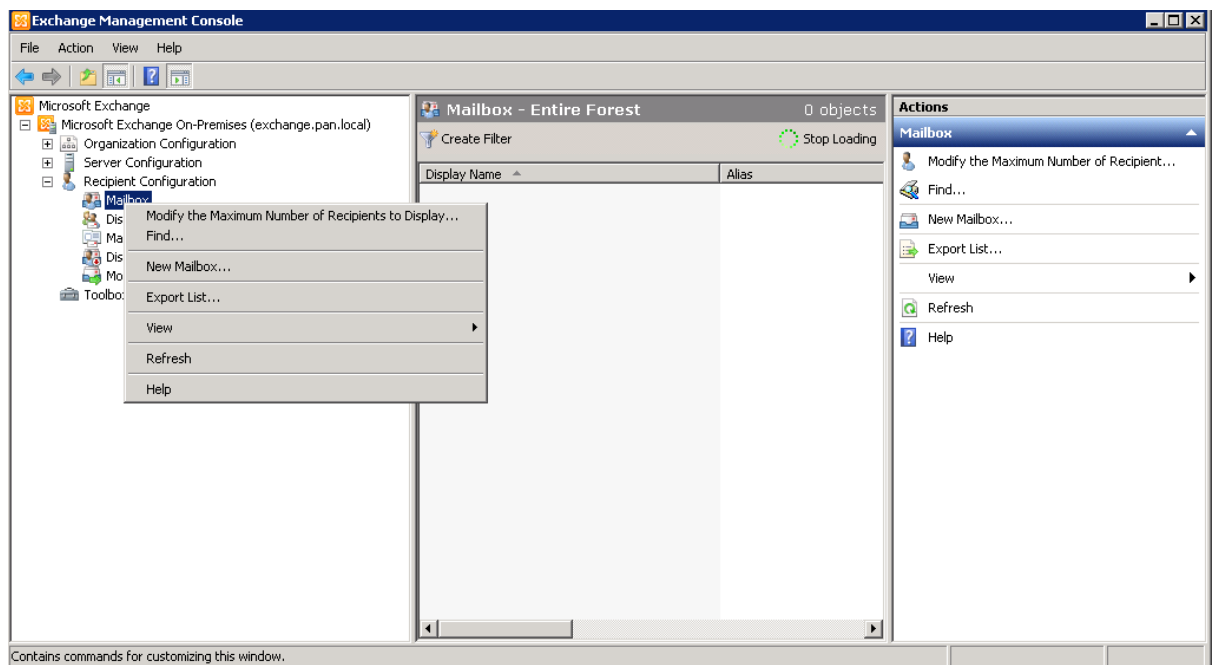


## 3.0 Create a User Account in Microsoft Exchange 2010 users<sup>2</sup>

10. First go to the Microsoft Exchange 2010 console

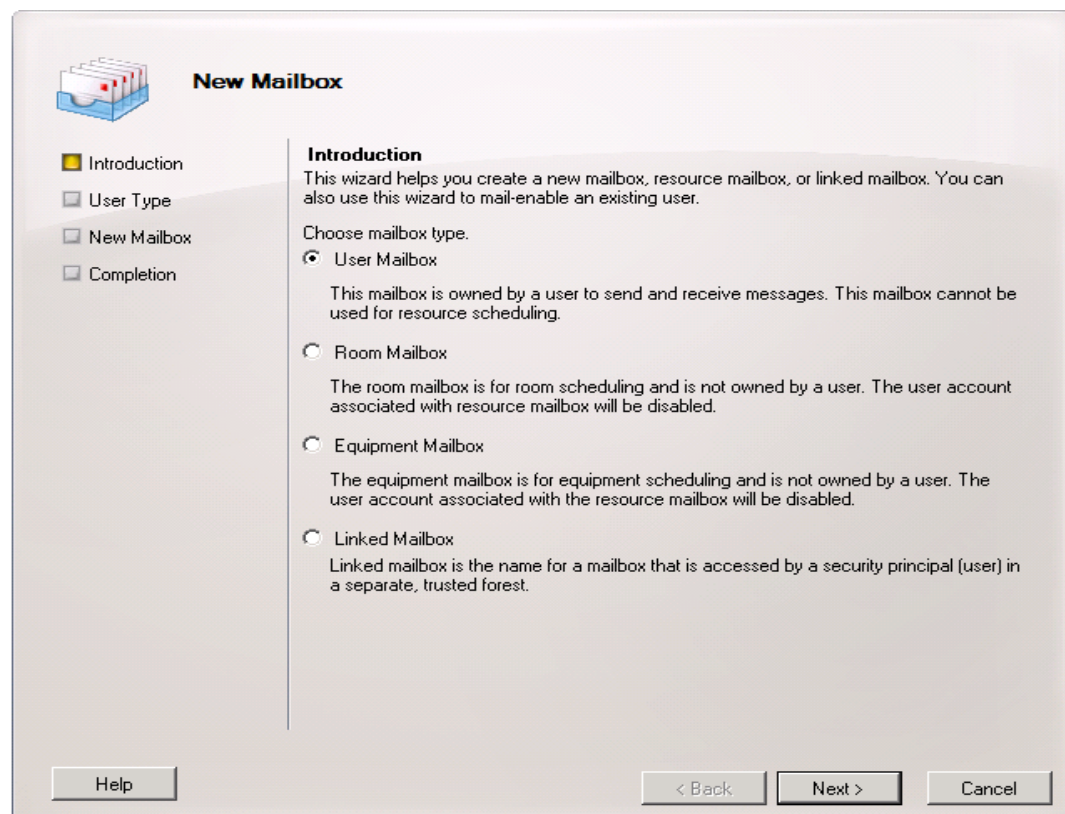


11. Right click Mailbox and click New Mailbox.



<sup>2</sup> (How do I set up Microsoft Outlook to connect to Exchange? | Academic Computing and Communications Center 2017)

12. It should display new mailbox wizard. Click next to continue as default **User Mailbox**



The screenshot shows the 'New Mailbox' wizard's 'Introduction' step. On the left, a navigation pane lists 'Introduction' (selected), 'User Type', 'New Mailbox', and 'Completion'. The main area is titled 'Introduction' and contains the following text: 'This wizard helps you create a new mailbox, resource mailbox, or linked mailbox. You can also use this wizard to mail-enable an existing user.' Below this, it says 'Choose mailbox type.' and lists four options with radio buttons: 'User Mailbox' (selected), 'Room Mailbox', 'Equipment Mailbox', and 'Linked Mailbox'. Each option has a brief description. At the bottom, there are 'Help', '< Back', 'Next >', and 'Cancel' buttons.

**New Mailbox**

**Introduction**

This wizard helps you create a new mailbox, resource mailbox, or linked mailbox. You can also use this wizard to mail-enable an existing user.

Choose mailbox type.

☒ User Mailbox

This mailbox is owned by a user to send and receive messages. This mailbox cannot be used for resource scheduling.

☐ Room Mailbox

The room mailbox is for room scheduling and is not owned by a user. The user account associated with resource mailbox will be disabled.

☐ Equipment Mailbox

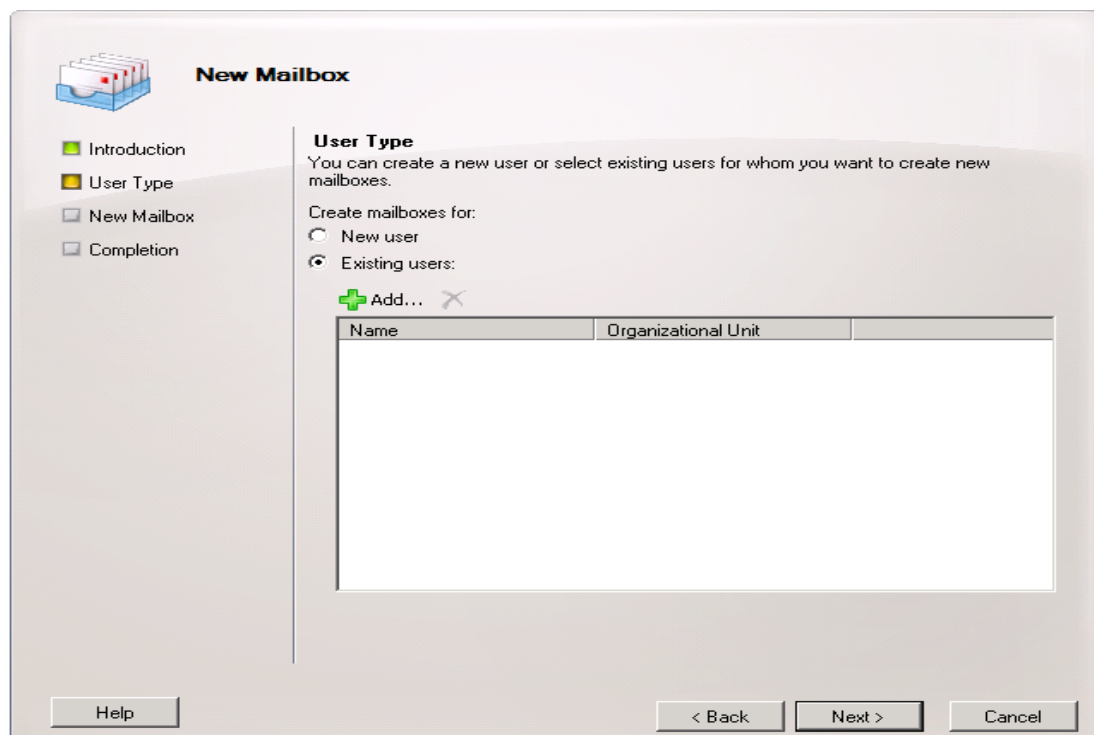
The equipment mailbox is for equipment scheduling and is not owned by a user. The user account associated with the resource mailbox will be disabled.

☐ Linked Mailbox

Linked mailbox is the name for a mailbox that is accessed by a security principal (user) in a separate, trusted forest.

Help < Back Next > Cancel

13. Click existing user and click add user. It should display search for list of user.



The screenshot shows the 'New Mailbox' wizard's 'User Type' step. The navigation pane on the left now has 'User Type' selected. The main area is titled 'User Type' and contains the text: 'You can create a new user or select existing users for whom you want to create new mailboxes.' Below this, it says 'Create mailboxes for:' and lists two options with radio buttons: 'New user' and 'Existing users:' (selected). Under 'Existing users:', there is a green plus icon and the text 'Add...' next to a grey X icon. Below this is a table with two columns: 'Name' and 'Organizational Unit'. The table is currently empty. At the bottom, there are 'Help', '< Back', 'Next >', and 'Cancel' buttons.

**New Mailbox**

**User Type**

You can create a new user or select existing users for whom you want to create new mailboxes.

Create mailboxes for:

☐ New user

☒ Existing users:

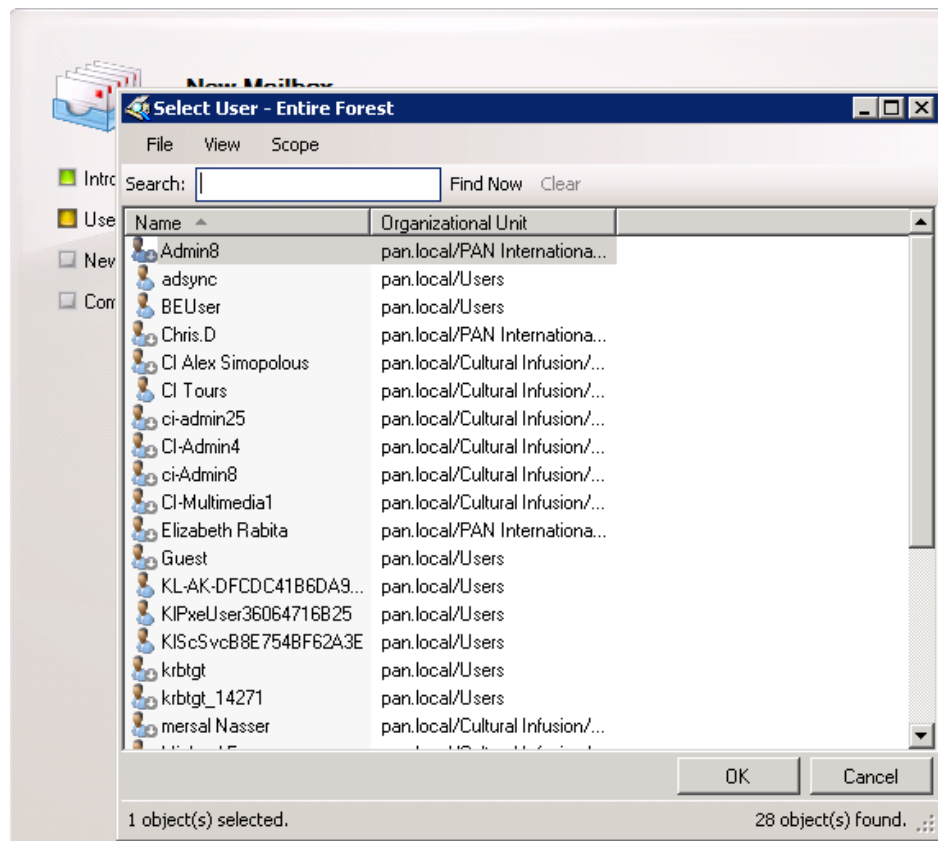
+ Add... X

| Name | Organizational Unit |
|------|---------------------|
|------|---------------------|

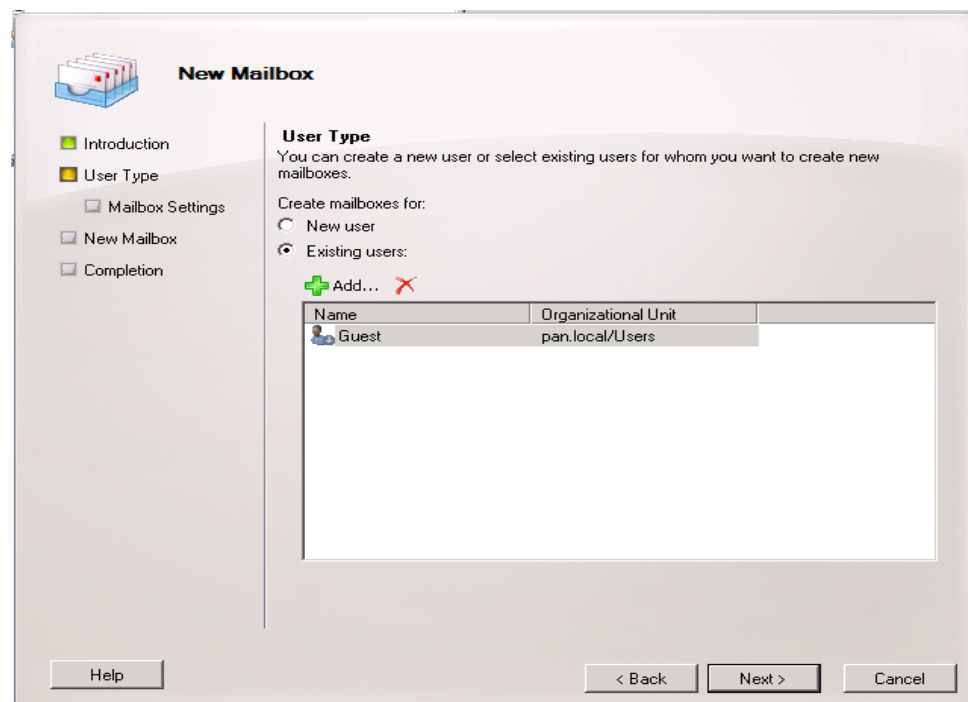
Help < Back Next > Cancel

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14. Search the existing users that previous adding in **Active Directory**. I search as Guest as an example. The real one adding user is **Caleb.C**.

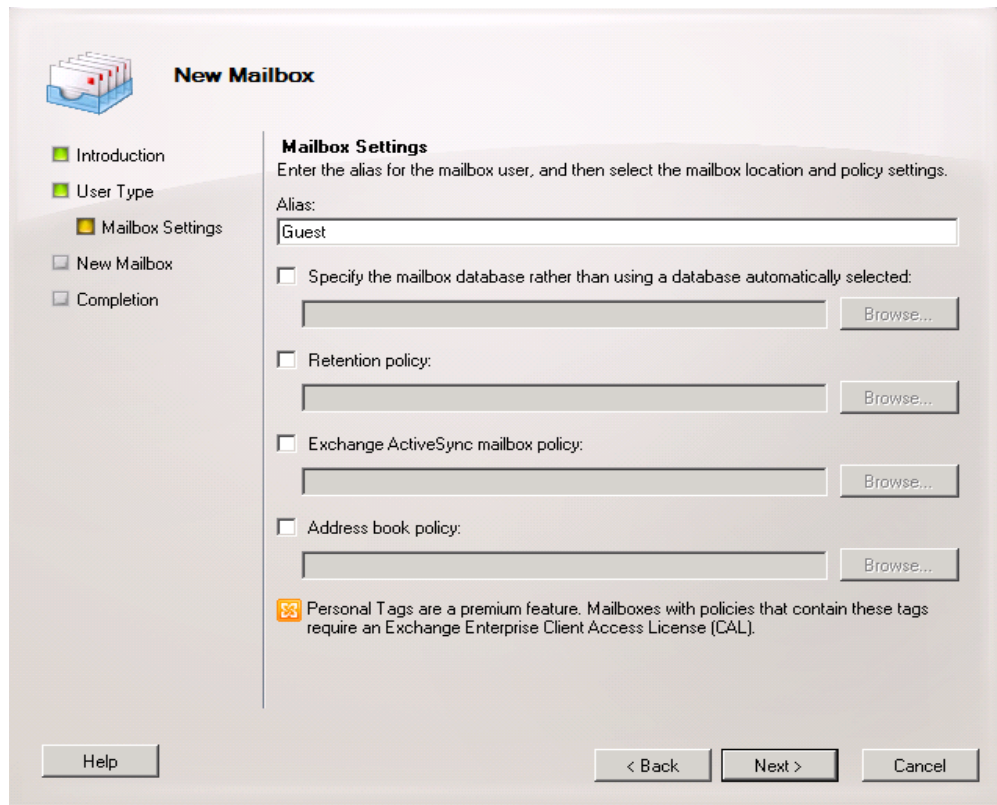


15. Click next to continue after adding the existing user.



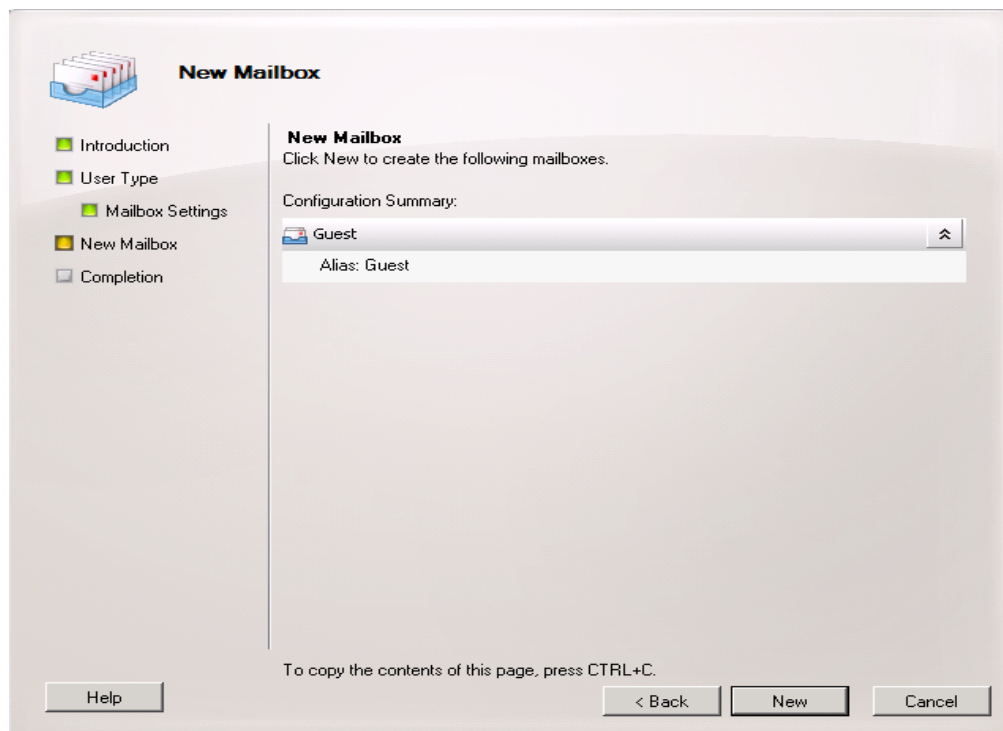


16. Click next to continue.



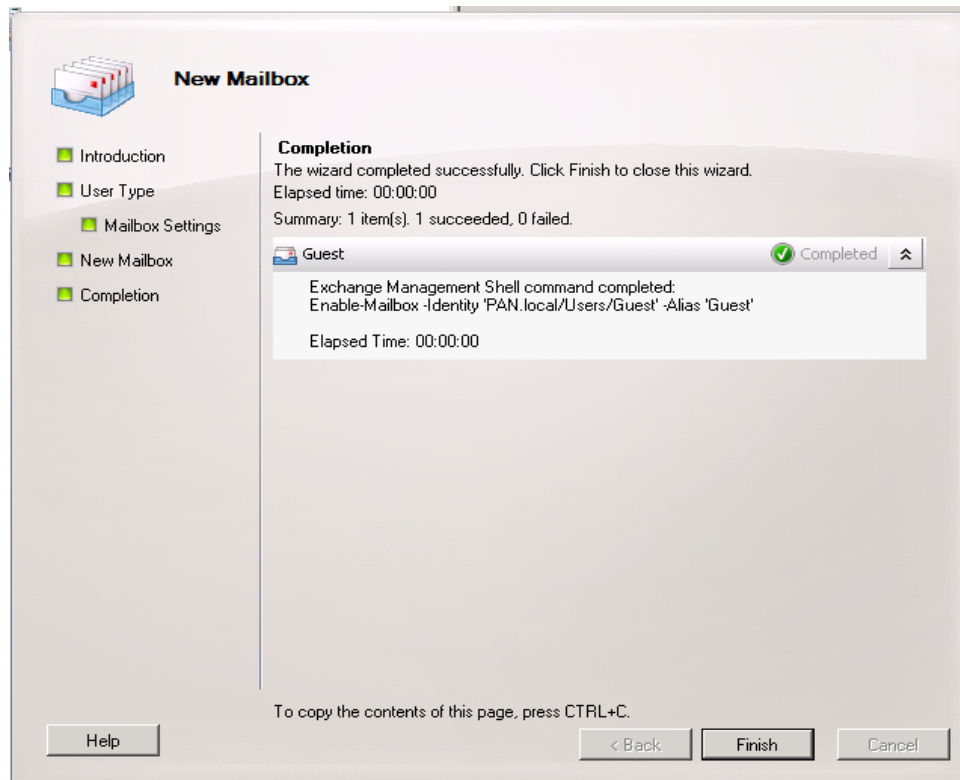
The screenshot shows the 'New Mailbox' wizard at the 'Mailbox Settings' step. On the left, a navigation pane lists 'Introduction', 'User Type', 'Mailbox Settings' (selected), 'New Mailbox', and 'Completion'. The main area is titled 'Mailbox Settings' and contains the instruction: 'Enter the alias for the mailbox user, and then select the mailbox location and policy settings.' Below this, the 'Alias:' field contains 'Guest'. There are four unchecked checkboxes, each followed by a text box and a 'Browse...' button: 'Specify the mailbox database rather than using a database automatically selected:', 'Retention policy:', 'Exchange ActiveSync mailbox policy:', and 'Address book policy:'. At the bottom, a note with a warning icon states: 'Personal Tags are a premium feature. Mailboxes with policies that contain these tags require an Exchange Enterprise Client Access License (CAL)'. Navigation buttons at the bottom include 'Help', '< Back', 'Next >', and 'Cancel'.

17. Click new to continue adding the new user into mailbox database.



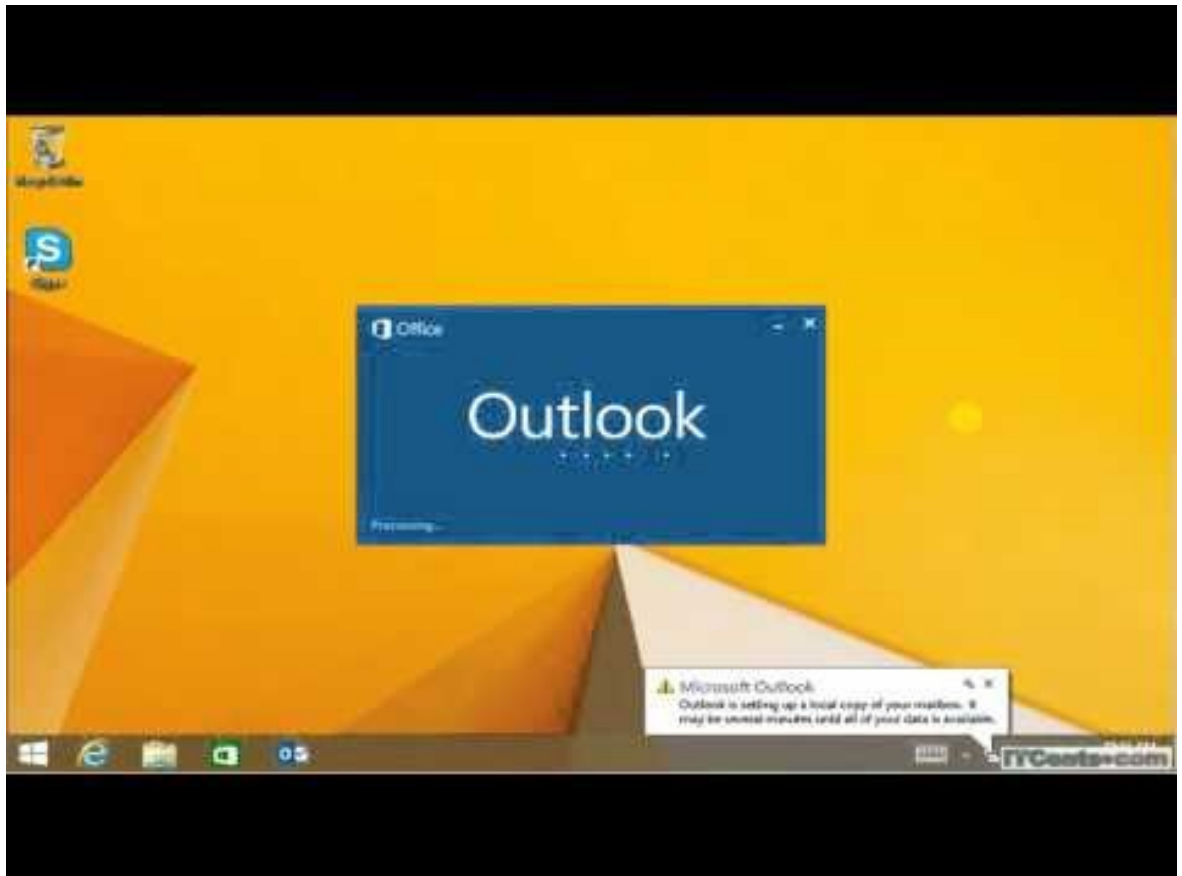
The screenshot shows the 'New Mailbox' wizard at the 'New Mailbox' step. The left navigation pane now highlights 'New Mailbox'. The main area is titled 'New Mailbox' and contains the instruction: 'Click New to create the following mailboxes.' Below this, a 'Configuration Summary:' section shows a list box with 'Guest' selected, and below it, 'Alias: Guest'. At the bottom, a note says: 'To copy the contents of this page, press CTRL+C.' Navigation buttons at the bottom include 'Help', '< Back', 'New', and 'Cancel'.

18. It should be successfully adding new user mail and click Finish. Your username for the mailbox has been successfully added.



## 4.0 Setup Microsoft Outlook 2013 associate to Exchange 2010 servers<sup>3</sup>

19. A video will show you how to setup the Outlook 2013. It is very straight forward as it will then syncs the new user account without setup manually.



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<sup>3</sup> (ITCents 2015)



## 4.0 Printer server for Cultural Infusion.

TOSHIBA 3555 BW on EXCHANGE.PAN.Local will be compulsory for all user able to print their document. Making sure that the cultural infusion printer is able to work.



Info

New

Open

Save

Save As

**Print**

Share

Export

Close

Account

Options

# Print

Print

Copies: 1

### Printer

TOSHIBA 3555 BW on EXCH...  
Ready

2500C Colour on EXCHANGE.PAN.local  
Toner/ink low

4520C B&W on EXCHANGE.PAN.local  
Toner/ink low

4520C Colour on EXCHANGE.PAN.local  
Toner/ink low

TOSHIBA 3555 BW on EXCHANGE.PAN.local  
Ready

4520C B&W on EXCHANGE  
Toner/ink low

4520C Colour on EXCHANGE  
Toner/ink low

TOSHIBA 3555 on EXCHANGE  
Ready

TOSHIBA 3555 BW on exchange  
Ready

Fax  
Ready

Microsoft Print to PDF  
Ready

Microsoft XPS Document Writer  
Ready

Send To OneNote 2013

Add Printer...

Print to File

New IT Support TRAIL

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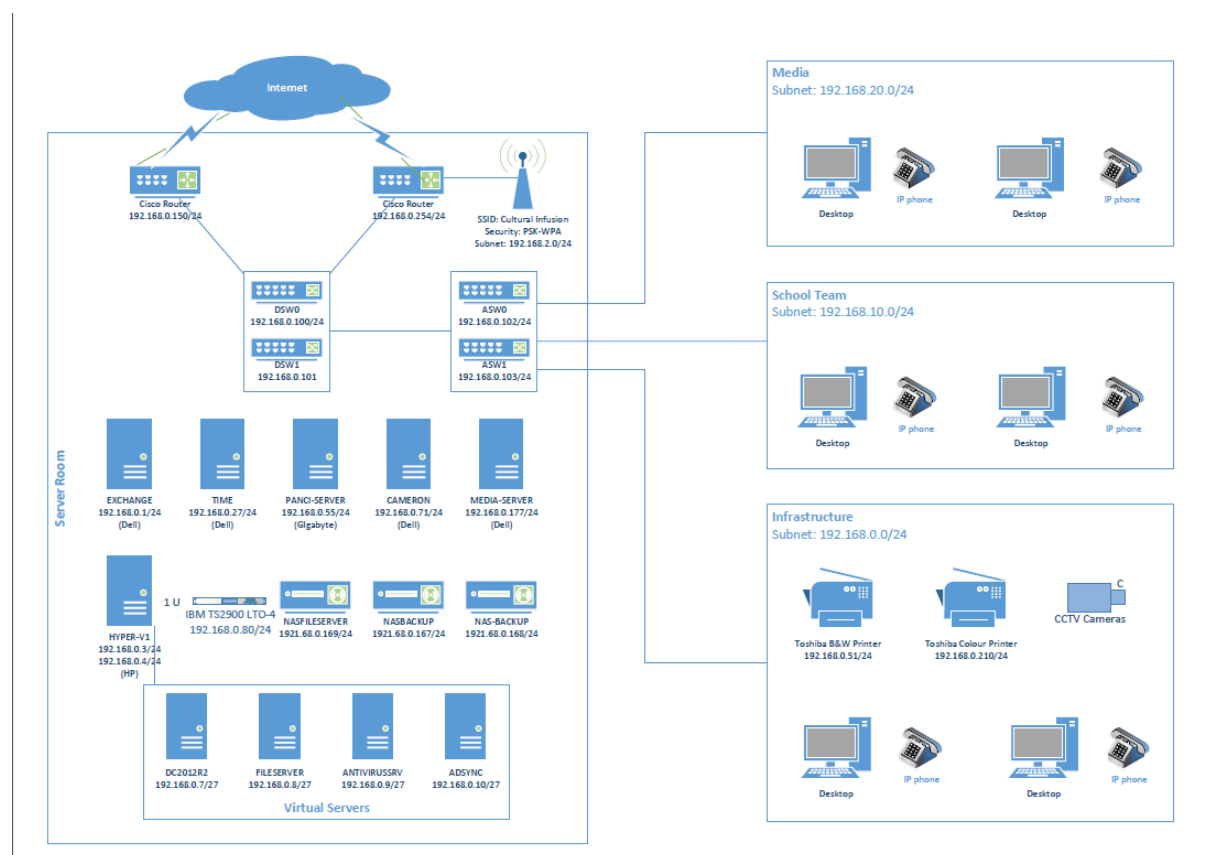
## 5.0 Appendix

### IT Infrastructures for Cultural Infusion

Files located I:\05-Documentation\Server and Network\

- CI-Network diagram-160921.pdf
- Floor Layout-160928.pdf
- Server room-Rack layout.pdf

#### Network Diagram

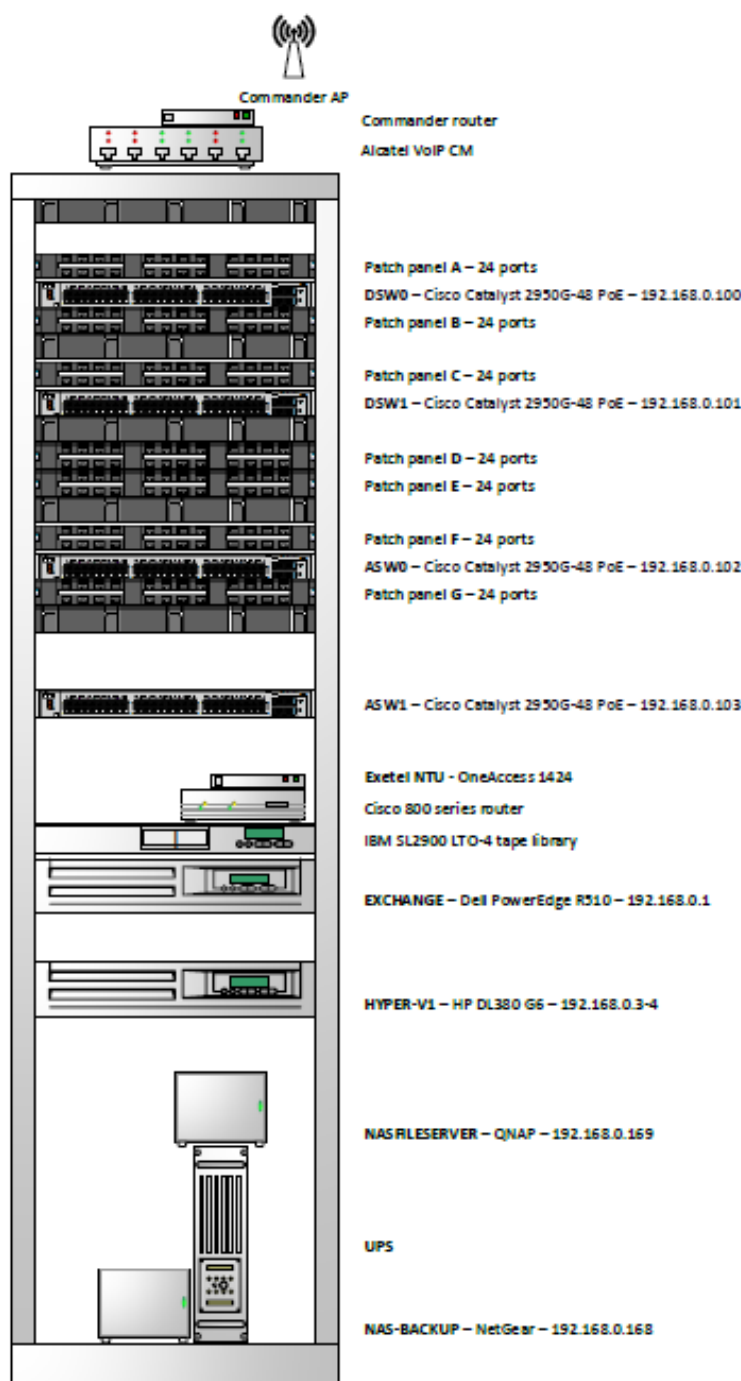


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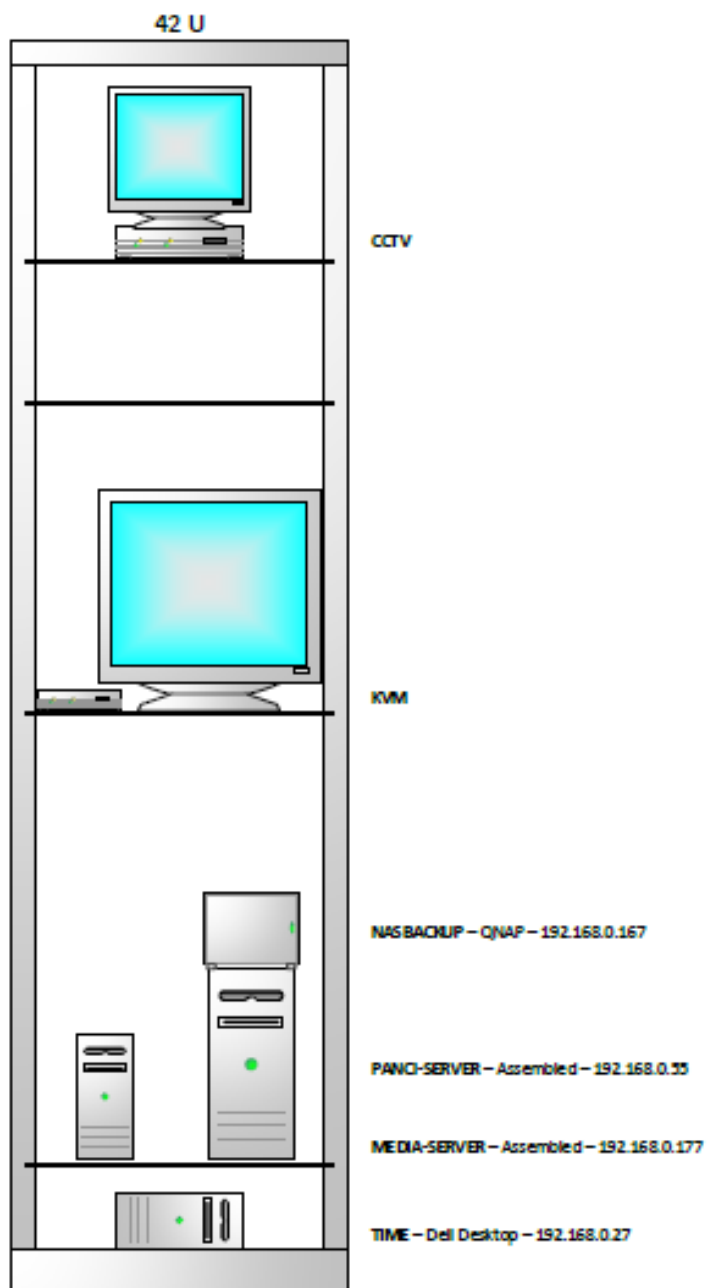
## Floor plan



## Rack 1



## Rack 2



## 6.0 Reference

*Create a User Account in Active Directory Users and Computers* 2009, viewed 25 October 2017, <[https://technet.microsoft.com/en-us/library/dd894463\(v=ws.10\).aspx](https://technet.microsoft.com/en-us/library/dd894463(v=ws.10).aspx)>.

*How do I set up Microsoft Outlook to connect to Exchange? | Academic Computing and Communications Center* 2017, viewed 25 October 2017, <<http://acc.uic.edu/answer/how-do-i-set-microsoft-outlook-connect-exchange>>.

ITCents 2015, *10-Configuring Outlook 2016 and Outlook 2013 for Exchange Server 2016*, viewed 25 October 2017, <<https://www.youtube.com/watch?v=t6f34Qklom8>>.