

## **Configuring and Troubleshooting Internet Information Services in Server 2008 R2**

### **Course Summary**

#### **Description**

In this two-day course, the students will learn to configure, secure, and troubleshoot an Internet Information Services (IIS) 7.5 Web Server in Windows Server 2008 R2.

#### **Objectives**

At the end of this course, students will be able to:

- Describe the IIS 7.5 modular architecture
- Configure and maintain an IIS 7.5 Web Server
- Configure Web sites and Web application pools.
- Configure IIS FTP and SMTP Services
- Configure IIS Security and SSL Management
- Use command line tools and scripting tools.
- Troubleshoot Web servers, sites and applications.

#### **Topics**

- Introduction to IIS
- IIS Web Applications
- IIS FTP and SMTP Services
- IIS Server and SSL Management
- IIS Command-Line tools and Troubleshooting

#### **Audience**

This course is intended for IT Professionals who work in the complex computing environment of a medium to large company and are responsible for supporting Information Services (IIS) 7.5 Web Server in Windows Server 2008 R2.

#### **Prerequisites**

- One year of experience managing Windows Server 2008 and/or Windows Server 2008 R2 in a medium-to-large networking environment of multiple physical locations.
- At least two years of experience configuring and managing Windows Vista or Windows 7 clients
- Experience managing applications and network technologies in an enterprise environment, which may include network services and resources such as messaging, databases, file and print, a firewall, Internet access, an Intranet, Public Key Infrastructure, remote access, remote desktop, virtualization, and client computer management.

#### **Duration**

Two days

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### Course Outline

#### I. Introduction to IIS (CUSTOM)

This module covers the basics of the IIS GUI. Students will learn about all the icons available, graphical layout, and basic navigation. The Instructor will guide the students through the interface changes from IIS 6.0 to IIS 7.5 in an impromptu fashion, adjusting to the skill level of the students in class.

#### II. IIS Web Applications (from 6439 Module 6)

This module covers the primary use of IIS as a Web application platform. Students will learn to set up and maintain a Web site and application configuration based upon business and developer requirements. Although ASP.NET Web sites are commonly maintained by developers, IT professionals are typically called upon to configure the platform and assist with maintenance. This module will cover IIS 7.5 and IIS 7.0 and outline distinctions between them but will focus on IIS 7.5 as in Windows Server 2008 R2

- A. Lesson 1: IIS Functional Overview
- B. Lesson 2: Creating IIS Web Sites and Applications
- C. Lesson 3: Managing IIS Web Sites and Applications

#### Lab A: Creating IIS Web Sites and Applications

- Exercise 1: Configuring IIS Server Settings
- Exercise 2: Configuring an Application Pool
- Exercise 3: Creating and Configuring a Web Site
- Exercise 4: Configuring Basic Settings for a Web Application
- Exercise 5: Backing Up IIS Configuration Settings
- Exercise 6: Configuring a Virtual Directory

#### Lab B: Managing IIS Web Sites and Applications

- Exercise 1: Configuring ASP.NET
- Exercise 2: Configuring ASP.NET Application Settings
- Exercise 3: Configuring ASP.NET Security
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After completing this module, students will be able to:

- Understand how IIS Works and What it can do in Windows Server 2008 and Windows Server 2008 R2
- Create IIS Web Sites and Applications
- Manage IIS Web Sites and Applications

#### III. IIS FTP and SMTP Services (from 6439 Module 7)

This module covers IIS' other major feature areas such as file transfer and email functionality. These features are commonly used to support Web sites, and this module will discuss how to properly configure these features in accordance with best practices and based upon business requirements.

- A. Lesson 1: Implementing and Configuring IIS FTP Sites
- B. Lesson 2: Implementing and Configuring IIS SMTP Sites

#### Lab: Implementing FTP and SMTP

- Exercise 1: Installing FTP and SMTP
- Exercise 2: Configuring and Testing FTP
- Exercise 3: Configuring and Testing SMTP

After completing this module, students will be able to:

- Implement and Configure IIS FTP Sites
- Implement and Configure IIS SMTP Sites

#### IV. IIS Server and SSL Management (from 6439 Module 8)

This module focuses on IIS' security-related features, including SSL, logging, delegated permissions, remote administration, and other features. Students will practice a variety of scenarios that reflect common real-world business requirements.

- A. Lesson 1: Monitoring and Logging IIS
- B. Lesson 2: Managing IIS and SSL Security
- C. Lesson 3: Managing IIS Remote Administration

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### Course Outline (cont'd)

#### Lab A: Managing IIS and SSL Security

- Exercise 1: Configuring SSL Bindings
- Exercise 2: Configuring IP Address Blocking
- Exercise 3: Configuring Logging
- Exercise 4: Testing and Validating the Configuration

#### Lab B: Configuring Remote and Delegated Administration in IIS

- Exercise 1: Configuring IIS Remote Administration

After completing this module, students will be able to:

- Configure and Monitor IIS and the IIS Logs
- Manage IIS and SSL Security
- Manage IIS Remote Administration

#### V. IIS Command-Line tools and Troubleshooting (CUSTOM)

This module focuses on IIS command-line tools and troubleshooting methods. The students will learn basic scripting methods for completing IIS 7.5 administrative tasks needed to maintain Web sites and Web Servers. Students will also learn to use logs, detailed error messages, failed request tracing, return codes, and sub codes.

- A. Lesson 1: IIS Command-line tools (from 6427 Module 7)
  1. Built-in Scripts (\*.vbs, appcmd)
  2. PowerShell
- B. Lesson 2: IIS Troubleshooting (from 6427 Module 10)
  1. Logging
  2. Detailed error messages
  3. Failed request tracing
  4. Return codes and sub codes

#### Lab A: IIS Command-line Tools

- Exercise 1: Built-in scripts
- Exercise 2: PowerShell

#### Lab B: IIS Troubleshooting

- Exercise 1: Logging
- Exercise 2: Detailed error messages
- Exercise 3: Failed request tracing
- Exercise 4: Return codes and sub codes

After completing this module, students will be able to:

- Implement command-line tools and troubleshoot IIS