

# Mimecast Gateway Technical Professional

This course provides the necessary knowledge to efficiently and effectively manage day-to-day administrative tasks within the Mimecast Administration Console. Learn to troubleshoot, monitor, and report on various areas of the Mimecast platform.

**Duration: 1 Day (6-8 hours)**

**Delivery Format: Classroom / Virtual Classroom**

**Cost & Bookings: Contact Sales**

## Who should attend this course?

- New Customers who have completed the Mimecast Gateway Specialist Track
- Existing customers looking to solidify their understanding of core platform behaviors
- Helpdesk and IT Support professionals responsible for message tracking and end user support

## On completion, you will be able to:

- Efficiently monitor email flow and troubleshoot email delivery issues
- Work with Message Tracking to effectively search across multiple queues
- Configure and maintain gateway policies that apply granular control to email messages processed by Mimecast
- Utilize the Reporting module to provide a view of what is happening in their email environment
- Use the Service Monitor to alert IT managers to problems that may arise with email queues, AD synchronization or other Mimecast Services

## Modules & Topics:

### Administration Console: Message Tracking and Monitoring

- Monitoring Overview
- Message Components
- Accepted Email
- Rejected Email
- Held Email
- Bounced Email
- Delivered Messages
- Message Tracking Overview

### Administration Console: Additional Policies

- Digest Sets
- Secure Delivery
- Delivery Routing
- Suspected Malware
- Reputation and Spam Check Policies

### Administration Console: Common Gateway Troubleshooting

- Secure Delivery Troubleshooting
- Delivery Routing Troubleshooting
- Block/Permit Troubleshooting
- Greylisting Troubleshooting
- Auto-Allow Troubleshooting
- Anti-Spoofing Troubleshooting

### Administration Console: Reporting

- Introduction to Reporting
- Overview Reports
- Creating Custom Reports
- PDF and CSV Reports