

ManageEngine 
Exchange Reporter Plus

Installation Guide

www.exchangereporterplus.com

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Document summary

This guide is intended for users who are new to Exchange Reporter Plus. It can be used for evaluation purposes or to quickly set up Exchange Reporter Plus in your environment. This guide covers the following topics:

- What is Exchange Reporter Plus
- System requirements
- How to install Exchange Reporter Plus
- How to start and log in to Exchange Reporter Plus

Note: This guide covers only the basic configuration options. For a detailed guide on how to set up and use Exchange Reporter Plus, please refer to our Resources Center.

Exchange Reporter Plus overview

ManageEngine Exchange Reporter Plus is a reporting, monitoring, and change auditing tool for Exchange Server, Exchange Online, and Skype for Business Server. It features more than 300 unique reports on various Exchange entities such as mailboxes, email traffic, public folders, Outlook Web Access, and ActiveSync, along with reports featuring usage and configuration details about Skype for Business Server. Exchange Reporter also audits activities in Exchange servers and Exchange Online, and can send real-time email alerts.

All-inclusive reporting:

Get complete information about all components of your Exchange and Skype for Business environments, including mailboxes, distribution lists, and public folders.

Inside-out monitoring:

Retrieve information about the health and status of components and services in your Exchange servers. Monitor Exchange email queues, database availability groups (DAGs), server storage, and more.

Real-time change auditing:

Audit Exchange event logs effortlessly. Track and report on non-owner mailbox access, mailbox logon activity, changes to mailbox permissions and server configurations, and more.

For a quick look at some important aspects of Exchange Reporter Plus, refer to the [product datasheet](#).

System requirements

Hardware requirements

Hardware	Minimum
Processor	Intel Core i3
RAM	4GB
Disk space	10 to 20GB Note: The storage space requirements might vary depending upon your organization size, mailbox size, traffic volume, Outlook Web Access logins, and mailbox and organization property changes.

To calculate an appropriate estimate of the hard disk space you might need, use the table below:

Number of users	Number of days	Total size
1	1	37KB
1,000	100	37 x 1,000 x 100 = 3,700,000KB (or 3.7GB)

Tip: Use the Archive Settings (**Settings > Configuration > Other Configuration > Archive Settings**) to archive the reports and free up disk space.

Software requirements

Data collection is supported for these versions of Exchange Server:

- Exchange Server 2003
- Exchange Server 2007
- Exchange Server 2010
- Exchange Server 2013
- Exchange Server 2016
- Exchange Server 2019

Exchange Reporter Plus can be installed on the following Windows Operating systems:

- Windows Server 2008
- Windows Server 2008 R2
- Windows Server 2012
- Windows Server 2016
- Windows Server 2019
- Windows 7
- Windows 8
- Windows 8.1
- Windows 10

Exchange Reporter Plus' web console can be accessed on the following browsers:

- Internet Explorer 9 and above
- Mozilla Firefox 45 and above
- Google Chrome 45 and above

The following databases are supported for storing product-related data:

- PostgreSQL (bundled with the product)
- MS SQL

Privileges required for Exchange Reporter Plus

Exchange Reporter Plus collects data from Active Directory, Exchange Server, Exchange Online, and Skype for Business Server for generating reports, alerts, etc. To collect all the necessary data without issue, you must configure Exchange Reporter Plus with a user account that has been assigned all the necessary privileges.

Refer to the table below for the exact privileges required by Exchange Reporter Plus.

Features	Privileges required
Exchange Server reporting, auditing, and monitoring	The user account must be a member of the: <ul style="list-style-type: none"> • Domain Admins group • Organization Management group
Exchange Online reporting and auditing	The user account must have a: <ul style="list-style-type: none"> • Global Administrator role
Skype for Business Server reporting	The user account must be a member of the: <ul style="list-style-type: none"> • CsAdministrator or CsViewOnlyAdministrator group

Prerequisites for installation

Ensure the following prerequisites are satisfied on the machine in which you plan to install Exchange Reporter Plus.

For Exchange Server

1. Install Windows Management Framework (which contains Windows PowerShell and Windows Remote Management).
- Note:** In Windows Server 2008 R2 and above, Windows Management Framework is installed by default.
2. Install Microsoft .NET Framework 3.5 Service Pack 1 or above.
3. Install Microsoft Exchange Web Services Managed API 2.2.
4. Install MAPI to extract mailbox size and content-related data for Exchange Server versions 2003 and 2007. It can be downloaded [here](https://www.microsoft.com/en-in/download/details.aspx?id=42040).
<https://www.microsoft.com/en-in/download/details.aspx?id=42040>.
5. Enable csCookie. Refer to the [Appendix](#) for instructions.
6. For mailbox and public folder content reports: The user account that you use to configure the Exchange server in Exchange Reporter Plus must have a valid mailbox that's not hidden from the global address list. The user must also have logged in to the mailbox at least once.
7. Ensure there's a valid mailbox for MAPI Profile (applies only for Exchange Server 2003 and 2007 versions).

For Exchange Online

1. Install Azure Active Directory PowerShell module.
2. Install MSOnline PowerShell module.
3. Install Microsoft Online Service Sign-in Assistant.

For Skype for Business Server

There are no prerequisites for configuring Skype for Business Server.

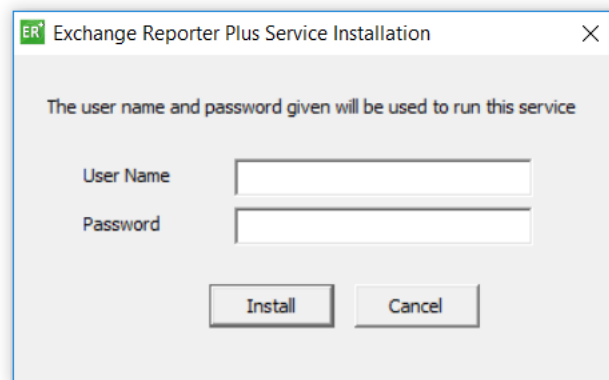
Installing Exchange Reporter Plus

1. [Download](#) Exchange Reporter Plus.
2. Double-click the downloaded EXE file to start the InstallShield Wizard.
3. Follow the instructions displayed on the InstallShield Wizard to complete the installation.

Note: If you have already installed Exchange Reporter Plus, use the [Service Pack](#) to update to the latest version.

Installing Exchange Reporter Plus as a Windows service

1. Click **Start > Programs > Exchange Reporter Plus > Service > Install Exchange Reporter Plus Service**.
2. When you install the Exchange Reporter Plus Service, the following dialog box will appear:



3. Please provide the credentials of a user who has administrative privileges on the local machine where the product is installed.

Once the Exchange Reporter Plus Service is installed, you can start the product as a Windows service.

Starting Exchange Reporter Plus

Once Exchange Reporter Plus is successfully installed, a shortcut will be added to the desktop. To start Exchange Reporter Plus:

1. Double-click the desktop icon. Exchange Reporter Plus will open in a web browser.
2. **It can also be started from: Start > Programs > Exchange Reporter Plus > Start Exchange Reporter Plus.**
3. If Exchange Reporter Plus is installed as a Windows service, then start it using the Windows Services Manager (services.msc) tool.

Accessing Exchange Reporter Plus

Note: Ensure Exchange Reporter Plus is running.

Accessing the product

1. Open a web browser and type **http://<hostname>:<port number>** in the address bar.
 - **Hostname:** IP address or hostname of the machine in which Exchange Reporter Plus is installed.
 - **Port number:** The port number used by Exchange Reporter Plus. By default, it is 8181.
2. Or, double-click the desktop icon again to open Exchange Reporter Plus in a web browser.
3. If the product has already been started as an application, you can launch it by right-clicking the system tray icon of Exchange Reporter Plus and selecting **Start Client**.

Stopping the product

1. Click **Start > Programs > Exchange Reporter Plus > Stop Exchange Reporter Plus**.
2. If the product is running as an application, you can also stop it by right-clicking the system tray icon of Exchange Reporter Plus and selecting **Shutdown Server**.

Logging in to Exchange Reporter Plus

1. In the login screen of Exchange Reporter Plus, enter the **Username** and **Password**.

Note: If you're logging in to Exchange Reporter Plus for the first time after installation, use **admin** as both the username and password.

2. Click **Login**.

You can change the default password by following the steps below:

- Go to **Settings > Admin > Utilities > User Management**.
- Under the **Actions** column, click the **edit** icon next to the admin account.
- Click **Edit Password**.
- Enter the **new password**, then enter it again to confirm it.
- Click **Save**.

Appendix

Steps to enable csCookie

1. Open the **Run** dialog box and enter **inetmgr**.
2. In the left pane, expand the **machine name > Sites**.
3. Click **Default Web Site**.
4. In the middle pane, double-click **Logging**.
5. In the right pane, under **Actions**, click **Enable**.
6. **For IIS 7 and above:**
 - a. Under the **Log File** section, click **Select Fields**.
 - b. Check the **Cookie (cs(Cookie))** box.
 - c. Click **OK**.
7. **For IIS 6:**
 - a. Click **Properties** and go to the **Advanced** tab.
 - b. Check the **Cookie (cs(Cookie))** box.
 - c. Click **OK**.

Related documents

The table below lists some documents related to Exchange Reporter Plus that you may find useful.

Document	What is it about?
Admin guide	This is an all-inclusive guide that covers all the aspects of the product and provides step-by-step instructions on how to configure and use the various settings it provides.
SSL configuration guide	This guide provides step-by-step instruction on how to apply an SSL certificate in the product, and enable a secure connection (HTTPS) between the browser and Exchange Reporter Plus server.
Database maintenance guide	This guide contains frequently asked questions about database maintenance in Exchange Reporter Plus.
[E-book] Securing Exchange with Exchange Reporter Plus	This e-book lists the best practices for securing your Exchange environment.
Reverse proxy guide	This guide provides step-by-step instructions on how to enable a reverse proxy for Exchange Reporter Plus.

About Exchange Reporter Plus

Exchange Reporter Plus is an analysis, monitoring, and change auditing solution for Exchange Online and Exchange Servers. It features over 300 unique reports on various Exchange entities such as mailboxes, public folders, Outlook Web Access, and ActiveSync. Customize reports to track room mailbox usage, break down email response times, and locate messages based on keywords in their content. Configure alerts in Exchange Reporter Plus for instant notifications on critical changes that require your immediate attention.

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