

3 steps to ensure Exchange Online security



Introduction

Whether your organization has had a run-in with malware or not, you've probably at least heard the noise cyberthreats have been making in the IT industry these last few years. Malware can enter your organization through a number of ways, but one of its primary routes is through email. There's a good chance everyone in your organization uses email for business communication. Hackers know this and hope to use this to their advantage; all it takes is one unsuspecting user in your organization falling prey to a malicious email to inadvertently hand over the keys to your network.

Exchange Online and data security

More organizations these days are choosing to move to Exchange Online from on-premises Exchange Servers due to increased reliability as well as reduced cost and downtime. While Exchange Online has a few in-built security features, when it comes to stronger data security and compliance, it falls short.

How Exchange Reporter Plus helps

Exchange Reporter Plus is a reporting, change auditing, monitoring and content search tool for Exchange Servers, Exchange Online and Skype for Business. This solution fills all the gaps left by the native Microsoft 365 portal for managing Exchange Online.

To ensure data security and compliance, Exchange Reporter Plus helps you:

- 1 Audit mailbox activity.
- 2 Detect spam and malware.
- 3 Track changes to mailbox permissions.

1 Audit mailbox activity

Emails carry confidential, business-critical information, which means only the owners and trusted delegates of this information should have access to it. If any unauthorized user gains access, they could wreak havoc in your organization if they have malicious intentions.

This is where Exchange Reporter Plus, with its comprehensive reports, helps you out.

With this tool, you can:

- Track changes made to mailbox properties including size, quota, and delegates.
- List mailboxes that were recently created and deleted.
- Monitor the mailbox activities of owners, administrators, and delegates.
- Audit non-owner mailbox logons.
- View details about emails deleted or moved across folders within mailboxes.
- Monitor mailbox login activities.

Consider a scenario where a rogue user who is neither the owner nor a delegate of a particular mailbox gains access to that mailbox. This user could delete important business data, or worse, leak them to your competitors. Not only would this violate several compliance standards, but it would also damage your organization's reputation.

The **Activities by Mailbox Non-owners** report shows you:

- Which non-owner accessed a mailbox.
- When they gained access to the mailbox in question.
- What operation they performed.
- Which properties they modified.
- And more.

Caller User Name	Mailbox	Server Name	Time	Client Details
Administrator	Prasanth	ERPEX13-CAS	Apr 13, 2021 03:56 PM	Client=WebServices;ExchangeWebServicesProxy/CrossSite/EXCH/15.00.0516.029/ExchangeServicesClient/15.00.0913.01!
Administrator	Mbx_2	ERPEX13-CAS	Apr 12, 2021 04:19 PM	Client=WebServices;ExchangeWebServicesProxy/CrossSite/EXCH/15.00.0516.029/ExchangeServicesClient/15.00.0913.01!
Administrator	Mbx_0	ERPEX13-CAS	Apr 12, 2021 04:19 PM	Client=WebServices;ExchangeWebServicesProxy/CrossSite/EXCH/15.00.0516.029/ExchangeServicesClient/15.00.0913.01!

Figure 1: Audit non-owner mailbox activity using Exchange Reporter Plus.

2 Detect spam and malware

An Exchange Online mailbox can receive spam messages containing malicious content at any time, which is why you need to be vigilant about all mail-bound threats entering the mailboxes of your employees.

Exchange Reporter Plus makes things easier for you by allowing you to:

- View details about spam messages such as sender, recipient, and more.
- See a list of the top spam recipients and the amount of spam they've received over a specified time period.
- Detect malicious emails and list the sender and recipient names, time of reception, and more.
- View a list of the top malware recipients and the amount of malware they've received over a specified time period.

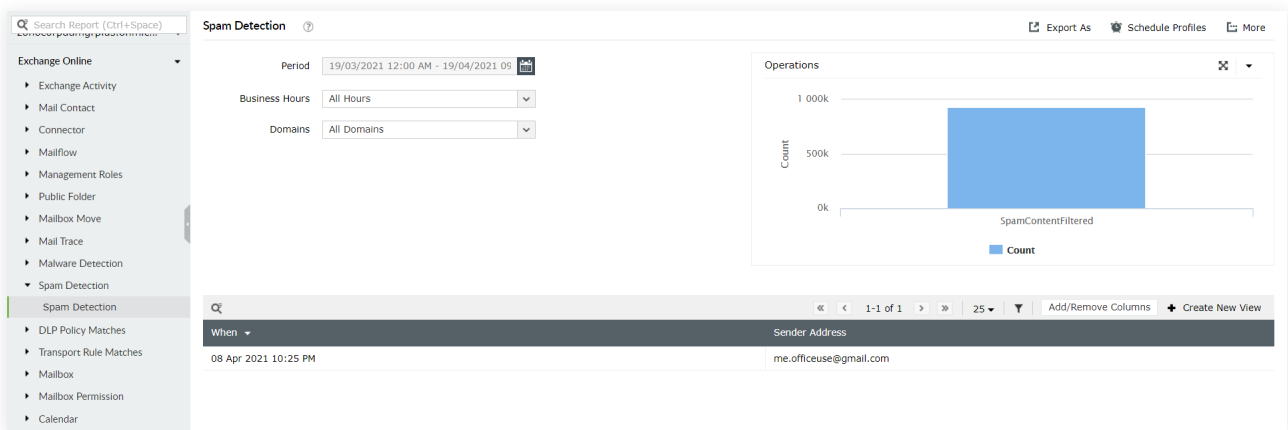


Figure 2: View details about spam messages.

3 Track changes to mailbox permissions

Mailbox permission changes need to be tracked for two main reasons:

1. In a multiple administrator environment, troubleshooting can be an issue if your team has not maintained proper documentation about who changed which permissions.
2. A rogue user could be granted access to C-Suite mailboxes, either accidentally or deliberately.

Exchange Reporter Plus' Mailbox Permission Changes report helps you audit changes made to mailbox permissions. It provides details such as the object modified, when the modification happened, properties modified, and the command used to modify it.

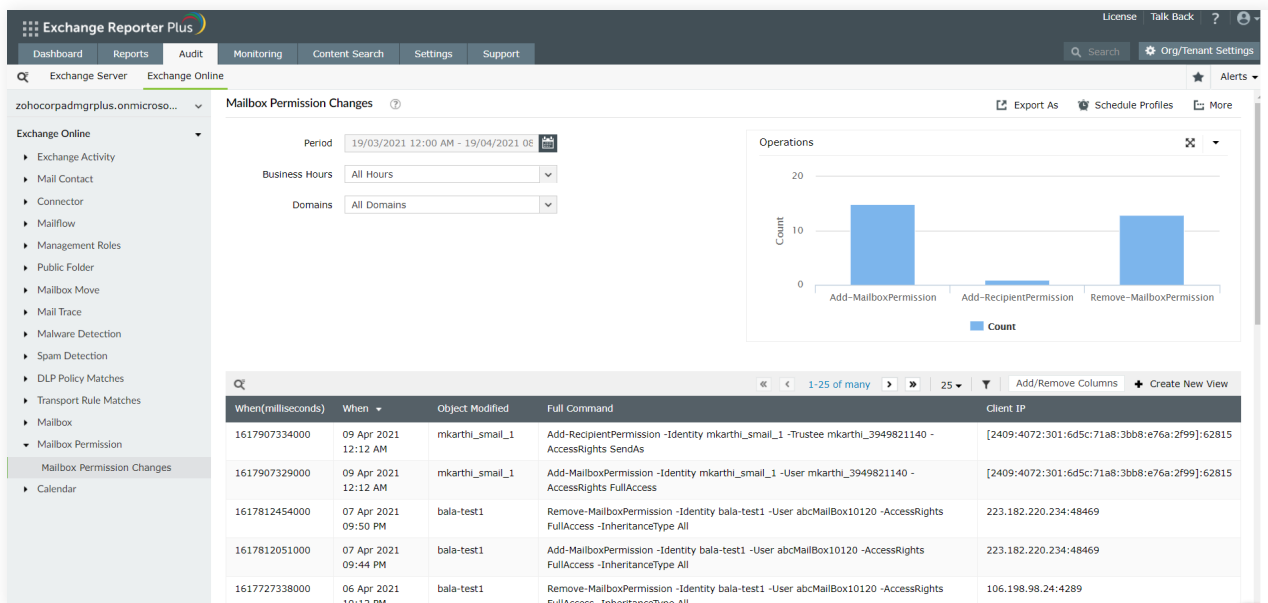


Figure 3: Track changes to mailbox permissions.

Beyond Exchange Online auditing: Regulatory compliance

Exchange Reporter Plus goes beyond just auditing your Exchange environment; it also helps you comply with major IT mandates such as SOX, HIPAA, PCI, GLBA, ISO, FISMA, and the GDPR.

To ensure compliance, Exchange Reporter Plus allows you to:

- Monitor inbound and outbound spam and malware traffic.
- Get details about emails that match transport rules and DLP policies.
- Audit the mailbox activity of administrators and users.
- Locate messages based on keywords in their content.
- View details about created and deleted mailboxes.
- And more.

The reports of Exchange Reporter Plus can be exported to a specified destination folder in multiple formats, including CSV, PDF, XLS, and HTML. This will help with documentation and comes in handy during internal investigations and audits. The reports can also be scheduled to be emailed to stakeholders at specified times.

ManageEngine Exchange Reporter Plus

Exchange Reporter Plus is a reporting, change auditing, monitoring, and content search tool for hybrid Exchange and Skype for Business. It features over 450 comprehensive reports on various Exchange objects such as mailboxes, public folders, and distribution lists, and also on Outlook Web Access and ActiveSync. Configure alerts in Exchange Reporter Plus for instant notifications on critical changes that require your immediate attention.

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