ManageEngine
ExchangeReporter plus

Exchange Server Analysis & Reporting

Help Document

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Welcome to Exchange Reporter Plus

ManageEngine Exchange Reporter Plus is a web-based change audit and reporting solution for MS Exchange, providing you a profound insight on your organization's Exchange infrastructure.

Not plain reporting for vigilance, but this solution offers audit data, mail traffic statistics & analysis, mailbox size growth rate, server usage pattern, and other important information, using which an administrator can take informed decisions to optimize the efficiency of his organization's Exchange setup. One look at these reports, an administrator gets a clear picture of what he has to do next.

In other terms, Exchange Reporter Plus is an encapsulation of all the "analysis and supervision" required on behalf of an Exchange administrator to manage his email communication infrastructure efficiently!

Reports in ManageEngine Exchange Reporter Plus are distinguished into different categories as listed below.

- Exchange Audit Reports
- Mailboxes Reports
- Outlook Web Access Reports
- Email Traffic Reports
- Storage Reports
- Distribution Lists Reports
- Public Folders Reports
- Organization Reports

This guide will help you understand, how to use ManageEngine Exchange Reporter Plus. It provides information on :

- Hardware, Software and system requirements needed to install the application.
- Principle behind the working of Exchange Reporter Plus.
- Steps to get started.
- How to schedule data gatherings from various data sources.
- User management.
- Licensing.
- Other configurations required.

Contact ZOHO Corp.

- ZOHO Corp.
- Sales
- Technical Support

ZOHO Corp. Headquarters

Web site	www.zohocorp.com
ZOHO Corp.	ZOHO Corp. Inc. 4141, Hacienda Drive Pleasanton, CA 94588 USA Phone: +1-925-924-9500 Fax : +1-925-924-9600 E-mail: info@manageengine.com
ZOHO Development Center	Zoho Corporation Private Limited DLF IT Park, Block 7, Ground floor, No. 1/124, Shivaji Garden, Nandambakkam Post, Mount PH Road, Ramapuram, Chennai 600 089, INDIA Phone: +91-44-22707070 Fax: +91-44-22707172 Email: sales@manageengine.com

Sales

To purchase ManageEngine Exchange Reporter Plus from any part of the world, send an email to sales@manageengine.com.

You can also call the ZOHO Corp. headquarters at the following numbers:

Phone: +1-925-924-9500
Fax : +1-925-924-9600

Technical Support

One of the value propositions of ZOHO Corp. to its customers is excellent support. During the evaluation phase the support program is extended to you free of charge. Please send your technical queries to support@exchangereporterplus.com

Following is the support format to be enclosed, while sending support mails:

- Build Number of the product (Available at the top right corner of the "Support" Tab in the product).
- Operating System version, such as Windows ME, Windows XP, Windows Vista, Windows 7 etc.
- Browser version, such as Internet Explorer 6.0, Firefox 2.0, Google Chrome 1.0 etc.
- Details of the problem with screen-shots.
- Steps to reproduce the problem.

Alternatively, select the **Support** tab from the client window. It has the following options that will allow you to reach us:

- Request Support - Submit your technical queries online.
- Need Features - Request for new features in Exchange Reporter Plus.
- Contact Us - Speak to our technical team using the toll free number (1-888-720-9500)

Getting Started

This section describes on how to get started with Exchange Reporter Plus.

- System Requirements
- Installing Exchange Reporter Plus
- How Exchange Reporter Plus works
- Working with Exchange Reporter Plus
- Licensing Exchange Reporter Plus

System Requirements

- Hardware Requirements
- Software Requirements
- Supported Platforms
- Supported Browsers

Hardware Requirements:

- **CPU:** P4, 1.0 GHz
- **RAM:** 1 GB
- **Disk Space:** 10 to 20 GB (The storage space requirements might vary depending upon your organization size, traffic frequency, Message Tracking Logs and Outlook Web Access Log size.)

Software Requirements:

Exchange Reporter Plus needs MAPI to extract "mailbox size and content related data".

MAPI can be made available by installing any of the below.

- Exchange System Manager[ESM] 2003 SP2
- Microsoft Exchange Server MAPI Client and Collaboration Data Objects 1.2.1 (It is downloadable from the link provided here : http://www.microsoft.com/downloads/details.aspx?FamilyID=E17E7F31-079A-43A9-BFF2-0A110307611E&displaylang=en).
  [For Exchange 2010 environments only MAPI download option is supported.]
- Microsoft Outlook 2003 (or) 2007.

Supported Platforms

- Windows XP
- Windows 2003
- Windows 7
- Windows 2008

Supported Browsers

- Internet Explorer 6.0 and above
- Firefox 2.0 and above

Installation of Exchange Reporter Plus

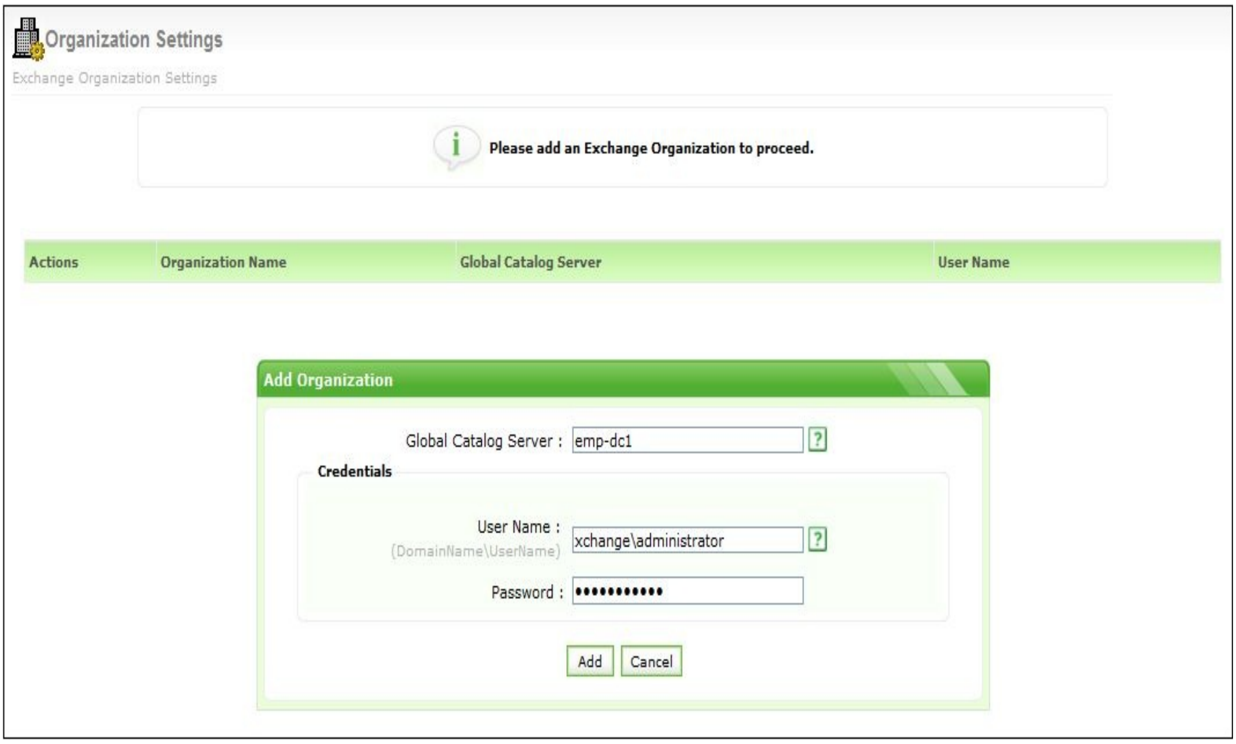
ManageEngine Exchange Reporter Plus can be installed on any MAPI installed machine in the network.

To install ManageEngine Exchange Reporter Plus,

- Download the executable from the website http://www.exchangereporterplus.com.
- Click on the Downloaded file "**ManageEngine_ERP_windows.exe**"
- Follow the install shield wizard to complete the installation of Exchange Reporter Plus.

Adding an Exchange Organization

Once Exchange Reporter Plus is installed, an Exchange organization should be added to proceed with the working.



Enter default credentials to be used for all the Gatherings:
Exchange Reporter Plus gathers information from the Exchange Server and other data sources like Active Directory, Message Tracking Logs and Outlook Web Access Info (IIS) Logs. The credentials provided while adding an Exchange organization will be used as the default credentials for all the data gatherings.

Privileges Required for Data Gatherings:

Appropriate Credentials/Privileges to Gather Exchange Organization Information

Data To Be Gathered	Privilege needed for Data Gathering
Comprehensive data about Exchange Organization and Exchange Servers.	Administrator credentials possessing appropriate permissions (Including those given in the below rows).
Mailbox Data	Exchange View only administrator who has a mailbox. The mailbox should not be hidden from the Global Address List(GAL).
Mailbox Content Data	Any valid user credential with "send as" and "receive as" permissions on the mailboxes, about which information is to be gathered
Exchange Traffic / Outlook Web Access Info Log files	Any valid user credential with read access to the log file on remote share
Public Folder Properties and Public Folder Content Data	Any valid user credential with read access to Public Folders, about which information is to be gathered

How Exchange Reporter Plus works

Exchange related information is gathered from the Exchange Servers and other data sources like Active Directory, Message Tracking Logs and Outlook Web Access Info (IIS) Logs. This data is gathered with the help of scheduled data gatherings configured in the product. Scheduled gatherings are data extraction procedures, which require privileged user credentials corresponding to the type of gatherings done. These privileges are provided either when a new Exchange Organization is added or when a new scheduled task is created.

Once these scheduled tasks are created (from the Admin Tab --> Task Scheduling option), the product automatically collects the data at scheduled time intervals and stores the data into an in-built postgresql database.

When a user selects a report in Exchange Reporter Plus, it queries the product database, and provides tabulated and graphical representation of this data.

Working with Exchange Reporter Plus

This topic discusses the following

1. Starting Exchange Reporter Plus
2. Accessing Exchange Reporter Plus
3. Stopping Exchange Reporter Plus

Starting Exchange Reporter Plus

To start Exchange Reporter Plus in console mode, click the Desktop Icon of Exchange Reporter Plus from the machine where it is installed.

It can also be started from:

- Start -->> Programs -->>Exchange Reporter Plus -->> Start Exchange Reporter Plus

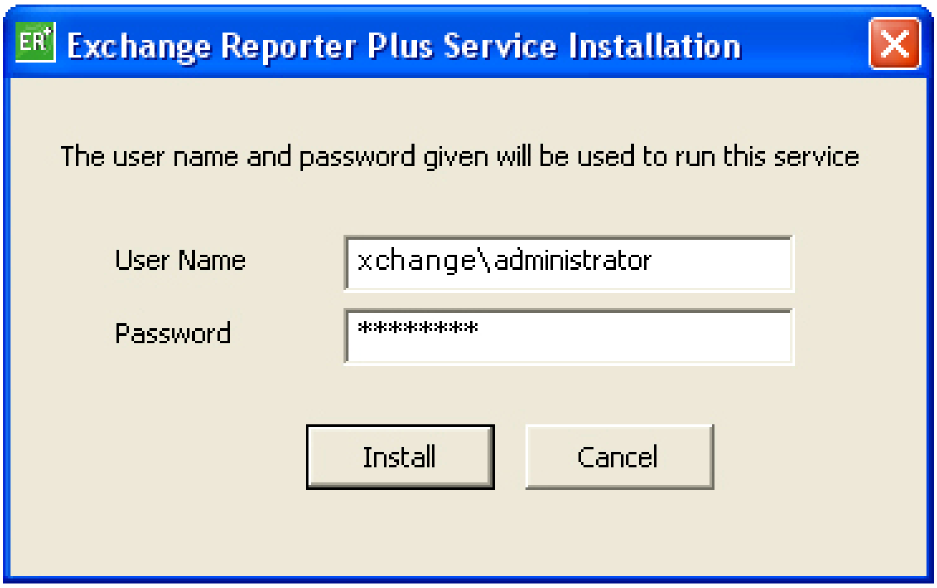
Running Exchange Reporter Plus as a Service :

For Exchange Reporter Plus to be started as a service, install the "Exchange Reporter Plus Service".

Installing "Exchange Reporter Plus Service"

Start -->>Programs -->> Exchange Reporter Plus -->> Service -->> Install "Exchange Reporter Plus Service".

When you install "Exchange Reporter Plus Service" it will invoke the following User Interface. Please provide the credentials of a user who has the 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 "Windows service".

When Exchange Reporter Plus is started in Windows XP / Windows 2003 machines with firewall enabled, Windows may pop up security alerts asking whether to block or unblock the following programs as shown in the images below:

1. mysqld-nt - Database server
2. Java(TM) 2 Platform Standard Edition binary - Java.

Unblock these programs to start Exchange Reporter Plus.

Fig. MySQL Alert

Fig. Java Alert

	The product does not run in service mode by default. It is recommended to install in service mode for continuous data gathering.

Accessing Exchange Reporter Plus

To access the Exchange Reporter Plus open a Web browser and type http://<hostname>:<port number> in the address bar.

Here the "hostname" refers to the DNS name of the machine where Exchange Reporter Plus is running and the "port number" is the port at which Exchange Reporter is running. The default port number is "8181" which can be changed during installation or from the Connection settings of Exchange Reporter Plus.

	If the product runs in a console mode you can invoke the product client from system tray icon as well.

Stopping Exchange Reporter Plus

Start -->> Programs -->> Exchange Reporter Plus -->>Stop Exchange Reporter Plus.

	If the product runs in a console mode you can stop the product from system tray icon as well.

Licensing of Exchange Reporter Plus

ManageEngine Exchange Reporter Plus license is based on the number of mailboxes. You need to buy a license corresponding to the number of mailboxes in your Exchange Organization. However, if you require data to be collected from specific mailboxes present across the Exchange servers, you can selectively manage those mailboxes using the manage / unmanage option in the product. Data is gathered for reporting only from the mailboxes that are managed.

Trial License:

When you download and install the product, the product starts in a trial mode. This is fully functional for 60 days. In the trial mode, data is gathered for reporting from your entire Exchange Organization.

After the 60 days, the trial license expires and the software stops to fetch fresh data from the Exchange Organization. However, reports on the previously fetched data can be viewed and used.

Commercial Version:

You can anytime convert to the commercial version from the trial mode by applying a valid ManageEngine Exchange Reporter Plus license. This license can be applied during the trial period or even if the trial period has expired.

Dashboard View

The Dashboard view under the Home tab, provides a quick snapshot on the most important reports of Exchange Reporter Plus using bar graphs, Pie charts and tables.

Graphical representations of the following essential reports are shown.

- Server Storage Usage.
- Mailbox Size.
- Organization Traffic Summary.
- Top Server Traffic.

You can also use the Quick links located at the right of the page to access reports.

Reports

In this section we will discuss about

- Report Categories
- Data shown in Reports
- Reporting Features available in Exchange Reporter Plus

Report Categories:

Exchange Reporter Plus has a host of reports that provide complete information about your Exchange Organization.

These reports are grouped into 7 different categories:

- Organization Reports
- Overall Organization Traffic Reports
- Storage Reports
- Server Traffic Reports
- Mailboxes Reports
- Mailbox Traffic Reports
- Mailbox Content Reports
- Mailbox Permission Reports
- Custom Recipients Traffic Reports
- Intra-Organization Traffic Reports
- Overall Traffic From/To Internet Reports
- Traffic From/To Internet By Domain Reports
- Traffic From/To Internet By User Reports
- Distribution Lists Reports
- Distribution List Traffic Reports
- Public Folders Reports
- Public Folder Content Reports
- Outlook Web Access Reports

Data shown in Reports:

The data shown in the reports, is extracted from various data sources and is based on built-in data gathering tasks. Check the Reports based on Data Gatherings Table to understand what type of Data Gathering task you are required to run, in-order to view a report.

Reporting Features

The Reports provide several features to help administrators have an enhanced experience while handling data.

- View reports in GMT or Local time zones.
- Option to Export the reports to CSV, PDF, XLS and HTML formats.
- Facilitates Printing of reports.
- Select and view reports for the Exchange Organization that you require information.
- Reports can be viewed for selected date or period.
- Traffic details can be viewed in Summary, Daily or Hourly granular levels.
- Graphs and Charts that highlight the important aspects for a majority of reports.
- A "Quick Search" option allows you to search for specific data from a report by providing one or multiple inputs.
- Determine the level of reporting using filters. For Example: "Mailbox Stores Growth Report" based on an "Administrative Group" and "Server".
- "Add/ Remove Columns" option allows you to include or exclude report columns.
- Option to select "number of records" that should be shown on a single page.

Reports based on Data Gatherings

The below table will help you determine/understand what type of Data Gathering task you are required to run, in-order to view reports of your choice.

Type of Data Gathering	Reports
Essential data Gathering Task	**Organization** • Organization Summary • Administrative Groups • Routing Groups • Database Availability Groups • Servers • Storage Groups • Mailbox Stores • Mailbox Stores Growth • Public Stores • Public Stores Growth • Server Storage • Server Storage Growth • SMTP Virtual Servers • Connectors • Global Message Delivery Settings • Mailbox Store Restrictions • Public Store Restrictions • Mail Enabled Users • Mail Enabled Contacts
	Storage • Mailbox Stores • Mailbox Stores Growth • Public Stores • Public Stores Growth • Server Storage • Server Storage Growth
	Mailboxes • Mailbox Enabled Users • Hidden Mailboxes • Mailbox Features • Mailbox Message Delivery Settings • Mailbox Size Restrictions • Mailbox Message Restrictions • Mailbox with Delegates • Mailbox with Forward To

Type of Data Gathering	Reports
	Distribution Lists • Distribution Lists
	Public Folders • Mail Enabled Public Folders
Distribution List Membership Gathering Task	**Distribution Lists** • Distribution List Members
Mailbox Account Properties Gathering Task	**Storage** • Mailbox Size • Mailbox Size Growth
	Mailboxes • Mailbox Size • Mailbox Size Growth • Mailbox Size vs Allotted Size • Orphaned Mailboxes • Inactive mailboxes by lastlogon time
Mailbox Content Gathering Task	**Mailbox Content** • Folder Message Count and Size • Messages By Subject Keyword • Messages By Body Keyword • Messages By Attachment File Name Keyword • Messages By Attachment File Extension Keyword • Messages By Attachment File Size
Public Folder Properties Gathering Task	**Organization** • Organization Summary • Servers
	Storage • Public Folder Size
	Public Folders • Public Folder List • Public Folder Replicas • Public Folder Size
Public Folder Content Gathering Task	**Public Folder Content** • Messages By Subject Keyword • Messages By Body Keyword • Attachments By File Name Keyword • Attachments By File Extension Keyword • Attachments By File Size
Traffic Logs Gathering Task	**Organization Traffic** • Organization Traffic Summary • Sent Traffic By Messages • Sent Traffic By Size • Received Traffic By Messages • Received Traffic By Size

Type of Data Gathering	Reports
	Server to Server Traffic • Delivery Times by Server • Number of Messages Sent by Server • Size of Messages Sent by Server • Number of Messages Received by Server • Size of Messages Received by Server
	Intra-Organization Traffic • Mails Exchanged Between Users • Number of Mails Sent By Users • Size of Mails Sent By Users • Number of Mails Received By Users • Size of Mails Received By Users • Traffic Between Two Specific Users
	Overall Traffic from/to Internet • Number of Mails Sent to Internet • Size of Mails Sent to Internet • Number of Mails Received from Internet • Size of Mails Received from Internet
	Traffic from/to Internet (By Domain) • Number of Mails Sent to a Specific Domain • Size of Mails Sent to a Specific Domain • Number of Mails Received from a Specific Domain • Size of Mails Received from a Specific Domain
	Traffic from/to Internet (By User) • Number of Mails Sent by Users • Size of Mails Sent by Users • Number of Mails Received by Users • Size of Mails Received by Users • Number of Mails Sent to a Specific Domain By A Given User • Number of Mails Received from a Specific Domain By A Given User

	Mailbox Traffic • Number of Messages By Sender • Size of Messages By Sender • Number of Messages By Receiver • Size of Messages By Receiver
	Custom Recipient Traffic • Custom Recipients by Message • Custom Recipients by Size • Users of Custom Recipients by Message • Users of Custom Recipients by Size
	Distribution List Traffic • Distribution Lists by Message • Distribution Lists by size • Users of Distribution Lists by Message • Users of Distribution Lists by size
	Mailbox • Inactive Mailboxes By Last Sent Mail
	Distribution Lists • Inactive Distribution Lists
Mailbox Permissions Gathering Task	**Mailbox Permissions** • Permissions based on Mailboxes • Permissions based on Users
Outlook Web Access Info Log Gathering Task	**Department Reports** • Log on Count per Department • Log on Count for Users of a Department • Log on Specifics for Users of a Department
	Outlook Web Access • Log on By Users • Browser based Log on • Client IP based Log on • Server based Log on

OrganizationReports

This category provides reports on the top level objects in the Exchange Organization. You can get an insight into the statistics, limitations, growth rates of these objects.

This report is based on Essential data gathering task and can be manually scheduled from the task scheduling option.

The reports under this category are:

- Organization Summary
- Administrative Groups
- Routing Groups
- Database Availability Groups
- Servers
- Storage Groups
- Mailbox Stores
- Mailbox Stores Growth
- Public Stores
- Public Stores Growth
- Server Storage
- Server Storage Growth
- SMTP Virtual Servers
- Connectors
- Global Message Delivery Settings
- Mailbox Store Restrictions
- Public Store Restrictions
- Mail Enabled Users
- Mail Enabled Contacts

Organization Summary Report:

This report provides data on the number of Administrative Groups, Routing Groups, Servers, Storage Groups, Mailbox Stores, Public Stores, Mailboxes, Distribution Groups, Public Folders present in the selected Exchange Organization.

To view Organization Summary Report:

- Click on "Reports" -->>"Organization"-->>Organization Summary Report

	On clicking on the reported summary data (statistic) shown for various Exchange Objects in the selected Exchange Organization, you can view the complete information of that object in a separate report. **For example:** Clicking on the statistic available under the "Administrative Groups" column will show "Administrative Groups Report".

Administrative Groups Report:

Administrative groups, allow you to designate administrative control over subsets of your Exchange organization. The Administrative Groups report lists all administrative groups available in a selected Exchange Organization. It also lists the number of Routing Groups and Servers available under Each Administrative Group.

To view Administrative Groups Report:

1. Click on the "Reports" -->> "Organization" -->> Administrative Group.

Routing Groups Report:

This report lists all "Routing Groups" in your Exchange Organization. It provides data on the number of servers available under each routing group.

To view Routing Groups Report:

1. Click on the "Reports" -->> "Organization" -->> Routing Groups.

Database Availability Groups Report:

This report is for organizations that have Exchange 2010 Servers. It lists all "Database Availability Groups" in an selected Exchange Organization. Data on the number of servers within each Database Availability Group is shown.

To view Database Availability Groups Report:

1. Click on the "Reports" -->> "Organization" -->> Database Availability Groups.

Servers Report:

This report list all the Servers in a selected Exchange Organization. Information related to a server that include Server Name, Server Version, Server Role, Number of Mailbox Stores, Number of Public Stores, Number of Mailboxes and Number of Public Folders is shown.

To view Servers Report:

1. Click on the "Reports" -->> "Organization" -->> Servers.

Storage Groups Report:

This report lists all the Storage Groups in a selected Exchange Organization. It also lists the Number of Mailbox Stores and Number of Public Stores available under each Storage Group.

To view Storage Groups Report:

1. Click on the "Reports"-->>"Organization" -->> Storage Groups.

Mailbox Stores Report:

This report lists all the Mailbox Stores present in a selected Exchange Organization. It also lists the Store size and number of mailboxes present in each mailbox store.

To view Mailbox Stores Report:

1. Click on the "Reports" -->>"Organization" -->>"Mailbox Stores".
2. Select a "Date"

A graphical comparison of various Mailbox Stores based on their size is provided.

Mailbox Stores Growth Report:

This report shows the Initial Store Size, Final Store Size and Growth Rate of all the Mailbox Stores in an Exchange Organization for any selected period.

To view Mailbox Stores Growth Report:

1. Click on the "Reports" -->>"Organization" -->>"Mailbox Stores Growth".

Mailbox Stores Growth for the selected period is also graphically represented for easy understanding.

Public Stores Report:

This report lists all the public stores in a selected Exchange Organization . It also lists the Store size and number of Public Folders present in each Public Store.

To view Public Stores Report:

1. Click on the "Reports" -->> "Organization" -->>"Public Stores".
2. Select a Date from the Date option

A graphical comparison of various Public Stores based on their size is provided.

Public Stores Growth Report:

This report shows the Initial Store Size, Final Store Size and Growth Rate of all Public Stores in an Exchange Organization for any selected period.

To view Public Stores Growth Report:

1. Click on the "Reports" -->>"Organization" -->>"Public Stores Growth".
2. Select a Period .

Public Stores Growth for the selected period is graphically represented for easy understanding.

Server Storage Report:

This report provides storage information about the Server like Total Server Volume, Volume used and Volume Used by stores. Further percentage of usage is also provided in this report.

To view Server Storage Report:

1. Click on the "Reports" -->>"Organization" -->>"Server Storage"
2. Select a Period .

A graphical representation of various servers and the Total Server Volume, Volume used by Stores, Volume Used by others and Free Space available in each server is shown.

Server Storage Growth Report:

This report includes two sub-reports:

1. Store Size Growth
2. Server Volume Growth

Store Size Growth

Store Size Growth report shows the Initial Store Size, Final Store Size and Growth Rate of all stores in an Exchange Server for any selected period.

To view Store Size Growth:

1. Click on the "Reports" -->> "Organization" -->>"Server Storage Growth"-->>"Store Size Growth"
2. Select a Period .

Store Size Growth for the selected period is graphically represented for easy understanding.

Server Volume Growth

Server Volume Growth shows the Initial Server Volume, Final Sever Volume and Growth Rate of all Exchange Servers in an Exchange Organization for any selected period.

To view Server Volume Growth:

1. Click on the "Reports" -->> "Organization" -->>"Server Storage Growth" -->>"Server Volume Growth"
2. Select a Period .

Server Volume Growth for the selected period is graphically represented for easy understanding.

SMTP Virtual Servers Report:

This report lists all SMTP Virtual Servers in any selected Exchange Organization. Information on the Servers, Administrative Groups for each of the SMTP Virtual Servers is shown.

To view SMTP Virtual Servers Report:

1. Click on the "Reports" -->>"Organization" -->>"SMTP Virtual Servers".

Connectors Report:

This report lists all "Connectors" available in a selected Exchange Organization. This lists all connectors and their corresponding types in the selected Exchange Organization.

To view connectors report:

1. Click on the "Reports" -->>"Organization" -->>"Connectors".

Global Message Delivery Settings Report:

This report provides data on the Global Message Delivery Settings in any selected Exchange Organization. The Maximum Message Sending Size(MB), Maximum message Receiving Size(MB) and the Recipient Limit configured for Message Delivery in the Exchange Organization selected is shown.

To view a Global Message Delivery Settings report:

1. Click on the "Reports" -->> "Organization" -->> "Global Message Delivery Settings".

Mailbox Store Restrictions Report:

This report lists the size restrictions for all Mailbox Stores in a selected Exchange Organization. The following size restrictions will be set for all mailbox stores:

- Issue warning.
- Prohibit Sending of mails.
- Prohibit Sending and Receiving of mails.

To view Mailbox Stores Restrictions report:

1. Click on the "Reports" -->> "Organization" -->> "Mailbox Store Restrictions".

Public Store Restrictions Report

This report lists the size restrictions for all Public Stores in a selected Exchange Organization. The following size restrictions will be set for all mailbox stores:

- Issue warning.
- Prohibit Sending of mails.
- Prohibit Sending and Receiving of mails.

To view Public Stores Restrictions Report:

1. Click on the "Reports" -->> "Organization" -->>>"Public Store Restrictions".

Mail Enabled Users Report

This report lists all mail enabled users in an Exchange Organization and their corresponding external email addresses.

To view Mail Enabled Users Report:

1. Click on the "Reports" -->> "Organization" -->>"Mail Enabled Users".

Mail Enabled Contacts Report

Mail Enabled Contacts are entries made in active directory that link to email addresses that are outside of your organization. These contacts will appear in the Global Address List, allowing users to select them and send email messages to them.. Their primary use is for forwarding email from an existing mailbox.

This report lists all mail enabled contacts in a selected Exchange Organization.

To view Mail Enabled Contacts Report:

1. Click on the "Reports" -->> "Organization"-->>"Mail Enabled Contacts".

Overall Organization Traffic Reports

This category provides reports on organization traffic. The summary and also details of the number of messages and Size of messages that are sent and received.

The reports under this category depend on "Message Tracking Logs Gathering Task".

- The reports can be viewed at summary or daily or hourly granular levels. Hourly granular level can be selected only when the time period selected is less than 2 days.

If the report is at daily granular level, you can view the hourly report for a date by clicking on the date displayed in the report.

The list of Organization Traffic Reports are:

- Organization Traffic Summary
- Sent Traffic By Messages
- Sent Traffic By Size
- Received Traffic By Messages
- Received Traffic By Size

Organization Traffic Summary Report:

This report provides the complete summary of message traffic in an Exchange Organization. Statistics on the total number of messages sent and received, and the total Size of messages sent and received is shown.

To view Organization Traffic Summary Report:

1. Click on "Reports" -->> "Organization Traffic"-->>"Organization Traffic Summary"
2. Select the Period

This provides 4 different tables and 2 Pie charts that provide the summary of Organization Traffic.

Table 1 provides the min, max and average of the number of messages sent and received.

Table 2 provides the min, max and average of the size of messages sent and received.

The min, max and average will be calculated per day if the period selected is more than 2 days. If the time period is <= 2 days then the min, max and average will be calculated per hour.

Table 3 provides traffic summary of sent mails

- Total Number of Mails sent,
- Total Number of Mails Sent internally

- Total Number of Mails Sent to an external recipient
- Total Size of Mails Sent
- Total Size of Mails Sent internally
- Total Size of Mails Sent external recipient.

Table 4 provides traffic summary of received mails

- Total Number of Mails received,
- Total Number of Mails received from an internal source.
- Total Number of Mails received from an external source.
- Total Size of Mails received
- Total Size of Mails received from an internal source.
- Total Size of Mails received from an external source.

Pie Chart 1 provides snapshot of Total Number of Messages Sent and Total Number of messages received.

Pie Chart 2 provides snapshot of Total Size of Messages Sent and Total Size of messages received.

Sent Traffic By Messages Report:

This report provides the minimum, maximum and average Number of Messages sent internally and number of messages sent to an external recipient.

To view Sent Traffic By Messages Report:

1. Click on "Reports" -->> "Organization Traffic"-->>"Sent Traffic By Messages"
2. Select the Period
3. Select the Granularity (Summary, Daily or Hourly)
4. Click on Go

Depending on the time period selected, the type of graph displayed changes. We have two different types of graphs:

- **Pie Chart** - A Pie chart is displayed for summary granular level. This is the graph that is displayed by default when the report is selected initially. The Pie chart shows the distribution of the "number of internal messages sent" and "number of external messages sent".
- **Line Graph** - Line graph is displayed for daily and hourly granular levels. The line graph displays the "number of internal messages sent" and "number of external messages sent" every hour/ every day.

Sent Traffic By Size Report:

This report provides the minimum, maximum and average Size of Messages sent internally and Size of messages sent to external recipients.

To view Sent Traffic By Size Report:

1. Click on "Reports" -->> "Organization Traffic"-->>"Sent Traffic By Size"
2. Select the Period

3. Select the Granularity (Summary, Daily or Hourly)
4. Click on Go

Depending on the time period selected, the type of graph displayed changes. We have two different types of graphs:

- **Pie Chart** - A Pie chart is displayed for summary granular level. This is the graph that is displayed by default when the report is selected initially. The Pie chart shows the distribution of the "size of internal messages sent" and "size of external messages sent".
- **Line Graph** - Line graph is displayed for daily and hourly granular levels. The line graph displays the "size of internal messages sent" and "size of external messages sent" every hour/ every day.

Received Traffic By Messages Report:

This report provides the minimum, maximum and average Number of Messages received from internal and external sources.

To view Received Traffic By Messages Report:

1. Click on "Reports" -->> "Organization Traffic"-->>"Received Traffic By Messages"
2. Select the Period
3. Select the Granularity (Summary, Daily or Hourly)
4. Click on Go

Depending on the time period selected, the type of graph displayed changes. We have two different types of graphs:

- **Pie Chart** - A Pie chart is displayed for summary granular level. This is the graph that is displayed by default when the report is selected initially. The Pie chart shows the distribution of the "number of internal messages sent" and "number of external messages sent".
- **Line Graph** - Line graph is displayed for daily and hourly granular levels. The line graph displays the "number of internal messages sent" and "number of external messages sent" every hour/ every day.

Received Traffic By Size Report:

This report provides the minimum, maximum and average size of Messages received from internal and external sources.

To view Size Traffic By Messages Report:

1. Click on "Reports" -->> "Organization Traffic"-->>"Received Traffic By Size"
2. Select the Period.
3. Select the Granularity (Summary, Daily or Hourly)
4. Click on Go.

Depending on the time period selected, the type of graph displayed changes. We have two different types of graphs:

- **Pie Chart** - A Pie chart is displayed for summary granular level. This is the graph, that is displayed by default when the report is selected initially. The Pie chart shows the distribution of the "size of internal messages sent" and "size of external messages sent".
- **Line Graph** - Line graph is displayed for daily and hourly granular levels. The line graph displays the "size of internal messages sent" and "size of external messages sent" every hour/ every day.

StorageReports

This category provide reports on the store size of various Exchange objects and storage growth for a selected period.

Storage Reports under this category are:

- Mailbox Stores
- Mailbox Stores Growth
- Mailbox Stores Split-Up
- Public Stores
- Public Stores Growth
- Server Storage
- Server Storage Growth
- Mailbox Size
- Mailbox Size Growth
- Public Folder Size

Mailbox Stores Report:
This report lists all Mailbox Stores in an Exchange Server on any selected Date. It is based on Essential Data Gathering Task.

To view Mailbox Stores report

1. Click on Reports -->>Storage -->>"Mailbox Stores"
2. Select the Date for which Mailbox Store Data is required.

A "Mailbox Store Size Comparison" bar chart allows comparison of Mailbox Stores with ease.

Mailbox Stores Growth Report:
This report shows the Initial Store Size, Final Store Size and Growth Rate of all the Mailbox Stores in an Exchange Organization for any selected period. It is based on Essential Data Gathering Task.

To view Mailbox Stores Growth Report:

- Click on the "Reports" -->>"Storage" -->>"Mailbox Stores Growth".

Mailbox Stores Growth for the selected period is also graphically represented for easy understanding.

Mailbox Stores Split-Up Report:

This report shows the percentage of a mailbox store volume consumed by the mailboxes, the total store size and the number of mailboxes in the store. It is based on Mailbox Account Properties Gathering Task.

To view Mailbox Stores Split-Up Report:

- Click on the "Reports" -->>"Storage" -->>"Mailbox Stores Split-Up".
- Select the period.

The mailbox store split-up is shown graphically.

Note : This report shows the storage space used by managed mailboxes alone. To view the size used by all mailboxes in a server, manage all mailboxes on the server and run Mailbox Account Properties task.

Public Stores Report:

This report provides information on the public stores Storage Group and Store Size. The Public Store name and its related information. This report is based on Essential Data Gathering Task.

To view Public Stores Report:

1. Click on Reports -->> Storage -->> "Public Stores"
2. Select the "Date" for which Public Store information is to be viewed.

Public Store Size Comparison Bar chart allows easy comparison on the sizes of Public Stores on a given date.

Public Stores Growth Report:

This report shows the Initial Store Size, Final Store Size and Growth Rate of all Public Stores in an Exchange Organization for any selected period. It is based on Essential Data Gathering Task.

To view Public Stores Growth Report:

1. Click on the "Reports" -->>"Organization" -->>"Public Stores Growth".
2. Select a Period .

Public Stores Growth for the selected period is graphically represented for easy understanding.

Server Storage Report:

This report provides storage information about the Server like Total Server Volume, Volume used and Volume Used by stores. Further percentage of usage is also provided in this report.

To view Server Storage Report:

1. Click on the "Reports" -->>"Storage" -->>"Server Storage"
2. Select a Period .

A graphical representation of various servers and the Total Server Volume, Volume used by Stores, Volume Used by others and Free Space available in each server is shown.

Server Storage Growth Report:

This report provides storage information about the Server like Total Server Volume, Volume used and Volume Used by stores. Further percentage of usage is also provided in this report. This report is based on Essential Data Gathering Task.

To view Server Storage Report:

1. Click on the "Reports" -->>"Organization" -->>"Server Storage"
2. Select a Period .

The Server Storage Growth is graphically represented for easier understanding.

Mailbox Size Report:

The report lists the mailbox sizes for mailboxes in a selected organization for a selected period. It is based on Mailbox Account Properties Gathering Task

To view Mailbox Size Report:

1. Click on Reports -->> Storage -->> "Mailbox Size"
2. Select the Period.

Top 10 Mailboxes by Size for the selected period is shown using a Bar chart.

Mailbox Size Growth Report:

This report shows the initial, final size of mailboxes and their Growth Rates. It is based on Mailbox Account Properties Gathering Task.

To view Mailbox Size Growth Report

1. Click on "Reports" -->> "Storage" -->>"Mailbox Size Growth"
2. Select the "Period"

The Top 5 Mailboxes Growth for the selected period is shown as a line graph. Different points in the graph highlight growth at different days in a week.

Public Folder Size Report:

This report lists public and provides information on the Number of messages in the Public Folder and Public Folder Path for all Public Folders. It is based on Public Folder Properties Gathering Task.

To view a Public Folder Size Report

1. Click on Reports -->> Storage -->> "Public Folder Size"
2. Select the "Period".

The Top 10 Public Folders, arranged by size of Public Folders are shown as a graphical representation using Bar charts.

Server Traffic Reports

This category provides reports on message delivery times and message traffic between exchange servers.

The reports in this category depend on Message Tracking Logs Gathering Task.

	• The reports can be viewed at summary or daily or hourly granular levels. Hourly granular level can be selected only when the time period selected is less than 2 days. • If the report is at daily granular level, you can view the hourly report for a date by clicking on the date displayed in the report.

The List of Server Traffic Reports category are:

- Server to Server Traffic
- Delivery Times by Server
- Number of Messages Sent by Server
- Size of Messages Sent by Server
- Number of Messages Received by Server
- Size of Messages Received by Server

Server to Server Traffic Report:

This report provides complete information for message traffic between the exchange servers in an organization.

To view Server to Server Traffic report:

1. Click on Reports -->> Server Traffic -->>"Server to Server"
2. Select the Period.
3. Select the Granularity. (Summary, Daily or Hourly).

Delivery Times by Server Report:

Delivery Times by Server report lists minimum, maximum and average message delivery times between the exchange servers in an organization.

To view Delivery Times by Server Report:

1. Click on Reports -->> Server Traffic -->> "Delivery Times by Server"
2. Select the Period.
3. Select the Granularity (Summary or Daily)

	The delivery times for this report are calculated under the assumption that the time on the client machines, from which the message have been sent, is synchronized with the exchange servers.

Number of Messages Sent by Server Report:

This report provides the information on the internal/external number of messages sent from exchange servers.

To view Number of Messages Sent by Server Report:

1. Click on Reports -->> Server Traffic -->> "Number of Messages Sent by Server"
2. Select the Period.
3. Select the Granularity (Summary or Daily)

Depending on the time period selected the graph displayed in the report changes. We have two different types of graphs:

- **Bar graph** - Bar chart is displayed for summary granular level. This is the graph that is displayed by default when the report is selected initially. The bar chart displays the top 10 servers by number of messages sent.
- **Line Graph** - Line graph is displayed for daily and hourly granular levels. The line graph displayed only the top 5 servers by number of messages sent.

Size of Messages Sent by Server Report:

This report provides the information on the internal/external size of messages that are sent from exchange servers.

To view Size of Messages Sent by Server Report:

1. Click on Reports -->> Server Traffic -->> "Size of Messages Sent by Server"
2. Select the "Period".
3. Select the Granularity (Summary, Daily or Hourly)

Depending on the time period selected the graph displayed in the report changes. We have two different types of graphs:

- **Bar graph** - Bar chart is displayed for summary granular level. This is the graph that is displayed by default when the report is selected initially. The bar chart displays the top 10 servers by size of messages sent.
- **Line Graph** - Line graph is displayed for daily and hourly granular levels. The line graph displayed only the top 5 servers by size of messages sent.

Number of Messages Received by Server Report:

The report provides the information on the internal/external number of Messages that are received by the exchange.

To view Number of Messages Received by Server Report:

1. Click on Reports -->> Server Traffic -->> "Number of Messages Received by Server"
2. Select the "Period".
3. Select the Granularity (Summary, Daily or Hourly)

Depending on the time period selected the graph displayed in the report changes. We have two different types of graphs:

- **Bar graph** - Bar chart is displayed for summary granular level. This is the graph that is displayed by default when the report is selected initially. The bar chart displays the top 10 servers by number of messages received.

- **Line Graph** - Line graph is displayed for daily and hourly granular levels. The line graph displayed only the top 5 servers by number of messages received.

Size of Messages Received by Server

The report provides the information on the Size of Messages that are received by the exchange servers.

To view Size of Messages Received by Server Report:

1. Click on Reports -->> Server Traffic -->>"Size of Messages Received by Server"
2. Select the "Period".
3. Select the Granularity (Summary, Daily or Hourly)

Depending on the time period selected the graph displayed in the report changes. We have two different types of graphs:

- **Bar graph** - Bar chart is displayed for summary granular level. This is the graph that is displayed by default when the report is selected initially. The bar chart displays the top 10 servers by size of messages received.
- **Line Graph** - Line graph is displayed for daily and hourly granular levels. The line graph displayed only the top 5 servers by size of messages received.

Mailboxes Reports

This category provides reports on the Mailboxes in your Exchange Organization. Information related to a mailbox, mailbox settings, delivery restrictions and any activity that is concerned with mailboxes is reported.

The List of Mailbox Reports are:

- Mailbox Enabled Users
- Mailbox Size
- Mailbox Size Growth
- Current Mailbox Size VS Quota
- Hidden Mailboxes
- Inactive Mailboxes By Last Sent Mail
- Inactive Mailboxes by Last logon time
- Orphaned Mailboxes
- Expired Account Mailboxes
- Soon-to-Expire Account Mailboxes
- Mailbox Features
- Mailbox Message Delivery Settings
- Mailbox Size Restrictions
- Mailbox Message Restrictions
- Mailbox with Delegates
- Mailbox with Forward To

Mailbox Enabled Users Report:

This report lists all Mailbox Enabled Users. The Mailbox Name, Email, Last Logon User, Last Logon Time and Server information are listed.

To view Mailbox Enabled Users report:

- Click on Reports -->>Mailboxes -->>Mailbox Enabled Users

Mailbox Size Report:

This report lists all Mailboxes in an Exchange Organization and their size, count information on any selected day or the maximum size, count for a selected period.

To view a Mailbox Size report:

1. Click on Reports -->> Mailboxes -->> Mailbox Size
2. Select the day, date or period.

Selecting Mailbox Size for more than one day displays the maximum size attained in the selected week. The date at which each mailbox was largest in the selected period is also listed.

Top 10 Mailboxes by Size are displayed on a Bar Graph. Click on any of the Bars to view Mailbox specific information.

Mailbox Size Growth Report:

This report provides information on the Growth of all Mailboxes in the selected Exchange Organization for the Period Selected. This report lists the mailboxes, their initial and final size and corresponding Growth Rates, on a single report.

To view Mailbox Size Growth report:

1. Click on Reports -->> Mailboxes -->> "Mailbox Size Growth"
2. Select the "Period" from Drop Down. (Any custom period day, date or period can be selected).

The Top 5 Mailboxes Growth in the selected period can also be viewed. Different points in the graph highlight growth at different days in a week.

This report cannot be viewed daily because Mailbox Size is collected only once in a day.

Current Mailbox Size VS Quota

This report lists the current sizes of mailboxes in an Exchange Organization. It also compares the Percentage of Current Usage of a Mailbox to its Quota allotted. Users can compare the Current Mailbox Sizes as a percentage of any of the following parameters whose quotas are set.

- Issue Warning At
- Prohibit Send At
- Prohibit Send and Receive At

To view Current Mailbox Size vs Quota report:

- Click on Reports -->> Mailboxes -->> "Current Mailbox Size vs Quota"
- Select the Comparison Parameter.

Top 10 Mailboxes based on Percentage of Size Used are displayed using a Bar chart.

Hidden Mailboxes Report:

This report lists all mailboxes that are hidden. The mailbox name and their corresponding emails are reported.

To view Hidden Mailboxes report:

- Click on Reports -->> Mailboxes -->> "Hidden Mailboxes"

Inactive Mailboxes By Last Sent Mail Report:

This report lists all Inactive Mailboxes in the Exchange Organization. Any Mailbox that did not have an outward traffic for the past **35 days** is considered to be inactive by Exchange Reporter Plus. Mailbox Names, the associated email and the date on which the last email was sent is reported.

To view Inactive Mailboxes by Last Sent Email report:

- Click on Reports -->> Mailboxes -->> "Inactive Mailboxes by Last Sent Mail"
- Input the "Inactive period" in the textbox provided.

Inactive Mailboxes By Last Logon Time Report

This report lists all Inactive Mailboxes in the Exchange Organization. This report is based on the last logon time of a user. Any Mailbox that was not logon in the inputted number of days is considered to be inactive by Exchange Reporter Plus. Mailbox Names, the associated email and the date on which the last email was sent is reported.

To view Inactive Mailboxes by Last Sent Email report

- Click on Reports -->> Mailboxes -->> "Inactive Mailboxes by Last Logon Time"
- Input the "Inactive period" in the textbox provided.

Orphaned Mailboxes Report:

Accidental deletion of a user account from the Active Directory database could leave one or more mailboxes Orphaned. Exchange Reporter Plus lists all "Orphaned Mailboxes" in a selected Exchange Organization with the help Orphaned Mailboxes reports.

This report provides information the "Mailbox Name", "Last Logon User", "Last Logon Time", "Number of Messages" and the "Size" of all Orphaned Mailboxes in the selected Exchange Organization.

To view Orphaned Mailboxes report:

- Click on Reports -->> Mailboxes -->> "Orphaned Mailboxes"

Expired Account Mailboxes Report:

This report list Mailboxes of Expired Accounts. Mailboxes for Accounts that were expired in the inputted number of days will be listed.
To view Expired Accounts Mailboxes report

- Click on Reports -->> Mailboxes -->> "Expired Account Mailboxes"
- Select Account Expired time from the dropdown.

This will list all expired accounts in the selected period and the mailboxes associated with those accounts.

Soon-to-expire Account Mailboxes Report:

This report lists mailboxes of Accounts that are soon-to-expire. Accounts that will be expired within the selected period of time will be listed.
To view Soon-to-expire Account Mailboxes

- Click on Reports -->> Mailboxes -->> "Soon-to-expire Mailboxes"
- Select the time of Account Expiry from the drop down

This will list the soon-to-expire accounts and the mailboxes associated with those accounts.

Mailbox Features Report:

Mailbox Features include Outlook Web Access (OWA), Outlook Message Access (OMA), Post Office Protocol (POP3) and IMAP4. The status on the availability or unavailability of these features for each of the mailboxes for any selected Exchange Organization are displayed in this report.

To view Mailbox Features report:

1. Click on Reports -->> Mailboxes -->> "Mailbox Features"
2. This lists all mailboxes in the Exchange Organization that have all the features enabled.
3. To view filtered information of enabled or disabled status of (OWA, OMA, POP3 and IMAP4) on mailboxes in the Exchange Organization choose any of the options listed under the "Mailbox Feature" Drop Down.

Mailbox Message Delivery Settings Report:

This report lists all mailboxes in a selected Exchange Organization and provides information on the type of message delivery settings they have:

The report lists information on the

- Mailboxes that have Default Message Delivery Settings (Default Sending Size, Default Receiving Size and Default Recipient Limit) and
- Mailboxes that have Restricted Message Delivery Settings (Restricted Sending Size, Restricted Receiving Size and Restricted Recipient Limit).

To view Mailbox Message Delivery Settings report:

1. Click on Reports -->> Mailboxes -->> "Mailbox Features"
2. This lists all mailboxes and the complete list of delivery settings that each of the mailboxes have.
3. To view filtered information on mailboxes with "Default Sending Size" -
4. Select the option available under the "Message Delivery Setting" drop down.

Similarly select any desired "Message Delivery Setting" available under the drop down to view filtered information.

Mailbox Size Restrictions Report:

This report lists the "Default Storage limit" and various actions that will be performed when a Mailbox reaches set Size limits. This report provides the limits set for every mailbox in the selected Exchange Organization to

- Issue a Warning (KB)
- Prohibit Send (KB)
- Prohibit Send and Receive (KB) Messages.

To view mailbox size restrictions report:

1. Click on Reports -->> Mailboxes -->> "Mailbox Size Restrictions"
2. This lists the size restrictions for all mailboxes in the Exchange Organization.
3. You can view Size Restrictions for Mailboxes based on the allotted size by selecting from the "Size Restriction Drop Down" Mailboxes allotted Default storage limit or Mailbox allotted user specified storage limits.

Mailbox Message Restrictions Report:

This report lists the complete information on the Message Settings that are assigned to users that allow / deny them from accepting mails. It allows select and view Message Settings of users from a dropdown that allow them to view settings of users that allow them to

- Accept Messages from Authenticated Users only.
- Accept Messages from Un-authenticated Users Also.

- Accept Messages from Everyone.
- Accept Messages only from.
- Accept Messages from Everyone Except.

To view Mailbox Message Restrictions set for users report:

1. Click on Reports -->> Mailboxes -->> Mailbox Message Restrictions
2. Select the "Message Settings" for which status of users is to be viewed from the dropdown

Mailbox with Delegates Report:

This report lists all mailboxes in an Exchange Organization that are delegated to "send on behalf".

To view the list of Mailboxes with Delegates report:

- Click on Reports -->> Mailboxes -->> Mailbox with delegates.

Mailbox with Forward To Report:

This report lists all mailboxes in an Exchange Organization that have enabled a "Forward To".

To view the list of Mailboxes with Forward To report:

- Click on Reports -->> Mailboxes -->> Mailbox with Forward To.

Mailbox Traffic Reports

This category provides reports on the traffic flow from and to mailboxes. The reports in this category are based on Message Tracking Logs Gathering Task.

- The reports can be viewed at summary or daily or hourly granular levels. Hourly granular level can be selected only when the time period selected is less than 2 days and the time period should be within the previous 35 days.
- If the report is at daily granular level, you can view the hourly report for a date by clicking on the date displayed in the report.

The list of Mailbox Traffic Reports category are:

- Number of Messages By Sender
- Size of Messages By Sender
- Number of Messages By Receiver
- Size of Messages By Receiver
- Sent Traffic for Users
- Received Traffic for Users

Number of Messages By Sender Report:

This report provides complete information for message traffic between the exchange servers in an organization.

To view Number of Messages by Sender Report:

1. Click on Reports -->> Mailbox Traffic -->> Number of Messages By Sender
2. Select the period.
3. Select the Granularity (Summary, Daily or Hourly)

Depending on the time period selected the graph displayed in the report changes. We have two different types of graphs:

- **Bar graph** - Bar chart is displayed for summary granular level. This is the graph that is displayed by default when the report is selected initially. The bar chart displays the top 10 mailboxes by number of messages sent.
- **Line Graph** - Line graph is displayed for daily and hourly granular levels. The line graph displayed only the top 5 mailboxes by number of messages sent.

Size of Messages by Sender Report:

This report provide complete information on the Size of Messages that was sent from mailboxes (by users).

To view Size of Messages by Sender Report

1. Click on Reports -->> Mailbox Traffic -->> Size of Messages By Sender
2. Select the period.
3. Select the Granularity (Summary, Daily or Hourly)

Depending on the time period selected the graph displayed in the report changes. We have two different types of graphs:

- **Bar graph** - Bar chart is displayed for summary granular level. This is the graph that is displayed by default when the report is selected initially. The bar chart displays the top 10 mailboxes by the size of messages sent.
- **Line Graph** - Line graph is displayed for daily and hourly granular levels. The line graph displayed only the top 5 mailboxes by size of messages sent.

Number of Messages by Receiver Report:

This report provide the complete information on the Number of Messages that was received in mailboxes (by users).

To view Number of Messages by Receivers Report

1. Click on Reports -->> Mailbox Traffic -->> Number of Messages By Receiver
2. Select the period.
3. Select the Granularity (Summary, Daily or Hourly)

Depending on the time period selected the graph displayed in the report changes. We have two different types of graphs:

- **Bar graph** - Bar chart is displayed for summary granular level. This is the graph that is displayed by default when the report is selected initially. The bar chart displays the top 10 mailboxes by number of messages received.
- **Line Graph** - Line graph is displayed for daily and hourly granular levels. The line graph displayed only the top 5 mailboxes by number of messages received.

Size of Messages by Receiver Report:

This report provide information on Message Size that was received in mailboxes (by users) in a selected Exchange Organization.

To view Size of Messages by Receivers Report

1. Click on Reports -->> Mailbox Traffic -->> Size of Messages By Receiver
2. Select the period.
3. Select the Granularity (Summary, Daily or Hourly)

Depending on the time period selected the graph displayed in the report changes. We have two different types of graphs:

- **Bar graph** - Bar chart is displayed for summary granular level. This is the graph that is displayed by default when the report is selected initially. The bar chart displays the top 10 mailboxes by the size of messages received.
- **Line Graph** - Line graph is displayed for daily and hourly granular levels. The line graph displayed only the top 5 mailboxes by size of messages received.

Sent Traffic for Users Report:

This report provides detailed information on the email messages sent by a user or a group of users by listing the message size, subject, ID and date for each email message that was sent.

To view Sent Traffic for Users Report

1. Click on Reports -->> Mailbox Traffic -->> Sent Traffic for Users
2. Select a single user or a group of Exchange users.
3. Select the period.
4. Select the domain (Internal or External).

Received Traffic for Users Report:

This report shows the email messages that an Exchange user or a group of users received within a specific time period with details of message size, subject, ID and date for every individual email that was received.

To view Received Traffic for Users report

1. Click on Reports -->> Mailbox Traffic -->> Received Traffic for Users
2. Select a single user or a group of Exchange users.
3. Select the period.
4. Select the domain (Internal or External).

MailboxContent Reports

This category provides reports to help you analyze mailboxes and mailbox folders based on their content. Mailbox Content Reports is dependent on "Mailbox Content Gathering Task".

> Exchange Reporter Plus allows the "Mailbox Content Gathering Tasks" to be scheduled only for one set of actions. A second "Mailbox content gathering task" will overwrite the existing schedule.

The reports present under this category are:

- Folder Message Count And Size
- Messages By Subject Keyword
- Messages By Body Keyword
- Attachments By File Name Keyword
- Attachments By File Extension Keyword
- Attachments By File Size

Folder Message Count And Size:

This report lists the Folders in a Mailbox. Mailbox Folder Path, Total Number of Messages and Total Message Sizes for Folders in a Mailbox.

To view "Folder Message Count and Size" report:

1. Click on "Reports" -->> "Mailbox Content" -->> "Folder Message Count and Size"
2. Click on Select link -->> Select Mailbox from the Pop-Up -->>Click on "OK". (To select a mailbox)

> This report provides information on all folders in a single Mailbox.

Messages by Subject Keyword:

This report lists all messages that have a "specific keyword" as their message "subject" in full or partial.

To view Messages by Subject Keyword report:

- Click on Reports -->> Mailbox Content -->>"Messages by Subject Keyword"

You can filter the report based on the "Subject keyword" using the "Filter" option.

> Only keywords defined during "Mailbox Content Gathering Task" scheduling are considered for reporting.

Messages by Body Keyword:

This report lists all messages that have a "specific keyword" as their message "body" in full or partial.

To view Messages by Body Keyword report:

- Click on Reports -->> Mailbox Content -->>"Messages by Body

Keyword" You can filter the report based on the "Body keyword" using the "Filter" option.

	Only keywords defined during "Mailbox Content Gathering Task" scheduling are considered for reporting.

Attachments By File Name Keyword:

This report lists all messages that contain a "specific keyword" as their "Attachment file name" in full or partial.

To view Messages by Attachment File Name Keyword report:

- Click on Reports -->> Mailbox Content -->>"Attachments By File Name

Keyword" You can filter the report based on the "Attachment File Name keyword" using the "Filter" option.

	Only "Attachments By File Name Keywords" defined during "Mailbox Content Gathering Task" scheduling are considered for reporting.

Attachments By File Extension Keyword:

This report lists all messages that contain a "specific keyword" in their "Attachment file name extension".

To view Messages by Attachment File Extension Keyword report:

- Click on Reports -->> Mailbox Content -->>"Attachments By File Extension Keyword"

You can filter the report based on the "Attachment File Name extension" using the "Filter" option.

	Only "Attachments By File Extension Keywords" defined during "Mailbox Content Gathering Task" scheduling are considered for reporting.

Attachments By File Size:

This report lists messages that have an attachment which meets a user defined "File size" condition.

The "Attachment File" size can have a value that is { >, >=, <, <=, =, !=} of a numerical value, entered while scheduling a "mailbox content gathering task". Only a single "File Size Limit" can be set while Task Scheduling/ Reporting.

Example: If an Attachment File Size is set as ">1.8 MB" and scheduled in the Mailbox Content Gathering Task, this report lists all messages that have an attachment of size greater than 1.8 MB.

To view Messages by Attachment File Extension Keyword report:

- Click on Reports -->> Mailbox Content -->>"Attachments By File Size"

	Only "Attachments By File Size" defined during "Mailbox Content Gathering Task" scheduling are considered for reporting.

Mailbox Permission Reports

This category provides reports on Mailbox Permissions. Permissions of users/groups over mailboxes and permission of a mailbox over other mailboxes. The reports in this category are based on Mailbox Permissions Gathering Task.

Mailbox Permission Reports include:

- Permissions based on Mailboxes
- Permissions based on Users

Permissions based on Mailboxes Report:

This report provides complete information on permission of mailbox over other mailboxes.

To view Permissions based on Mailboxes Report:

1. Click on Reports -->> Mailbox Permissions -->> Permissions based on Mailboxes
2. Click on the "Select link" against "Mailbox" to select the mailbox from the available list (Any number of mailboxes can be selected).
3. This will list all the "users" who have Access Rights over the selected mailbox.

When you select multiple mailboxes from the Pop-up, the report will list all the users who have Access Rights over the selected mailboxes. Click on the user link to identify mailboxes over which the user has specific permissions.

Permissions based on Users Report:

This report provides complete information on the Access Rights (permissions) of a user/group over various mailboxes in the organization.

To view Permissions based on Users Report

1. Click on Reports -->> Mailbox Permissions -->>Permissions based on Users
2. Click on the "Select link" against "User/Group" to select the User or Group from the available list shown in the Pop-up. (Any number of users/groups can be selected from the list).
3. This will list all the "mailboxes" and the Access Rights available on those mailboxes.

When you select multiple users/groups from the Pop-up, the report will list all the mailboxes and the corresponding Access Rights for each of those mailboxes. Click on the mailbox to identify users / groups who have the listed permission (Access Right) shown against the mailbox.

CustomRecipient Traffic Reports

This category provides reports on the traffic of "custom recipients" and "users of custom recipients". A "User of a Custom Recipient" is any mailbox enabled user who sends an email to that custom recipient.

The reports in this category depend on Message Tracking Logs Gathering Task.

- The reports can be viewed at summary or daily or hourly granular levels. Hourly granular level can be selected only when the time period selected is less than 2 days.
- If the report is at daily granular level, you can view the hourly report for a date by clicking on the date displayed in the report.

The List of Custom Recipient Traffic Reports are

- Custom Recipients by Message
- Custom Recipients by Size
- Users of Custom Recipients by Message
- Users of Custom Recipients by Size

Custom Recipients by Message:

The report lists the number of messages sent to custom recipients.

To view a report on Custom Recipients by Message report:

1. Click on Reports -->> Custom Recipients Traffic -->>Custom Recipients by Messages
2. Select the "Period"
3. Select the "Granularity"

Depending on the time period selected the graph displayed in the report changes. We have two different types of graphs:

- **Bar graph** - Bar chart is displayed for summary granular level. This is the graph that is displayed by default when the report is selected initially. The bar chart displays the top 10 Custom Recipient by number of messages sent to them.
- **Line Graph** - Line graph is displayed for daily and hourly granular levels. The line graph displayed only the top 5 Custom Recipient by number of messages sent to them.

Custom Recipients by Size:

The report lists the Size of messages sent to custom recipients.

To view a report on Custom Recipients by Message report:

1. Click on Reports -->> Custom Recipients Traffic -->>Custom Recipients by Size
2. Select the "Period"
3. Select the "Granularity"

Depending on the time period selected the graph displayed in the report changes. We have two different types of graphs:

- **Bar graph** - Bar chart is displayed for summary granular level. This is the graph that is displayed by default when the report is selected initially. The bar chart displays the top 10 Custom Recipient by the size of messages sent to them.
- **Line Graph** - Line graph is displayed for daily and hourly granular levels. The line graph displayed only the top 5 Custom Recipient by the size of messages sent to them.

Users of Custom Recipients by Message:

This report lists all Mailbox enabled users who have send messages to Custom Recipients and the "Number of Messages" sent by the users to Custom Recipients.

To view Users of Custom Recipients by Message report:

1. Click on Reports -->> Custom Recipients Traffic -->>Users of Custom Recipients by Messages
2. Select the "Period"
3. Select the "Granularity"

Depending on the time period selected the graph displayed in the report changes. We have two different types of graphs:

- **Bar graph** - Bar chart is displayed for summary granular level. This is the graph that is displayed by default when the report is selected initially. The bar chart displays the top 10 Users with a mailbox who have sent maximum number of messages to Custom Recipients
- **Line Graph** - Line graph is displayed for daily and hourly granular levels. The line graph displayed only the top 5 Users with a mailbox who have sent maximum number of messages to Custom Recipients.

Users of Custom Recipients by Size:

This report lists all Mailbox enabled users who have send messages to Custom Recipients and the "Size of Messages" sent by the users to Custom Recipients.

To view a report on Users of Custom Recipients by Message report:

1. Click on Reports -->> Custom Recipients Traffic -->>Users of Custom Recipients by Size
2. Select the "Period"
3. Select the "Granularity"

Depending on the time period selected the graph displayed in the report changes. We have two different types of graphs:

- **Bar graph** - Bar chart is displayed for summary granular level. This is the graph that is displayed by default when the report is selected initially. The bar chart displays the top 10 Users with a mailbox who have sent maximum size of messages to Custom Recipients
- **Line Graph** - Line graph is displayed for daily and hourly granular levels. The line graph displayed only the top 5 Users with a mailbox who have sent maximum size of messages to Custom Recipients.

Intra - organization Traffic Reports

This category provides a list of reports to track the email traffic within the Exchange organization. These reports provide important insights on the Exchange traffic between two specific Exchange users, number and size of mails sent and received within the Exchange organization and the overall traffic details on mails exchanged between users.

The reports under this category depend on "Traffic Logs Gathering Task"**.**

The reports under Intra-Organizational category are:

- Mails Exchanged Between Users
- Number of Mails Sent By Users
- Size of Mails Sent By Users
- Number of Mails Received By Users
- Size of Mails Received By Users
- Traffic Between Two Specific Users

Mails Exchanged Between Users Report:

This report lists the total number and size of all email messages sent within the Exchange organization towards users, public folders and groups along with the sender and recipient display names.

To view Mails Exchanged Between Users report:

1. Click on "Reports" -->> "Email Traffic "-->>"Intra-Organizational Traffic "-->> "Mails Exchanged Between Users".
2. Select the Period

Number of Mails Sent By Users Report:

This report lists the total count of email messages sent by the selected Exchange user(s) to other users, public folders, groups within an Exchange organization along with the recipient display name.

To view Number of Mails Sent By Users Report:

1. Click on "Reports" -->>"Email Traffic"-->> "Intra-Organizational Traffic "-->>"Number of Mails Sent By Users"
2. Select the Exchange user(s).
3. Select the time Period.

Size of Mails Sent By Users Report:

This report lists the size of email messages sent by the selected Exchange user(s) to other Exchange recipients like users, groups, public folders along with the recipient display names for each individual email message.

To view Size of Mails Sent By Users Report:

1. Click on "Reports" -->>"Email Traffic"-->> "Intra-Organizational Traffic "-->>"Size of Mails Sent By Users"
2. Select the Exchange user(s).
3. Select the time Period.

Number of Mails Received By Users Report:

This report shows the senders' display name and the number of email messages received by the specified Exchange user(s) with the individual message count.

To view Number of Mails Received By Users Report:

1. Click on "Reports" -->>"Email Traffic"-->> "Intra-Organizational Traffic "-->>"Number of Mails Received By Users"
2. Select the Exchange user(s).
3. Select the time Period.

Size of Mails Received By Users Report:

This report shows the senders' display name and the size of email messages received by the specified Exchange user(s) with the size of individual messages.

To view Size of Mails Received By Users Report:

1. Click on "Reports" -->>"Email Traffic"-->> "Intra-Organizational Traffic "-->>"Size of Mails Received By Users"
2. Select the Exchange user(s).
3. Select the time Period.

Traffic Between Two Specific Users Report:

This report lists all the details of email messages exchanged between two specific users with information like the date of exchange, size and subject of the message.

To view Traffic Between Two Specific Users Report:

1. Click on "Reports" -->>"Email Traffic"-->> "Intra-Organizational Traffic "

   -->>"Traffic Between Two Specific Users"
2. Select the Recipient Exchange mailbox.
3. Select the Sender Exchange mailbox.
4. Select the time Period.

Overall Traffic from/to Internet Reports

This category of reports provides important insights on the traffic generated towards internet. These reports provide data to track and monitor the outgoing and incoming internet traffic by listing all the external domains with which email messages were exchanged.

The reports under this category depend on "Traffic Logs Gathering Task".

The list of Overall Traffic from/to Internet Reports are:

- Number of Mails Sent to Internet
- Size of Mails Sent to Internet
- Number of Mails Received from Internet
- Size of Mails Received from Internet

Number of Mails Sent to Internet Report:

This report measures the outgoing traffic towards the internet by listing all the external domains to which email messages were sent along with the aggregate count of messages for each domain in a given period.

To view Number of Mails Sent to Internet Report:

1. Click on "Reports" -->> "Email Traffic"-->>"Overall Traffic from/to Internet"-->>"Number of Mails Sent to Internet"
2. Select the Period

- **Bar Chart** - The top 10 external domains which topped by number of email messages sent are displayed in the Bar Chart.

Size of Mails Sent to Internet Report:

This report also measures the outgoing internet traffic but on the basis of the total size of email messages. This report lists all the external domains with the total size of all messages sent towards the domain in a given time period.

To view Size of Mails Sent to Internet Report:

1. Click on "Reports" -->> "Email Traffic"-->>"Overall Traffic from/to Internet"-->>"Size of Mails Sent to Internet"
2. Select the Period

- **Bar Chart** - The top 10 external domains by size are displayed in the Bar Chart.

Number of Mails Received from Internet Report:

This report monitors the incoming internet traffic by listing the external domains from which email messages were received in a period with the count of messages.

To view Number of Mails Received from Internet Report:

1. Click on "Reports" -->> "Email Traffic"-->>"Overall Traffic from/to Internet"-->>"Number of Mails Received from Internet"
2. Select the Period

- **Bar Chart** - The top 10 external domains from which email messages were received are listed in the Bar Chart.

Size of Mails Received from Internet Report:

This report lists the top external domains generating internet traffic. This reports shows the external domains from which email messages were received based on the total size of email messages.

To view Size of Mails Received from Internet Report:

1. Click on "Reports" -->> "Email Traffic"-->>"Overall Traffic from/to Internet"-->>"Size of Mails Received from Internet"
2. Select the Period

- **Bar Chart** - The top 10 external domains from which email messages were received are listed in the Bar Chart.

Traffic from/to Internet (By Domain) Reports

This section of reports drills down the internet traffic data to specific external domains. These reports provide the domain wise break down of the internet traffic by listing the top senders and receivers for specific external domains.

The reports under this category depend on "Traffic Logs Gathering Task"**.**

The list of Traffic from/to Internet (By Domain) Reports are:

- Number of Mails Sent to a Specific Domain
- Size of Mails Sent to a Specific Domain
- Number of Mails Received from a Specific Domain
- Size of Mails Received from a Specific Domain

Number of Mails Sent to a Specific Domain Report:

This report tracks the outgoing internet traffic for a specific external domain. This report lists the Exchange users who sent mails to a particular external domain with the email message count.

To view Number of Mails Sent to a Specific Domain Report:

1. Click on "Reports" -->> "Email Traffic"-->>"Traffic from/to Internet (By Domain)"-->>"Number of Mails Sent to a Specific Domain"
2. Select the external domain
3. Select the Period

- **Bar Chart** - The Bar Chart shows the top 10 Exchange users who sent emails to the specific external domain based on message count.

Size of Mails Sent to a Specific Domain Report:

This report tracks the outgoing internet traffic towards a particular external domain based on email message size. This report produces the list of Exchange users who sent mails to the specified external domain based on the size of the email message.

To view Size of Mails Sent to a Specific Domain Report:

1. Click on "Reports" -->> "Email Traffic"-->>"Traffic from/to Internet (By Domain)"-->>"Size of Mails Sent to a Specific Domain"
2. Select the external domain
3. Select the Period

- **Bar Chart** - The Bar Chart shows the top 10 Exchange users who sent mails to the specific external domain based on message size.

Number of Mails Received from a Specific Domain Report:

This report shows incoming internet traffic from a specific external domain. This report lists all the Exchange users who received email messages from the external domain along with the email message count.

To view Number of Mails Received from a Specific Domain Report:

1. Click on "Reports" -->> "Email Traffic"-->>"Traffic from/to Internet (By Domain)"-->>"Number of Mails Received from a Specific Domain"
2. Select the external domain
3. Select the Period

- **Bar Chart** - The Bar Chart shows the top 10 Exchange receivers with their email message count.

Size of Mails Received from a Specific Domain Report:

This report also tracks the incoming traffic from a specific external domain in internet. This report produces the list of Exchange receivers of email messages with the email message size.

To view Size of Mails Received from a Specific Domain Report:

1. Click on "Reports" -->> "Email Traffic"-->>"Traffic from/to Internet (By Domain)"-->>"Size of Mails Received from a Specific Domain"
2. Select the external domain
3. Select the Period

- **Bar Chart** - The Bar Chart shows the top 10 Exchange receivers with the message size.

Traffic from/to Internet (By User) Reports

This category of reports funnels down the internet traffic data based on Exchange users. These reports show the external domains with which the Exchange users have communicated over a given time period. The external domains from which messages were received and to which messages were sent are shown by both message count and size.

The reports under this category depend on "Traffic Logs Gathering Task"**.**

The list of Traffic from/to Internet (By User) Reports are:

- Number of Mails Sent by Users
- Size of Mails Sent by Users
- Number of Mails Received by Users
- Size of Mails Received by Users
- Number of Mails Sent to a Specific Domain By A Given User
- Number of Mails Received from a Specific Domain By A Given User

Number of Mails Sent by Users Report:

This report tracks the external internet traffic for specific Exchange user(s). For the selected Exchange user(s), the external domains and the number of email messages sent towards each domain in a given time period are listed.

To view Number of Mails Sent by Users Report:

1. Click on "Reports" -->> "Email Traffic"-->>"Traffic from/to Internet (By User)"-->>"Number of Mails Sent by Users"
2. Select the Exchange user(s)
3. Select the time period

Size of Mails Sent by Users Report:

This report helps in keeping track of the outgoing internet traffic of specific Exchange user(s). The external domains and the total size of email messages sent towards the domains are listed for the specified Exchange user(s).

To view Size of Mails Sent by Users Report:

1. Click on "Reports" -->> "Email Traffic"-->>"Traffic from/to Internet (By User)"-->>"Size of Mails Sent by Users"
2. Select the Exchange user(s)
3. Select the time period

Number of Mails Received by Users Report:

This report keeps a check on the incoming internet traffic for specific Exchange user(s). This report lists the external domains from which email messages were received by the user(s) with the total message count for each domain within a time period.

To view Number of Mails Received by Users Report:

1. Click on "Reports" -->> "Email Traffic"-->>"Traffic from/to Internet (By User)"-->>"Number of Mails Received by Users"
2. Select the Exchange user(s)
3. Select the time period

Size of Mails Received by Users Report:

This report can produce the incoming internet traffic data for specific Exchange user(s). This report lists the external domains and the total size of email messages received from the domains by the selected user(s).

To view Size of Mails Received by Users Report:

1. Click on "Reports" -->> "Email Traffic"-->>"Traffic from/to Internet (By User)"-->>"Size of Mails Received by Users"
2. Select the Exchange user(s)
3. Select the time period

Number of Mails Sent to a Specific Domain By A Given User Report:

This report generates complete information on all the email messages that were sent by a specific Exchange user to an external domain with details of the date, message size, message ID, subject, number of recipients in the external domain and their email IDs.

To view Number of Mails Sent to a Specific Domain By A Given User Report:

1. Click on "Reports" -->> "Email Traffic"-->>"Traffic from/to Internet (By User)"-->>"Number of Mails Sent to a Specific Domain By A Given User"
2. Select the Exchange user
3. Select the external domain
4. Select the time period

Number of Mails Received From a Specific Domain By A Given User:

This report shows the complete list of email messages that were received by a specific Exchange user from a specific external domain in a time period with the details of date, message size, message subject and the sender email address.

To view Number of Mails Received From a Specific Domain By A Given User Report:

1. Click on "Reports" -->> "Email Traffic"-->>"Traffic from/to Internet (By User)"-->>"Number of Mails Received From a Specific Domain By A Given User"
2. Select the Exchange user
3. Select the external domain
4. Select the time period

DistributionList Reports

This category will provide information on Distribution lists, their Membership and inactive Distribution lists in an Exchange Organization.

Reports under the Distribution Lists category are:

- Distribution Lists
- Distribution List Members
- Inactive Distribution List

Distributions Lists Report:

This report provides data on all Distribution Lists in a selected Exchange Organization. The report is based on Essential data gathering task.

To view Distribution Lists report:

- Click on Reports -->> Distribution Lists -->> Distribution Lists

Distribution List Members Report:

This report lists all Distribution List Members for any selected Distribution List. The report is based on data gathered using Distribution List Membership Gathering Task.

To view Members of a Distribution List report:

1. Click on Reports -->> Distribution List -->> Distribution List Members
2. Click on the Select link to select a "Distribution List Name" from the Pop-up.

Inactive Distributions Lists Report:

This report provides data on all Distribution Lists that are inactive for a period of 35 days or more. The report is based on Message Tracking Logs Gathering task.

To view Inactive Distribution Lists report:

- Click on Reports -->> Distribution Lists -->> Inactive Distribution Lists

DistributionLists Traffic Reports

This category provide valuable information about the distribution lists traffic in your Exchange organization. The reports in this category depend on Message Tracking Logs Gathering Task.

- The reports can be viewed at summary or daily or hourly granular levels. Hourly granular level can be selected only when the time period selected is less than 2 days.
- If the report is at daily granular level, you can view the hourly report for a date by clicking on the date displayed in the report.

The Reports under Distribution List Traffic category are:

- Distribution Lists by Message
- Distribution Lists by size
- Users of Distribution Lists by Message
- Users of Distribution Lists by size

Distribution Lists by Message:

The Distribution List by message report lists all Distribution Lists and their corresponding number of messages sent.

To view a report on Distribution Lists by Message:

1. Click on Reports -->> Distribution Lists Traffic -->>Distribution Lists by Messages
2. Select the "Period".
3. Select the "Granularity".

Depending on the time period selected the graph displayed in the report changes. We have two different types of graphs:

- **Bar graph** - Bar chart is displayed for summary granular level. This is the graph that is displayed by default when the report is selected initially. The bar chart displays the top 10 Distribution Lists by number of messages sent.
- **Line Graph** - Line graph is displayed for daily and hourly granular levels. The line graph displayed only the top 5 Distribution Lists by number of messages sent.

Distribution Lists by Size:

The Distribution List by size report lists all Distribution Lists and their corresponding size of messages sent.

To view a report on Distribution Lists by Message:

1. Click on Reports -->> Distribution Lists Traffic -->>Distribution Lists by size
2. Select the "Period".
3. Select the "Granularity".

Depending on the time period selected the graph displayed in the report changes. We have two different types of graphs:

- **Bar graph** - Bar chart is displayed for summary granular level. This is the graph that is displayed by default when the report is selected initially. The bar chart displays the top 10 Distribution Lists by size of messages sent.
- **Line Graph** - Line graph is displayed for daily and hourly granular levels. The line graph displayed only the top 5 Distribution Lists by size of messages sent.

Users of Distribution Lists by Message:

The Users of Distribution List by message report lists all users who use Distribution Lists and number of messages sent using Distribution Lists.

To view a report on Users of Distribution Lists by Message:

1. Click on Reports -->> Distribution Lists Traffic -->>Users of Distribution Lists by Messages
2. Select the Period.
3. Select the Granularity.

Depending on the time period selected the graph displayed in the report changes. We have two different types of graphs:

- **Bar graph** - Bar chart is displayed for summary granular level. This is the graph that is displayed by default when the report is selected initially. The bar chart displays the top 10 Users of Distribution Lists who have send the maximum number of messages.
- **Line Graph** - Line graph is displayed for daily and hourly granular levels. The line graph displayed only the top 5 Users of Distribution Lists who have sent the maximum number of messages.

Users of Distribution Lists by Size:

The Users of Distribution List by size report lists all users who use Distribution Lists and their Message sizes used by the users.

To view a report on Users of Distribution Lists by Message:

1. Click on Reports -->> Distribution Lists Traffic -->>Users of Distribution Lists by size
2. Select the Period.
3. Select the Granularity.

Depending on the time period selected the graph displayed in the report changes. We have two different types of graphs:

- **Bar graph** - Bar chart is displayed for summary granular level. This is the graph that is displayed by default when the report is selected initially. The bar chart displays the top 10 Users of Distribution Lists who have send the maximum size of messages.
- **Line Graph** - Line graph is displayed for daily and hourly granular levels. The line graph displayed only the top 5 Users of Distribution Lists who have sent the maximum size of messages.

PublicFolder Reports

This category provides reports on all the Public Folders in an Exchange Organization. Public Folder reports are based on "Public Folder Properties Gathering Task"

The reports present under this category are:

1. Public Folder List
2. Mail Enabled Public Folders
3. Public Folder Replicas
4. Public Folder Size

Public Folder List:

This report lists all Public Folders in any selected Exchange Organization. Public Folder List reports is based on "Public Folder Properties Gathering Task"

To view Public Folder List Report

- Click on Reports -->> Public Folders -->>Public Folders List

The report provides information on all available Public Folders, Public Folder Path and their Last modified time for the selected Exchange Organization.

Mail Enabled Public Folders:

This report lists all Mail Enabled Public Folders in any selected Exchange Organization. Mail Enabled Public Folder report is based on "Essential Data Gathering Task"

To view Mail Enabled Public Folders:

- Click on Reports -->> Public Folders -->>Mail Enabled Public Folders

Public Folder Name, Public Folder Email and the Public Folder HomeMDB attribute are listed.

Public Folder Replicas:

This report lists all Public Folder Replicas in any selected Exchange Organization. Public Folder Replica report is based on "Public Folder Properties Gathering Task"

To view Public Folder Replicas Report

- Click on Reports -->> Public Folders -->>Public Folders Replicas

The report provides information on all available Public Folders, Public Folder Path and their corresponding Public Folder Replica Servers in the selected Exchange Organization.

	Use the "Funnel" Filter to the top right corner of the report to view Public Folder Replicas available in a single Exchange Server.

Public Folder Size:

The Public Folder Size report provides information on the maximum size of public folders on any given day or a selected period. Public Folder Size report is based on "Public Folder Properties Gathering Task"

To view Public Folder Size Report

1. Click on Reports -->> Public Folders -->>Public Folder Size
2. Select Period as "Today" or "Yesterday" for the selected day.
3. Select a custom period by entering the From and To dates. This lists the maximum size of Public Folders in the selected period.

Both the "Number of Messages" and "Volume of Public Folder Messages" (MB) for the selected period can be viewed.

You can view a graph that shows the "Top 10 Public Folders" by size. Click on any of the Bars to view filtered information.

PublicFolder Content Reports

This category provides reports that will help you analyze Public Folders based on their content. Public Folder content that include message subject, message body, attachment names, attachment extensions and attachment file sizes can be examined using these reports.

The reports present under this category are:

- Messages by Subject Keyword
- Messages by Body Keyword
- Attachments by File Name Keyword
- Attachments by File Extension Keyword
- Attachments by File Size

The "Public Folder Content Reports" are based on "Public Folder Content Gathering Task".

Messages by Subject Keyword:

This report lists all messages that have a "specific keyword" as their message "subject" in full or partial.

To view Messages by Subject Keyword report:

- Click on Reports -->> Public Folder Content -->>"Messages by Subject Keyword"

You can filter the report based on the "Subject keyword" using the "Filter" option.

Only "Subject keywords" defined during "Public Folder Content Gathering Task" are considered for reporting.

Messages by Body Keyword:

This report lists all messages that have a "specific keyword" as their message "body" in full or partial.

To view Messages by Body Keyword report:

- Click on Reports -->> Public Folder Content -->>"Messages by Body Keyword"

You can filter the report based on the "Body keyword" using the "Filter" option.

Only keywords defined during "Public Folder Content Gathering Task" are considered for reporting.

Attachments By File Name Keyword:

This report lists all messages that contain a "specific keyword" as their "Attachment file name" in full or partial.

To view Messages by Attachment File Name Keyword report:

- Click on Reports -->> Public Folder Content -->>"Attachments By File Name Keyword"

You can filter the report based on the "Attachment File Name keyword" using the "Filter" option.

Only "Attachments By File Name Keywords" defined during "Public Folder Content Gathering Task" scheduling are considered for reporting.

Attachments By File Extension Keyword:

This report lists all messages that contain a "specific keyword" as their "Attachment file name extension" in full or partial.

To view Messages by Attachment File Extension Keyword report:

- Click on Reports -->> Public Folder Content -->>"Attachments By File Extension Keyword"

You can filter the report based on the "Attachment File Name extension" using the "Filter" option.

Only "Attachments By File Extension Keywords**"** defined during "Public Folder Content Gathering Task" scheduling are considered for reporting.

Attachments By File Size:

This report lists all messages that have an attachment with a "File size" defined during a "Public Folder Content Gathering Task". The "Attachment File" size can have a value that is { >, >=, <, <=, =, !=} of a given numerical value.

Example: If an Attachment file size value is set as ">1.8 MB" and scheduled in the "Public Folder Content Gathering Task", this report lists all messages that have an attachment of size greater than 1.8 MB.

To view Messages by Attachment File Extension Keyword report:

- Click on Reports -->> Public Folder Content -->>"Attachments By File Size"

Only "File Size limits**"** defined during "Public Folder Content Gathering Task" scheduling are considered for reporting. Only a single "File Size Limit" can be set while Task Scheduling/ Reporting.

OutlookWeb Access Reports

This category provides reports on "Outlook Web Access" log ons in an Exchange environment. The "Outlook Web Access Reports" are based on Outlook Web Access Info Log Gathering Task.

The reports present under this category are:

- Log on By Users
- Browser Based Log on
- Client IP Based Log on
- Server Based Log on

Log on By Users:

This report provides information on the number of times users have logged on to their mailboxes using Outlook Web Access.

To view Log on by users report:

1. Click on Reports -->>Outlook Web Access -->> Log on By Users
2. Select the Period.

Browser Based Log on:

This report provides information on the various Browsers and Browser versions used for Outlook Web Access logons.

To view Browser Based Log on report:

1. Click on Reports -->>Outlook Web Access -->> Browser Based Log on
2. Select the Period.

Client IP Based Log on:

This report provides information on the Client IPs used for Outlook Web Access logons.

To view Client IP Based Log on report:

1. Click on Reports -->>Outlook Web Access -->> Client IP Based Log on
2. Select the Period.

Server Based Log on:

This report provides information on the Servers used for Outlook Web Access logons.

To view Server Based Log on report:

1. Click on Reports -->>Outlook Web Access -->> Server Based Log on
2. Select the Period.

Scheduling of Reports

Schedules can be set up in Exchange Reporter Plus to run selected reports automatically at specified time intervals. Exchange Reporter Plus can also be configured to automatically send an email of these scheduled reports to one or more users.

The reports scheduled to run are generated and stored at a user defined storage path. These reports and can be e-mailed as a compressed zip file, a link or as an attachment in any of the listed formats - pdf, xls or csv.

To Schedule a New Report

- Click on "Reports" Tab
- Click on "Schedule New Reports" link to the top right corner of the product.(This will take you to "Schedule Report" page.
- Enter the "Schedule Name" and the "Schedule Description" for the schedule in the respective Text boxes.
- Select the "Organization Name" from the Drop Down.
- Select "Report Category" from the dropdown.(This will populate Reports corresponding to the category selected).
- Select the "Report" from the dropdown.
- Click on the Radio button to Select the appropriate "Report Frequency".
- Click on the "File Storage Option" link to enter the location at which Scheduled Reports will be stored.
- Select the Report format from the dropdown.
- Provide a check against "Email this scheduled Report" to email the scheduled report to inputted email address.

Attribute	Description
Schedule Name	Enter a unique name to identify this schedule
Description	Enter a description corresponding to the schedule name.
Organization Name	Select the organization name from the drop down. The Drop Down lists all configured Exchange Organizations.

Scheduling a Report

Once the schedule name, its description and the Organization from where the schedule is to be run is defined, the actual schedule creation needs to be done. The Scheduler Creation section of Exchange Reporter Plus discusses about.

Selecting a Report to be scheduled	Select a Report Category from the dropdown. Select the Report from the dropdown.(Only reports corresponding to the Report Category will be listed).
Schedule Report Frequency	The "Selected Reports" can be scheduled on a 'Hourly', 'Daily', 'Weekly' or 'Monthly' basis. The report is scheduled to run once for the frequency selected.
Schedule Report Format	The Scheduled Reports can be stored in 'pdf', 'xls', or 'csv' formats. They are stored at the "File Storage Path" entered by click on the "File Storage Path" link.
Email Notification	The scheduled report can be e-mailed to any email-id entered in the "specify email address" box on providing a check against "Email this scheduled report".

Select Reports

Exchange Reporter Plus allows you to select and run reports at scheduled times. The selection of all reports that are to be scheduled is done from the drop down.

- Select a Report Category from the dropdown.
- Select the Report from the dropdown.(Only reports corresponding to the Report Category will be listed).

Schedule Report Frequency

- Different schedules will require different frequencies to be selected and this is facilitated here. Exchange Reporter Plus allows to select the below frequencies.
- The schedule can be selected for daily, weekly or hourly by selecting the respective radio buttons.

Frequency	Description
Hourly	If you want to schedule this report to run every hour, enter the time after which this report has to run every one hour.
Daily	If you want to schedule this report to run every day, enter the time at which this report has to run every day. With data being fetched 24 hours from time of schedule (or) The previous day (0:00 hours to 23:59 hours)
Weekly	If you want to schedule this report to run every week, enter the date and time at which this report has to run every week. With data being fetched 7 days from day of schedule (or) The previous week (Monday to Sunday).
Monthly	If you want to schedule this report to run every month, enter the day and time at which this report has to run every month. With data being fetched 30 days from day of schedule (or) The previous month (Day 1 to Day 30).

Provided below are the steps to schedule an hourly report

- "Selected Reports" or the "Schedule" will be scheduled to run once every hour.
- To set the frequency of the schedule to "Hourly".
    - Select the "Hourly" Radio option under "Schedule Report Frequency"
    - Enter the Starting time for the Schedule. This schedule will be run on a Hourly basis from the start time selected.

- Previous Hour - When a user selects the "Last Hour" option from the drop down. The data will be fetched once every time the clock ticks a valid hour. Eg. (9:00 O' Clock, 10:00 O' clock etc.)
- Last 60 minutes - This depends on the start time selected. The data will be fetched exactly 1 hour (60 minutes) from the time selected as start time.

Schedule Report Format

The Scheduled Reports can be stored in **'pdf', 'xls',** or **'csv'** formats by selecting the format of choice from the drop down. They are stored at the "File Storage Path" entered by click on the "File Storage Path" link.

1. The default "File Storage Path" is '%ProductHome Folder%\webapps\adap\schedule-reports\ '. The user can change the storage path for the scheduled reports to any desired location.
2. Outside the product it is 'D:\Exchange Reporter Plus\schedule-reports\ '

	If you modify the default "File storage path", scheduled reports cannot be viewed through the web console.

Email Notification

The scheduled report can be sent to any email-id entered in the text box "specify email address" on providing a check against "Email this scheduled report".

Email Notification requires

1. Configuring the "Message Settings"
2. Emailing the Scheduled Report

Message Settings

The "Message Settings" needs to be configured to define the text message and the format (link or attachment) in which the scheduled report will be delivered to a user's email id.

To configure the "Message Settings"

- Click on the "Message Settings" link under Email Notification
- Select the options of your choice from the pop-up menu that is displayed.
- Enter the Mail content Entering the " Subject" and "Message" in their respective boxes provided.
- Click on OK.

Options that can be selected to email or publish a scheduled report:

Email Reports as an attachment	Reports are emailed as an attachment. The format of choice is selected under "Schedule Report Format" and could be any of the selected formats **pdf, csv,** or **xls.**
Email Reports as a Zip File	The selected reports are compressed to a zip format and emailed.
Publish the report and email the link alone	Selecting this option the reports are published and the published link alone is emailed to users.

To notify a scheduled report by email:

- Provide a check against "Email this scheduled report" under Email Notification section.
- Specify email address in the Text box that is displayed.
- Click on save.

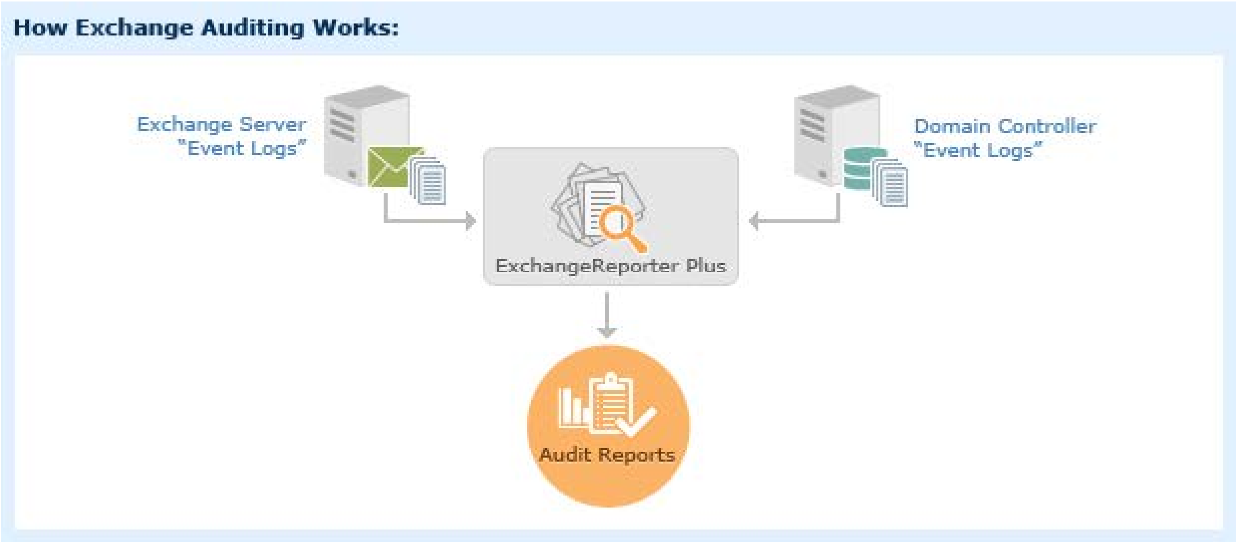
This will email the scheduled report in the desired format (selected under "message settings") to all entered email addresses.

Audit

Overview of Exchange Auditing

Microsoft Exchange is one of the most critical and fundamental application prevalent across organizations. The safe and normal operation of an Exchange system always tops the security requirements checklist. Auditing and reporting on all access to Exchange objects and their permissions can ensure that sensitive information doesn't land into wrong hands. Hence Exchange auditing becomes critical to meet the compliance requirements and ensure safe email operations.

Exchange Reporter Plus provides the auditing solution to track and report on various Exchange events such as Mailbox logons, Mailbox permission change, Mailbox Properties change and so on. Exchange Reporter Plus gathers all the required information from the event logs of Exchange Servers and Domain Controllers and generates the Audit reports. To record all significant events in the event logs, the Exchange server and the Domain controller should first be configured.



System Requirements

Exchange Reporter Plus requires **.NET Framework 3.5 Service Pack 1** for Exchange Auditing.

By default, it is supported in the following platforms.

- Windows 7 and above
- Windows Server 2008 R2 and above

The .Net framework can be made available by installing it from the following link
Microsoft .NET Framework 3.5 Service Pack 1

Real-time Auditing

Real-time Auditing fetches Exchange data immediately as and when Exchange events are written to the event logs. This feature is supported only if the product is installed on the following platforms

- Windows 7
- Windows Vista
- Windows Server 2008
- Windows Server 2008 R2

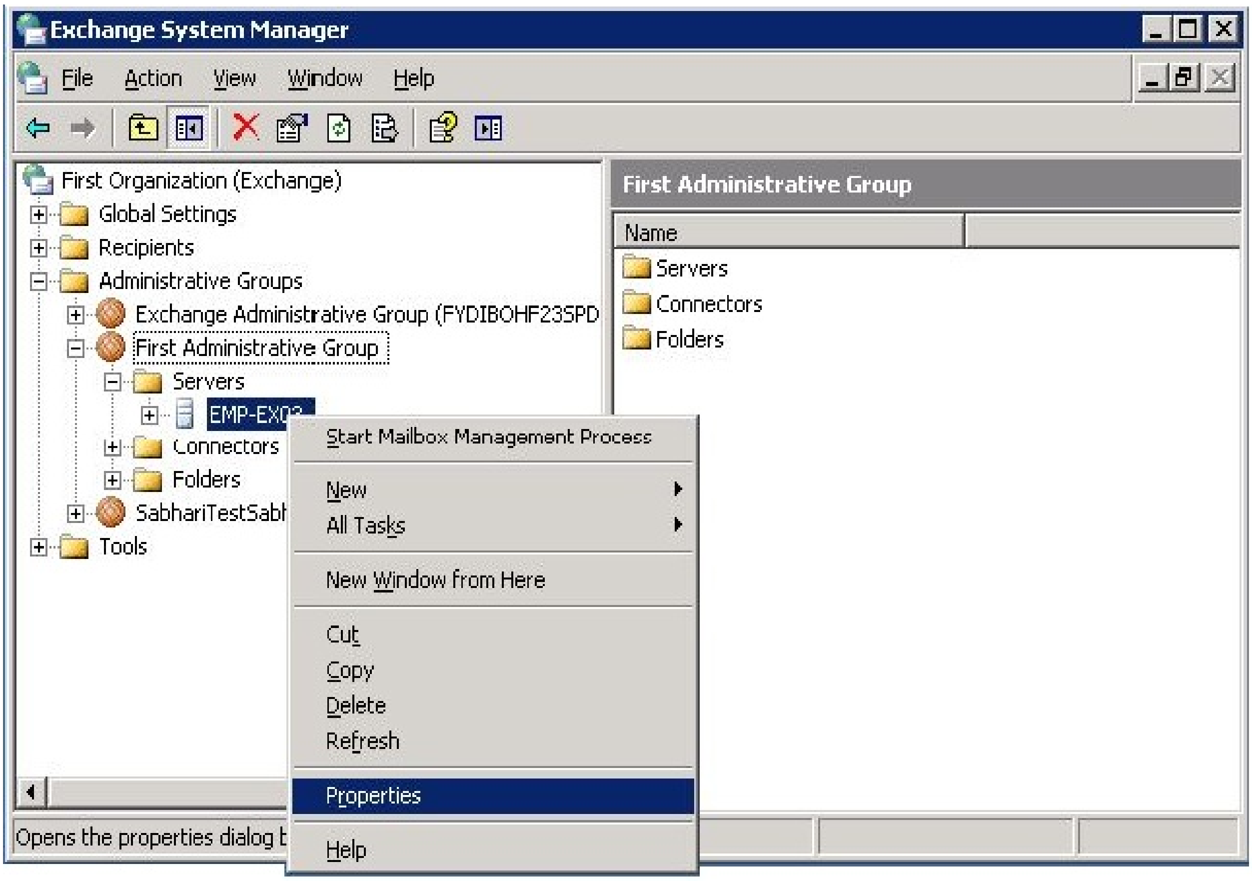
Also, the Domain controller should be run on Windows Server 2008 or Windows Server 2008 R2.

Configuring Exchange Servers for Exchange Auditing

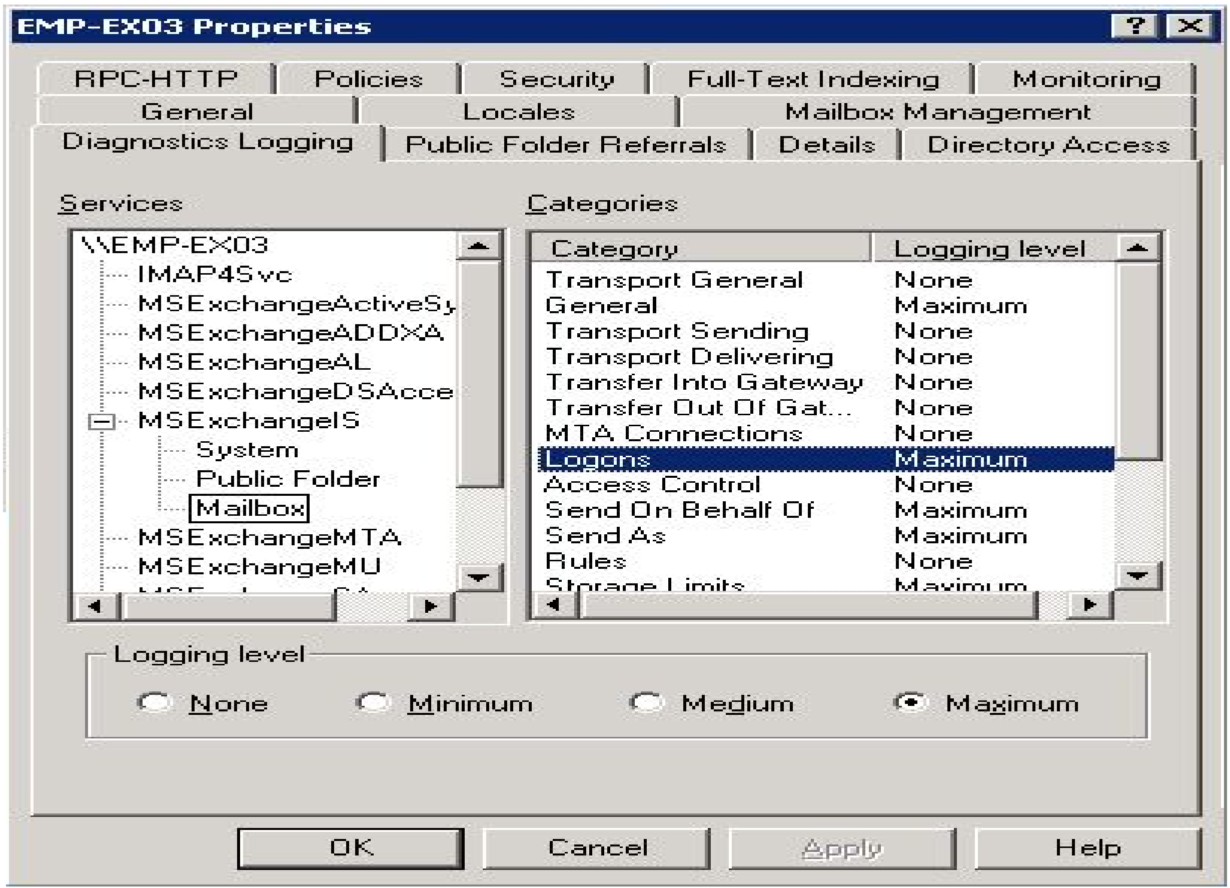
Diagnostic Logging should be configured in Exchange Servers to gain access to **Mailbox Logon reports**. Upon configuration, the mailbox logon events are recorded in the 'Application Log' in 'Event Viewer 'and further used for generating Mailbox Logon reports. This topic explains the procedure to set the Diagnostic Logging levels using the Exchange Management Shell and Exchange Management Console.

Use Exchange System Manager to configure Exchange Server 2003

- Open **System Manager** from **Start -> All Programs -> Microsoft Exchange.**
- In the console tree, expand **Administrative Group**, **First Administrative Group** and **Servers**.
- Right click on the server and select **"Properties"**.



- On the Properties window, go to the **Diagnostic logging tab**
- Under **Services**, select **MSExchangeIS --> Mailbox** .
- Under **Categories**, select **Logons**.
- Under **Logging level** , Select **Maximum**.
- Click ok.



Use Exchange Management Shell to configure Exchange Server 2007 and 2010

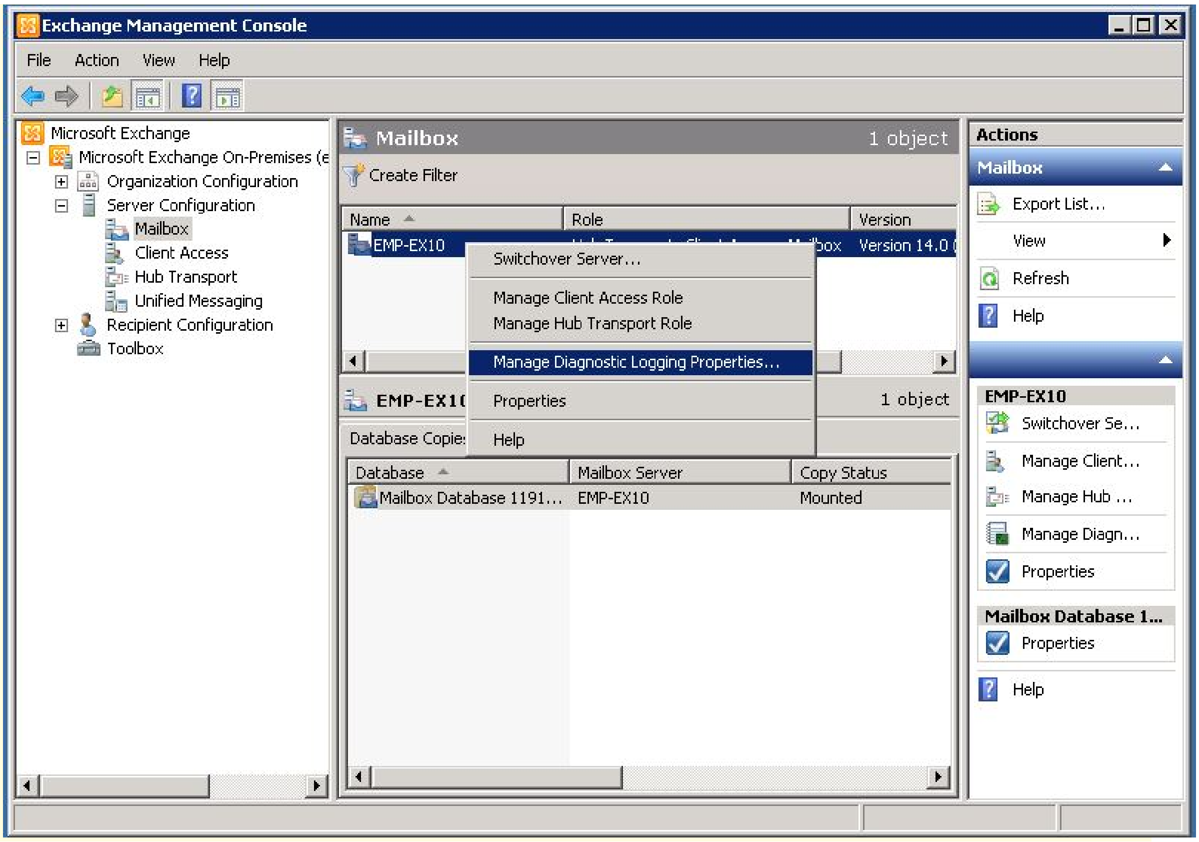
- Open **Exchange Management Shell** from **Start -> Programs -> Microsoft Exchange.**
- Run the following command.

Set-EventLogLevel "MSExchangeIS\9000 Private\Logons" –Level Expert

	On configuring, all the available data from the event logs will be fetched. If there is no data in the event logs, **please wait for the desired audit event and event collection to happen.**

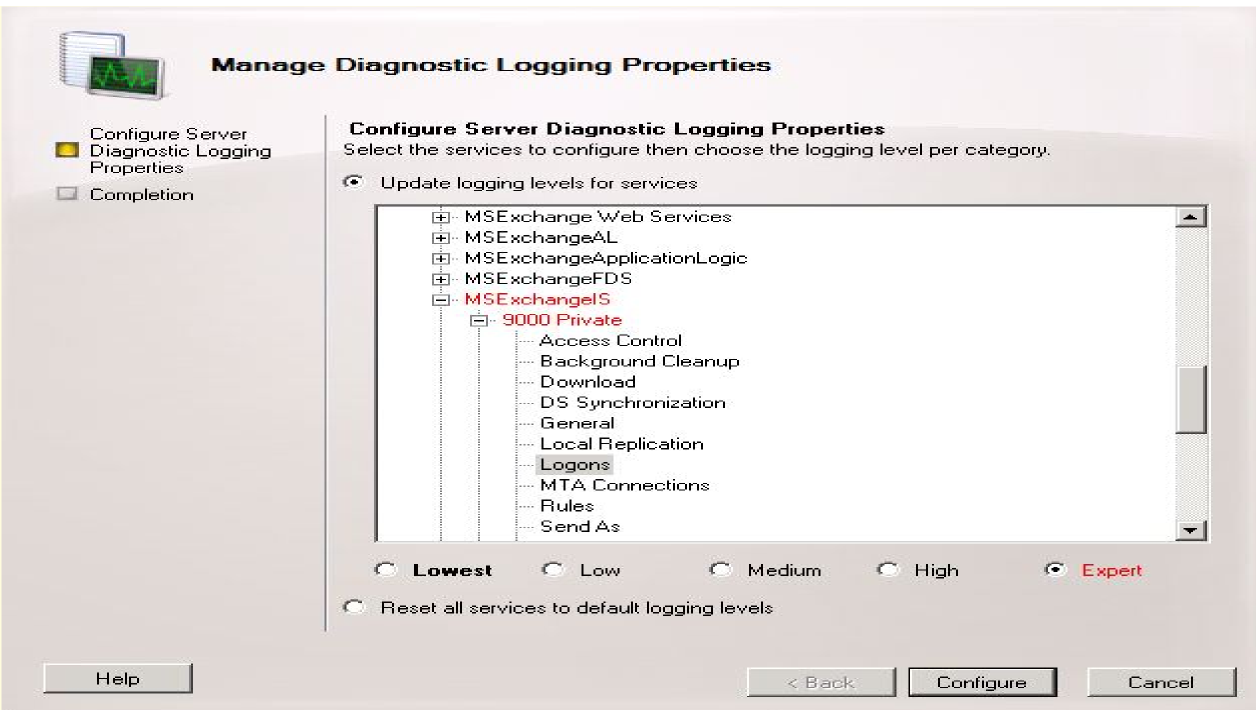
Use Exchange Management Console to configure Exchange Server 2007 and 2010

- Open **Exchange Management Console** from **Start -> All Programs -> Microsoft Exchange.**
- In the console tree, navigate to **Server configuration -> Mailbox**
- Right click on the server and select **Manage Diagnostic Logging Properties.**
- On the **Manage Diagnostic Logging Properties** wizard page, expand **MSExchangeIS --> 9000 Private** and select **Logons** service.



- Set the logging level as **Expert.**
- Click Configure.

	• In Exchange Server 2007, Exchange Management Console can be used for SP2 or later. For SP1 and earlier versions, use the Exchange Management Shell. • On configuring, all the available data from the event logs will be fetched. If there is no data in the event logs, **please wait for the desired audit event and event collection to happen.**



Configuring Domain Controllers for Exchange Auditing

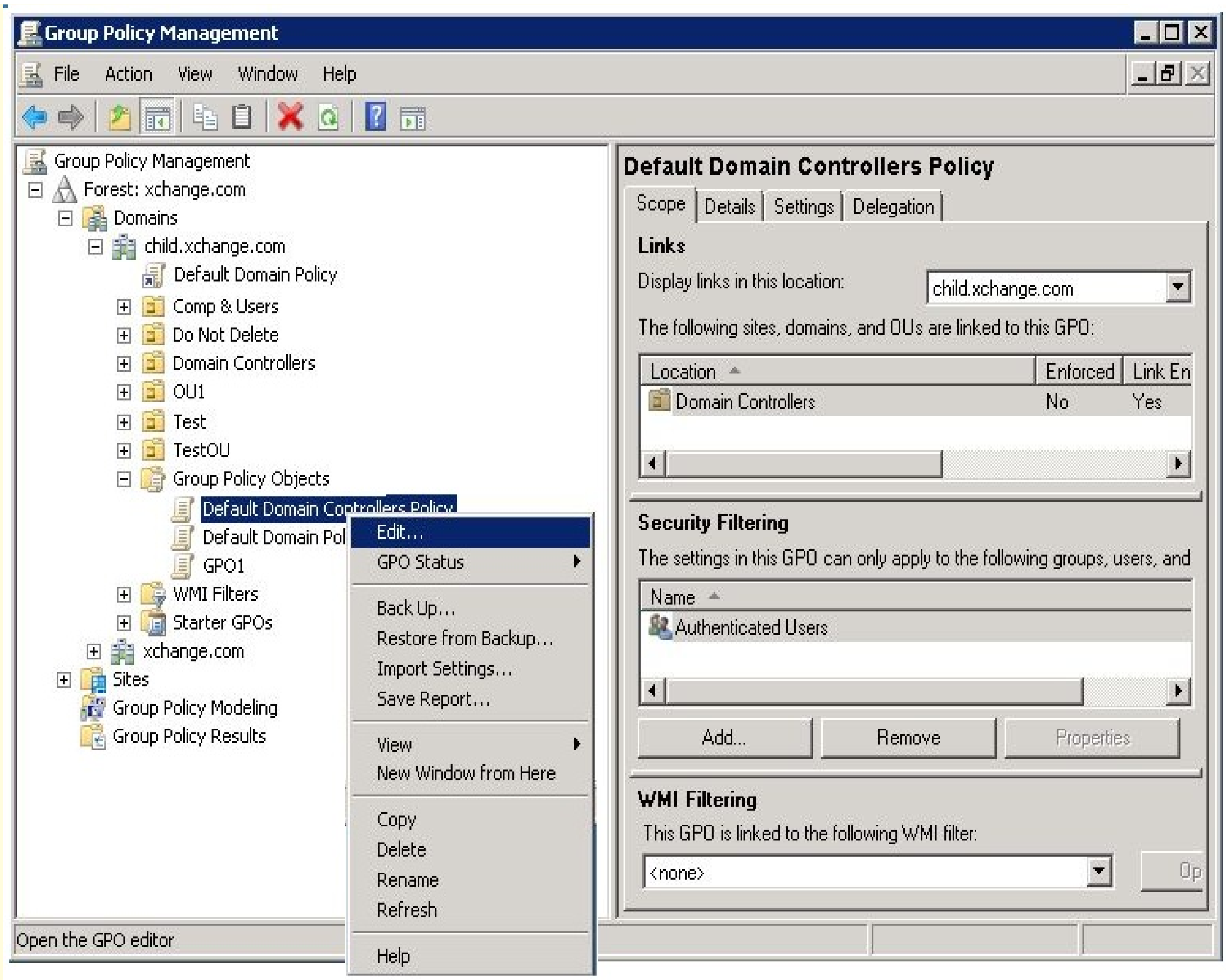
Default Domain Controller Policy should be configured for accessing **Mailbox Property Changes** and **Mailbox Permission Changes** reports. Upon configuration, events related to mailbox permission and property changes will be recorded in the 'Security Log' in 'Event Viewer' . Based on these event details, the Permission and Property Change reports are generated.

Configuring Default Domain Controller Policy

1. Log on to a Domain Controller using an administrative account.

2. If **Windows 2008**, open **Group Policy Management** from **Start -> Administrative tools.**

3. Navigate to **ForestName -> Domains -> DomainName -> Group Policy Objects -> Default Domain Controller Policy** and right click to Edit it.



4. Navigate to **Computer Configuration -> Policies-> Windows Settings -> Security Settings -> Local Policies.**

5. Select **Audit Policy.**

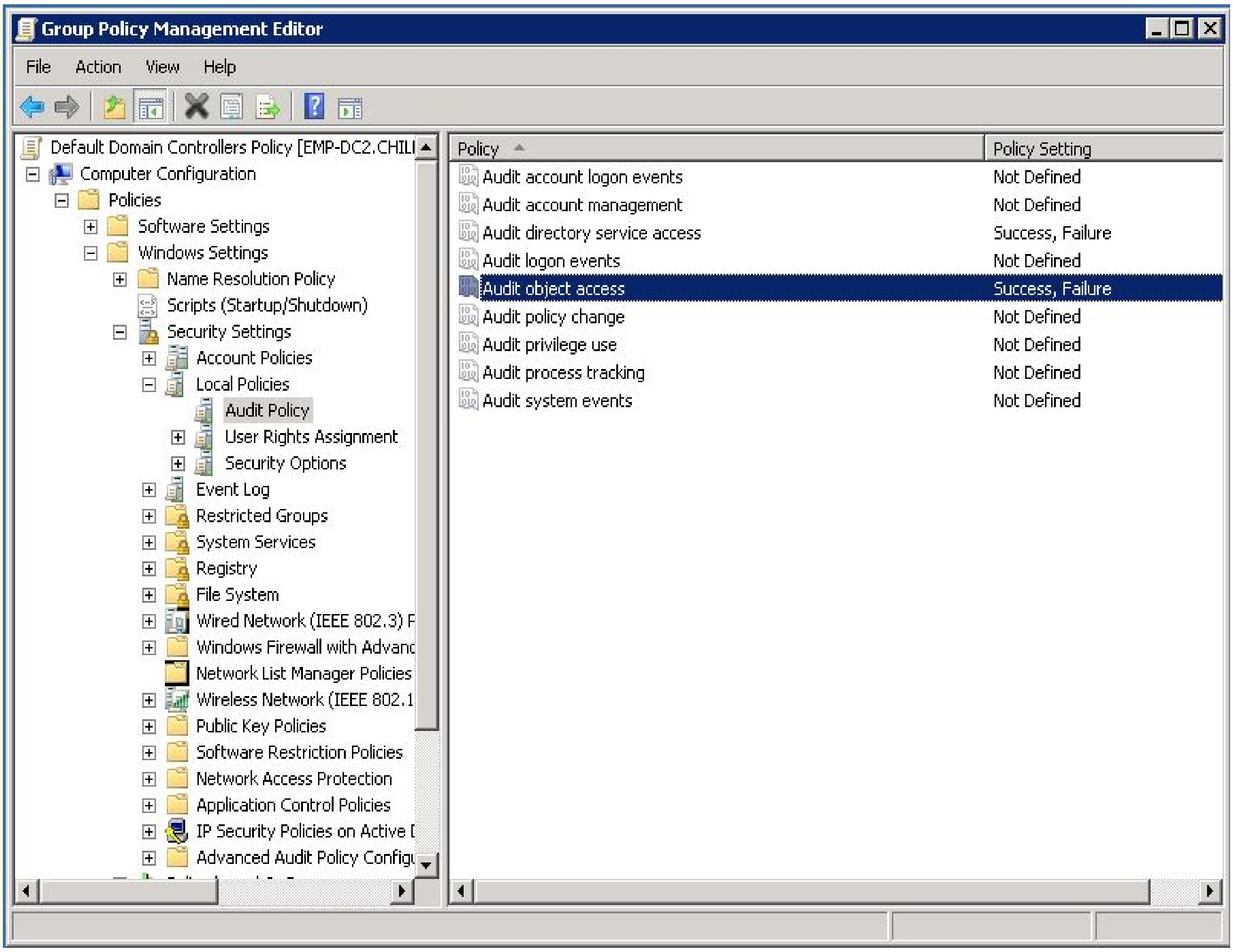
6. If **Windows 2003 server**, select **Domain Controller Security Policy** from **Start -> Administrative tools.** Under Local Policies, select Audit Policy.

7. In the right pane, double click the following policies and **enable "Success" and "Failure"** settings.

- **Audit directory service access**
- **Audit object access.**

8. Click Ok.

	On configuring, all the available data from the event logs will be fetched. If there is no data in the event logs, **please wait for the desired audit event and event collection to happen.**



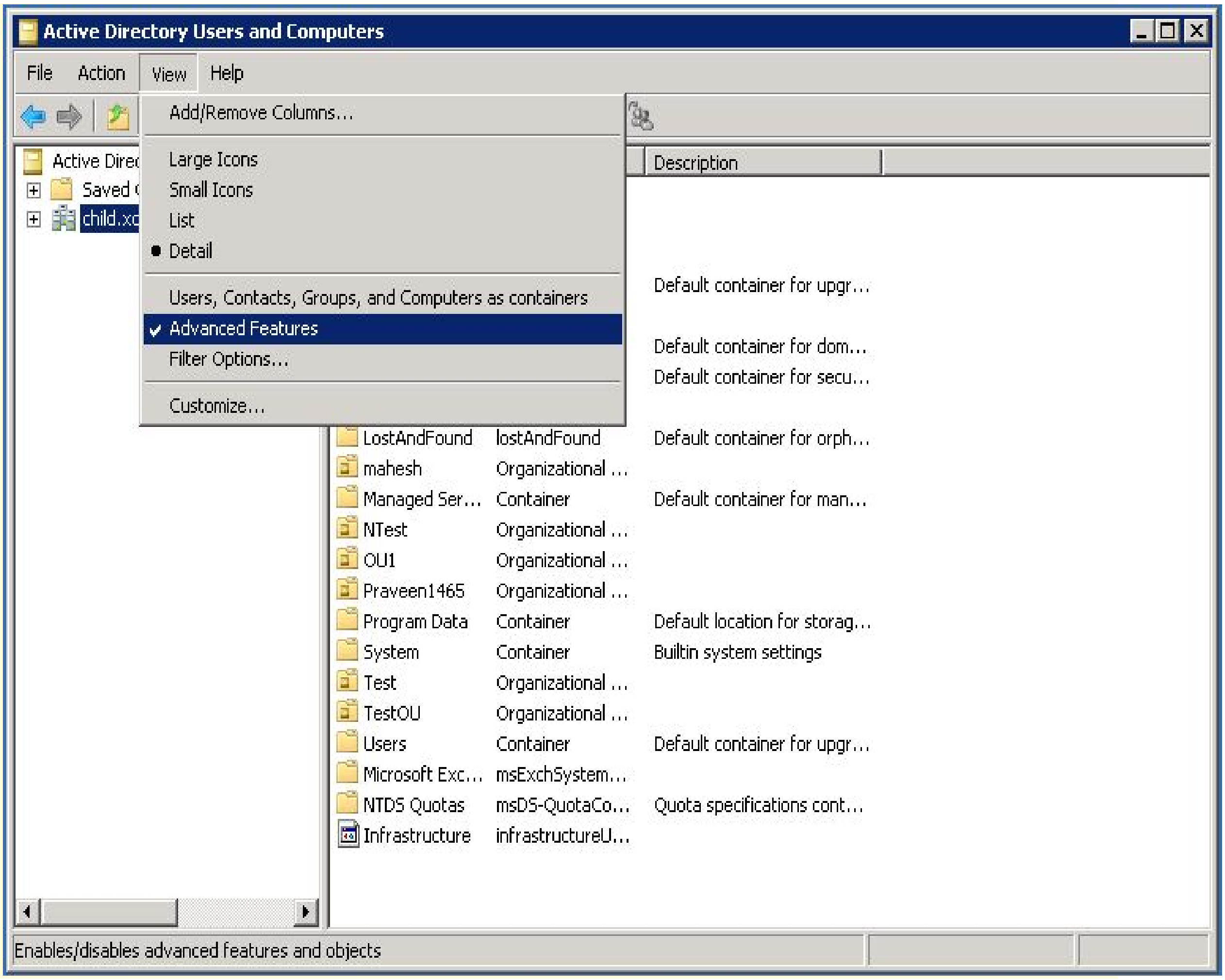
Configuring Domain Controllers for Exchange Auditing

Object level Auditing should be configured for accessing **Mailbox Property Changes** and **Mailbox Permission Changes** reports. Upon configuration, events related to mailbox permission and property changes will be recorded in the 'Security Log' in 'Event Viewer' . Based on these event details, the Permission and Property Change reports are generated.

Configuring Object level Auditing

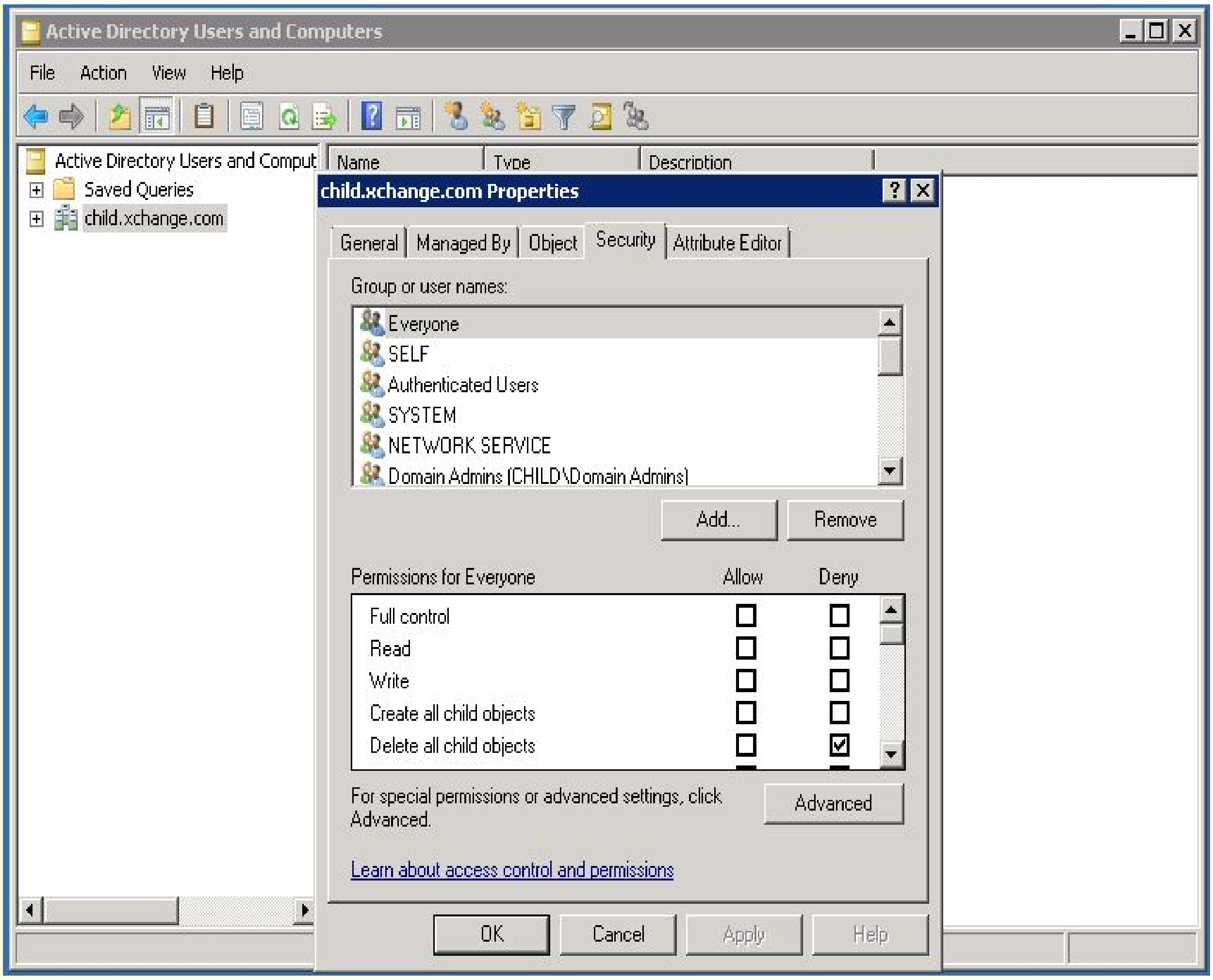
1. Open **Active Directory Users and Computers** from **Start -> Administrative Tools.**

2. Select **Advanced Features** from **View** menu to view the advanced security settings.



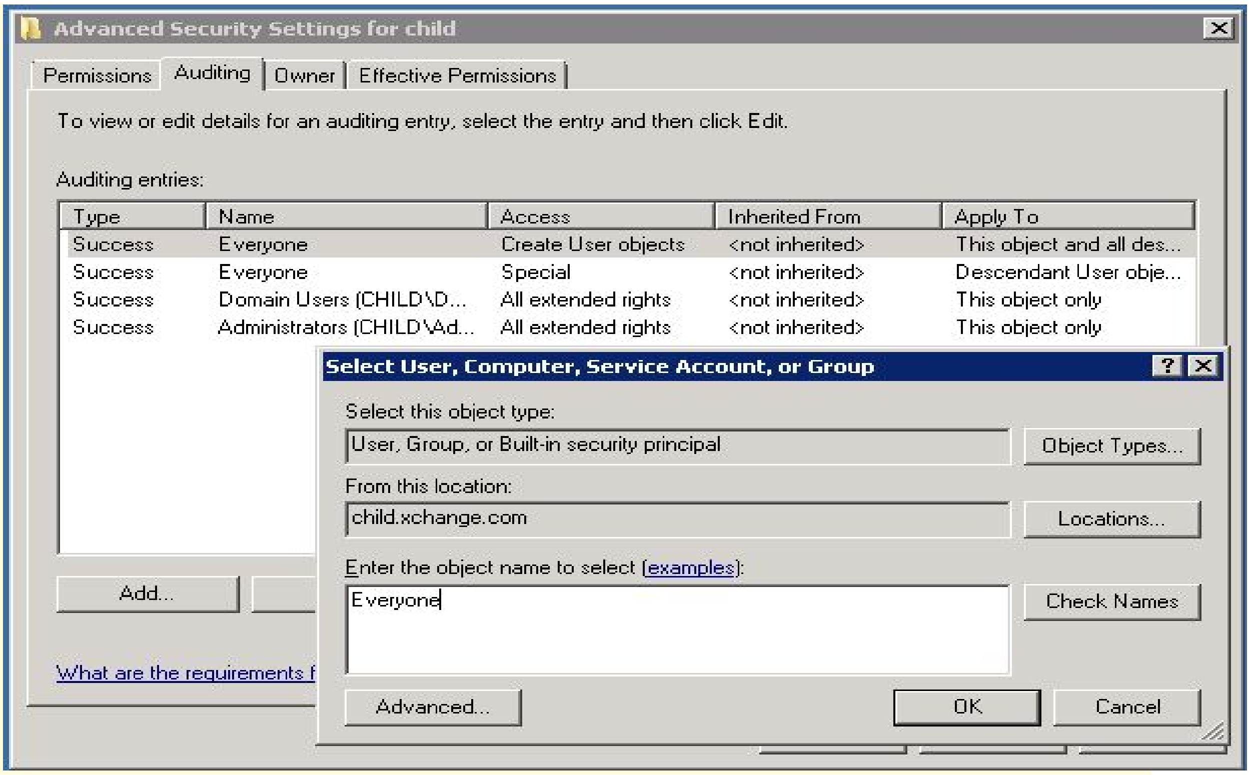
3. In the left pane, right click on the **Domain** and select **"Properties".**

4. Under the **Security tab**, click **"Advanced"** to open the **"Advanced Security Settings for Domain"** window.



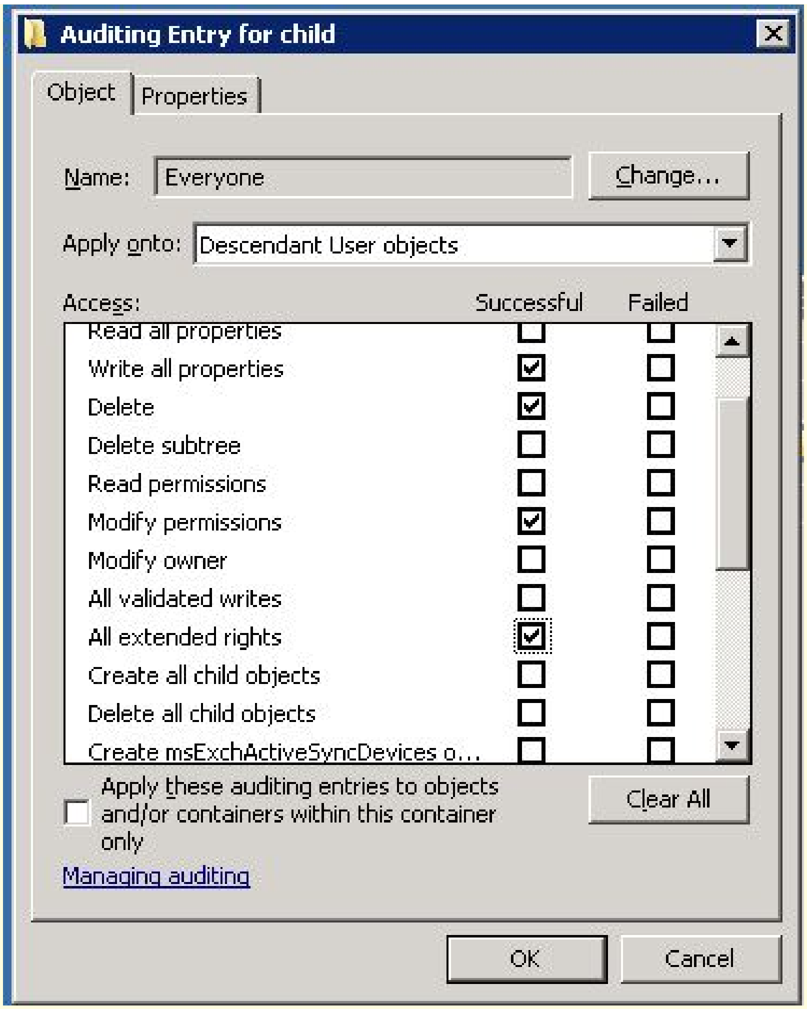
5. Under the **Auditing tab**, click **"Add"** to add the security principal object to which the policy will be applied.

6. Enter the object name as **"Everyone"** and click ok. This opens the "Auditing Entry for the domain".



7. Specify the **Apply Onto** field as follows
   - If **Windows Server 2008**, Select **"Descendant User objects"**
   - If **Windows Server 2003**, Select **"User Objects"**
8. Select **"Successful"** for the following **Access**
   - **Write All Properties**
   - **Delete**
   - **Modify Permissions**
   - **All Extended Rights**
9. Click ok.

On configuring, all the available data from the event logs will be fetched. If there is no data in the event logs, **please wait for the desired audit event and event collection to happen.**



Exchange Audit Reports

Exchange Auditing is crucial for reliable email messaging and security compliance requirements. Exchange servers, Mailboxes, Quota limits, Permission changes should be routinely monitored for keeping track of all access and the audit data can be maintained and used for compliance requirements. To help audit Exchange data, Exchange Reporter Plus offers some predefined audit reports. The existing reports can be customized or new audit reports can be created.

The following are the predefined reports offered.

- **Mailbox Logon Reports**
- **Mailbox Permission Changes Reports**
- **Mailbox Property Changes Reports**
- **Exchange Store Changes Reports**

Mailbox Logon Reports

Mailbox access auditing and reporting is a crucial step in not only ensuring security but also in meeting the regulatory compliance standards. The reports under Mailbox Logon category include

- **Non-owner Mailbox Logon**
- **User Logon Activity**
- **Server-based Logon**

Non-owner Mailbox Logon

Exchange Reporter Plus's Non-owner Mailbox Logon audits and reports the non-owner users who gained access to the other user mailboxes. This report list the users who accessed the mailbox, the mailbox accessed and the server where the mailbox is located, the users' domain and the mailbox logon time within a selected time period. This allows the Exchange administrators to detect any users trying to get unauthorized access to other mailboxes.

To view Non-owner Mailbox Logon report,

- Click on Audit -->>Mailbox Logon Reports -->>Non-owner Mailbox Logon.
- Select the desired view for the data.
- Select the time period.

User Logon Activity

Auditing user logon to mailboxes is essential to gain a clear insight on the user activity. This data can also help in meeting the compliance requirements. User Logon Activity report tracks and lists the successful user logons to mailboxes along with the logon time stamp. With the help of logon timestamps, it becomes easy to track, analyze and monitor the user logon activity.

To view User Logon Activity report,

- Click on Audit -->>Mailbox Logon Reports -->>User Logon Activity.
- Select the desired view for the data.
- Select the time period.

Server-based Logon

Server-based Logon report is a consolidation of both the non-owner users and the user logon activities. This report gives a clear picture of all the mailbox logons along with the users who logged into the specified mailbox and the timestamp value.

To view Server-based Logon report,

- Click on Audit -->>Mailbox Logon Reports -->>Server-based Logon.
- Select the desired view for the data.
- Select the time period.

Mailbox Permission Changes Reports

Assigning effective mailbox permissions ensures that only the right users get the intended privileges for mailbox access. "Mailbox Permission Changes reports" from Exchange Reporter Plus audits and reports on the users who recently changed the mailbox permissions with the before and after value for the changed permission.

The reports under this category include

- **Mailbox Permission Changes**
- **Mailbox Send As Permission Changes**
- **Overall Mailbox Permission Changes**

Mailbox Permission Changes

This report lists the users who changed the permissions, their domains, the mailbox for which the permission was modified, the modified permission with its old and new values and the timestamp. Configuring this report with alert notifications can help in tracking all users who recently changed the permissions and further monitoring their activity.

To view Mailbox Permission Changes report,

- Click on Audit -->>Mailbox Permission Changes reports -->> Mailbox Permission Changes.
- Select the desired view for the data.
- Select the time period.

Mailbox Send As Permission Changes

Configuring 'Send As permission' rightly is important since it grants users other than the mailbox owners the right to send messages using the mailbox. 'Mailbox Send As Permission Changes' report lists all the recent changes made with respect to send as permission of users' mailboxes. This report lists the user who changed the permission, the user's domain, the mailbox for which the permission was modified and the changed time value.

To view Mailbox Send As Permission Changes report,

- Click on Audit -->>Mailbox Permission Changes reports -->> Mailbox Send As Permission Changes.
- Select the desired view for the data.
- Select the time period.
- Click on the 'Remarks' column to know the user who has been given the Send As permission.
- Click on the 'New' and the 'Old' value columns to know the changed Access Control Entries.

Overall Mailbox Permission Changes

This report provides information on mailbox permission changes including both the Full access permission change and the Send as permission change. This report lists the users who changed the permission, the target mailbox and the changed timestamp value.

To view Overall Mailbox Permission Changes report,

- Click on Audit -->>Mailbox Permission Changes reports -->> Overall Mailbox Permission Changes.
- Select the desired view for the data.
- Select the time period.
- Click on the 'Remarks' column to know the ACEs added or removed..
- Click on the 'New' and the 'Old' value columns to know the changed Access Control Entries.

Mailbox Property Changes Reports

The list of reports under this category include

- **Mailbox Quota Changes**
- **Message Size Restriction Changes**
- **Mailboxes Activated**
- **Mailboxes Deactivated**
- **Mailboxes Moved**

Mailbox Quota Changes

"Mailbox Quota Changes" is a reporting solution that tracks and reports on the recently modified mailbox quota limits. This report tracks modifications made to the mailbox quota limits and displays the before and after value for the mailbox quotas. With this report, it becomes possible to not just keep track of the modifications made but also on the users who did such modifications, their domains and the timestamp corresponding to the modification. This helps in detecting users who made excessive changes to the mailbox properties due to delegated rights.

To view Mailbox Quota Changes report,

- Click on Audit -->>Mailbox Property Changes Reports -->> Mailbox Quota Changes.
- Select the desired view for the data.
- Select the time period.

Message Size Restriction Changes

Message size limits set for a user’s mailbox controls the size of messages that a user can send and receive. ’Mailbox Size Restriction Change report’ lists the mailbox for which the size limit was changed, the user who modified with details of the user’s domain and the modified timestamp.

To view Message Size Restriction Changes report,

- Click on Audit -->>Mailbox Property Changes Reports -->> Message Size Restriction Changes.
- Select the desired view for the data.
- Select the time period.

The ’Remarks’ column indicates whether the size restrictions are added newly, existing size limitations are modified or the size restrictions are completely deleted. The ’New Value’ and the ’Old Value’ indicate the before and after size limit values.

Mailboxes Activated

This report lists all the mailboxes which were recently created or enabled with details of the user who activated the mailbox, the user’s domain and the activated timestamp value.

To view Mailboxes Activated report,

- Click on Audit -->>Mailbox Property Changes Reports -->> Mailboxes Activated.
- Select the desired view for the data.
- Select the time period.

The ’Remarks’ column will indicate ’Attribute Added’ since the mailbox has been activated.

Mailboxes Deactivated

This report lists all the mailboxes which were recently disabled or deleted with details of the user who deactivated the mailbox, the user's domain and the deactivated timestamp value.

To view Mailboxes Deactivated report,

- Click on Audit -->>Mailbox Property Changes Reports -->> Mailboxes Deactivated.
- Select the desired view for the data.
- Select the time period.

The 'Remarks' column will indicate 'Attribute Deleted' since the mailbox has been deactivated. The modified attribute homeMDB's old value is shown in the 'Old Value' column.

Mailboxes Moved

This report lists the mailboxes that were moved from one mailbox store to another across the Exchange organization with details of the user who moved the mailbox and the moved timestamp value.

To view Mailboxes Moved report,

- Click on Audit -->>Mailbox Property Changes Reports -->> Mailboxes Moved .
- Select the desired view for the data.
- Select the time period.

For Mailbox Moved report, the 'Remarks' column will contain 'Attribute Modified' value. The new and the old values indicate where the mailbox has been moved.

Exchange Store Changes Reports

Reports offered under this category include

- **Exchange Stores Dismounted**
- **Exchange Stores Mounted**
- **User Action on Exchange Stores**

Exchange Stores Dismounted

Exchange Information store being the storehouse of all Exchange mailboxes, sudden dismount of stores can deny access to mailboxes for thousands of users. Exchange Stores Dismounted report tracks and lists the public and private stores that were recently dismounted within the specified time period along with details of the store name, type and the dismounted time stamp. With alerts configured for this report, an Exchange administrator can get immediate notification of such changes.

To view Exchange Stores Dismounted report,

- Click on Audit -->>Exchange Store Changes Reports -->> Exchange Stores Dismounted.
- Select the desired view for the data.
- Select the time period.

Exchange Stores Mounted

Exchange Stores Mounted report helps in keeping track of both the public and private stores that were mounted recently. This report also provides insight on the store name, type and the mount time stamp value.

To view Exchange Stores Mounted report,

- Click on Audit -->>Exchange Store Changes Reports -->> Exchange Stores Mounted.
- Select the desired view for the data.
- Select the time period.

User Action on Exchange Stores

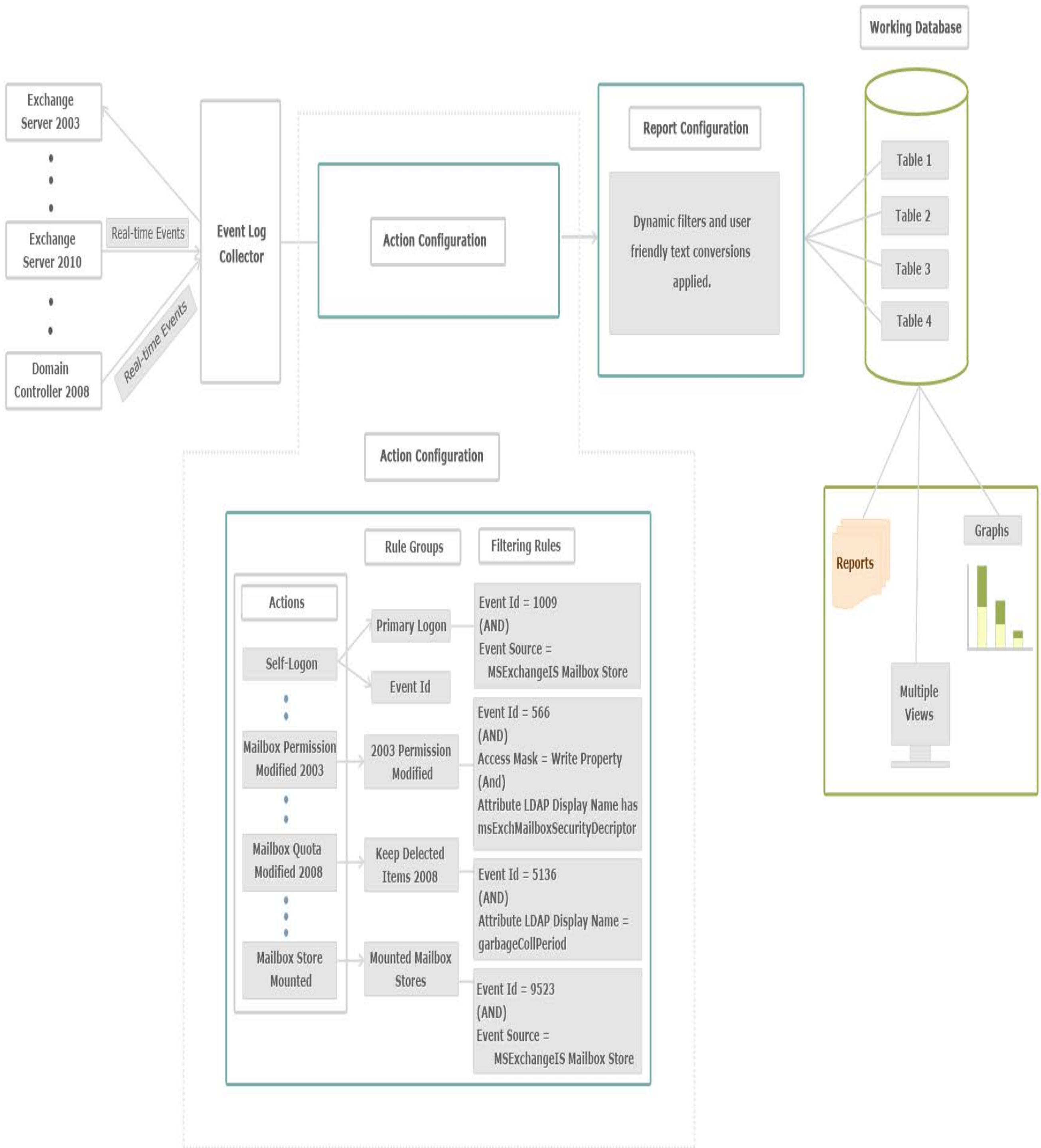
User Action on Exchange Stores report consolidates the data on all the public and private stores that were mounted or dismounted in the specified time period. This report lists the store name, type and the operation that was performed on it with the corresponding time stamp value.

To view User Action on Exchange Stores report,

- Click on Audit -->>Exchange Store Changes Reports -->>User Action on Exchange Stores.
- Select the desired view for the data.
- Select the time period.

The working behind Exchange Auditing

The Event Viewer, a component that helps in viewing the event logs does not facilitate easy management of the logs. Hence getting the required data becomes a difficult and time-consuming process. Also, the maintenance of these log entries for future analysis and investigation purpose becomes a major challenge. With such inherent complexities associated with Event Viewer, it becomes beyond necessity for a systematic mechanism in place for getting the Exchange audit data from the logs. Here is where the "Action Configuration" in Exchange Reporter Plus comes into play.



Action Configuration

Action Configuration simplifies the entire process of extracting the required information from the event logs. It is a rule engine that defines "Report Actions" for each category of reports, parses the event log and pulls out the required information based on the input rules configured. These Report Actions are a collection of one or more "Rule Groups" that define a set of filtering rules for extracting the data from the logs. Once the filtering rules are satisfied as configured in the Report Action, the required data is successfully extracted from the logs in a much more convenient way than the conventional way of reading form the logs. The "Rule Groups" can be configured to either satisfy all or any of the filtering rules. An action can be associated with multiple "Rule Groups" as well.

The various categories with the pre-configured Report Actions include the following:

- Mailbox Logon Category
- Mailbox Permission Changes Category
- Mailbox Property Changes Category
- Exchange Store Changes Category

1. Mailbox Logon Category

The preconfigured Report Actions for Mailbox Logon Category include the following:

Report Actions	Description
Self-Logon Events	This Report Action extracts the mailbox self-logon data from the logs based on the rules configured.
Non-Owner Logon Events	This Report Action is configured to get data on non-owner users who gained access to the other user mailboxes.

To configure a new Mailbox Logon Action,

1. Click on "New Mailbox Logon Action".
2. Give the action a name and a description.
3. Enter a Rule group name.
4. A rule group is a collection of filter rules. Specify the filter rules. The filter rules can be created with the help of the variables listed. These variables differ based on the category. The group of filter rules is combined based on the logical operators: "AND" and "OR".
5. You can also add more than one rule group for an action using the "Add Rule Group" option.
6. Save the configured action.

2. Mailbox Permission Changes Category

The Report Actions under Mailbox Permission Changes Category include the following:

Report Actions	Description
Mailbox Permission Modified 2003	This Report Action can be configured for getting data on users who changed the mailbox permissions in Windows Server 2003 environment.
Mailbox Permission Modified 2008	This Report Action can be configured for getting data on users who changed the mailbox permissions in Windows Server 2008 environment.
Mailbox Send As Permission Change	This Report Action can be configured for getting data on users who changed the mailbox send as permission.

To configure a new Mailbox Permission Changes action, the same set of steps as mentioned in Mailbox Logon Action creation can be followed.

3. Mailbox Property Changes Category

The Report Actions under Mailbox Property Changes category that are pre-configured include the following:

Report Actions	Description
Mailbox Quota Modified 2003	This Report Action gets data on users who changed the mailbox quota limits in Windows Server 2003 environment.
Mailbox Quota Modified 2008	This Report Action gets data on users who changed the mailbox quota limits in Windows Server 2008 environment.
Message Size Restriction Change Event	This Report Action gets data on users who changed the mailbox size limits.
Mailbox Activated Action	This Report Action gets data on the mailboxes that were activated.
Mailbox Deactivated Action	This Report Action lists the mailboxes that were deactivated.
Mailbox Moved Action	This Report Action lists the mailboxes that were moved recently.

To configure a new Mailbox Property Changes action, the same set of steps as mentioned in Mailbox Logon Action creation can be followed.

4. Exchange Store Changes Category

The Report Actions configured under this category include the following:

Report Actions	Description
Mailbox Store Mounted	A Report Action to extract data about all the mailbox stores that were mounted with the timestamp details.
Mailbox Store Dismounted	A Report Action to extract data about all the mailbox stores that were dismounted with the timestamp details.
Public Store Mounted	A Report Action to extract data about all the public stores that were mounted with the timestamp details.
Public Store Dismounted	A Report Action to extract data about all the public stores that were dismounted with the timestamp details.

To configure a new Exchange Store Changes action, the same set of steps as mentioned in Mailbox Logon Action creation can be followed.

Report Configuration

The "Report Configuration" functionality of Exchange Reporter Plus takes the Exchange audit data one step further by bringing the gathered information from the logs in the form of reports. The parsed and extracted information from the logs is dynamically filtered against the Exchange elements and the pulled out Exchange data is displayed in a simple, uncluttered way in the form of reports. Each report data is stored in a separate table and the information for graphs, charts and views is populated from the tables. These insights help in seeing beyond the raw data and gaining actionable insights from it. With this feature, new reports can be added.

Add new reports

In addition to the default reports offered, new reports can also be added. To add a new report,

- Click on "Report Configuration" in the left pane.
- Click on the "Add New Report" option at the top right corner.
- Enter the "Report Name".
- Select the "Report Category" ' Mailbox Logon Reports, Mailbox Permission Change Reports, Mailbox Properties Change Reports, and Organization Change Reports.
- Select the "Report Action" to be monitored.

Category	Report Actions
Mailbox Logon Reports	• Self-Logon Events • Non-Owner Logon Events
Mailbox Permission Change Reports	• Mailbox Permission Modified 2003 • Mailbox Permission Modified 2008 • Mailbox Send As Permission Change
Mailbox Properties Change Reports	• Mailbox Quota Modified 2003 • Mailbox Quota Modified 2008 • Message Size Restriction Change Event • Mailbox Activated Action • Mailbox Deactivated Action • Mailbox Moved Action
Organization Change Reports	• Mailbox Store Mounted • Mailbox Store Dismounted • Public Store Mounted • Public Store Dismounted

- For Mailbox Logon, Mailbox Permission Change and Mailbox Properties Change Report categories, select the "Target Mailbox" to be monitored.
- For Mailbox Logon, Mailbox Permission Change and Mailbox Properties Change Report categories, select the "Caller Username" value. This field indicates the users who need to be monitored.
- Click on the "Create" button to successfully create the new report.

Schedule the existing reports

The existing reports can be configured for generation of data. To configure the report scheduling,

1. Click on "Report Configuration" in the left pane.
2. Click on the "Configure" option.
3. Select the "Schedule Type" which determines the frequency in which the report will be generated. The schedule type can be daily, weekly, monthly.
4. Select the "Time Period".
5. Enter the "Report Storage Path" and the "Report Format".
6. Enabling the "Email the scheduled report" will send the report after generation to the email.
7. Save the schedule.

Enable / Disable the scheduled reports

Disabling a scheduled report will inactivate the report. The disabled report can be enabled any time.

To enable or disable the scheduled reports, click on "Report Configuration" in the left pane.

1. Click on the icon to disable the report. To enable the disabled report, use icon.

Edit the scheduled reports

The scheduled reports can be modified or edited.

To edit the scheduled reports, click on "Report Configuration" in the left pane.

1. Click on the icon against any scheduled report.
2. Change the report name, category, action, the target mailbox, caller username.

Delete the scheduled reports

1. To delete a scheduled report, Click on the icon against any scheduled report under "Report Configuration".

Views

A view is a possible way in which the information in the database can be potrayed. A view can be thought of as a virtual table which doesn't store the informtion but takes the required data from other tables depending on the view type. There are 4 types of views offered by Exchange Reporter Plus for viewing and analyzing the Exchange Audit data. The views are

- **Default view**
- **Summary view**
- **Cyclic view**
- **Pivot view**

For all the four categories of Exchange Audit reports, the first three views are supported. Pivot view is supported only for the Mailbox Logon Reports category.

In addition to the defined views, new views can also be created with **View Customization** option.

Default view

The default view provides a raw data representation of the Exchange audit data. All the data gathered from the Exchange sources within a specified time period are reported. These raw data can be further consolidated based on specific attributes in the other types of view.

For example, in case of Non-owner Mailbox Logon report, the default view provides information on all the non-user logons with details of

- The Exchange users who accessed a mailbox
- The users' domain
- The target mailbox name
- The server where the mailbox is located
- The logon time

All the above information is gathered and reported in the Default view. To view the "Default view",

- Select any Exchange audit report.
- Click on the "Default view" tab

Summary View

Summary view offers a consolidated representation of the raw data provided in the Default view based on a single attribute within a time period. For example, for the Non-user Mailbox Logon report, the Summary view offers the total mailbox logon count for each target mailbox.

The Summary view provides the following information

- The mailbox
- The total logon count

To view the "Summary view",

- Select any Exchange audit report.
- Click on the "Summary view" tab.

Cyclic View

The Cyclic view provides period based consolidation of the data. This view goes one step ahead of the summary view and provides data for each day within the selected time frame.

For example, with the Non-user Logon report, the cyclic view provides the non-user domain based logon count for each day of the week within the selected time period. Hence the report generates the following information

- Days of the week
- The total logon count for each day

The bar chart shows the weekly summary of domain based logon count value for each day of the week.

To view the "Cyclic view",

- Select any Exchange audit report.
- Click on the "Cyclic view" tab.

Pivot View

The Pivot view groups the data based on two specific attributes within the specified time period.

- Exchange servers
- Logon type

This view is supported only for the Mailbox Logon reports category. Hence when this view is selected, the mailbox logon information will be reported based on the exchange servers available in the organization and the total count of logons across each Exchange server. Hence the reports will consist of

- Exchange servers used.
- The type of logons ' total count of both self and non-user logon for each Exchange Server.

A Stacked Bar graph with the logon count for each Exchange server is shown. To view the "Pivot view",

- Select any Exchange audit report.
- Click on the "Pivot view" tab.

View Customization

Create a View

In addition to the existing views offered, new views can be created for viewing the Exchange audit data.

The "Create New View" option can be used for creating custom views. To create new views,

- Select the report for which a new view is to be created.
- Click on the "Create New View" option.
- Give the view a name.
- Select the view type – Summary, Cyclic or Pivot.
    - If the view type is Summary
        - Select the "Summary based on" value using which the summary data will be consolidated.
        - Select the "Range" to specify the top n values to be displayed in the bar chart. The default value is 5.
    - If the view type is Cyclic.
        - Select "Granularity" level – Hourly, Weekly, Daily and Monthly.
    - If the view type is Pivot which is supported only for Mailbox Logon reports.
        - Select the "Pivot column"– Server or Mailbox indicating one of the attributes based on which data will be consolidated.
        - Select the "Pivot row" – Logon type
        - Select the "Range" to specify the top n values to be displayed in the bar chart. The default value is 5.

Fault Management

Exchange Reporter Plus incorporates Fault Management functionalities with the introduction of the "Alerts" feature for Exchange audit reports. These alerts provide insights on the critical events happening within the Exchange environment and they are color coded based on the severity level. Alerts for specific events that require immediate action like a non-owner user gaining access to a mailbox or a public or a private store dismounting can be configured and the administrators or other Exchange users can be notified. This can help in detecting the issues soon and taking a quick follow up action. The alerts can be configured using the "Alert" option in the left pane.

When the Alert section is clicked, a window showing the alerts received is displayed. With this window, the following actions can be done.

- **Create a new alert profile**
- **Customize the existing alert profiles**
- **View Received Alerts**

Creating a New Alert Profile

To create a new alert profile,

- Click on "Alerts" option in the left pane.
- Click on "Create New Alert Profile" option.
- Give the alert a name and description.
- Click on the plus icon to add the reports for which the alerts should be created. After selecting the required reports, click on OK.
- Construct an alert message with the macros available like User name, Mailbox, Time Stamp and so on.
    - For example, a sample alert message can be constructed as %USER_NAME% logged into %MAILBOX%. The alert message will be Xchange\administator logged into adam@xchange.com.
- Select the "Severity" level for the alert – Critical, Trouble and Attention based on the alert seriousness.
- Select on the "Email Notification" option so that the created alert message can be emailed.
    - List the email id. If multiple ids exist, use "," to separate.
    - Enter the subject of the email message.
- Select "Create" to successfully create the alert profile.

Customize Alert Profiles

All the alert profiles can be customized after creation. Click on **"Alerts"** option in the left pane. Select **"Customize Alert Profiles"**. All the alerts are listed and can be customized as follows.

- Enable/Disable the alert profile
- Edit the existing alert profile
- Delete the alert profile
- Configure the alert for email notification

Enable / Disable the alert profile

To enable or disable an alert profile,

1. Click on the icon to disable the profile. To enable the profile, use icon.

Edit the existing Alert Profiles

To edit the existing alert profiles,

1. Click on the icon against any alert profile.
2. Change the name, description, reports, alert message and severity level.

Delete the alert profile

To delete an alert profile,

1. Click on the icon against any alert profile.

Configure the alert for email notification

If an email notification is not configured for an alert, using the "Configure" option it can configured here. To configure email notification, click on "Configure" option.

Check the email notification button.

1. List the email id. If multiple ids exist, use "," to separate.
2. Enter the subject of the email message.
3. Click on OK.

View Received Alerts

To view alerts, click on **"Alerts"** option in the left pane. All the alerts are displayed with the severity of the alert, the alert message received and the alert time stamp in the default view. The alert view can be customized using the period selection and the filter option.

The filter option helps in grouping all the alerts based on the severity level. To filter the received alerts,

- Click on the Filter button at the top right corner.
- Select a particular severity level.
- Select "Apply Filter" option.

To select alerts received in a specific time period,

- Select the "Period" drop down list and select the required time period. If "Custom Period" is selected, enter the from and to dates.

By applying the period selection and filter option, only the alerts of selected severity level within the specified time period will be displayed.

The **"View Alerts"** option also lists the available alerts while customizing or creating new alerts.

Dashboard View of Alerts

Alerts are notifications of important events that require immediate attention. To ease out the management of alerts, an "Alert" icon is added to the product dashboard at the top right corner.

- Click on the "Alert" icon at the top right corner in the dashboard.
- An alert notification is displayed indicating the recent alerts available under each severity level.
- To view all the alert information of a particular severity level, click on a severity.

In addition to the alert notification, the dashboard also provides the list of recent five alerts with details of its severity, alert message, alert time details.

Archive Configuration

The Archive Configuration of Exchange Reporter Plus allows the audit data to be archived when it goes beyond a certain period. When the processed event log goes beyond the specified time period, the data is removed from the working database and is written to a separate SQL file for each time period. This file is zipped and stored in an archive folder in a specific location. This helps in maintaining the working database size for optimum performance.

To enable archiving,

1. Click on "Archive Configuration" in the left pane.
2. Check the categories to be archived.
3. Specify the number of days beyond which the processed event log data should be cleared from the database.
4. Specify the folder location for the archived data. By default the archived data is stored in the product installation directory: "C:\Program Files\ManageEngine\Exchange Reporter Plus\archive\"
5. Click on the "Run now" option for the cleanup schedule to run immediately. By default, the cleanup schedule runs daily at 2:00 A.M.
6. Save the archive settings.

Restore Archived Events

The "Restore Archived Events" under Archive Configuration can be used to restore the archived log data back into the working database. The archive folder specified in the "Archive Configuration" settings will contain zipped files of audit data pertaining to any category within a specific time period. Any of the archived data can be restored and dumped into the database.

To restore archived data,

1. Click on the "Restore Archived Events" link at the top right corner.
2. All the archived data entries are listed with details of archive category, time period and an option to load/unload the data.
3. The "Category" option at the top can be used to filter and display the archived data entries pertaining to a single category.
4. To load archive data, click on "Load" icon under Actions column.
5. Once the data is loaded, select a custom date range for viewing the reports.

Re-archiving Restored data

All the restored archived events are displayed with the "Unload" icon against them. This will remove the restored data again from the database and archive it.

1. To unload the data again from the working database, click on the unload icon.

Restored archive data older than 2 days (48 hours) in the database will be automatically re-archived.

Troubleshooting

General Errors

Insufficient Privilege

Cause:

The user credentials provided in the Organization Settings page do not have sufficient privilege.

Resolution:

The user credential provided should satisfy the below criteria.

	Single domain forest	Multiple domain forest
Exchange Management Shell available	The user credential should be added to the following groups. 1. Exchange Organization Management 2. Domain Admins	The user credential should be added to the following groups. 1. Exchange Organization Management 2. Enterprise Admins
Exchange Management Shell unavailable	The user credential should be added to the Domain Admins group. 1. Domain Admins	The user credential should be added to the following groups. 1. Exchange Organization Management 2. Enterprise Admins

The Servers are not operational

Cause:

This error could be due to any of the following reasons.

1. Domain Controllers are down.
2. Servers not available.
3. Firewall has been enabled, and port 389 is closed.
4. The server is busy.

Resolution:

Exchange Reporter Plus uses port 389 for LDAP connection. If firewall is enabled, ensure that the port 389 is added to the exception list.

Exchange Server Configuration Errors

Diagnostic Logging configuration is required. If already configured, please wait till any events occur.

Cause:

i. Diagnostic Logging has not been configured due to the unavailability of PowerShell.
ii. If configured, the desired audit event has not yet occurred.

Resolution:

i. To configure Diagnostic Logging, open Exchange Management Shell on any one of the Exchange Servers and execute the below command after replacing with the server name.

   '%SERVER_NAME%\MSExchangeIS\9000 Private\Logons' | Set-EventLogLevel -Level 'Expert'

ii. After automatic configuration of Diagnostic Logging, the desired audit event would not have occurred. As a result there will be no data registered into the application logs. Please wait for any events to be recorded in the logs and for event collection to happen. In case of real-time events, data will be fetched immediately after the event has occurred.

Domain Controller Configuration Errors

Access Denied

Cause:

The current credentials do not have sufficient privilege.

Resolution:

The user credential provided should satisfy the below criteria.

	Single domain forest	Multiple domain forest
Exchange Management Shell available	The user credential should be added to the following groups. 1. Exchange Organization Management 2. Domain Admins	The user credential should be added to the following groups. 1. Exchange Organization Management 2. Enterprise Admins
Exchange Management Shell unavailable	The user credential should be added to the Domain Admins group. 1. Domain Admins	The user credential should be added to the following groups. 1. Exchange Organization Management 2. Enterprise Admins

Configuration Failed

Cause:

The product would not be installed in the Exchange forest. Hence even after providing credentials with right privilege, Default Domain Controller policy will fail to configure automatically.

Resolution:

Configure Default Domain Controller Policy manually.

i) Log on to the domain controller using an administrative account.

ii) If **Windows 2008**, open **Group Policy Management** from **Start -> Administrative tools.**

iii) If **Windows 2003**, select **Default Domain Controller Security Settings** from **Start -> Administrative tools.**

iv) Navigate to **ForestName -> Domains -> DomainName -> Group Policy Objects -> Default Domain Controller Policy** and right click to Edit it.

v) Navigate to **Computer Configuration -> Policies-> Windows Settings -> Security Settings -> Local Policies.**

vi) Select **Audit Policy.**

vii) In the right pane, double click the following policies and **enable "Success" and "Failure"** settings.

- **Audit directory service access**
- **Audit object access.**

viii) Click Ok.

Reports

No data currently available for the report. Please wait for events.

Cause:

i. The desired audit events have not occurred. Hence there is no data currently available.

ii. The desired audit events have occurred. But the event collection is yet to happen.

iii. The Event Log Policy settings is configured for a small log size and "Overwrite events as needed" is enabled.

Resolution:

i.Exchange Reporter Plus has swept through the logs but the desired events have not occurred at the time of sweep. Wait for the desired audit events to be recorded in the event logs.

ii. Exchange Reporter Plus has a default 'Event Fetch Interval' of 2 hours for collecting the data from the logs periodically. Manually initiate the event collection process by clicking on the 'Run Now' link to immediately collect the data. For real-time events, there is no need to initiate the event collection manually. The data will be collected once the events are recorded to the logs.

iii. Ensure that the event log size is large enough so that the event log data will not get lost.

No data found for the selected period and filter values.

Cause:

The desired audit events are not available for the selected time period and chosen filter values.

Resolution:

Select a different time period and filter value to see the data in the reports.

Admin

In this section we will discuss about the settings that need to be configured in Exchange Reporter Plus.

Scheduling

- **Task Scheduling** - Allows you to schedule Various Data Gathering Tasks.
- **Log / Store Path** - Set the log paths for Message Tracking Logs and
- Outlook Web Access Info Logs (IIS Logs) from here. Also, the Information Store paths can be set.
- **Organization Settings** - Add a new Exchange Organization or modifying any Exchange Organization using this option.
- **Report Scheduling** – Allows you to schedule reports by specifying the report category, scheduling frequency, storage format and location.

Configurations

- **Report Settings -** Set default Time zone and Inactive period values using this option. Internal Mail Domains can also be added.
- **Product Settings -** Configure Exchange Reporter Plus Connection Settings, General Settings like logging level and Usage statistics gathering and the theme of the product using this option.
- **Mail Server Settings –** Configure the Mail server settings with its port number. The default to and from email address can also be set for report scheduling.

Utilities

- **User Management** - Configure users and assign roles to them with which they can access the product.
- **License Management**- Allows you to manage/unmanage Exchange Mailboxes from where the product will gather data.

Scheduling

The following are the scheduling options under "Admin" Tab in Exchange Reporter Plus.

- **Task Scheduling** - Allows you to schedule Various Data Gathering Tasks.
- **Log / Store Path** - Set the log paths for Message Tracking Logs and
- Outlook Web Access Info Logs (IIS Logs) from here. Also, the Information Store paths can be set.
- **Organization Settings** - Add a new Exchange Organization or modifying any Exchange Organization using this option.
- **Report Scheduling** – Allows you to schedule reports by specifying the report category, scheduling frequency, storage format and location.

TaskScheduling

Reports in Exchange Reporter Plus are based on the data collected from various Exchange objects. To collect data Exchange Reporter Plus uses 9 built-in data gathering tasks.

Each Data Gathering Task in Exchange Reporter Plus

- Performs data collection from a corresponding data source and
- Require task specific credentials.

These tasks must be scheduled for the reports to show latest data.

Under the Task Scheduling Action we will discuss:

1. Various Data Gathering Tasks in Exchange Reporter Plus
2. How to create New Data Gathering Schedules
3. Viewing existing schedules
4. Modifying or editing scheduled Tasks
5. Viewing History of completed Schedules

Data Gatherings by Exchange Reporter Plus

Exchange Reporter Plus gathers data from various **data sources** that include - Active Directory, Exchange Servers, Mailbox, Public Folder, Message Tracking Log Files and Outlook Web Access info Log Files (IIS Logs).

This is done using one or more of 9 **Data Gathering Tasks** defined in Exchange Reporter Plus.

Gathering information from the above mentioned data source necessitates minimum privileges.

In this section we will discuss

1. Data Gathering Tasks run by Exchange Reporter Plus
2. Minimum privileges required for various data gatherings
3. Data gathering tasks and their corresponding data source
4. Scheduling a New Data Gathering Task

Data Gathering Tasks in Exchange Reporter Plus:

Exchange Reporter Plus has 8 built-in Data Gathering Tasks. These can be scheduled to gather data from their respective Data Sources using the Task Scheduling option of Exchange Reporter Plus. Listed below are the various data gathering tasks done by Exchange Reporter Plus.

1. Essential data Gathering Task
2. Distribution List Membership Gathering Task
3. Mailbox Account Properties Gathering Task
4. Mailbox Content Gathering Task
5. Public Folder Properties Gathering Task
6. Public Folder Content Gathering Task
7. Traffic Logs Gathering Task
8. Outlook Web Access info (IIS Logs) Gathering Task
9. Mailbox Permissions Gathering Task

1. Essential Data Gathering Task

This gathering will collect the entire Exchange Organizational structure information like the administrative groups, routing groups, servers and Mailboxes.(Schedule an Essential Data Gathering Task)

2. Distribution List Membership Gathering Task

This gathering will collects the members of distribution lists in your Exchange Organization. (Schedule a Distribution List Membership Gathering Task)

3. Mailbox Account Properties Gathering Task

This will collect the size, number of messages in each of the mailboxes. It also collects information about the mailbox last logon user and last logon time. (Schedule a Mailbox Account Properties Gathering Task)

4. Mailbox Content Gathering Task

This gathering will search the mailbox folder contents for specific keywords. It searches message subject, message body, attachment file names, attachment extensions, attachment size. (Schedule a Mailbox Content Gathering Task)

5. Public Folder Properties Gathering Task

This gathering will collect all the public folders and their properties like size, number of messages and replica servers. (Schedule a Public Folder Properties Gathering Task)

6. Public Folder Content Gathering Task

This gathering will search the public folder contents for specific keywords. It searches message subject, message body, attachment file names, attachment extensions, attachment size. (Schedule a Public Folder Content Gathering Task).

7. Traffic Logs Gathering Task

This gathering will collect mail traffic information from the message tracking log files. The data from this gathering will be used to produce reports like top senders, top receivers, server to server traffic analysis, organization traffic summary and more. (Schedule a Message Tracking Logs Gathering Task)

	Message Tracking Logs are rolled-over by Microsoft Exchange at every midnight (00:00 GMT). Logs which are not rolled-over might not have the data for the entire day. Because of this Exchange Reporter Plus collects data, only from the rolled over logs.

8. OWA Logs Gathering Task

This gathering will collect Outlook Web Access related information like user logons, logons based on server, logons based on Web Browsers and logons based on client IPs. This information can be retrieved from "IIS Logs". (Schedule Outlook Web Access info (IIS Logs) Gathering Task)

9. Mailbox Permissions Gathering Task

This gathering will collect Mailbox Permissions from the mailboxes availble in the selected Servers. (Schedule Mailbox Permission Gathering Task)

Privileges Required for Data Gatherings:

Each data gathering task will require minimum privileges to gather data from various data sources. These privileges are entered at either of the below mentioned instances.

- Installation of Exchange Reporter Plus.
- Adding a New Exchange Organization (or)
- Scheduling a Data gathering task

The minimum privileges required for various data gatherings are tabled below.

Type of Data Gathering	Privilege needed for Data Gathering
Comprehensive information about Exchange Server	Administrator credentials possessing appropriate permissions (Including those given in the below rows).
Mailbox Data	Exchange View only administrator who has a mailbox. The mailbox should not be hidden from the Global Address List(GAL).
Mailbox Content Data	Any valid user credential with "Send as" / "receive as" permissions on the mailboxes.
Exchange message tracking / Outlook Web Access info Log files	Any valid user credential with read Access to the log file remote share.
Public Folder Properties and Public Folder Content Data	Any valid user credential with read access to Public Folders, about which information is to be gathered

Data Gathering Task and its corresponding Data Sources

Each Data Gathering Task in Exchange Reporter Plus is configured to collect data from one or more mapped data sources. The below table lists the various Data Gathering Tasks in Exchange Reporter Plus and their respective Data sources.

Data Gathering Task	Data Sources
Essential data Gathering Task	Active Directory and Exchange Server
Distribution List Membership Gathering Task	Active Directory
Mailbox Account Properties Gathering Task Mailbox Content Gathering Task	Mailbox
Public Folder Properties Gathering Task Public Folder Content Gathering Task	Public Folder
Traffic Logs Gathering Task	Message Tracking Log Files
OWA Logs Gathering Task	IIS Log Files

Howto Schedule Various Data Gathering Tasks

SchedulingNew Data Gathering Tasks

Scheduling Data Gathering Tasks can be done from the Task Scheduling option of Exchange Reporter Plus. Before scheduling a Data Gathering Task the following parameters are to be taken into consideration.

1. Schedule Name
2. Schedule Description
3. Type of Data Gathering Task
4. Schedule Type
5. Time Zone
6. Credentials

Schedule Name:

This is user defined and a user can input any schedule name corresponding to the data gathering task.

Schedule Description:

Schedule description allows a user to add a description about the schedule.

Type of Data Gathering Task:

The various data gathering tasks in Exchange Reporter Plus are

1. Essential data Gathering Task (How to Schedule)
2. Distribution List Membership Gathering Task (How to Schedule)
3. Mailbox Account Properties Gathering Task (How to Schedule)
4. Mailbox Content Gathering Task (How to Schedule)
5. Public Folder Properties Gathering Task (How to Schedule)
6. Public Folder Content Gathering Task (How to chedule)
7. Message Tracking Logs Gathering Task (How to Schedule)
8. Outlook Web Access info (IIS Logs) Gathering Task (How to Schedule)

Each of the "Data Gathering Tasks" listed above

- Gather data from corresponding data sources and
- Require task specific privileges.

Schedule Type:

Schedule Type defines the frequency in which the scheduled tasks will run. The schedule type could be daily, weekly, monthly, only once, Repeat every N days or Run Immediately.

Schedule Type	Schedule Type Description
Daily schedules	Runs once every day at a scheduled time.
Weekly schedules	Runs once every week on a given day and at the given time.
Monthly schedules	Runs once every month on a given date and at a given time.
Only once	Runs only once at a specified time.
Repeat Every N Days	Runs once in every n days at a specified time.
Run Immediately	Runs immediately (From the instant schedule is created).

Time Zone :

The time zone selection controls at what time zone the schedule will run. Local time zone indicates the machine time on which Exchange Reporter Plus is installed.

Message Tracking Logs are rolled-over by Microsoft Exchange at every midnight (00:00 GMT). Logs which are not rolled-over might not have the data for the entire day. Because of this Exchange Reporter Plus collects data, only from the rolled over logs. Hence, appropriate selection of Time Zone is advised.

Credentials:

Each Data Gathering Task uses task specific credentials in-order to gather data from its data source.

Why are task specific credentials required?

The credentials entered while adding an organization (From "Organization Settings" Tab or while Installing the product) will be considered the default credential for that "Exchange Organization". This will be used by default, while creating any "Data Gathering Task" for that organization.

Usually, the default credentials provided in Exchange Reporter Plus will be of the user who has the "highest level of privileges" in the corresponding Exchange Organization.

Instead of providing a user with the highest level of privileges for data gathering tasks (default credentials - if it was provided as mentioned above), Exchange Reporter Plus also allows a user to provide a different set of credentials with minimum privileges for that specific task.

For instance:

- Message Tracking Log Gathering needs - "Read permissions on the Tracking log share folders".
- Mailbox account properties gathering needs - "Exchange-view only administrator" permissions.

In the above 2 cases Exchange Reporter Plus allows you to provide credentials limiting to those privileges alone.

SchedulingEssential Data Gathering Tasks

Scheduling Essential Data Gathering Tasks can be done from the Task Scheduling option of Exchange Reporter Plus.

To schedule a New Essential Data Gathering Task

1. Click on "Admin" Tab -->> Task Scheduling -->> Schedule New Task
2. Select the "Exchange Organization" from which data is to be gathered [from drop down]
3. Provide a "Schedule Name" and "Schedule Description"
4. Select the "Essential Data Gathering Task" from the "Task List" drop down.
5. Select the "Schedule Type".
6. Select the Time and Time Zone.
7. Use default credentials or Enter task specific credentials. [Note: The credentials provided while adding an Exchange organization will be used as the default credentials.]
8. Click on Create.

This will schedule a New Essential Data Gathering Task.

Essential Data gathering task gathers data from Exchange Servers and Active Directory.

SchedulingDistribution List Membership GatheringTasks

Scheduling Data Gathering Tasks can be done from the Task Scheduling option of Exchange Reporter Plus. Distribution List Membership Gathering Tasks will gather membership information from all the distribution lists in your Active Directory. It requires Administrator credentials possessing appropriate permissions.

To schedule a New Distribution List Membership Gathering Task

1. Click on "Admin" Tab -->> Task Scheduling -->> Schedule New Task
2. Select the "Exchange Organization" from which data is to be gathered [from drop down]
3. Provide a "Schedule Name" and "Schedule Description"
4. Select the "**Distribution List Membership**" from the "Task List" drop down.
5. Select the "Schedule Type".
6. Select the Time and Time Zone.
7. Use default credentials or Enter task specific credentials. [Note: The credentials provided while adding an Exchange organization will be used as the default credentials.]
8. Click on Create.

This will schedule a Distribution List Membership Gathering Task.

	A scheduled task gathers data only from one Exchange Organization. Any number of Distribution List Membership Data Gathering tasks can be scheduled.

SchedulingMailbox Account Properties Gathering Tasks

Scheduling Data Gathering Tasks can be done from the Task Scheduling option of Exchange Reporter Plus.

Mailbox Account Properties Gathering Tasks will gather mailbox sizes, "Number of messages" in each mailbox, last logon user and last logon time from Exchange Servers.

For Exchange Reporter Plus to gather data on Mailbox Account Properties - Any valid user credential with Exchange View only administrator privileges is required.

To schedule a New Mailbox Account Properties Data Gathering Task

1. Click on "Admin" Tab -->> Task Scheduling -->> Schedule New Task
2. Select the "Exchange Organization" from which data is to be gathered [from drop down]
3. Provide a "Schedule Name" and "Schedule Description"
4. Select the "Mailbox Account Properties" from the "Task List" drop down.
5. Select the "Schedule Type".
6. Select the Time and Time Zone.
7. Use default credentials or enter "Exchange View only administrator" credentials. [Note: The credentials provided while adding an Exchange organization will be used as the default credentials.]
8. Click on the "Add" button against "Data Sources"
    1. Select the Exchange Servers for which mailbox account properties are required.
9. Click on Create.

This will schedule a Mailbox Account Properties Data Gathering Task.

	A scheduled tasks gathers data only from one Exchange Organization. Any number of Mailbox Account Properties Data Gatherings can be scheduled.

SchedulingMailbox Content Gathering Tasks

Scheduling Data Gathering Tasks can be done from the Task Scheduling option of Exchange Reporter Plus.

Mailbox Content Gathering Tasks will gather mailbox Folder content that include Messages and Attachments. The content can be filtered by keyword, file name, file extension or file size. It gathers data from all selected Mailboxes in the Exchange Organization.

For Mailbox Content Gathering Task a user with "Send as" / "receive as" permissions on the mailboxes for which you require data" is needed.

To schedule a New Mailbox Content Gathering Task

1. Click on "Admin" Tab -->> Task Scheduling -->> Schedule New Task
2. Select the "Exchange Organization" from which data is to be gathered [from drop down]
3. Provide a "Schedule Name" and "Schedule Description"
4. Select the "**Mailbox Content**" from the "Task List" drop down.
5. Select the "Schedule Type".
6. Select the Time and Time Zone.
7. Use default credentials or enter "Any valid user credential with "send as" and "receive as" permissions on the mailboxes selected". [Note: The credentials provided while adding an Exchange organization will be used as the default credentials.]
8. Click on Add button to add Data Sources
    1. The Data Source for a Mailbox Content Gathering Task is the mailboxes in the Exchange Server.
    2. Exchange Reporter Plus allows selection of one or multiple mailboxes from which content will be gathered. This can be done by selecting
    3. "Individual Mailboxes",
    4. "Organizational Units" or
    5. "Mailbox Stores".
    6. Click on Ok (This selects checked mailboxes for content verification).
9. Click on "Edit" to change the Data Sources selected.
10. Exchange Reporter Plus allows filtering of the mail content by one or all of the below mentioned fields.(Multiple Keywords Must Be Separated By Semicolon "**;**"). A minimum of one filter keyword must be entered, this is a mandatory requirement.
    - "Message Subject"
    - "Message Body"
    - "Attachment File Name"
    - "Attachment File Extension"
    - "Attachment File Size".
11. Click on Create.

This will schedule a Mailbox Content Data Gathering Task.

- Only one Mailbox Content Data Gathering Task can be configured. Mailbox Content Gathering is limited to mailboxes of a selected Exchange Organization.
- To gather Mailbox Content for a second Exchange Organization, the existing Mailbox Content Gathering Task must be deleted.
- Creation of a New Mailbox Content Data Gathering Task will overwrite the data collected by the previous content gathering task.

SchedulingPublic Folder Properties Gathering Tasks

Scheduling Data Gathering Tasks can be done from the Task Scheduling option of Exchange Reporter Plus.

Public Folder Properties Gathering Tasks will gather public folders and their properties like size, number of messages and replica server information. It gathers data from Public Folders.

To schedule a New Public Folder Properties Data Gathering Task

1. Click on "Admin" Tab -->> Task Scheduling -->> Schedule New Task
2. Select the "Exchange Organization" from which data is to be gathered [from drop down]
3. Provide a "Schedule Name" and "Schedule Description"
4. Select the "Public Folder Properties" from the "Task List" drop down.
5. Select the "Schedule Type".
6. Select the Time and Time Zone.
7. Use default credentials. [Note: The credentials provided while adding an Exchange organization will be used as the default credentials.]
8. Click on Create.

This will schedule a Public Folder Properties Data Gathering Task.

A scheduled tasks gathers data only from one Exchange Organization. Any number of Public Folder Properties Data Gatherings can be scheduled.

SchedulingPublic Folder Content Gathering Tasks

Scheduling Data Gathering Tasks can be done from the Task Scheduling option of Exchange Reporter Plus.

Public Folder Content Gathering Tasks will gather Public Folder content (Messages and Attachments). The content can be filtered by one or all of the filter options - message body, message subject, file name, file extension or file size. It gathers data from all selected Public Folders in a selected Exchange Organization.

To schedule a New Public Folder Content Gathering Task

1. Click on "Admin" Tab -->> Task Scheduling -->> Schedule New Task
2. Select the "Exchange Organization" from which data is to be gathered [from drop down]
3. Provide a "Schedule Name" and "Schedule Description"
4. Select the "**Public Folder Content**" from the "Task List" drop down.
5. Select the "Schedule Type".
6. Select the Time and Time Zone.
7. Use default credentials. [Note: The credentials provided while adding an Exchange organization will be used as the default credentials.]
8. Click on Add button to add Data Sources
    1. The Data Source for a Public Folder Content Gathering Task are the "Public Folders" in the Exchange Organization.
    2. Exchange Reporter Plus allows selection of one or multiple "Public Folder".
    3. Click on Ok (This selects checked Public Folders for content gatherings).
9. Click on "Edit" to change the Data Sources selected.
10. Exchange Reporter Plus allows filtering of the mail content by one or all of the below mentioned fields.(Multiple Keywords Must Be Separated By Semicolon "**;**"). A minimum of one filter keyword must be entered, this is a mandatory requirement.
    - "Message Subject",
    - "Message Body",
    - "Attachment File Name",
    - "Attachment File Extension" and
    - "Attachment File Size".
11. Click on Create.

This will schedule a Public Folder Content Gathering Task.

- Public Folder Content Gathering Tasks can be scheduled only if the Public Folder Properties gathering task is run.
- Only One **Public Folder Content Gathering Task** is allowed.
- Creation of a New Public Folder Content Gathering Task will overwrite the data collected by the previous content gathering task.
- Public Folder Content Gathering Task can be scheduled within an Exchange Organization. Creation of a Public Folder Content Gathering task for the second Exchange Organization requires deleting the existing one.

SchedulingTraffic Logs Gathering Tasks

The Hub Transport Server role, which is responsible for handling all the mail flow within the organization, logs all the email traffic data across the Exchange objects in the Message Tracking Logs. Exchange Reporter Plus collects the traffic data from these log files and stores it as raw data for producing the following "Drill down reports".

1. Intra – Organizational Traffic reports
2. Overall Traffic from/to Internet reports
3. Traffic from/to Internet (By Domain) reports
4. Traffic from/to Internet (By User) reports

These raw data are further processed and aggregated to get hourly and daily email traffic reports. Scheduling Traffic Logs Tasks can be done from the Task Scheduling option of Exchange Reporter Plus.

To schedule a New Message Tracking Logs Gathering Task

1. Click on "Admin" Tab -->> Task Scheduling -->> Schedule New Task
2. Select the "Exchange Organization" from which data is to be gathered [from drop down]
3. Provide a "Schedule Name" and "Schedule Description"
4. Select the "Message Tracking Logs Gathering Task" from the "Task List" drop down.
5. Select the "Schedule Type".
6. Select the Time and Time Zone.
7. Use default credentials or Enter task specific credentials. [Note: The credentials provided while adding an Exchange organization will be used as the default credentials.]
8. Select the "log files date" for which log Files will be gathered and parsed. This can be done either by selecting either of the below options.
    1. "Yesterday" which will collect yesterday’s log file
    2. "Custom period" which will collect log files for a specific date range.
    3. "Last N Days" which will collect log files for "N" number of days in the immediate past.
9. Click on "Add" to add Exchange Server from where Message Tracking logs are to be gathered.
10. Click on Create.

This will schedule a New Message Tracking Log Gathering Task.

- Message Tracking Logs are rolled-over by Microsoft Exchange every midnight (00:00 GMT). Logs which are not rolled-over might not have the data for the entire day. Because of this Exchange Reporter Plus collects data, only from the rolled over logs.
- Message Tracking Logs are gathered from Exchange Servers from the default log path. If there is any change in the log path you can update the log path using the "Log Path configuration" option of Exchange Reporter Plus.
- Exchange Reporter Plus performs a cleanup process to reduce the database size since large amount of traffic details will get accumulated. All the "Drill down report data" and "Mailbox Traffic hourly report data" older than 35 days will be removed from the working database. The cleanup period of 35 days can be configured. To change the settings, contact the support team at support@exchangereporterplus.com.

SchedulingOutlook Web Access Info Log GatheringTasks

This Task collects IIS log files from the Exchange Server and parses the log files for Outlook Web Access (OWA) Logon information. OWA Logon information collected by Exchange Reporter Plus will be used to generate reports like - Log on By Users, Browser based Log on, Client IP based Log on and Server based Log on.

To schedule a New Outlook Web Access info Log Gathering Task

1. Click on "Admin" Tab -->> Task Scheduling -->> Schedule New Task
2. Select the "Exchange Organization" from which data is to be gathered.
3. Provide a "Schedule Name" and "Schedule Description"
4. Select the "Outlook Web Access Info Logs" from the "Task List" drop down.
5. Select the "Schedule Type".
6. Select the "Time" and "Time Zone".
7. Use default credentials OR any user credential who has read access to the log file remote shares. [Note: The credentials provided while adding an Exchange organization will be used as the default credentials.]
8. Select the "log files date" for which log Files will be gathered and parsed. This can be done either by selecting either of the below options
    1. "Yesterday" which will collect yesterday's log file
    2. "Custom period" which will collect log files for a specific date range.
    3. "Last N Days" which will collect log files for "N" number of days in the immediate past.
9. Click on "Add" to add Exchange Server from where IIS logs are to be gathered.
10. Click on Create.

This will create a new Outlook Web Access Info (IIS) Log gathering schedule with the above configured settings.

	IIS Logs are gathered from Exchange Servers from the default log path. If there is any change in the log path you can update the log path using the "Log Path configuration" option of Exchange Reporter Plus.

IIS Log Files Configuration:

Some default fields should be available in IIS Log files to extract Outlook Web Access Information. Shown below are the steps to enable logging for IIS6 and IIS7 Servers and also the default fields required for each of these servers..

Steps to enable Logging in IIS6 Servers :

1. On the Taskbar, click **Start** -->> **Control Panel**-->>**Administrative Tools**-->>**Internet Information Services (IIS) Manager**.
2. Right Click on **Websites**-->>**Default Web Site** and select Properties
3. Click Properties button under **Enable Logging** section
4. Click on Advanced Tab

5. Ensure that the following fields are selected :
   - date
   - time
   - cs-uri-stem o cs-uri-query
   - cs-username
   - c-ip
   - cs(User-Agent)
   - sc-status

Steps to enable Logging in IIS7 Servers:

1. On the Taskbar, click **Start**, point to **Administrative Tools**, and then click **Internet Information Services (IIS) Manager**.
2. In the **Connections** pane, expand the server name, expand **Sites**, and then click the Web site on which you want to configure (Default is W3SVC1) logging.
3. In the **Home** pane, double-click **Logging**.
4. Click on Select Fields
5. In the **W3C Logging Fields** ensure that the following fields are selected :
   - date
   - time
   - cs-uri-stem o cs-uri-query
   - cs-username
   - c-ip
   - cs(User-Agent)
   - sc-status
6. Click ok and click on Apply in the right hand side pane

Mailbox Permissions GatheringTasks

Scheduling Data Gathering Tasks can be done from the Task Scheduling option of Exchange Reporter Plus.

Mailbox Properties will be gathered from all the Exchange Servers selected.

To schedule a New Mailbox Permissions Gathering Task

1. Click on "Admin" Tab -->> Task Scheduling -->> Schedule New Task
2. Select the "Exchange Organization" from which data is to be gathered [from drop down]
3. Provide a "Schedule Name" and "Schedule Description"
4. Select the "Mailbox Permission" from the "Task List" drop down.
5. Select the "Schedule Type".
6. Select the Time and Time Zone.
7. Use "default credentials" or enter a user who has "Read Permissions" on the corresponding Mailboxes. [Note: The credentials provided while adding an Exchange organization will be used as the default credentials.]
8. Click on the "Add" button against "Data Sources".
    1. Select the Exchange Servers for which the mailbox permissions are required.
9. Click on Create.

This will schedule a Mailbox Permission Gathering Task.

	A scheduled tasks gathers data only from one Exchange Organization. Any number of Mailbox Permission Gatherings can be scheduled.

Viewing Scheduled Tasks

Schedules are configured in Exchange Reporter Plus to gather relevant data from various data sources. Exchange Reporter Plus allows creation of multiple schedules for most data gathering tasks. However, only one schedule can be created for Mailbox Content gathering and Public Folder Content gathering tasks.

All the Data Gathering tasks scheduled in Exchange Reporter Plus can be viewed from the "Scheduled Tasks" page,

The "Scheduled Tasks" page provides complete information about the schedules. You can modify, delete, enable or disable the schedules that are listed in the page.

To view Scheduled Tasks :

1. Click on the "Admin" Tab
2. Click on "Task Scheduling" option under 'Scheduling"

This lists all the tasks that are scheduled.

Following are the fields available under a "scheduled task":

Fields	Description
Action	The options under the Actions Column allows one to Modify, delete, enable or disable the schedule.
Schedule Name	The name provided by the user. Click on any "Schedule Name" to view the complete details of the schedule.
Schedule Description	User defined description for schedule.
Gathering Task	The "Data Gathering Task" for which the schedule is created.
Schedule Time	It displays the time at which the scheduled task will run.
Gathering Servers	The servers from which data gatherings will be done can be viewed.

You cannot modify, delete or disable a run-immediately schedule.

Default Schedules shown under Schedule Tasks:

Some of the Scheduled Tasks will be listed under the Scheduled Task history immediately after installation or when a new Exchange Organization is added. These are run immediately schedules created by default, so that a new user can view reports on Exchange Reporter Plus immediately after it is installed.

Following are the schedules created by default when a new "Exchange Organization" is added:

1. Essential Data gathering.
2. Distribution list membership gathering.
3. Mailbox account properties gathering.
4. Message tracking logs gathering.
5. Outlook Web Access Info Logs gathering.

All reports will not have data to show immediately after installation. Only reports that are based on data gathered from the default schedules can be viewed.

1. The following default daily tasks are scheduled by arbitrarily choosing one exchange server.

- Mailbox account properties gathering.
- Traffic logs gathering.
- Outlook Web Access Logs gathering.

2. To view data in all the reports you will need to create appropriate schedules.
3. Creating schedules (Data Gathering Tasks) manually can be done from the Task Scheduling option.
4. The Reports based on Data Gatherings table will guide you with the "Data Gathering task" you need to schedule in-order to collect appropriate data for a report.

Modifying Scheduled Tasks

Scheduled tasks listed under the "Scheduled Tasks" page can be enabled, disabled, edited or deleted.

- Enable / Disable "Scheduled Tasks"
- Edit "Scheduled Tasks"
- Delete "Scheduled Tasks"

Enable / Disable "Scheduled Tasks"

Disabling a scheduled task will inactivate future data gatherings for that schedule. You can at any time enable a schedule that is disabled.

To Enable or Disable Scheduled Tasks :

1. Click on the "Admin" Tab -->> "Task Scheduling" under Scheduling.
2. Click on the icon to disable schedules. (or) Click on the icon to enable schedules that were disabled.

Edit "Scheduled Tasks"

To edit or modify a scheduled task

1. Click on the "Admin" Tab -->> "Task Scheduling" under Scheduling.
2. Click on the icon against any scheduled task to edit schedule parameters.
3. Schedule Description, Schedule Type, Time Zone, Credentials and Data Sources can be changed and updated by clicking on the "update" button.

(OR)

1. Click on "Admin" Tab -->> "Task Scheduling" under Scheduling.
2. Click on any Schedule Name to show the "Scheduled Gathering Task Details" for the selected Schedule Name.
3. Click on "Edit" button to modify the Schedule parameters.
4. Schedule Description, Schedule Type, Time Zone, Credentials and Data Sources can be changed and updated by clicking on the "update" button.

	You cannot modify the Gathering Task, Schedule Name and Exchange Organization of any created schedule.

Delete "Scheduled Tasks"

To delete a scheduled task

1. Click on the "Admin" Tab -->> "Task Scheduling" under Scheduling.
2. Click on the icon against any scheduled task to delete the schedule.

	The default Essential Data Gathering Task (which is created automatically when you add an Exchange Organization in Exchange Reporter Plus) is required for the basic functioning of the product. Hence, you cannot delete or disable this task.

Scheduled Tasks History

Exchange Reporter Plus maintains a history of all scheduled tasks. This information can be viewed from "Scheduled Tasks History".

To view the Scheduled Tasks History :

1. Click on the "Admin" Tab -->> "Task Scheduling" option under 'Scheduling"
2. Click on "Scheduled Task History".

This displays "Scheduled Gathering Tasks History".

Following are the fields available in the history of a scheduled task:

Fields	Description
Schedule Name	The name provided by the user.
Task Name	The Data Gathering Task executed.
Start Time	When the schedule was started.
End Time	When the schedule was completed.
Duration	The total time taken by the gathering task to complete its execution. This depends on the volume of data that is to be gathered.
Execution Status	Successful, Running or Failure of the listed scheduled gathering task is shown. The reason behind any failed schedule can be viewed by hovering over the corresponding "Failure" Link.

Log/Store Path

The Log/Store path option lets users edit the default "Message Tracking Log" and "Outlook Web Access Info (IIS) Log" Paths and information store paths.

Log Path

The Log Path information will be available only after the initial Essential Data Gathering task is executed.

To edit the default log path :

1. Click on Admin -->> Log/Store Path (under Configurations)
2. Select the server for which the log path needs to be edited.
3. Edit both the "Message Tracking Log Path" and "OWA" Log Path in the text box.
4. Click on the Save icon.

This will update the Message Tracking and Outlook Web Access Info(IIS) Log Paths.

The gatherings ("Message Tracking Logs" and "Outlook Web Access Info Logs (IIS Logs)") will use this new path.

The path should be in the following format:

- The Complete log folder path like "C:\Program Files\Microsoft\Exchange Server\TransportRoles\Logs\MessageTracking"

The "User" whose credentials are entered for "Message Tracking Log Gatherings" and "Outlook Web Access Info Log (IIS Log) Gatherings" must have a minimum Read permissions to read the log files.

Exchange Reporter Plus collects log data from the log path entered in it. The Log Path info (available immediately after the initial Essential Data Gathering Task is executed), is collected from the Active Directory.

A log path change made by a user in MS Exchange is not automatically reflected in the Active Directory. It is advisable to change that manually using the "Log Path" configuration option.

A manual update of the log paths in the product is always given preference over the log path information collected from Active Directory.

Information Store Path

From the "Information Store Path" option of Exchange Reporter Plus you can view the database storage paths of Information Stores in your Exchange Organization and also edit them.

To edit the default Database Storage Path of an Information Store :

1. Click on Admin -->> Log/Store Path (under Configurations)
2. Click on the icon against the "Database Storage Path" for the Information Store you would like to edit.
3. This Pops out a modify screen which allows you to edit any or both "EDB Path" and "STM Path" for respective databases of Exchange Information Stores.
4. Click on Update to modify the Database Storage Path for the Information Store.

The Databases of Information Stores in Exchange Server 2003 are stored in two different formats (.edb and .stm formats), Exchange Reporter Plus lists both these storage paths in different columns. The Databases of the Information Stores in Exchange Server 2007 and 2010 are stored in a single .edb format and is shown accordingly.

Exchange Reporter Plus collects the size of Information Store databases from the database path displayed here. The database Path info (available immediately after the initial Essential Data Gathering Task is executed), is collected from the Active Directory.

A change made to a "Database Storage path of an Information Store" in MS Exchange is not automatically reflected in the Active Directory. This implies that the Information Store data is not up-to-date in the product. It is advisable to change that manually using the "Information Store Path" configuration option.

A manual update of the "Database Storage paths for Information Stores" is always given preference over the database path information collected from Active Directory using Essential Data Gathering Task.

OrganizationSettings

To gather data from your Exchange Organization you will need to add that Exchange Organization in Exchange Reporter Plus.

If you give appropriate credentials during installation, the Exchange Organization will be added automatically. You can manually add a new Exchange organization and delete, modify or make an existing Exchange Organization as default from the "Organization Settings" option.

- Adding a new Exchange Organization
- Modifying an existing Exchange Organization
- Deleting an Exchange Organization
- Making an Exchange Organization as default

Adding a new Exchange Organization:

To add a new Exchange Organization:

1. Click on the "Organization Settings" link under the "Admin" Tab
2. Click on "Add New Organization" under Configurations
3. Enter the "Global Catalog Server" name. [If your Exchange Server is within your forest, Global Catalog Server name will be updated automatically.]
4. Provide "Credentials" and click on "Add" to add a New Exchange Organization.

[The credentials provided here will be used for a seamless data extraction from the Exchange Servers. Ensure proper credentials are provided –Check the complete list of privileges required for various data gatherings.]

Modifying an Exchange Organization:

To modify an Exchange Organization:

1. Click on the "Organization Settings" link under the "Admin" Tab
2. Click on the icon against the Exchange Organization that is to be modified.
3. Modify the required fields.
4. Click on "Update"

Deleting an Exchange Organization:

To delete an Exchange Organization:

1. Click on the "Organization Settings" link under the "Admin" Tab
2. Click on icon against the Exchange Organization to be deleted.

Making an Exchange Organization as Default:

Any Exchange Organizations can be made as default by clicking on the icon against the corresponding Exchange Organization.

By design, the product shows reports, home graphs and schedule creation options for the Exchange Organization selected as default.

Report Scheduling

You can schedule the automatic generation of reports by using the Report Scheduling process.

1. Select “Schedule New Report” on top right corner of the page.
2. Specify the schedule name and description details.
3. The ‘Select Report’ section lets you to select a report category and a specific report under the category.
4. The ‘Schedule Report Frequency’ can be used to specify the time span for report generation.

   Daily-This option is used for scheduling reports every day at a particular time.

   Weekly-This option is for scheduling a report on a particular day of the week at a specific time.

   Monthly-This option is for scheduling a report on a specific day of each month at the desired time.

   Only Once-This option can be used to schedule a report only once on the specified date and time.

5. The ‘Select Input’ section lets you to add and specify filters for the report.
6. You can select the storage path for specifying the location where you need the reports to be stored.
7. You can also select the report format as CSV, PDF or XLS.
8. Enabling the ‘Email this Scheduled report’ mails the report to the email address specified in the mail server settings.

Configurations

The following configuration options under the "Admin" Tab, allows a user to configure settings in Exchange Reporter Plus.

- **Report Settings -** Set default Time zone and Inactive period values using this option. Internal Mail Domains can also be added.
- **Product Settings -** Configure Exchange Reporter Plus Connection Settings, General Settings like logging level and Usage statistics gathering and the theme of the product using this option.
- **Mail Server Settings –** Configure the Mail server settings with its port number. The default to and from email address can also be set for report scheduling.

Report Settings

The Report settings allows you to change the default Time Zone and the inactive period. New internal domains can also be added.

Default Time Zone:

To Set or Change the Default Time Zone:

1. Click on Admin -->> Report Settings (Under Configurations)
2. Select the "Default Time Zone" between "GMT" and "Local"
3. Click on Save

GMT : Setting "GMT" as the Default Time Zone, will make the default time zone as GMT at all instances, where you are required to choose a time zone.

Local: Setting "Local" as the Default Time Zone, will make the default time zone as Local at all instances, where you are required to choose a time zone.

Inactive Period :

The Inactive Period value set here will be considered by Exchange Reporter Plus to categorize inactive distribution groups and mailboxes.

To set a default Inactive Period:

1. Click on Admin -->> Report Settings (Under Configurations)
2. Enter the Period of inactivity of Mailboxes and Distribution Groups in the text box provided.
3. Click on Save.

Internal Mail Domains:

The 'Internal Mail Domains' option lets user define internal mail domains based on which traffic data will be gathered. With this option, new mail domains can be added, existing ones can be modified or deleted.

To add a new internal mail domain:

1. Click on Admin -->> Report Settings (Under Configurations)
2. Enter the internal mail domain name. Use comma (,) to separate multiple domain names.
3. Click on Add.

To edit the internal mail domain:

1. Hover the mouse over the domain name.
2. Click on icon.
3. Edit the domain name and click on the save icon.

To delete the internal mail domain:

1. Hover the mouse over the domain name.
2. Click on icon.

Product Settings

The product settings allows you to change the Connection, General and Theme settings.

1) Connection Settings:

The connection settings allows you to change the "default port number", that a Server will run. By default, the Exchange Reporter Plus Server runs using the port number <8181>.

To Change the Port Number:

1. Click on Admin -->> Product Settings. (Under Configurations)
2. Input a desired Port Number.
3. Click on Save.

Check in the Enable ssl port[https] to enable secure sockets layer and enter the number.

> Changes in the Port Settings will reflect only on the restart of Exchange Reporter Plus Server.

2) General Settings:

The general settings can be used to set the logging level and enable or disable the Usage Statistics Gathering.

Logging Level :

To Set or Change logging level for debugging information:

1. Click on Admin -->> Product Settings. (Under Configurations)
2. Select the "Logging Level" between "Normal" and "Debug".

Normal Mode: Setting the Logging Level as "Normal" will log a minimal level of debugging information in the product log files.

Debug Mode: Setting the Logging Level as "Debug" will log a detailed level of debugging information in the product log files.

Usage Statistics Gathering:

You can enable or disable the Usage Statistics Gathering option. This setting helps us in improving Exchange Reporter Plus by keeping track of your usage pattern.

To enable or disable the setting:

1. Click on Admin -->> Product Settings. (Under Configurations)
2. Select the Enable or the Disable option.

3) Theme Settings:

The theme settings allows you to personalize the themes for Exchange Reporter Plus.
To select a theme:

1. Click on Admin -->> Product Settings. (Under Configurations)
2. Select the radio button against the "Blue Theme" or "Green Theme" and save. This updates the selected theme.

Mail Server Settings

You can configure the Exchange Mail Server settings using this option.

To specify the Mail Server settings:

1. Click on Admin -->> Mail Server. (Under Configurations)
2. Enter the Mail Server, Mail Port details in the text box.
3. If the mail server requires authentication, enable the option and provide the credentials.
4. The default from and to address can be configured for Report scheduling.
5. Click on the save button for the settings to get stored.
6. The “Send Test Mail” option can be used for sending test mail to the specified email id.

Utilities

The following are the options under Utilities in Admin tab.

- **User Management –** Decide who can use Exchange Reporter Plus and assign specific roles to them.
- **License Management –** You can manage your Exchange mailboxes by using the license management settings.

UserManagement

An administrator can select existing Active Directory users or create new users and assign "Admin" or "Operator" roles to them.

- Users provided **Admin Roles** can manage the configurations, data gathering schedules and view Reports.
- Users provided **Operator roles** can access the reports.

The User Management option allows you to:

- Add Users
- Modify the User Roles
- Assign New Password to an Exchange Reporter Plus user
- Delete Users
- Enable / Disable Users

Add Users:

You can either add an existing "Active Directory User" or Create a New User with "Exchange Reporter Plus authentication". The user created can be allowed to access the product with the Roles assigned to him.

To add an Existing Active Directory User

1. Click on Admin -->>User Management
2. Click on the "Add New User" link at the Top Right of the page.
3. Select the User Type as "Active Directory User".
4. Click on the "Select User" link against "User Name" to select the "Active Directory User" from the Pop-Up. (The quick search option enhances the speed of your search).
5. Select the "Role" to be assigned to the user.
6. Click on "Save".

This allows an existing "Active Directory User" to login into the product with his Active Directory credentials and perform the Role assigned to him.

To Create a New "Exchange Reporter Plus User" to access the product

1. Click on Admin -->>User Management
2. Click on the "Add New User" link at the Top Right of the page.
3. Select the User Type as "Exchange Reporter Plus User" from the Drop Down
4. Enter a User Name
5. Enter a Password
6. Confirm the Password.
7. Select the "Role" to be assigned to the user.
8. Click on "Save".

This creates a new user who can access the product with a corresponding "Role" assigned to him. This user can login into the product using "Exchange Reporter Plus authentication" with the "Password" given during user creation.

Modify the User Roles:

This will modify the Role assigned to a selected user. You cannot modify the role of the default "admin" user.

1. Click on Admin -->>User Management (This lists all the Users who can access the product)
2. To modify the User Role click on the icon.
3. Select a different Role from Drop Down. ("Admin" or "operator")
4. Click on "Save".

Assign a New Password to an Exchange Reporter Plus User

This action is applicable only for users who use an Exchange Reporter Plus authentication.

1. Click on Admin -->>User Management (This lists all the Users who can access the product)
2. Click on "Assign New" against the password to be changed user.
3. Enter the New Password
4. Confirm the Password
5. Click on Save.

This will assign a new password for the user. You can also change the default "admin" user password with this option.

Delete Users:

To delete a user:

1. Click on Admin -->>User Management (This lists all the Users who can access the product)
2. To delete a User click on the icon against the user to be deleted.
3. Click on OK.

You cannot delete the default "Admin" user.

Enable / Disable Users:

To enable / disable any user who accesses the product.

1. Click on Admin -->>User Management (This lists all the Users who can access the product)
2. To disable any user click on icon. (or) To enable any disabled user click on icon.

LicenseManagement

ManageEngine Exchange Reporter Plus license is based on the number of mailboxes. You need to buy a license corresponding to the number of mailboxes in your Exchange Organization. However, if you require data to be collected from selected mailboxes present in servers, you can selectively manage those mailboxes using this option.

Data is gathered for reporting only from managed mailboxes.

To Manage Exchange Mailboxes :

- Click on "License Management" under the "Admin" Tab.
- For each Exchange Server, click on the mailbox count and check the Mailboxes you want to manage.
- Click on the ok button.

To manage all mailboxes under a particular server in an Exchange Organization, hover the mouse over the mailbox count and select the "Manage All" option that appears.

To Un-manage Exchange Mailboxes :

- Click on "License Management" under the "Admin" Tab.
- Under each Exchange Server, click on the mailbox count and uncheck the Mailboxes you want to unmanage.
- Click on the ok button.

To unmanage all mailboxes under a particular server in an Exchange Organization, hover the mouse over the mailbox count and select the "Unmanage All" option that appears.

Troubleshooting

Essential Data Gathering [or] Distribution List Membership Gathering Tasks

Unable to bind root DSE

Causes:

- Not able to Ping the configured GC from the installation machine.
- Firewall has been enabled, and port 389 is closed.
- Unknown Username or Bad Password entered in the organization settings page.
- Global Catalog Server(GC) configured in the organization settings page might be down.

Resolution:

- Confirm if you are able to ping the Global Catalog Server from the machine where Exchange Reporter is installed.
- Exchange Reporter Plus uses port 389 for LDAP connection. If firewall is enabled, ensure that the port 389 is added to the exception list.
- Verify the correctness of Username and Password entered in the organization settings page.

Mailbox Account Properties [or] Mailbox Content [or] Public Folder Properties [or] Public Folder Content Gathering Tasks

MAPI is required for this report. Please install MAPI

Cause:

- MAPI required for this task is not installed.

Resolution:

- MAPI can be installed using any one of the following three MAPI providers - 'Microsoft Outlook 2003 and 2007', 'MAPI Download' or 'Exchange System Manager 2003 SP2'.

Note:

- Only 'MAPI Download' is supported for Exchange 2010 environments.
- 64-bit Microsoft Outlook is not supported by Exchange Reporter Plus.
- Ensure that 'MAPI Download' and 'Microsoft Outlook' are not installed on the same machine where Exchange Reporter Plus is installed.

Please set 'Microsoft Outlook' as default mail client

Cause:

- When 'Microsoft Outlook' is used as a MAPI provider, it must also be set as the default mail client.

Resolution:

- Set 'Microsoft Outlook' as the default mail client. To set Microsoft Outlook as the default mail client, Open Internet Explorer -->> Click on Tools -->> Internet Options -->> Click 'Programs' tab in the Email list, Click 'Microsoft Office Outlook' -->> Click 'OK'

Unknown User name or bad password provided in the 'Organization Settings' page. Please enter valid credentials

Cause:

- User Credentials provided in the 'Organization Settings / Task scheduling' page or while configuring 'Exchange Reporter Plus Service' might be wrong.

Resolution:

- Verify the correctness of the user name and password entered in the above locations. The username should be provided as <DomainName\UserName>

The user provided in the 'Organization Settings' page is not a member of view only administrative group

Cause:

- The User provided in the 'Organization Settings / Task scheduling' page or while configuring 'Exchange Reporter Plus Service' is not a member of a desired privileged group.

Resolution:

- Verify if the user provided in the 'Organization Settings' page is a member of one of the following Groups
    - 'Exchange View only Administrator Group', if Exchange Server 2003 User (or)
    - 'Exchange Organizational Administrator Group', if Exchange Server 2007 User (or)
    - 'Organizational management Group', if Exchange 2010 User.

  When the Product is installed as a Service, the configured Service Account must abide by the defined criteria. The configured service account must be a local system administrator.
  The user credential should have "Send As" and "Receive As" permissions on Organization Mailboxes.

The mailbox user provided in the 'Organization Settings' page is hidden from the Global Address List

Cause:

- User Credentials provided in the 'Organization Settings / Task scheduling' page or while configuring 'Exchange Reporter Plus Service' might be wrong. The mailbox user provided in the 'Organization Settings/Task Scheduling' page or while configuring the 'Exchange Reporter Plus Service' is hidden from the Global Address List.

Resolution:

- Verify if the user whose credentials entered in the 'Organization Settings' page, has a valid MAILBOX which is not hidden from the GAL (Global Address List).

  To unhide the user from Global Address List,
    - Open user properties from 'Active Directory Users and Computers', navigate to 'Exchange Advanced' Tab and uncheck 'Hide from Exchange Address List'.

'Access denied' to Organization mailboxes for the user credentials provided in the 'Organization Settings' page.

Cause:

- Insufficient Privileges to access Organization Mailbox for the user credentials provided. (The user credentials could be provided under the 'Organization Settings / Task scheduling' page or while configuring 'Exchange Reporter Plus Service').

Resolution:

- Verify if the user whose credentials entered in the 'Organization Settings' page
    1. Has a valid MAILBOX which is not hidden from the GAL (Global Address List).
    2. Has logged-on to his/her designated Mailbox at least once.
    3. Has "Send As" and "Receive As" permissions on the Organization Mailboxes.
    4. Is a member of one of the following Groups
        - 'Exchange View only Administrator Group' if Exchange Server 2003 User (or)
        - 'Exchange Organizational Administrator Group' if Exchange Server 2007 User (or)
        - 'Organizational management Group' if Exchange 2010 User
    5. Verify if the 'Exchange Server' under consideration is accessible from the machine where Exchange Reporter Plus is installed.

Unable to create MAPI profile. User credential provided in the 'Organization Settings' page does not have a valid mailbox.

Cause:

- User credential provided in the does not have a valid mailbox. The user credentials could be provided under the 'Organization Settings / Task scheduling' page or while configuring 'Exchange Reporter Plus Service'.

Resolution:

- Verify if the user whose credentials entered 'Organization Settings' page,
    - Has a valid MAILBOX that is not hidden from the GAL (Global Address List) and
    - Has logged-on to his/her designated Mailbox at least once.
    - Has "Send As" and "Receive As" permissions on Organization Mailboxes.

Unable to collect Mailbox Information using the credentials provided in the 'Organization Settings' page.

Cause:

- Unable to logon to MAPI Client required for collecting Mailbox Information with the credentials provided in any of the folowing locations - 'Organization Settings / Task Scheduling' page or while configuring 'Exchange Reporter Plus Service'.

Resolution:

- Verify the correctness of Username and Password entered in the organization settings page.
- Verify if the User credentials provided,
  1. Has a live accessible mailbox and
  2. Has Send As" and "Receive As" permissions on the Organization mailboxes.
  3. Is a member of one of the following Groups
     - 'Exchange View only Administrator Group' if Exchange Server 2003 User (or)
     - 'Exchange Organizational Administrator Group' if Exchange Server 2007 User (or)
     - 'Organizational management Group' if Exchange 2010 User

Mailbox store is unavailable or the user credential provided in the 'Organization Settings' page has no access to the store

Cause:

- Exchange Reporter Plus is unable to communicate with the Mailbox Information Store of the specified Exchange Server for the credentials provided. The user credentials could be provided under the 'Organization Settings / Task scheduling' page or while configuring 'Exchange Reporter Plus Service'.

Resolution:

- Ensure that the Mailbox Private Store of the specified Exchange Server is mounted. Also ensure that a privileged user credentials are provided in the Organization Settings page.

Problem in MAPI Installation. Please uninstall and re-install MAPI

Cause:

- An unexpected problem might have occurred while MAPI Installation.

Resolution:

- Sometimes MAPI installation might unexpectedly fail. Please uninstall and reinstall MAPI and restart Exchange Reporter Plus for the changes to take effect.

Schedule run Successful! Unmanaged Servers exempted from Data Gathering

Cause:

- The Scheduled Task includes one or more servers that are "unmanaged".

Resolution:

- Remove Unmanaged Servers from Scheduled Task Data Sources or ensure that the server has at least one managed mailbox.

Note:

- Exchange Reporter Plus is licensed based on number of mailboxes, for a Server to be managed it should include at least one licensed mailbox in it. You can manage mailbox license from Admin -->>License Management option.

Schedule run Successful! Unmanaged Mailboxes exempted from Data Gathering

Cause:

- The Scheduled Task includes one or more mailboxes that are "unmanaged".

Resolution:

- Ensure that only the managed mailboxes are considered for the scheduled task.

Note:

- Exchange Reporter Plus is licensed based on number of mailboxes. You can manage mailbox license from Admin -->>License Management option.

Message Tracking Logs [or] OWA Logs Gathering Tasks

Network Path not found

The given network path is no longer accessible

The specified network name is no longer available

No network provider accepted the given network path

Cause:

- Exchange Reporter Plus is not able to access the Log Path configured under 'Log/Store Path' settings page.

Resolution:

- Check if the 'Log/Store Path' configured under 'Log/Store Path' settings page is correct.
- Ensure that you are able to access the admin$ of the specified Server.
  - From the installation machine, select Start --> Run and type \\<Server Name>\admin$.
  - If you get the same error, enable Remote Administration Exception for the Server as below:
    - From the Server, select 'Start' --> 'Run' and type 'gpedit.msc' and hit 'enter'
    - Expand the Administrative Templates -> Network Connections -> Windows Firewall
    - Click the Domain Profile and double click the Windows Firewall : Allow remote administration exception
    - Select Enabled and click OK
- Ensure that you are able to ping the specified Server by FQDN

  From the installation machine, open a command prompt and type ping <FQDN of the Server>. You must be able to ping the Server using its Fully Qualified Domain Name (eg. hostname.domainname.com).

Given user has been denied to use the admin share

Cause:

- Unable to access the configured Exchange Server log files location with user credentials provided in the Organization Settings page.

Resolution:

- Check if you are able to 'ping' the admin share of the Specified Server from the installation machine using the user credentials provided in Organization Settings page.

  - From the installation machine Click on Start --> Run --> Type '\\<Servername>\c$'

- Check if the Log Path entered under 'Log / Store Path' in Exchange Reporter Plus is of the following format.

  - The Traffic Log Path Format for Windows 2003 Server would be like : 'C:\Program Files\Exchsrvr\<servename.log>' and for Windows 2007 / 2010 would be like 'C:\Program Files\Microsoft\Exchange Server\V14\Transport Roles\Logs\Message Tracking'

  - The OWA Log Path Format for Windows 2003 / 2007 Server would be like : 'C:\WINDOWS\system32\LogFiles\W3SVC1' and for Windows 2010 would be like 'C:\inetpub\logs\LogFiles\W3SVC1'

Invalid Log Path

Cause:

- Exchange Reporter Plus collects log path info from the Active Directory. A log path change made by a user in MS Exchange is not automatically reflected in the Active Directory.

Resolution:

- Verify the log path configured in Exchange Reporter Plus (Admin -->>Log / Store path). If any of the Servers log path is not correct, update them manually.
- To modify the 'Log Path' for the Specified Server:
  - Go to the 'Admin' tab in the product

    1. Click on 'Log / Store Path'
    2. Modify the 'Traffic Log Path'
    3. Modify the 'OWA (IIS) Log Path'
    4. Click on 'Save'.

No log files found

Cause:

- Message Tracking Logging or Outlook Web Access logs might not have been enabled in Exchange Server.

Resolution:

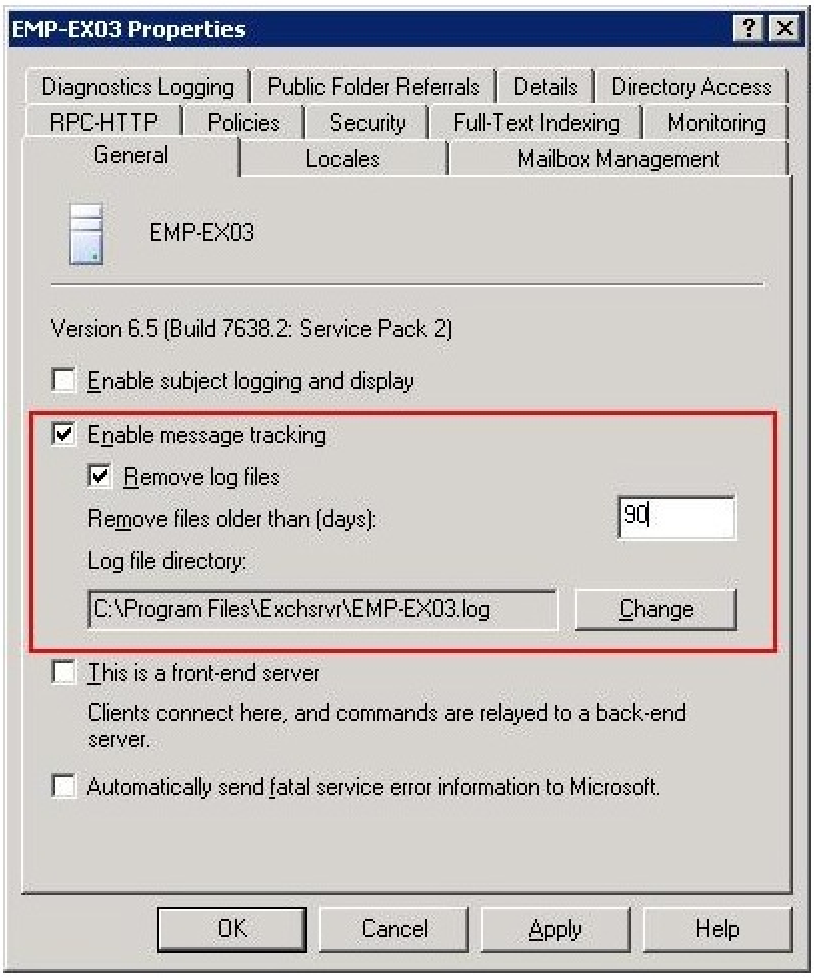
- Enable 'Message Tracking logs' in Exchange Server.

To enable Message Tracking Logs for Exchange Server 2003

Follow the below steps to enable 'Message Tracking Logs' for Exchange Server 2003

1. Click on Start -->All Programs -->> Microsoft Exchange -->>System Manager
2. From the 'Exchange System Manager' --> Right click against the Server and Click on 'properties'

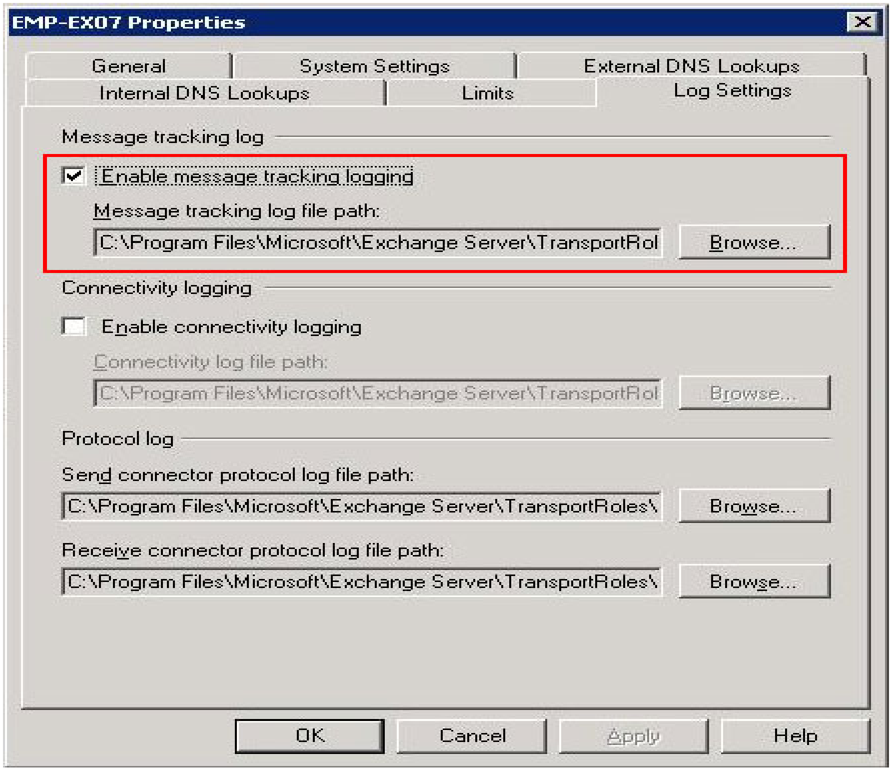
3. From the 'Properties' dialog, Click on 'General' Tab, provide a check against 'Enable Message Tracking' and click on 'OK' button.



<u>To Enable Message Tracking Logs for Exchange Server 2007/ 2010</u>

'Message Tracking Logs' for Exchange Server 2007/2010 must be enabled from the Management Console of the respective servers.

1. Click on Start -->All Programs -->> Microsoft Exchange Server 2007-->>Exchange Management Console
2. From the 'Exchange Management Console'-->Click on 'Hub Transport'--> Right click against the Server and Click on 'properties'
3. From the 'Properties' dialog, Click on 'Log Settings' Tab, provide a check against 'Enable Message Tracking' and click on 'OK' button.



- Enable Outlook Web Access Logs in Exchange Server

To enable Outlook Web Access Logs for IIS 6.0

Follow the below steps to enable logging for IIS 6.0

1. On the Taskbar, click Start --> Control Panel--> Administrative Tools--> Internet Information Services (IIS) Manager.
2. Right Click on Websites--> Default Web Site and select Properties.
3. Click Properties button under Enable Logging section

To Enable Outlook Web Access Logs for IIS 7.0

For IIS 7 follow the steps below to enable Cookie.

1. On the Taskbar, click Start --> Control Panel --> Administrative Tools --> Internet Information Services (IIS) Manager.
2. Right Click on Sites --> Default Web Site and select Properties
3. On the Logging page, in the Actions pane, click Enable to enable logging or click Disable to disable logging.
4. In Features View, double-click Logging.

OWA Requirements needs to be configured.

Cause:

- csCookie field might not have been enabled in OWA.

Resolution:

- Enable csCookie with the following steps.

Follow the below steps to enable csCookie logging for IIS 6.0

1. Go to Run -> Type 'inetmgr' -> Expand Server name.
2. Expand "Web Site" -> Go to Properties of "Default Web Site".
3. Enable Logging
4. Click on Properties --> Go to "Advanced" tab -> Provide a check against "Cookie (cs(Cookie)) and click on OK.

For IIS 7 follow the steps below to enable csCookie logging.

1. Go to Run --> Type 'inetmgr' -->Expand Server name
2. Expand 'Sites' --> Click on 'Default Web Site'
3. Open 'Logging'.
4. Enable logging by clicking on 'Enable' from Actions column.
5. Click on "Select Fields" under Log file and Enable Cookie (cs(Cookie)).

Schedule run Successful! Unmanaged Servers exempted from Data Gathering

Cause:

- The Scheduled Task includes one or more servers that are "unmanaged".

Resolution:

- Remove Unmanaged Servers from Scheduled Task Data Sources or ensure that the server has at least one managed mailbox.

Note:

- Exchange Reporter Plus is licensed based on number of mailboxes, for a Server to be managed it should include at least one licensed mailbox in it. You can manage mailbox license from Admin -->>License Management option.

Mailbox Permission Gathering Task

Please ensure Exchange Management Shell(EMS) is installed in the machine where the product is installed

Cause:

- For Exchange Server 2007 and 2010 environments, Exchange Management Shell is needed for gathering Mailbox Permission Reports

Resolution:

- Install Exchange Management Shell in the same machine where Exchange Reporter Plus is installed.

Exchange system manager (ESM) is needed for this schedule. ESM is compatible only with 32 bit machines. Please move the product to a 32 bit machine on which ESM can be installed

Cause:

- Exchange System Manager(ESM) is required for Mailbox Permission gathering in Exchange Server 2003 environments. 64 bit servers cannot accommodate Exchange System Manager (ESM).

Resolution:

- Uninstall the product and re-install it on a 32 bit machine where Exchange System Manager (ESM) is installed.

Schedule run Successful! Unmanaged Servers exempted from Data Gathering

Cause:

- The Scheduled Task includes one or more servers that are "unmanaged".

Resolution:

- Remove Unmanaged Servers from Scheduled Task Data Sources or ensure that the server has at least one managed mailbox.

Note:

- Exchange Reporter Plus is licensed based on number of mailboxes, for a Server to be managed it should include at least one licensed mailbox in it. You can manage mailbox license from Admin -->>License Management option.

SendingSupport Information

In-order to analyze issues or other challenges faced by evaluators / customers the Exchange Reporter Plus product team might request for product logs (Support Information). This will provide the team a clear understanding on the problem / challenge reported.

The creation of the support information is either done with the help of Automatic process or can also be done manually.

How to automatically create and send information:

1. Click on Support Tab -->> Support Info -->>**Create log :** Auto
2. This will automatically create a support info file and if there is an Internet connection enabled will also be automatically sent to Exchange Reporter Plus team.
3. In machines where internet connection is disabled, Once the support info file is created a Pop-up will prompt you to save the file on the local machine.
4. Attach the saved zip file and mail it to support@exchangereporterplus.com,
5. Alternatively if the file size is large you can upload the saved file to our server by following the below steps.
    1. Type : http://bonitas.zohocorp.com/upload/index.jsp on a web browser.
    2. Select "Exchange Reporter Plus" from the send to option.
    3. Provide your Email address.
    4. Add a comment.
    5. Attach the saved support info file from the stored location.
    6. Click on Upload.

The creation of support info using the Auto option might take a few minutes depending on the size of the logs, in these you can create support info manually.

How to manually create and send Information:

1. Go to Exchange Reporter Plus installation folder
2. Open the bin folder
3. Double click on "createSupportInfo.bat" file.
4. Go back to the installation folder and open logs\support folder to find ExchangeReporterPlus_Logs.zip file.
5. Attach the zip file and mail it to support@exchangereporterplus.com
6. Alternatively if the file size is large you can upload the saved file to our server by following the below steps.

1. Type : http://bonitas.zohocorp.com/upload/index.jsp on a web browser
2. Select "Exchange Reporter Plus" from the send to option.
3. Provide your Email address.
4. Add a comment.
5. Attach the saved support info file from the stored location.
6. Click on Upload.