Quick Start Guide
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Document summary

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

- What is Exchange Reporter Plus
- System requirements
- How to install Exchange Reporter Plus
- How to start and log in to Exchange Reporter Plus
- How to add an Exchange server, Exchange Online tenant, or a Skype for Business server for data collection
- Using the predefined reports

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

Exchange Reporter Plus overview

ManageEngine Exchange Reporter Plus is a reporting, monitoring, and change auditing tool for Exchange Server, Exchange Online, and Skype for Business Server. It features more than 450 unique reports on various Exchange entities such as mailboxes, email traffic, public folders, Outlook Web Access, and ActiveSync, along with reports featuring usage and configuration details about Skype for Business Server. Exchange Reporter also audits activities in Exchange servers and Exchange Online, and can send real-time email alerts.

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

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

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

For a quick look at some important aspects of Exchange Reporter Plus, refer to the product datasheet.
System requirements

Hardware requirements

<table>
<thead>
<tr>
<th>Hardware</th>
<th>Minimum</th>
</tr>
</thead>
<tbody>
<tr>
<td>Processor</td>
<td>Intel Core i3</td>
</tr>
<tr>
<td>RAM</td>
<td>4GB</td>
</tr>
<tr>
<td>Disk space</td>
<td>10 to 20 GB</td>
</tr>
</tbody>
</table>

Note: The storage space requirements might vary depending upon your organization size, mailbox size, traffic volume, Outlook Web Access logins, and mailbox and organization property changes.

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

<table>
<thead>
<tr>
<th>Number of users</th>
<th>Number of days</th>
<th>Total size</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1</td>
<td>37KB</td>
</tr>
<tr>
<td>1,000</td>
<td>100</td>
<td>37 x 1,000 x 100 = 3,700,000KB (or 3.7GB)</td>
</tr>
</tbody>
</table>

Tip: Use the Archive Settings (Settings > Configuration > Exchange Server > Archive Settings) to archive the reports and free up disk space as you prefer.

Port Requirements

<table>
<thead>
<tr>
<th>Source Hostname</th>
<th>Destination Hostname</th>
<th>TCP Port</th>
<th>Description/Reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exchange Reporter Plus</td>
<td>Exchange Servers</td>
<td>135</td>
<td>RPC</td>
</tr>
<tr>
<td></td>
<td></td>
<td>5985</td>
<td>Windows Powershell Default psSession Port</td>
</tr>
<tr>
<td></td>
<td></td>
<td>5986</td>
<td>Windows Powershell Default psSession Port</td>
</tr>
<tr>
<td></td>
<td></td>
<td>80</td>
<td>Powershell</td>
</tr>
<tr>
<td></td>
<td></td>
<td>443 (SSL)</td>
<td>Powershell</td>
</tr>
<tr>
<td>Active Directory</td>
<td></td>
<td>389</td>
<td>LDAP</td>
</tr>
<tr>
<td></td>
<td></td>
<td>636</td>
<td>LDAP SSL</td>
</tr>
</tbody>
</table>
**Software requirements**

**Supported platforms**
- Windows 7
- Windows 8
- Windows 8.1
- Windows 10
- Windows Server 2003
- Windows Server 2008
- Windows Server 2008 R2
- Windows Server 2012
- Windows Server 2012 R2
- Windows Server 2016
- Windows Server 2019
- Lync Server 2013
- Skype for Business Server 2015
- Skype for Business Server 2018

**Supported Exchange Servers**
- Exchange Server 2003
- Exchange Server 2007
- Exchange Server 2010
- Exchange Server 2013
- Exchange Server 2016
- Exchange Server 2019

**Supported browsers**
- Internet Explorer 9 and above
- Firefox 45 and above
- Google Chrome 45 and above

Preferred screen resolution 1024 x 768 pixels or higher

**Supported databases**
- MS SQL and
- PostgreSQL (comes bundled with the product)
Prerequisites for installation

For Exchange Server


   **Note:** In Windows Server 2008 R2 and above, Windows Management Framework is installed by default.

2. Install Microsoft .NET Framework 3.5 Service Pack 1 or above.

3. Install Microsoft Exchange Web Services Managed API 2.2.


5. Enable csCookie. (Refer to the Appendix for instructions)

6. For mailbox and public folder content reports: The user account that you use to configure the Exchange server in Exchange Reporter Plus must have a valid mailbox that is not hidden from the global address list. The user must also have logged into the mailbox at least once.

7. Ensure there's a valid mailbox for MAPI Profile (applies only for Exchange Server 2003 and 2007 versions).

For Exchange Online

1. Install Azure Active Directory PowerShell module.

2. Install MSOnline PowerShell module.

3. Install Microsoft Online Service Sign-in Assistant.

For Skype for Business


Exchange Reporter Plus supports Skype for Business reporting function in the following platforms:

- Windows 7 and above
- Windows Server 2008 R2 and above
Privileges required for Exchange Reporter Plus

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

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

<table>
<thead>
<tr>
<th>Features</th>
<th>Privileges required</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Exchange Server</strong> reporting, auditing, and monitoring</td>
<td>The user account must be a member of the:</td>
</tr>
<tr>
<td></td>
<td>• Domain Admins group</td>
</tr>
<tr>
<td></td>
<td>• Organization Management group</td>
</tr>
<tr>
<td><strong>Exchange Online</strong> reporting and auditing</td>
<td>The user account must have a:</td>
</tr>
<tr>
<td></td>
<td>• Global Administrator role</td>
</tr>
<tr>
<td><strong>Skype for Business Server</strong> reporting</td>
<td>The user account must be a member of the:</td>
</tr>
<tr>
<td></td>
<td>• CsAdministrator or</td>
</tr>
<tr>
<td></td>
<td>• CsViewOnlyAdministrator group</td>
</tr>
</tbody>
</table>

Installing Exchange Reporter Plus

1. **Download** Exchange Reporter Plus.

2. Double-click the downloaded EXE file to start the InstallShield Wizard.

3. Follow the instructions displayed on the InstallShield Wizard to complete the installation.

*Note:* If you have already installed Exchange Reporter Plus, use the **Service Pack** to update to the latest version.

Installing Exchange Reporter Plus as a Windows service

1. Click **Start > Programs > Exchange Reporter Plus > Service > Install Exchange Reporter Plus Service.**

2. When you install the Exchange Reporter Plus Service, the following dialog box will appear:
3. Please provide the credentials of a user who has administrative privileges on the local machine where the product is installed.

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

Starting Exchange Reporter Plus

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

1. Double-click the desktop icon. Exchange Reporter Plus will open in a web browser.

2. It can also be started from: Start > Programs > Exchange Reporter Plus > Start Exchange Reporter Plus.

3. If Exchange Reporter Plus is installed as a Windows service, then start it using the Windows Services Manager (services.msc) tool.

Accessing Exchange Reporter Plus

Note: Ensure Exchange Reporter Plus is running.

1. Open a web browser and type http://<hostname>:<port number> in the address bar.
   - Hostname: IP address or hostname of the machine in which Exchange Reporter Plus is installed.
   - Port number: The port number used by Exchange Reporter Plus. By default, it is 8181.

2. Or, double-click the desktop icon again to open Exchange Reporter Plus in a web browser.

3. If the product has already been started as an application, you can launch it by right-clicking the system tray icon of Exchange Reporter Plus and selecting Start Client.
Stopping the product


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

Logging in to Exchange Reporter Plus

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

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

2. Click Login.

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

- Go to Settings > Admin > Utilities > User Management.

- Under the Actions column, click the edit icon next to the admin account.

- Click Edit Password.

- Enter the new password, then enter it again to confirm it.

- Click Save.

Configuring Exchange Server, Exchange Online, and Skype for Business Server for data collection

To start collecting data, you need to first add an Exchange Server, an Exchange Online tenant, or a Skype for Business Server in Exchange Reporter Plus.

Adding an Exchange Server

1. Log in to Exchange Reporter Plus as an admin.

2. Click the Org/Tenant Settings button at the top right corner of the web console.

4. Enter the Global Catalog Server name.
   
   **Note:** If the Exchange Server is within your forest, the Exchange organization will be added automatically.

5. Enter the **Username** and **Password** of a user account with appropriate privileges.

6. Click Save.

### Adding an Exchange Online tenant

1. Log in to Exchange Reporter Plus as an admin.

2. Click the Org/Tenant Settings button at the top right corner of the web console.


4. Enter the **Account Name** and **Password** of a user account with appropriate privileges.

5. Click Save.

### Adding a Skype for Business Server

1. Log in to Exchange Reporter Plus as an admin.

2. Click the Org/Tenant Settings button at the top right corner of the web console.

3. Under the Skype Server tab, click Add New Forest.
Adding a Skype for Business Server

4. Enter the **Global Catalog Server** name.

   **Note:** If the Skype for Business Server is within your forest, the Global Catalog Server name will be updated automatically.

5. Enter the **Username** and **Password** of a user account with **appropriate privileges**.

6. Click **Save**.

Delegating access to technicians

Now that Exchange Reporter Plus has been configured to collect data, it will start generating reports and alerts. You can allow other users, such as help desk technicians, to access the reports by assigning them one of the two roles available in Exchange Reporter Plus.

**Admin role:** Users assigned this role have full control over the product. They can view and generate reports, modify audit and alert configurations, assign or modify roles of other users, and more.

**Operator role:** Users assigned this role can only view the reports.

The user can be either an existing Active Directory user, or you can create a new Exchange Reporter Plus user who exists only within the realm of the product. AD users can log in with their domain username and password, and Exchange Reporter Plus users need to use the username and password entered by the admin during user creation.

You can also enable, disable, delete, or change the role of users anytime you want.

To delegate access to users:

1. Log in to **Exchange Reporter Plus** as an admin.

2. Go to **Settings > Admin > Utilities > User Management**.

3. Click **Add Technicians**.
4. Select the **User type** from the drop-down. You can choose between Active Directory User and Exchange Reporter Plus User.

5. Assign a **role** from the Select Role drop-down.

6. If you choose the Exchange Reporter Plus User type, then provide the **Username** and **Password** details as well.

7. Click **Save**.

**Note:** The default admin account with Exchange Reporter Plus authentication cannot be deleted or modified.

**Tip:** To audit the actions of users assigned the technician role, go to **Settings > Admin > Utilities > Technician Activity.**

**Exchange Reporter Plus dashboard**

When you log in to the product, you will land on the dashboard of Exchange Reporter Plus. The dashboard provides a graphical summary of the most important aspects of your on-premises Exchange Server, Exchange Online, and Skype for Business Server environments.
Using the reports

With over 500 predefined state-in-time, audit, and monitoring reports, Exchange Reporter Plus provides you complete visibility into your Exchange on-premises, Exchange Online, and Skype for Business environments.

To access a report:

1. Log in to Exchange Reporter Plus as an admin or operator.
2. Go to the Reporting tab.
3. Choose a report category, i.e., Email Traffic.
4. Click a report from the list, i.e., Number of Messages by Sender.
5. Choose Exchange Organization from the drop-down, and specify the period.
6. Click Generate Now.
7. The Number of Messages by Sender report will show you the top 10 senders for the specified period in an easy-to-understand graph. The report will also contain a comprehensive table containing more information.
8. You can apply filters to pare down the report until it shows only the information you need.
9. To receive the report periodically to your inbox, use the **Schedule New Report** option.

10. Use the **Export As** option to save the report in HTML, PDF, XLS, or CSV file formats.

11. To print the report or add it to your favorites, use the **More** option.

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**Appendix**

**Steps to enable csCookie**

1. Open the **Run** dialog box and enter **inetmgr**.

2. In the left pane, expand the **machine name > Sites**.

3. Click **Default Web Site**.

4. In the middle pane, double-click **Logging**.

5. In the right pane, under **Actions**, click **Enable**.

6. For IIS 7 and above:
   
   a. Under the **Log File** section, click **Select Fields**.
   
   b. Check the **Cookie (cs(Cookie))** box.
   
   c. Click **OK**.

7. For IIS 6:
   
   a. Click **Properties** and go to the **Advanced** tab.
   
   b. Check the **Cookie (cs(Cookie))** box.
   
   c. Click **OK**.
Exchange Reporter Plus is an analysis, monitoring, and change auditing solution for Exchange Online and Exchange Servers. It features over 300 unique reports on various Exchange entities such as mailboxes, public folders, Outlook Web Access, and ActiveSync. Customize reports to track room mailbox usage, break down email response times, and locate messages based on keywords in their content. Configure alerts in Exchange Reporter Plus for instant notifications on critical changes that require your immediate attention.

Related documents

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

<table>
<thead>
<tr>
<th>Document</th>
<th>What is it about?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Admin guide</td>
<td>This is an all-inclusive guide that covers all the aspects of the product and provides step-by-step instructions on how to configure and use the various settings it provides.</td>
</tr>
<tr>
<td>SSL configuration guide</td>
<td>This guide provides step-by-step instruction on how to apply an SSL certificate in the product, and enable a secure connection (HTTPS) between the browser and Exchange Reporter Plus server.</td>
</tr>
<tr>
<td>Database maintenance guide</td>
<td>This guide contains frequently asked questions about database maintenance in Exchange Reporter Plus.</td>
</tr>
<tr>
<td>Reverse proxy guide</td>
<td>This guide provides step-by-step instructions on how to enable a reverse proxy for Exchange Reporter Plus.</td>
</tr>
</tbody>
</table>

About Exchange Reporter Plus

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