Installation Guide

For

Exchange Reporter Plus

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Introduction to ManageEngine Exchange Reporter Plus

ManageEngine Exchange Reporter Plus is a web-based analysis 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 mail traffic statistics & analysis, mailbox size growth rate, server usage pattern, and other important data, 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 13 different categories as listed below.

- Organization Reports
- Organization Traffic Reports
- Storage Reports
- Server Traffic Reports
- Mailboxes Reports
- Mailbox Traffic Reports
- Mailbox Content Reports
- Custom Recipients Traffic Reports
- Distribution Lists Reports
- Distribution Lists Traffic Reports
- Public Folders Reports
- Public Folder Content Reports
- Outlook Web Access Reports

Contact ZOHO Corp.

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Web site	www.zohocorp.com
ZOHO Corp. Headquarters	ZOHO Corp. Inc. 4900 Hopyard Rd, Suite 310 Pleasanton, CA 94588 USA Phone: +1-925-924-9500 Fax : +1-925-924-9600 E-mail: info@manageengine.com
ZOHO Development Center	ZOHO Development Centre (I) Private Limited 11 Sarathy Nagar, Vijaya Nagar, Velachery, Chennai 600 042 INDIA Phone: +91-44-22431115 (10 lines) Fax: +91-44-22435327 E-mail: info@manageengine.com

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 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

System Requirements

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 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.

Important Screens on the Install Shield Wizard during Installation:

1. MAPI Pre-requisite check,
2. Default credentials to be used for all the Gatherings
    - Privileges required for various data gatherings

MAPI Pre-requisite Check:

Exchange Reporter Plus requires **MAPI** (Messaging Application Programming Interface) to produce reports on Size and content of Mailboxes and Public Folders. It checks the availability of MAPI on the Installation Machine and shows the status of MAPI availability or unavailability on a Prerequisite Check screen. This screen shows if MAPI has been detected / not detected on the installation machine.

If MAPI is not detected in environments that have Exchange 2010 Servers. Exchange Reporter Plus will show the below MAPI Pre-requisite check screen which provides MAPI Download option to download and install MAPI.

MAPI Prerequisite check - MAPI not detected in organizations that have Exchange 2010

For organizations that do not have Exchange 2010 Servers in their environment. The below Pre-requisite Check Screen with 3 MAPI download options is suggested. In these environments without an Exchange 2010 Server installed. Exchange Reporter Plus can use a MAPI downloaded from any of the below listed option and shown on the MAPI Pre-requisite Check screen as well.

1. Exchange System Manager (ESM) 2003 SP2
2. Microsoft Office Outlook 2003 and 2007.
3. MAPI Download from Microsoft Download Link.

MAPI Prerequisite check - MAPI not detected in environments that do not have Exchange Server 2010.

Once the required MAPI is installed / detected you will receive the screen as shown below.

MAPI Prerequisite check – MAPI detected

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 here will be used as the default credentials for all the data gatherings.

Default Credentials used for Data Gathering Tasks

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 Size Data	Exchange View only administrator
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 message tracking / 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, the product automatically collects the data at scheduled time intervals and stores the data into an in-built MySQL 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

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 /Windows 2008 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

Accessing Exchange Reporter Plus

To access the product, 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 the product.

	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.