



ManageEngine
ExchangeReporter plus

*Exchange Server Analysis
& Reporting*

Help Document

Table of Contents

WELCOMETO EXCHANGE REPORTER PLUS	4
CONTACTZOHOCORP	5
GETTINGSTARTED	7
SYSTEMREQUIREMENTS	8
INSTALLATIONOF EXCHANGE REPORTER PLUS.....	9
HOWEXCHANGE REPORTER PLUS WORKS	11
WORKINGWITH EXCHANGE REPORTER PLUS	12
LICENSINGOF EXCHANGE REPORTER PLUS	15
DASHBOARDVIEW	16
REPORTS	17
REPORTSBASED ON DATA GATHERINGS.....	19
ORGANIZATIONREPORTS.....	22
ORGANIZATIONTRAFFIC REPORTS	27
STORAGEREPORTS	31
SERVERTRAFFIC REPORTS	34
MAILBOXESREPORTS.....	37
MAILBOXTRAFFIC REPORTS	41
MAILBOXCONTENT REPORTS	43
CUSTOMRECIPIENT TRAFFIC REPORTS.....	46
DISTRIBUTIONLIST REPORTS	48
DISTRIBUTIONLISTS TRAFFIC REPORTS	49
PUBLICFOLDER REPORTS.....	51
PUBLICFOLDER CONTENT REPORTS	53
OUTLOOKWEB ACCESS REPORTS.....	55
ADMIN	56
TASKSCHEDULING.....	57
<i>DataGatherings by Exchange Reporter Plus</i>	<i>58</i>
<i>Howto Schedule Various Data Gathering Tasks.....</i>	<i>61</i>
<i>Scheduling New Data Gathering Tasks</i>	<i>61</i>
<i>Scheduling Essential Data Gathering Tasks</i>	<i>64</i>
<i>Scheduling Distribution List Membership.....</i>	<i>65</i>
<i>GatheringTasks</i>	<i>65</i>
<i>Scheduling Mailbox Account Properties Gathering Tasks</i>	<i>66</i>
<i>Scheduling Mailbox Content Gathering Tasks.....</i>	<i>67</i>
<i>Scheduling Public Folder Properties Gathering Tasks</i>	<i>69</i>
<i>Scheduling Public Folder Content Gathering Tasks</i>	<i>70</i>
<i>Scheduling Message Tracking Logs Gathering Tasks</i>	<i>71</i>
<i>Scheduling Outlook Web Access Info Log GatheringTasks.....</i>	<i>72</i>
VIEWINGSCHEDULED TASKS.....	74
MODIFYINGSCHEDULED TASKS.....	76
SCHEDULEDTASKS HISTORY	77
CONFIGURATIONS.....	78
ORGANIZATIONSETTINGS	79
LOGPATH.....	81

INFORMATIONSTORE PATH.....	82
CONNECTIONSETTINGS.....	83
SERVERSETTINGS.....	84
PERSONALIZETHEMES FOR EXCHANGE REPORTER PLUS.....	85
LICENSEMANAGEMENT.....	86
USERMANAGEMENT.....	87
TROUBLESHOOTING.....	89
SENDINGSUPPORT INFORMATION.....	91

Welcome to 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 14 different categories as listed below.

- Organization Reports
- Organization Traffic Reports
- Storage Reports
- Server Traffic Reports
- Mailboxes Reports
- Mailbox Traffic Reports
- Mailbox Content Reports
- Mailbox Permission Reports
- Custom Recipients Traffic Reports
- Distribution Lists Reports
- Distribution Lists Traffic Reports
- Public Folders Reports
- Public Folder Content Reports
- Outlook Web Access 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 ZOH O Corp.

- ZOH O Corp. Headquarters
- Sales
- Technical Support

ZOH O Corp. Headquarters

Web site	www.zohocorp.com
ZOH O Corp. Headquarters	ZOH O 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
ZOH O 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 ZOH O Corp. headquarters at the following numbers:

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

Technical Support

One of the value propositions of ZOH O 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.

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 (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 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

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

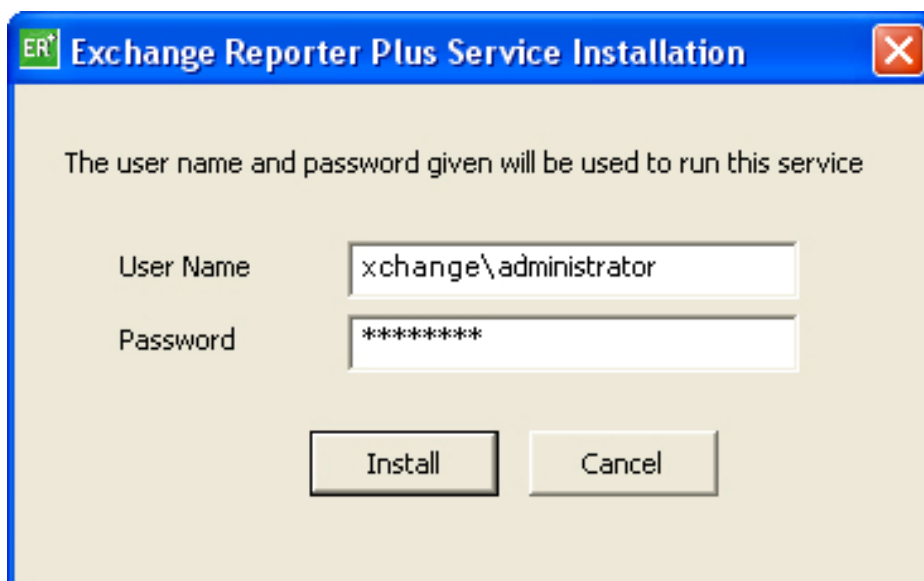
Running Exchange Reporter Plus as a Service :

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

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 mailboxes present in some servers alone, you can selectively manage those servers using the manage / unmanage option in the product, in this case you can purchase license only for the number of mailboxes present in the managed servers. Data is gathered for reporting only from the servers that are managed.

Trial License:

When you download and install the product, the product starts in a trial mode. This is fully functional for 30 days. In the trial mode, data is gathered for reporting from your entire Exchange Organization.

After the 30 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.

Consider an organization that has 3 Exchange Servers A, B and C with 1000, 800 and 500 mailboxes respectively.

- To manage your entire Exchange Organization, a mailbox license count that equals 2300 (1000+800+500) is to be purchased.
- On purchasing a 1500 mailbox license, you will be able to manage two Servers either (A and C) or (B and C) simultaneously.
- Purchasing a 1800 mailbox license, allows you to manage any of the server combinations provided (A and B), (A and C) or (B and C) at any given instant.

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 13 different categories:

- 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 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 <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • Mailbox Stores • Mailbox Stores Growth • Public Stores • Public Stores Growth • Server Storage Server Storage Growth
	Mailboxes <ul style="list-style-type: none"> • Mailbox Enabled Users • Hidden Mailboxes • Mailbox Features • Mailbox Message Delivery Settings • Mailbox Size Restrictions • Mailbox Message Restrictions • Mailbox with Delegates Mailbox with Forward To
	Mailbox with Forward To

Type of Data Gathering	Reports
	<p>Distribution Lists Distribution Lists</p> <p>Public Folders Mail Enabled Public Folders</p>
<p>Distribution List Membership Gathering Task</p>	<p>Distribution Lists Distribution List Members</p>
<p>Mailbox Account Properties Gathering Task</p>	<p>Storage</p> <ul style="list-style-type: none"> • Mailbox Size <p>Mailbox Size Growth</p> <p>Mailboxes</p> <ul style="list-style-type: none"> • Mailbox Size • Mailbox Size Growth • Mailbox Size vs Allotted Size <p>Orphaned Mailboxes</p>
<p>Mailbox Content Gathering Task</p>	<p>Mailbox Content</p> <ul style="list-style-type: none"> • 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 <p>Messages By Attachment File Size</p>
<p>Public Folder Properties Gathering Task</p>	<p>Organization</p> <ul style="list-style-type: none"> • Organization Summary <p>Servers</p> <p>Storage Public Folder Size</p> <p>Public Folders</p> <ul style="list-style-type: none"> • Public Folder List • Public Folder Replicas <p>Public Folder Size</p>
<p>Public Folder Content Gathering Task</p>	<p>Public Folder Content</p> <ul style="list-style-type: none"> • Messages By Subject Keyword • Messages By Body Keyword • Attachments By File Name Keyword • Attachments By File Extension Keyword <p>Attachments By File Size</p>
<p>Message Tracking Logs Gathering Task</p>	<p>Organization Traffic</p> <ul style="list-style-type: none"> • Organization Traffic Summary • Sent Traffic By Messages • Sent Traffic By Size • Received Traffic By Messages <p>Received Traffic By Size</p>

Type of Data Gathering	Reports
	<p>Server to Server Traffic</p> <ul style="list-style-type: none"> • Delivery Times by Server • Number of Messages Sent by Server • Size of Messages Sent by Server • Number of Messages Received by Server <p>Size of Messages Received by Server</p> <p>Mailbox Traffic</p> <ul style="list-style-type: none"> • Number of Messages By Sender • Size of Messages By Sender • Number of Messages By Receiver <p>Size of Messages By Receiver</p> <p>Custom Recipient Traffic</p> <ul style="list-style-type: none"> • Custom Recipients by Message • Custom Recipients by Size • Users of Custom Recipients by Message <p>Users of Custom Recipients by Size</p> <p>Distribution List Traffic</p> <ul style="list-style-type: none"> • Distribution Lists by Message • Distribution Lists by size • Users of Distribution Lists by Message <p>Users of Distribution Lists by size</p> <p>Mailbox</p> <ul style="list-style-type: none"> • Inactive Mailboxes By Last Sent Mail <p>Orphaned Mailboxes</p> <p>Distribution Lists</p> <p>Inactive Distribution Lists</p>
<p>Outlook Web Access Info Log Gathering Task</p>	<p>Outlook Web Access</p> <ul style="list-style-type: none"> • Log on By Users • Browser based Log on • Client IP based Log on <p>Server based Log on</p>

Organization Reports

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".

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".

	<ul style="list-style-type: none"> 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. <p>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.</p>
-----------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

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.


	<p>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.</p>
-------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

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.

Storage Reports

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
- 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.

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.

	<ul style="list-style-type: none"> 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. <p>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.</p>
-----------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

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)

	<p>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.</p>
-------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

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
- Orphaned 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"

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"

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.

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

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.

Mailbox Content 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.

Custom Recipient 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.

	<ul style="list-style-type: none"> 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. <p>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.</p>
-----------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

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.

Distribution List 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

Distribution Lists 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.

Public Folder 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.

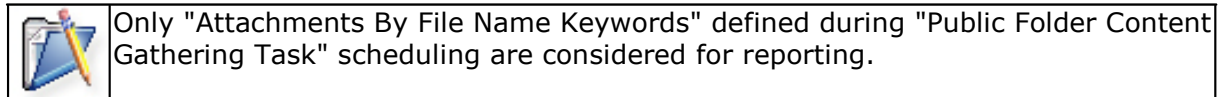
Attachments By File Name Keyword:

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.



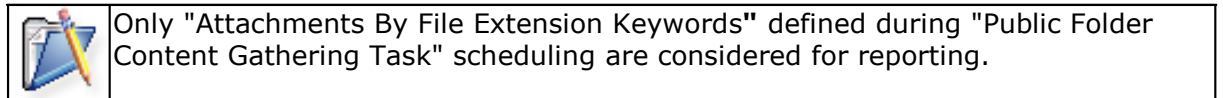
Attachments By File Extension Keyword:

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.



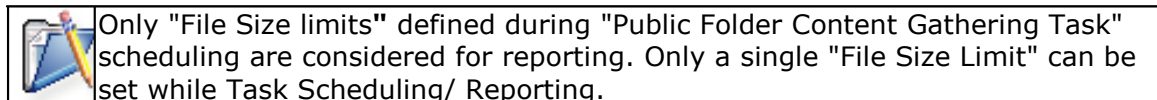
Attachments By File Size:

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"



Outlook Web 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.

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.

Configurations

You can Add or modify any of the below:

- **Organization Settings** - Add a new Exchange Organization or modifying any Exchange Organization using this option.
- **Log Path** - Set the log paths for Message Tracking Logs and Outlook Web Access Info Logs (IIS Logs) from here.
- **Personalize** - Modify the Theme of the product using this option.
- **Connection** - Configure Exchange Reporter Plus Connection Settings using this option.
- **Server Settings** - Set default logging level and Time zones using this option.

User

- **User Management** - Configure users and assign roles to them with which they can access the product.

License

- **License Management** - Allows you to manage/unmanage Exchange servers from where the product will gather data.

TaskScheduling

Reports in Exchange Reporter Plus are based on the data collected from various Exchange objects. To collect data Exchange Reporter Plus uses 8 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 8 **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. Message Tracking Logs Gathering Task
8. Outlook Web Access info (IIS Logs) 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 collect 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. Message Tracking 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. Outlook Web Access info (IIS 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)

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 Size Data	Exchange View only administrator who has a mailbox.
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
Message Tracking Logs Gathering Task	Message Tracking Log Files
Outlook Web Access info Gathering Task	IIS Log Files

Howto Schedule Various Data Gathering Tasks

Scheduling New 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.

Scheduling Essential 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: Default credentials are provided at "Exchange Reporter Plus" installation or when an Exchange Organization was added.]
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.

Scheduling Distribution List Membership

Gathering Tasks

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: Default credentials are provided at "Exchange Reporter Plus" installation or when an Exchange Organization was added.]
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.

Scheduling Mailbox 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: Default credentials are provided at "Exchange Reporter Plus" installation or when an Exchange Organization was added.]
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.

Scheduling Mailbox 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: Default credentials are provided at "Exchange Reporter Plus" installation or when an Exchange Organization is added.]
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.

Scheduling Public 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: Default credentials are provided at "Exchange Reporter Plus" installation or when an Exchange Organization was added.]
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.


Scheduling Public 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: Default credentials are provided at "Exchange Reporter Plus" installation or when an Exchange Organization was added.]
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.

	<p>This will schedule a Public Folder Content Gathering Task.</p> <ul style="list-style-type: none"> • 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. <p>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.</p>
-------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Scheduling Message Tracking Logs Gathering Tasks

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

This Task collects the message tracking log files from the Exchange Server and parses the log files for mail traffic information to produce reports like - top senders, top receivers, server to server traffic, organization traffic, internal and external traffic.

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: Default credentials are provided at "Exchange Reporter Plus" installation or when an Exchange Organization was added.]
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 yesterdays 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.

Scheduling Outlook Web Access Info Log Gathering Tasks

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: Default credentials are provided at "Exchange Reporter Plus" installation or when an Exchange Organization was added.]
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 yesterdays 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 ○
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 ○
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

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. To view data in all the reports you will need to create appropriate schedules.
2. Creating schedules (Data Gathering Tasks) manually can be done from the Task Scheduling option.

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.

ScheduledTasks 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.

Configurations

The following configuration options under the "Admin" Tab, allows a user to configure settings in Exchange Reporter Plus.

- **Organization Settings** - Add a new Exchange Organization or modify Exchange Organizations.
- **Log Path** - Set the log paths for Message Tracking Logs and Outlook Web Access Info Logs (IIS Logs).
- **Connection** - Configure Exchange Reporter Plus Connection Settings.
- **Personalize** - Modify the Theme of the product.
- **Server Settings** - Set default logging level and Time zones.

Organization Settings

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.

LogPath

The Log Path lists the "Message Tracking Log" and "Outlook Web Access Info (IIS) Log" Paths for all managed Exchange Servers.

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 Path (under Configurations)
2. Click on the  icon against the "Log Path" you would like to edit.
3. This Pops out a modify screen which allows you to edit both "Message Tracking Log Path" and "OWA" Log Path.
4. Click on Update after log path is modified.

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 can be in any one of the following formats:

- The Complete log folder path like "C:\Program Files\Microsoft\Exchange Server\TransportRoles\Logs\MessageTracking"
- Share Name like <Server Name>\<Share Name> (or)
- Share directory like <Server Name>\C\$\<Directory>

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

Mailboxes and public folders in MS Exchange are contained in two databases, namely the private and public information databases. The private information database holds user mailboxes and the public information database holds public folders. The private and public information databases, which together are known as the Information Store.

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 -->> Information Store Path (under Configurations)
2. Select the "Organization".
3. Select the "Server Name" to view the database path of Information Stores in that Exchange Server.
4. Click on the  icon against the "Database Storage Path" for the Information Store you would like to edit.
5. 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.
6. 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 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.

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 -->> Connection. (Under Common Settings)
2. Input a desired Port Number.
3. Click on Save.



Changes in the Port Settings will reflect only on the restart of Exchange Reporter Plus Server.

Server Settings

The Server settings allows you to set the Default time zones and logging levels.

Default Time Zone:

To Set or Change the Default Time Zone:

1. Click on Admin -->> Server (Under Common Settings)
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.

Logging Level :

To Set or Change logging level for debugging information:

1. Click on Admin -->> Server (Under Common Settings)
2. Select the "Logging Level" between "Normal" and "Debug".
3. Click on Save

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.

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 -->> Server (Under Common Settings)
2. Enter the Period of inactivity of Mailboxes and Distribution Groups in the text box provided.
3. Click on Save.

Personalize Themes for Exchange Reporter Plus

The "Personalize" option allows to "Personalize the themes for Exchange Reporter Plus"

Select the radio button against the "Blue Theme" or "Green Theme" and save. This updates the selected theme.

License Management

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 mailboxes present in some servers alone, you can selectively manage those servers using this option.

Data is gathered for reporting only from managed servers.

To Manage Exchange Servers :

- **Click on "License Management" under the "Admin" Tab.**
- **Select the Servers you want to manage.**
- **Click on the "manage" button.**

To manage all servers in an Exchange Organization, select the "Exchange Organization name" and click "Manage".

To Un-manage Exchange servers :

- **Click on "License Management" under the "Admin" Tab.**
- Select the "Servers" you want to unmanage.
- Click on the "UnManage" button.

To unmanage all servers in an Exchange Organization, select the "Exchange Organization name" and click "UnManage".

User Management

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.

Troubleshooting

When Scheduled Data Gatherings fail to collect data, the reports dependent on them might show "No Data Available". Listed below are some of the immediate measures to troubleshoot Data Gathering challenges.

1. Essential Data Gathering.
2. Mailbox Account properties and Public Folder properties Gatherings.
3. Message tracking logs / OWA log files Gatherings
4. Mailbox Content Gathering

Essential Data Gathering:

Ensure that the user, whose credentials provided to run Essential Data Gathering tasks:

- Has read permissions on configuration naming context. [Enterprise admin, root domain admin, Exchange Organization admin, Exchange View Only admin have these permissions by default.]
- Has read access permission to the administrative shares present in the Exchange Server.

Mailbox Account properties and Public Folder properties Gatherings:

- Extracting Mailbox Account Properties and Public Folder Properties requires MAPI to be installed. This can be done using any one of the three MAPI providers.(Outlook or MAPI Download or Exchange System Manager 2003 SP2). For Exchange 2010 environments only MAPI Download is supported.
- The credential of the user provided for data gathering should have administrative privileges over the entire Exchange Organization.
- Ensure that the user account used for data gathering, has a mailbox which is not hidden from the Global Address List (GAL).
- If **Outlook** is used as MAPI provider then it should be the default mail client (This can be checked by opening Internet Options in Internet Explorer - Under Programs tab check whether Email points to Microsoft Office Outlook).

Message Tracking logs / OWA log files Gatherings:

- Ensure that the user whose credentials, provided to run "Message Tracking Log gathering" or "OWA Log gathering" has read access permission for the log files present in Exchange Server. This permission can be given by adding that user under Local Admin group of the server. (By Default "members of Domain admin group" belong to the Local Administrators Group of the machines present within the domain).
- 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. Please check the log path collected by Exchange Reporter Plus from the (admin -->>log path)configuration option. If any of the Servers log path is not correct, update them manually.

Mailbox Content Gathering:

- Ensure that the user whose credentials, provided to run a "Mailbox Content Gathering task" should have send as/ receive as permission over the configured mailboxes.



For copying log files and retrieving the Store database size information, administrative shares are used. Only a Local administrator can access these administrative shares.

Sending Support 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.