ManageEngine

Exchange Reporter Plus

WORKBOOK

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1. INTRODUCTION

Exchange Reporter Plus workbook assists you in deciding on what information you should look for during various Exchange scenarios. It helps you exercise the product features that you learnt of during the Phase 2 of project implementation.

The exercises are created keeping in mind the most frequently sought information by Exchange administrators around the world.

As you progress through this workbook, you will realize how the simple UIs of Exchange Reporter Plus help you monitor, audit and report on your Exchange environment, comprehensively.

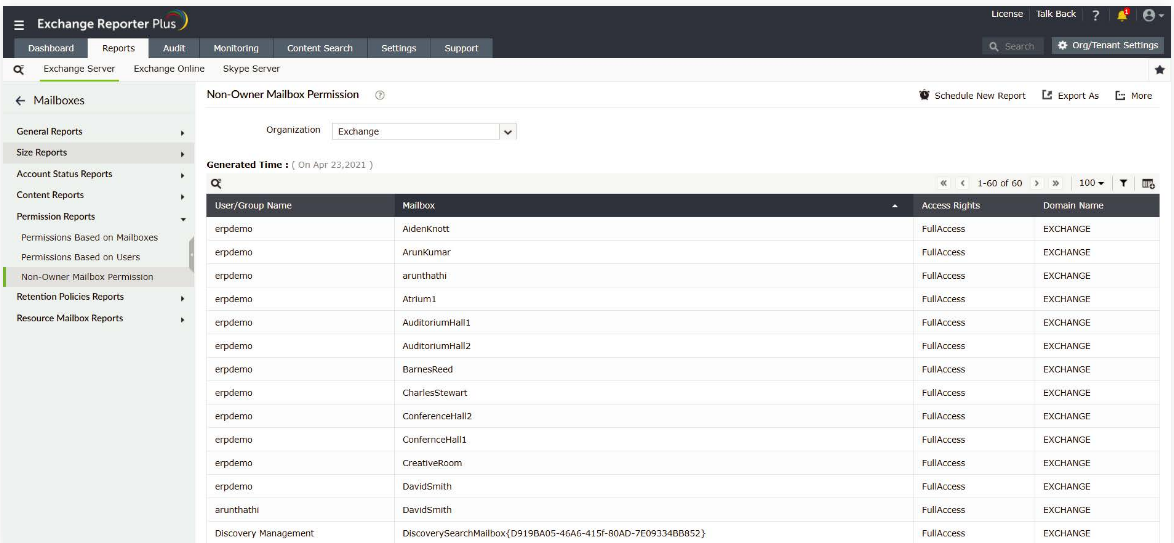
2. EXCHANGE REPORTS

Exercise 1: Mailbox Permission Report

Objective: To find non-owners' permissions on others' mailboxes

Steps:

- Click on Reports tab.
- Click on Mailboxes in the left pane.
- Click on Non-Owner Mailbox Permission under Permission Reports column.
- You will now be on the following page.



- Select the Organization for which you want to extract details.

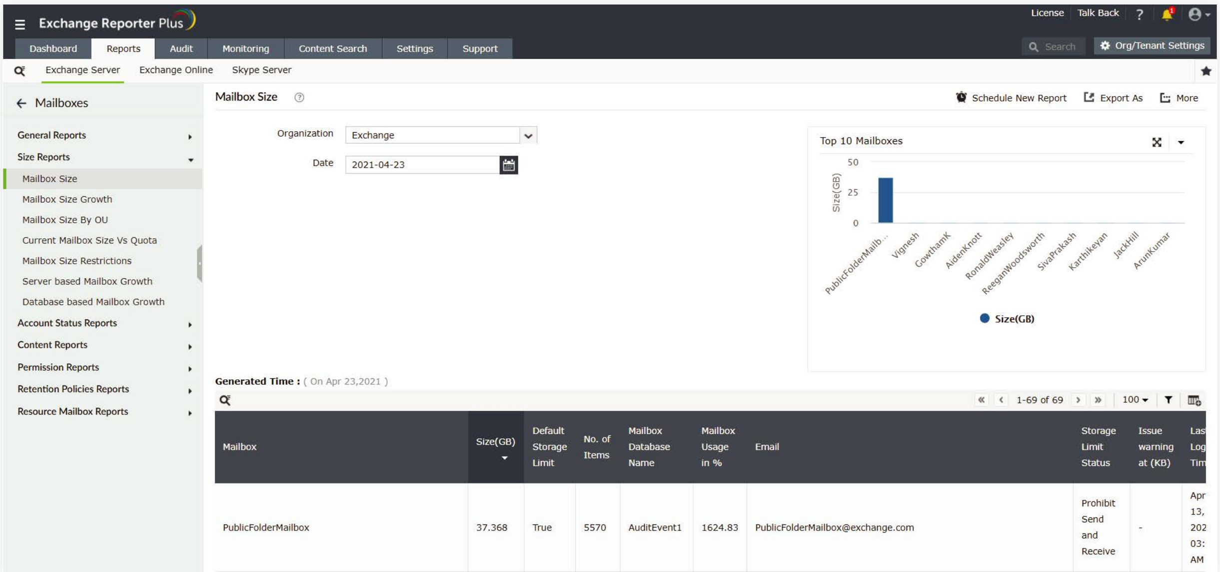
The tool shall show the permissions that non-owners have on others' mailboxes.

Exercise 2: User Mailbox Reports

Objective: To view a list of mailboxes belonging to users alone (excluding other mailboxes such as shared, legacy, system, health, etc.), and to export the list in pdf.

Steps:

- Click on **Reports** tab.
- Click on **Mailboxes** in the left pane.
- Click on **Mailbox Size** under the **Size Reports** column.
- You will now be on the following page



- Select the **Organization** for which you want to extract details.
- In the Filters section, click on the first drop-down box to choose **Recipient Type**
- Use the following condition:
  - <Recipient Type - Equals - User Mailbox>
- Click on **Apply Filter**.

The tool shall show size reports only on user mailboxes.

To export the report,

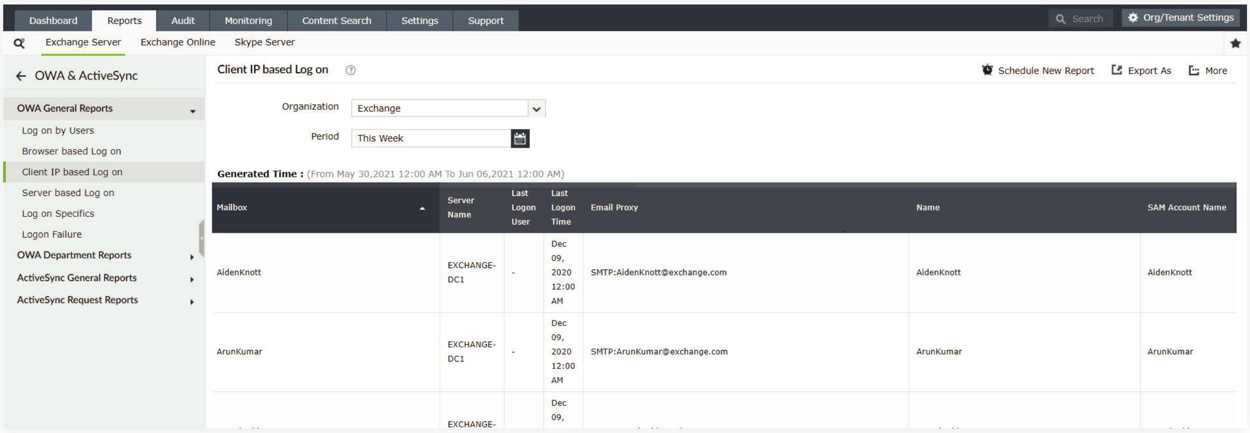
- Navigate to the top-right section of the UI.
- Click on **Export As**, and select **PDF**
- The report shall be downloaded and stored in your desired destination folder.

Exercise 3: Client IP based logon for OWA

Objective: To view a list of top client IPs from which OWA was accessed.

Steps:

- Click on **Reports** tab.
- Click on **OWA & ActiveSync** in the left pane.
- Under the **OWA General Reports** column, click on **Client IP based Log on**
- You will now be on the following page.



- Select the **Organization** for which you want to extract details.
- Select the **Period**

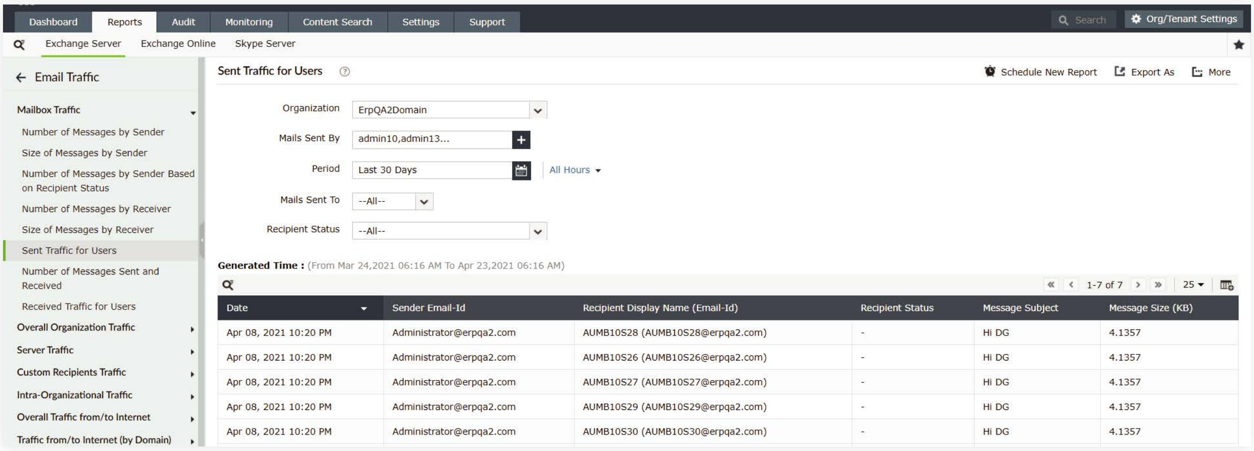
The tool shall show required details on OWA logon.

Exercise 4: Sent Traffic for Users

Objective: To find sender information, subject line, and message size for each user.

Steps:

- Click on **Reports** tab
- Click on **Email Traffic** in the left pane.
- Under the **Mailbox Traffic** column, click on **Sent Traffic for Users**
- You will now be on the following page.



- Select the **Organization** for which you want to extract details.
- Select the concerned mailbox(es).
- Select the **Period** for which you want to view traffic details.
- Choose the type of traffic viz. **internal** and **external**.

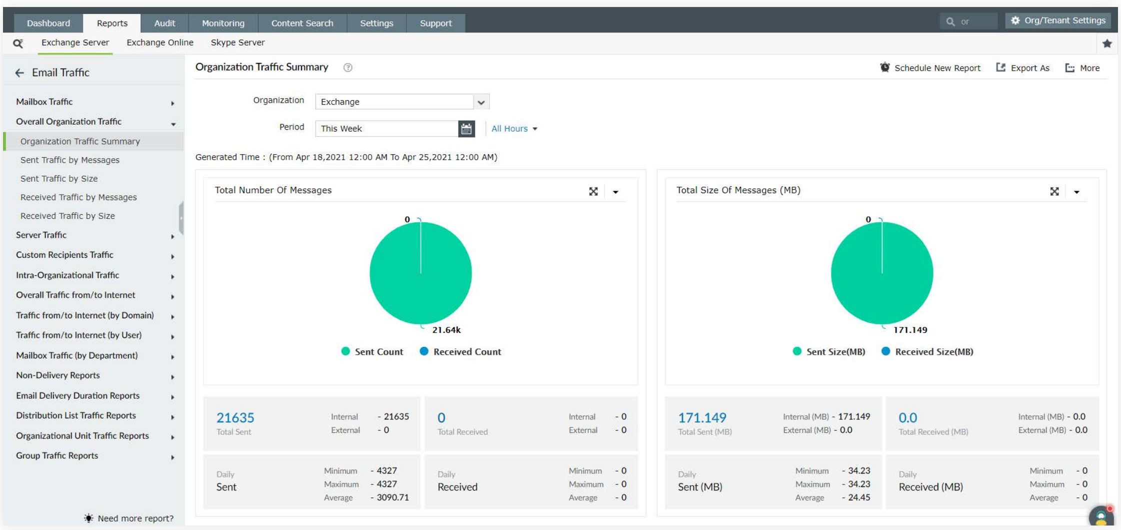
The report shall display the required details.

Exercise 5: Overall Organization Traffic

Objective: To extract overall traffic summary for an organization, and schedule a weekly report.

Steps:

- Click on **Reports** tab
- Click on **Email Traffic** in the left pane
- Under the **Overall Organization Traffic** column, **click on Organization Traffic Summary**
- You will now be on the following page.

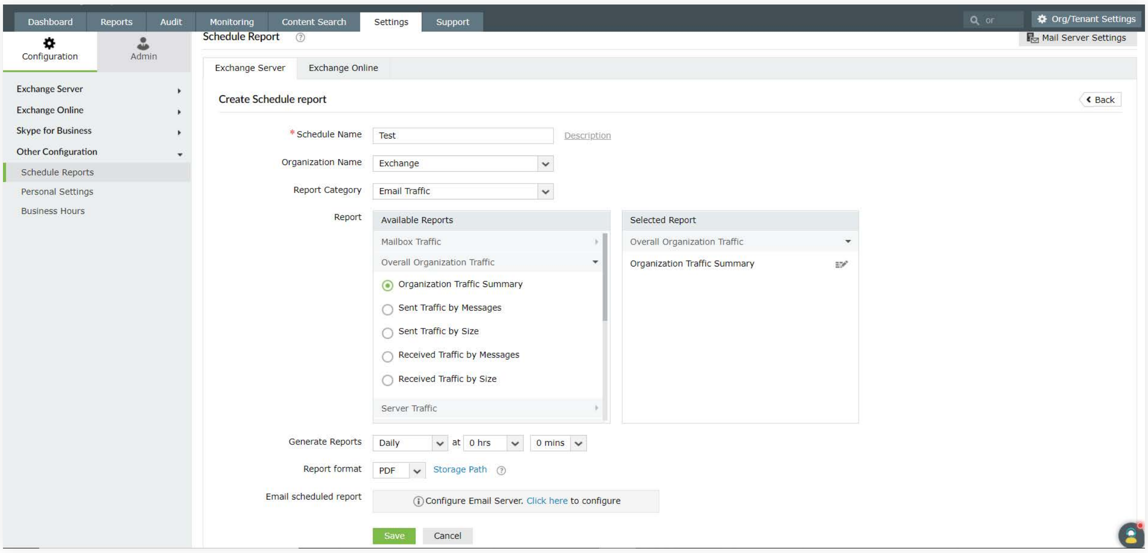


- Select the **Organization** for which you want to extract details.
- Select the **Period** for which you want to view traffic details.

The report shall display the mail traffic summary for the chosen organization

To schedule a weekly report,

- Go to **Settings** tab
- Navigate to **Scheduling-->Report Scheduling** in the left tree.
- On the top-right section of the UI, click on **Schedule New Report**
- You will be on the following page



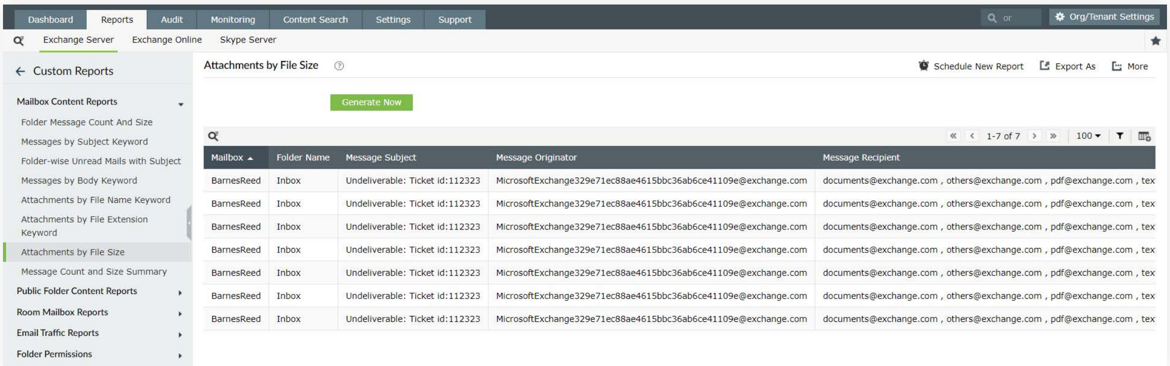
- Enter a **Schedule Name**
- Enter a **Schedule Description**
- Select the **Organization name**
- In the **Schedule a Report** section,
    - Select **Report Category** as **Email Traffic**
    - Select **Report** as **Organization Traffic Summary**
    - Specify the report generation interval as 'Weekly', and provide a time.
    - Specify the **Report Format**
    - Select the **Email this scheduled report option**, and provide the email address to which the report must be sent.
    - Click **Save**

Exercise 6: Attachment size related content reports

Objective: To populate a list of all mailbox messages arranged based on attachment sizes.

Steps:

- Click on **Reports** tab
- Click on **Mailboxes** in the left pane
- Under the **Content Reports** column, click on **Attachments by File Size**
- You will now be on the following page.



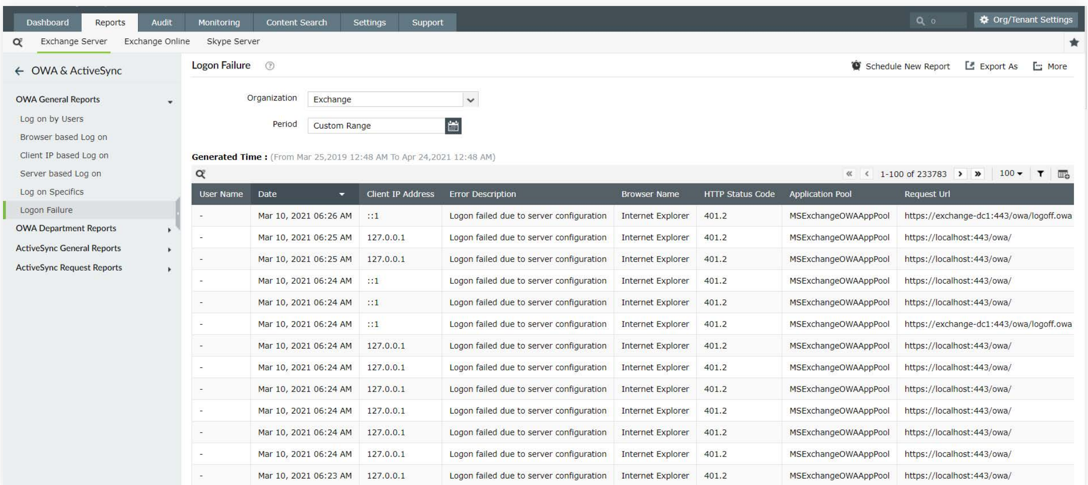
The report shall display all mailbox messages filtered based on attachment size

Exercise 7: OWA Logon failures using IIS Trace

Objective: To track all the OWA logon failures.

Steps:

- Click on **Reports** tab
- Click on **OWA & ActiveSync** in the left pane.
- Under the **OWA General Reports** column, click on **Logon Failure**
- You will now be on the following page.



- Select the **Organization** for which you want to extract details.
- In the **Filters** section, Select [error description → equals → Logon failed:server configuration]
- Select the **Period** for which you want to view failures.

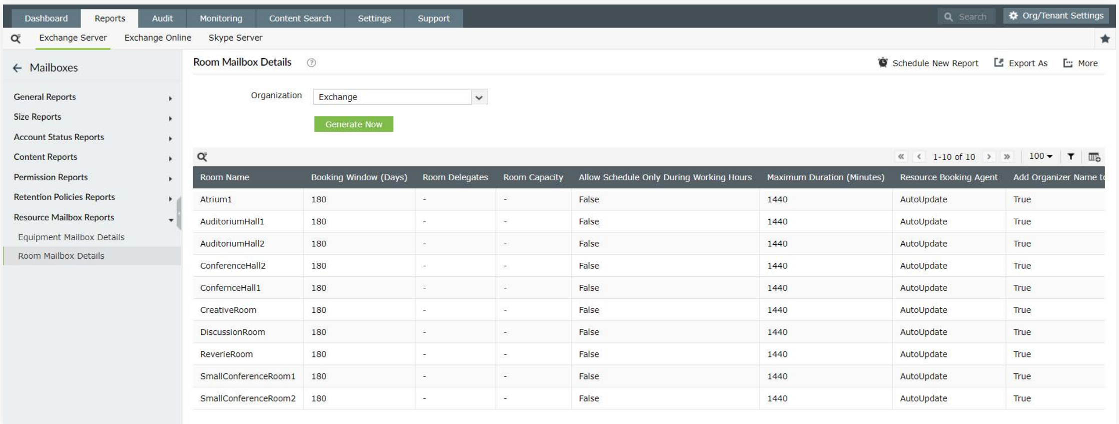
The report shall display the required details.

Exercise 8: Room Mailbox Utilization Reports

Objective: To find resource mailbox utilization.

Steps:

- Click on **Reports** tab.
- Click on **Mailboxes** from the left pane.
- Under **Resource Mailbox Reports** column, click on **Room Mailbox Details**
- You will now be on the following page.



- Select the **organization** for which you want to extract details.

The report shall display resource mailbox capacity, delegates, duration and other details.

To find utilization of resource mailbox

Steps:

- Click on **Reports** tab
- Click on **Create New Report** option found at the top right corner of the page.
- Select the **Organization**, and provide a report name of your choice.
- Select the Report Type as **Room Mailbox Usage**
- Select the room mailboxes for which you want to view the usage details.
- Select a **Date Range** and a **Gathering Interval**
- Click on **Create**

You find this report in the reporting tab under Room Mailbox Reports column.

To view the aggregate booking count

Steps:

- Click on **Reports** tab
- Click on **Create New Report** option found at the top right corner of the page.
- Select the **Organization**, and provide a report name of your choice.
- Select the Report Type as **User Booking Count**
- Select the room mailboxes for which you want to view the usage details.
- Select a **Date Range** and a **Gathering Interval**
- Click on **Create**

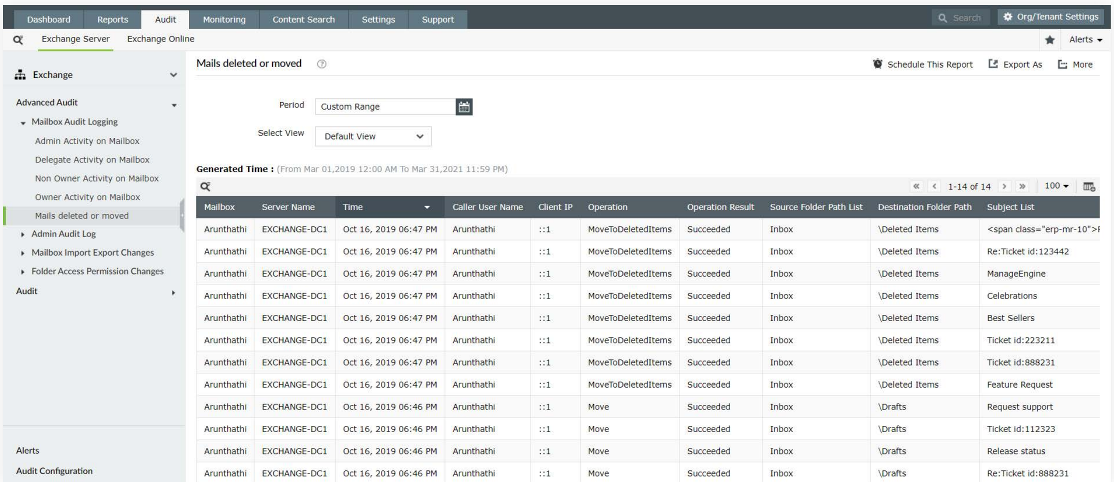
You find this report in the reporting tab under Room Mailbox Reports column.

3. EXCHANGE AUDIT

Exercise 9: Mails deleted or moved

Objective: To identify which user deleted or moved a particular mail in a mailbox.

- Click on **Audit tab**
- Go to **Advanced Audit Reports** in the left pane.
- Under the **Mailbox Audit Logging** column, click on **Mails deleted or moved**
- You will now be on the following page.



- Choose the Period.

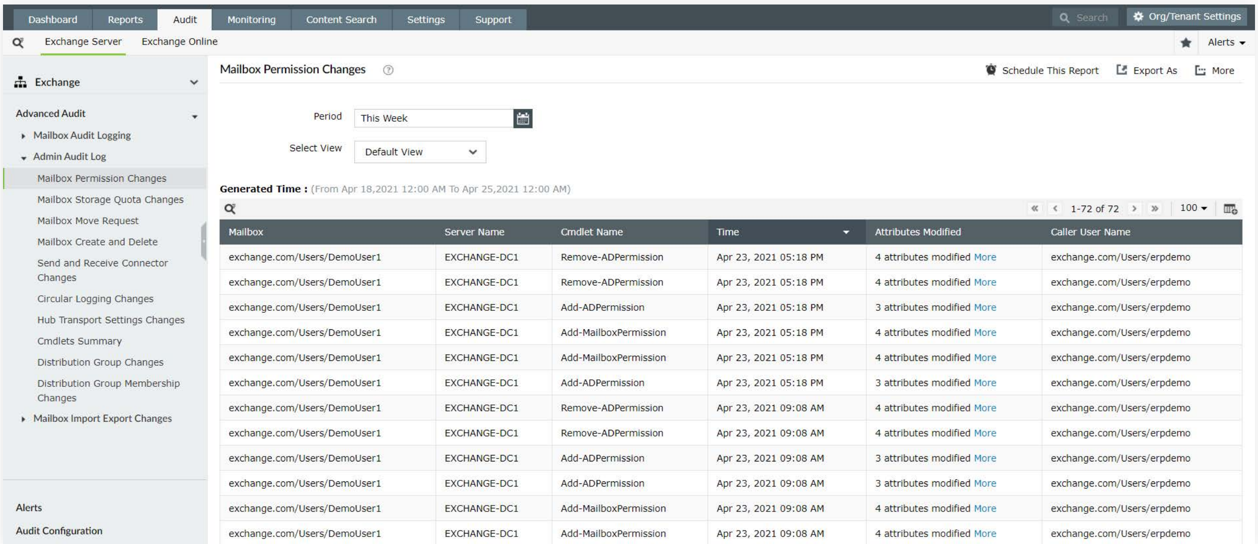
The '**Default View**' shall display a list of all 'caller user names' that performed deletion or movement of emails in a mailbox. The UI also allows you to create new view(s) and construct a report based on customized needs.

Exercise 10: Track Mailbox Permission Changes

Objective: To audit modifications made in mailbox permissions.

Steps:

- Click on **Audit** tab
- Go to **Advanced Audit Reports** in the left pane.
- Under the **Admin Audit Log** column, click on **Mailbox permission Changes**
- You will now be on the following page.



- Choose the **Period**.

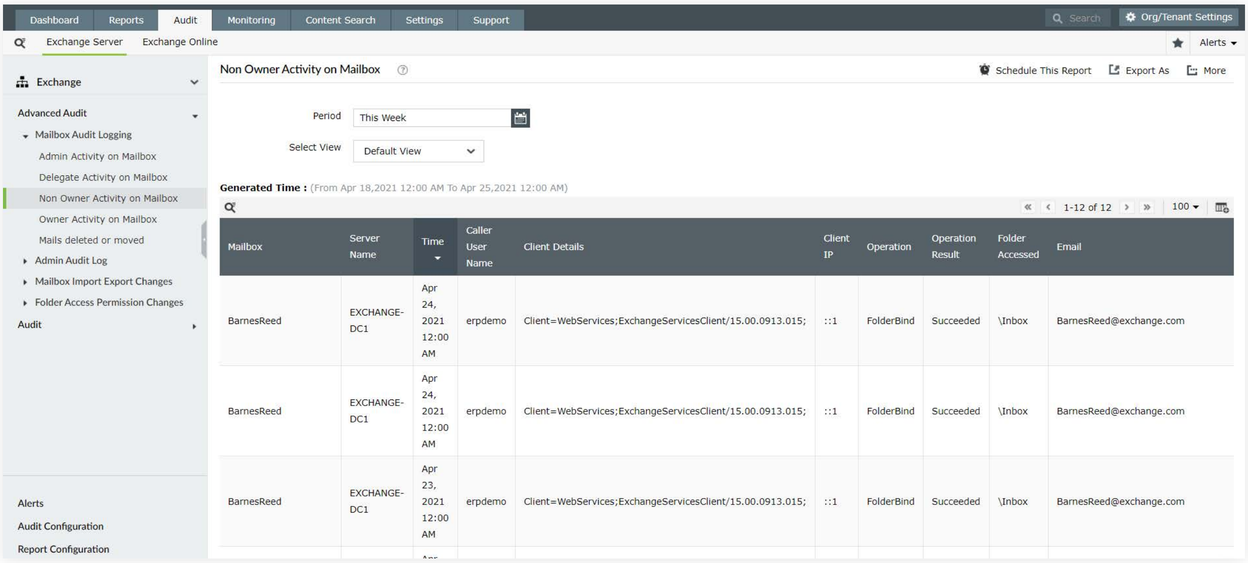
The reports show the new value of the 'Attributes Modified' for each mailbox.

Exercise 11: Non-Owner Activity

Objective: To track non-owner activity on mailboxes.

Steps:

- Click on **Audit** tab
- Go to **Advanced Audit Reports** in the left pane.
- Under the **Mailbox Audit Logging** column, click on **Non owner Activity on Mailbox**
- You will now be on the following page.



- Choose the **Period**.

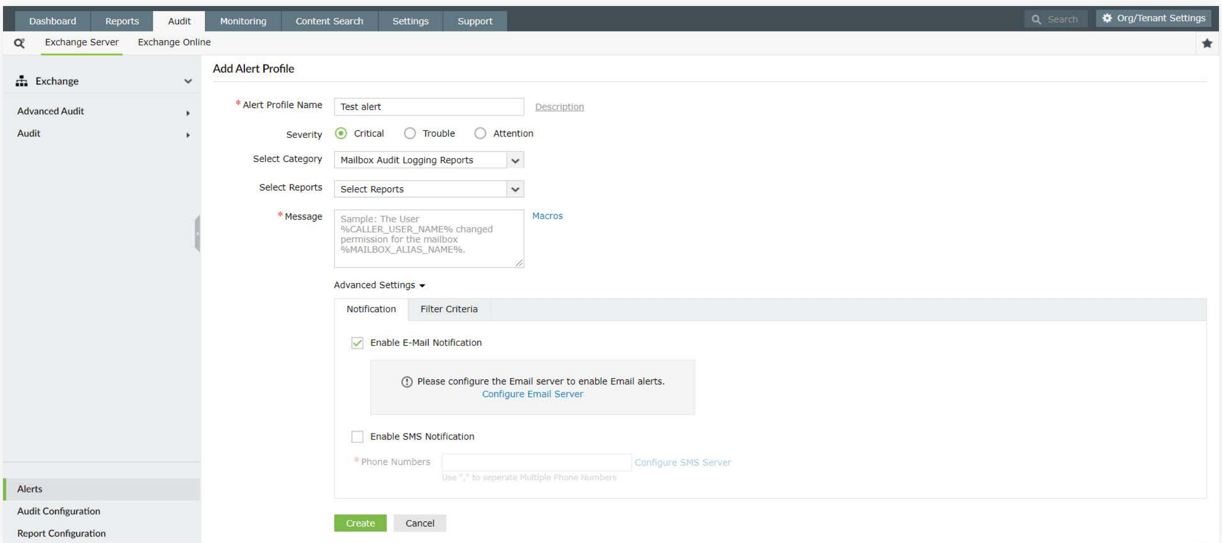
The reports shall return you with information that lets you monitor overall non - owner activity.

Exercise 12: Alerts for database mount and dismount

Objective: To raise an alert when database mount/dismount status is altered.

Steps:

- Click on **Audit** tab
- Go to **Alerts** on the left tree.
- Click on **New Alert Profile** on the top right section.
- You will now be on the following page.



- Enter name of the Alert. For example: database Dismount 1
- Enter a description that explains the purpose of the alert.
- Set the **Severity** level based on your organization standards.
- In the **Select Report** section, add **Exchange Databases Dismounted.**
- Construct the **Macro** to compile the appropriate alert **Message**.
- If you need to be notified via email, click on **E-mail Notification**. If not, in case of an alert being triggered, it will appear on the **Alerts Received** dashboard.

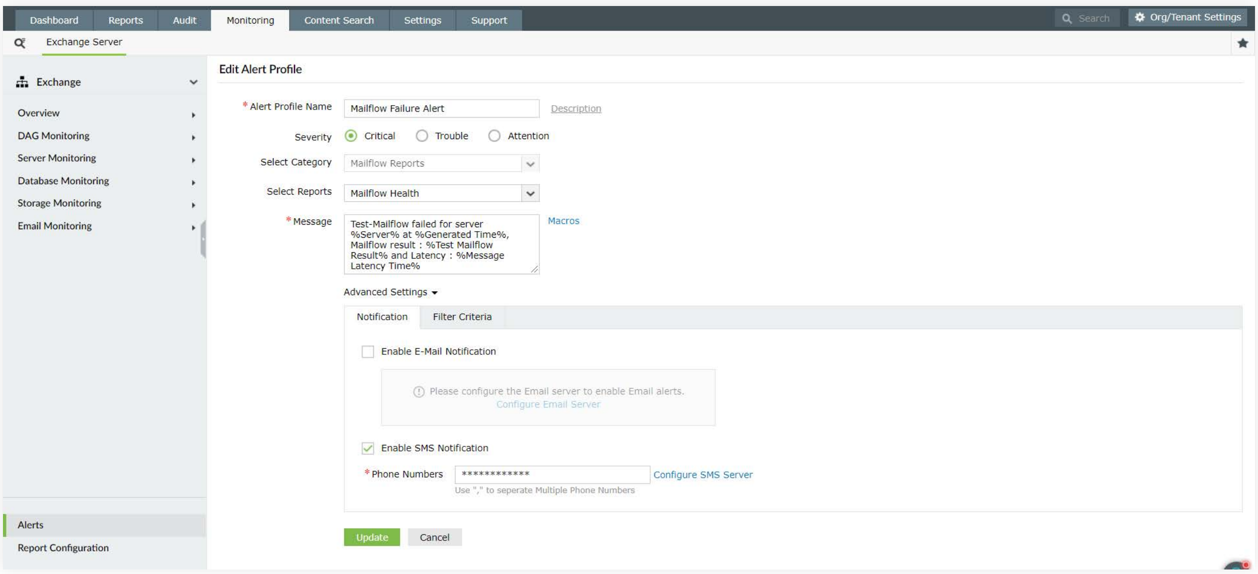
4. EXCHANGE MONITORING

Exercise 13: Mailflow Health - Server Monitoring

Objective: To get alerts when the mailflow latency is more than 20 seconds.

Steps:

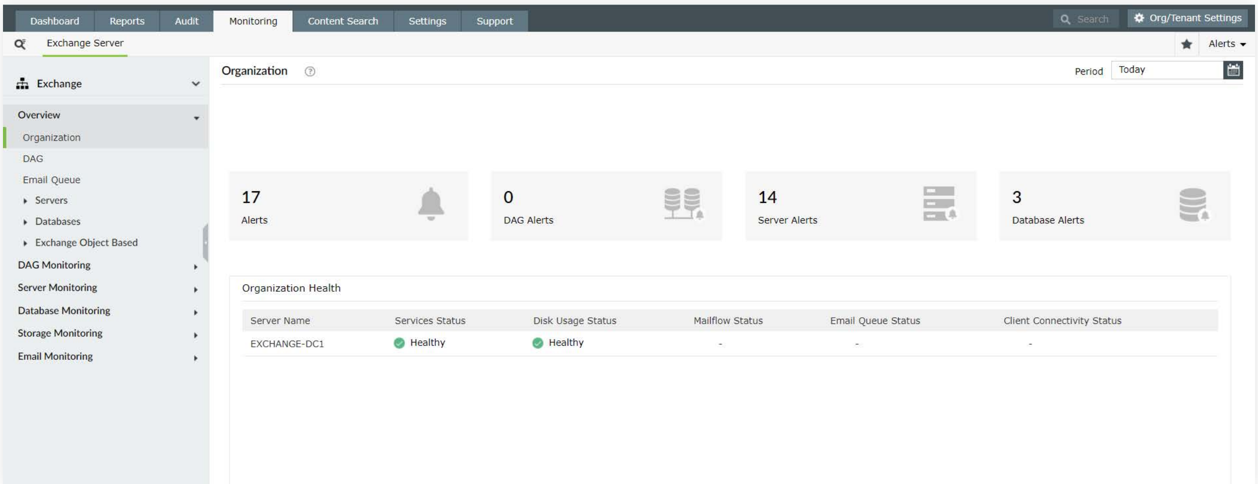
- Click on **Monitoring** tab
- Go to **Alerts** on the left tree.
- Click on **Customize Alert Profile** on the top right section.
- Scroll down to **Mailflow Failure Alert** and click on the **Modify** icon.
- You will now be on the following page.



- There's a given name of the Alert. You may choose to modify it.
- A description is already in place that explains the purpose of the alert.
- You may change the **Severity** level based on your requirement.

- Make sure that the **Select Report** section contains **Mailflow Health**.
- Construct the **Macro** to compile the appropriate alert **Message**, if required.
- If you need to be notified via email, click on **E-mail Notification**.
- Under **Advanced Settings**, configure the filter rules to the following – MAILFLOW LATENCY TIME → GREATER THAN → NUMERICAL VALUE.
- Below that you can set the alert condition, i.e. “more than 20 seconds” in the following manner – Alert when [5] events occur within [2] minutes.
- Click on **Modify**

The alert will be triggered as and when the conditions are met. In case an alert gets triggered, it will appear on the 'monitoring dashboard'.



The above dashboard shall appear as soon as you click on the **Monitoring** tab.
The 'Organization' dashboard shall display highlights of relevant events that have ocurred in the entire Exchange organization which include:

- Aggregate alert count.
- Categorization of alerts based on Exchange components.
- Organization health based on parameters such as service status, connectivity status, mailflow status, etc.
- Charts showing criticality of Exchange components.

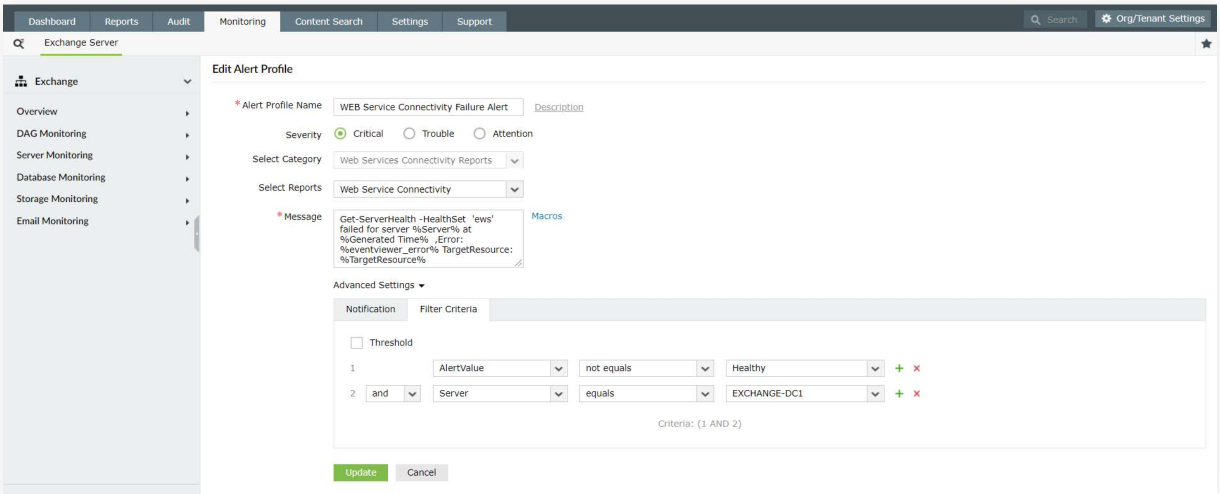
You can navigate to other Exchange components such as DAG, Server, database, Storage, etc and view highlights specific to each component.

Exercise 14: Connectivity Reports - Server Monitoring

Objective: To schedule an alert when the web service connectivity for Exchange is down.

Steps:

- Click on **Monitoring** tab
- Go to **Alerts** on the left tree.
- Click on **Customize Alert Profiles** on the top right section.
- In the **Available Alert Profiles table**, move to **Web Service Connectivity Failure Alert** and click on the **Modify** icon.
- You will now be on the following page.



- There's a given name of the Alert. You may choose to modify it.
- A description is already in place that explains the purpose of the alert.
- You may change the **Severity** level based on your requirement.
- Make sure that the **Select Report** section contains **Web Service Connectivity.**
- Construct the **Macro** to compile the appropriate alert **Message**, if required.
- If you need to be notified via email, click on **E-mail Notification**. If not, in case of an alert being triggered, it will appear on the **Alerts Received** dashboard.
- Under **Advanced Settings**, configure the filter rules to the following – RESULT → EQUALS → FAILURE
- Below that you can set an alert condition. For Example – Alert when [5] events occur within [2] minutes.
- Click on **Modify**

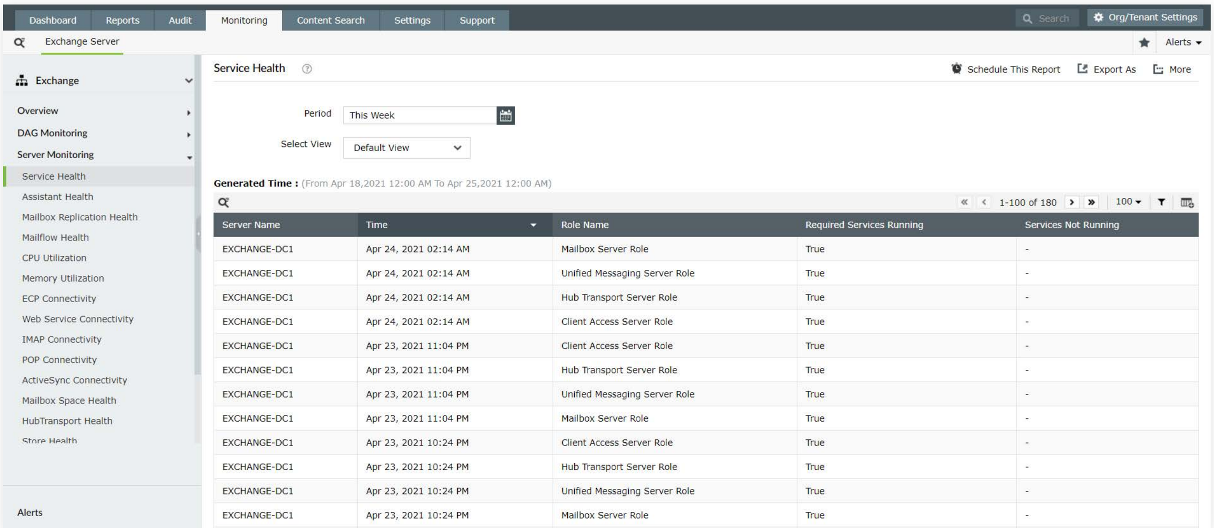
The alert will be triggered as and when the conditions are met.

Exercise 15: Track and get alerts when an Exchange service is down

Objective: To monitor Exchange service health, and schedule an alert in case of a service failure in your Exchange server.

Steps:

- Click on **Monitoring** tab
- In the left tree, click on **Server Monitoring Reports** and navigate to **Service Health**
- You will now be on the following page.



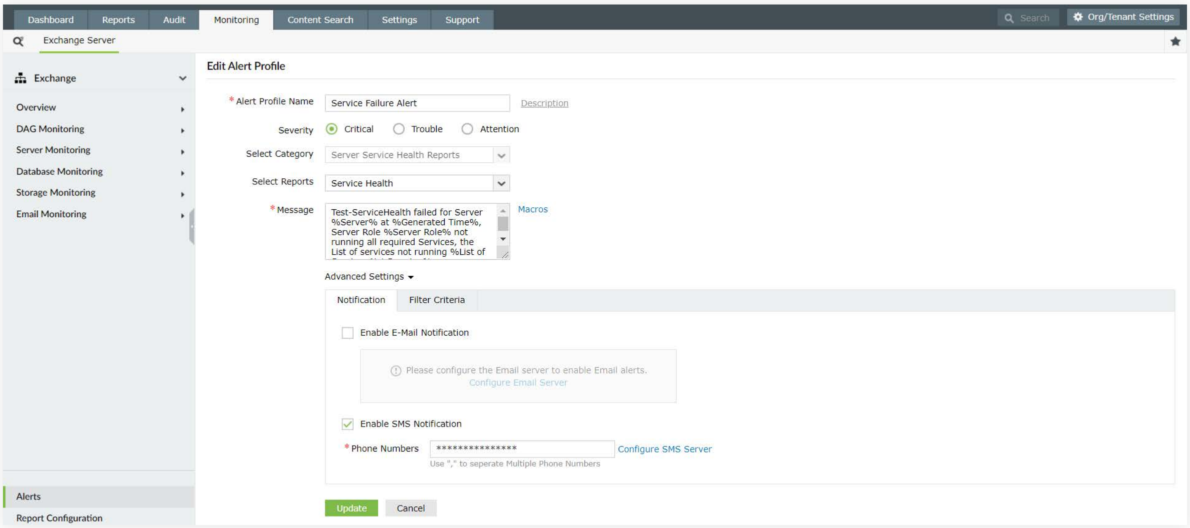
- Specify the **Period**.

The tool shall generate a report to display the running status of essential Exchange services, and shall also identify the services that are not running in your servers.

To configure an alert,

Steps:

- Click on **Monitoring** tab
- Go to **Alerts** on the left tree.
- Click on **Customize Alert Profile** on the top right section.
- In the **Available Alert Profiles** table, move to **Service Failure Alert** and click on the **Modify** icon.
- You will now be on the following page.



- There's a given name of the Alert. You may choose to modify it.
- A description is already in place that explains the purpose of the alert.
- You may change the **Severity** level based on your requirement.
- Make sure that the **Select Report** section contains **Service Helath**.
- Construct the **Macro** to compile the appropriate alert **Message**, if required.
- If you need to be notified via email, click on **E-mail Notification**. If not, in case of an alert being triggered, it will appear on the **Alerts Received** dashboard.
- Under **Advanced Settings**, configure the filter rules to the following –SERVICE RUNNING → EQUALS → FALSE
- Below that you can set an alert condition. For Example – Alert when [5] events occur within [2] minutes.
- Click on **Modify**

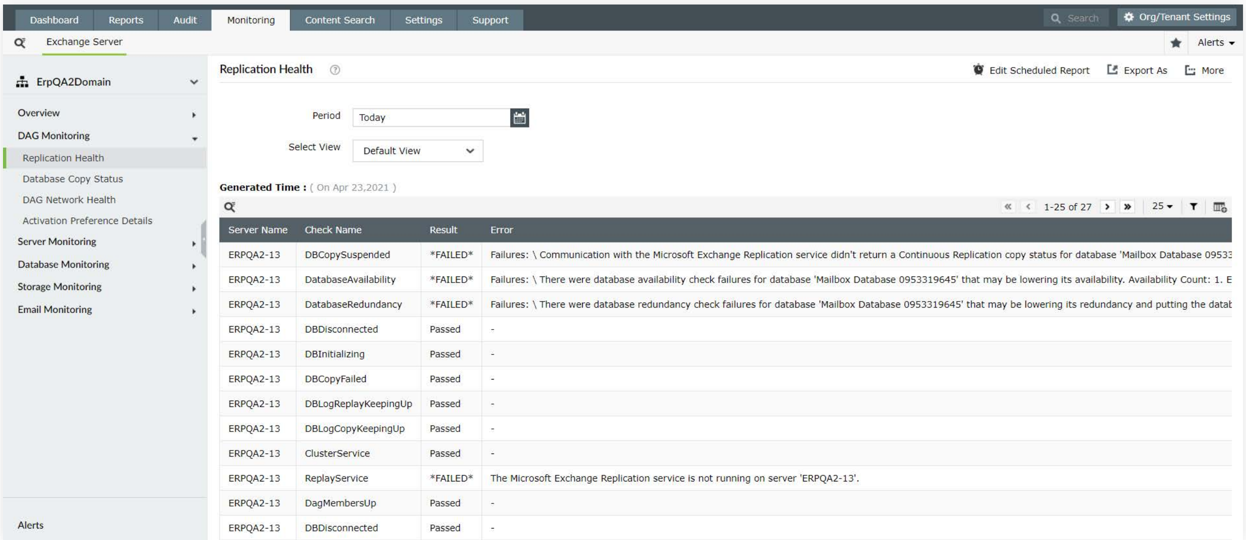
The alert will be triggered as and when the conditions are met.

Exercise 16: Track the DAG replication status and get alerts when replication fails.

Objective: To view reports on DAG replication health and configure an alert to notify replication failure.

Steps:

- Click on the **Monitoring** tab.
- In the left tree, click on **DAG Monitoring Reports** and navigate to **Replication Health**
- You will now be on the following page.



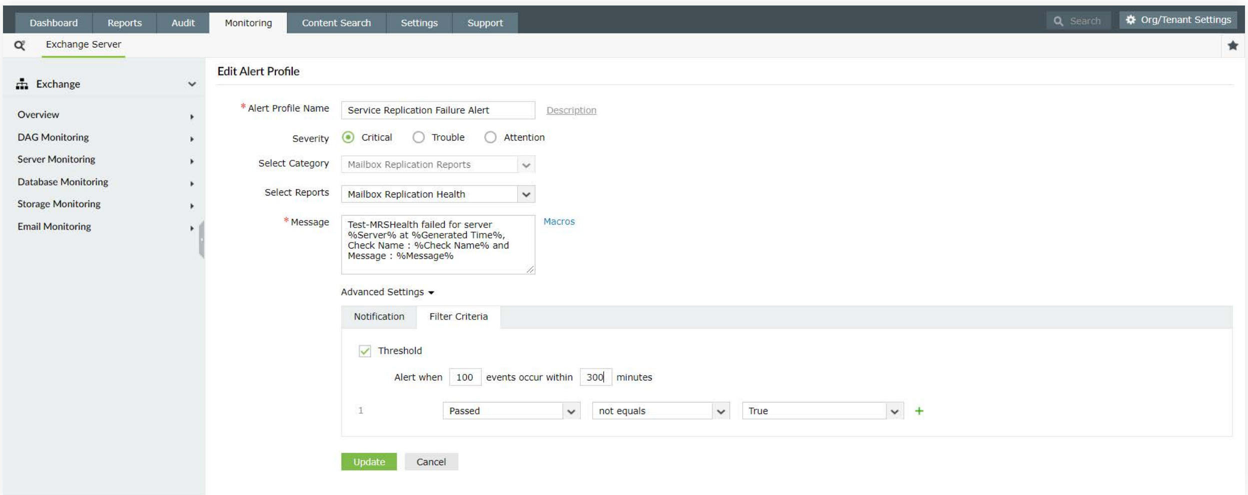
- Specify the **Period**

The tool shall generate a report to display the result of each replication that has occurred, across all servers in your organization.

To configure an alert,

Steps:

- Click on **Monitoring** tab
- Go to **Alerts** on the left tree.
- Click on **Customize Alert Profiles** on the top right section.
- In the **Available Alert Profiles** table, move to **Server Replication Health Alert** and click on the **Modify** icon.
- You will now be on the following page.



- There's a given name of the Alert. You may choose to modify it.
- A description is already in place that explains the purpose of the alert.
- You may change the **Severity** level based on your requirement.
- Make sure that the **Select Report** section contains **Replication Helath**.
- Construct the **Macro** to compile the appropriate alert **Message**, if required.
- If you need to be notified via email, click on **E-mail Notification**. If not, in case of an alert being triggered, it will appear on the **Alerts Received** dashboard.
- Under **Advanced Settings**, configure the filter rules to the following –SERVICE RUNNING → EQUALS → FALSE
- Below that you can set an alert condition. For Example – Alert when [5] events occur within [2] minutes.
- Click on **Modify**

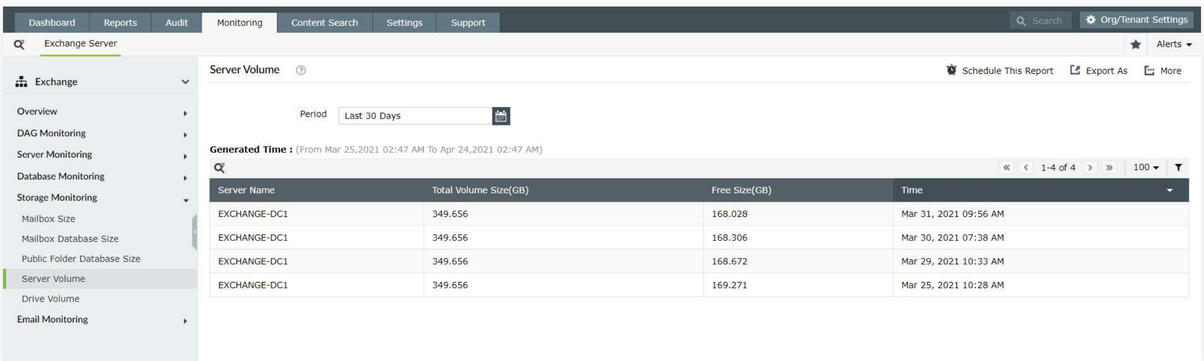
The alert will be triggered as and when the conditions are met.

Exercise 17: Storage Monitoring Reports - Alerts

Objective: To view server volume and drive volume, and configure alerts to notify when mailbox size goes beyond a certain threshold.

Steps:

- Click on **Monitoring** tab
- In the left tree, click on **Storage Monitoring Reports** and navigate to **Server Volume**
- You will now be on the following page.



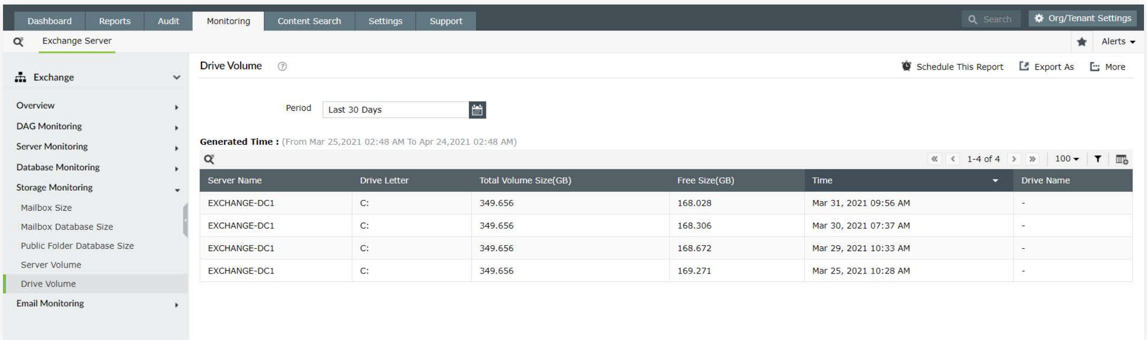
- Specify the **Period**

The report shall display the total volume size and available space for each server.

To view drive volume,

Steps:

- Click on **Monitoring** tab
- In the left tree, click on **Storage Monitoring Reports** and navigate to **Drive Volume**
- You will now be on the following page.



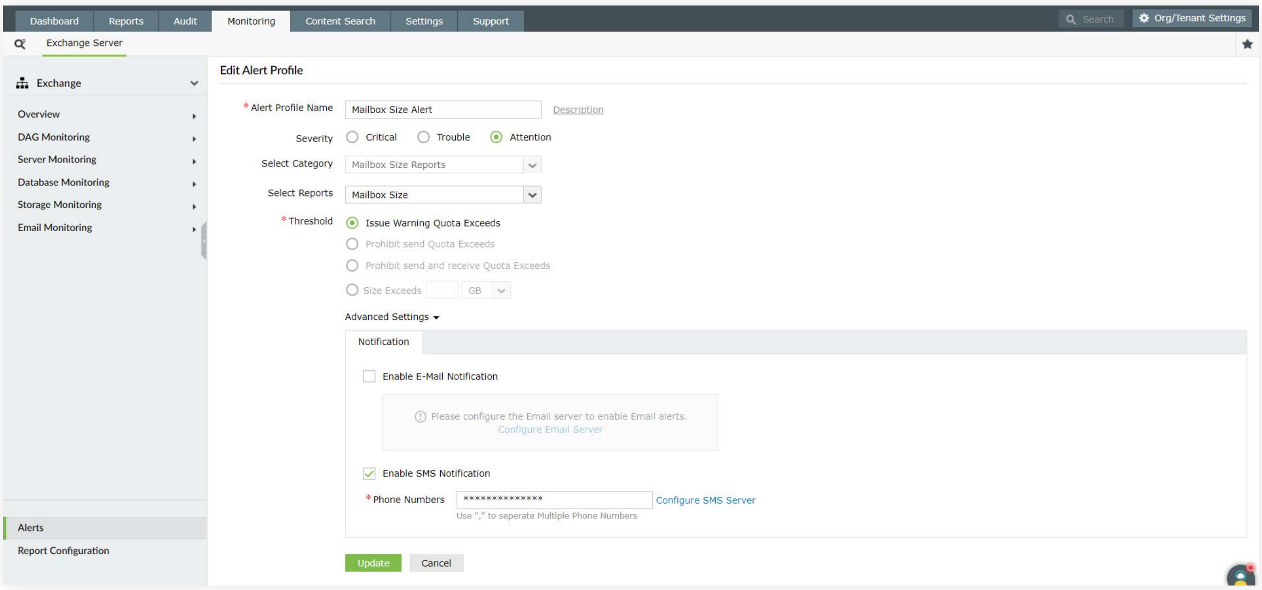
- Specify the **Period**

The report shall display the total volume size and available space for each drive.

To configure an alert,

Steps:

- Click on **Monitoring** tab
- Go to **Alerts** on the left tree.
- Click on **Customize Alert Profiles** on the top right section.
- In the **Available Alert Profiles** table, move to **Mailbox Size Alert** and click on the **Modify** icon.
- You will now be on the following page.



- There's a given name of the Alert. You may choose to modify it.
- A description is already in place that explains the purpose of the alert.
- You may change the **Severity** level based on your requirement.
- Make sure that the **Select Report** section contains **Mailbox Size**.
- In the **Threshold' section**, select the radio button against **Size Exceeds**.
- Enter your desired threshold value in the box.
- If you need to be notified via email, click on **E-mail Notification**. If not, in case of an alert being triggered, it will appear on the **Alerts Received** dashboard.
- Click on **Modify**

The alert will be triggered as and when a mailbox exceeds the given threshold size.

5. CONCLUSION

We are sure these exercises have helped you gain a better understating of Exchange Reporter Plus. By now you would have realized how simple and easy Exchange reporting can be with Exchange Reporter Plus.

If you have come across any use-case(s) which you think would be worthwhile addition(s) to this workbook, please be kind enough to share with us.

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