



Configuration Guide for Exchange Reporter Plus

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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 are grouped under 7 different categories as listed below.

- **Mailboxes**
Reports under this category provide insights on all aspects of a Mailbox like size, growth, status and permissions.
- **Outlook Web Access**
An exclusive category of reports to monitor and audit the access to mailbox logins using Outlook Web Access.
- **Email Traffic**
This section of reports shed light on the amount of mailbox traffic, server traffic, traffic within the Exchange organization, traffic generated towards the internet and custom recipient traffic.
- **Storage**
An overview of the Exchange Information store with details of its current size, growth and quota limits are provided under this category of reports.
- **Distribution Lists**
This category lists the distribution lists along with its members, the inactive ones and the distribution list traffic insights.
- **Public Folders**
This section of reports deals with the public folders, their replicas, size and content.
- **Organization**
An overview of the vital Exchange components like servers, stores, routers, database availability groups and so on.

Getting Started

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

System Requirements

Hardware Requirements

- **CPU:** P4, 1.0 GHz
- **RAM:** 1 GB
- **Disk Space:** 10 to 20 GB (The storage space requirements might vary depending upon your organization size, mailbox size, traffic frequency and outlook web access logins.)

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.](#)
[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

Requirements for reporting

This section outlines the report categories and its dependencies on other applications. All the reporting requirements should be configured for data gathering. The ways to configure is highlighted in the following sections.

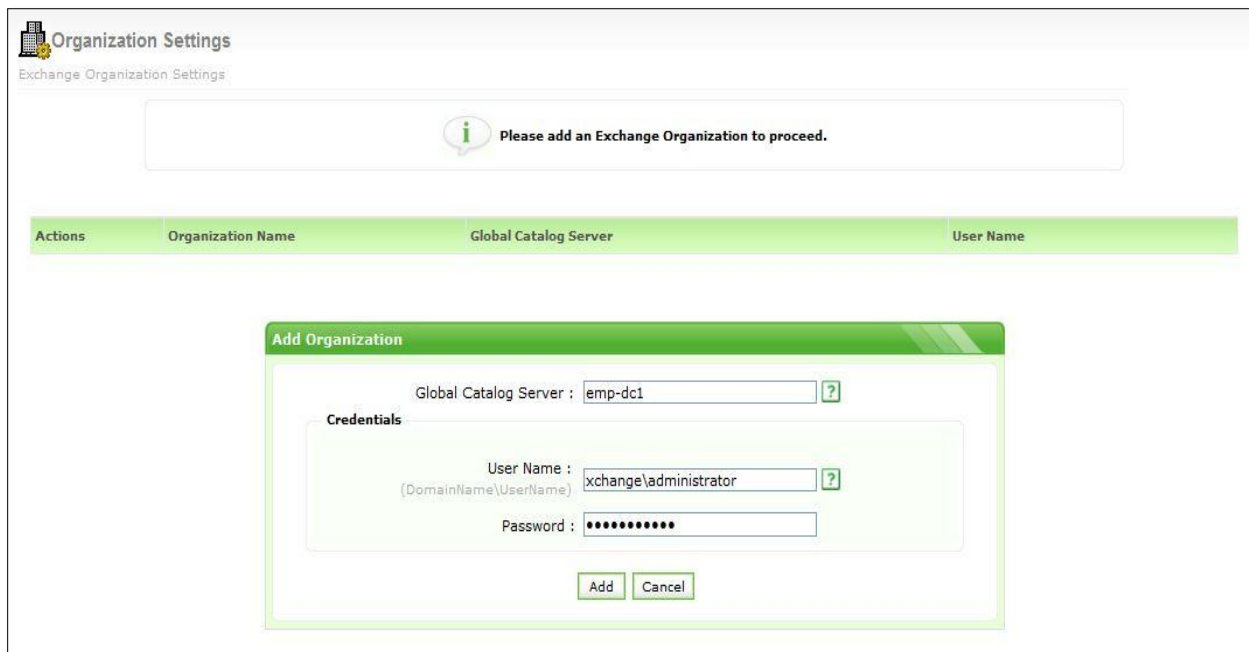
Report Categories	Dependencies
<ul style="list-style-type: none">• Mailbox Size reports• Mailbox Content reports• Public Folder Size reports• Public Folder Content reports	Messaging Application Programming Interface (MAPI)
<ul style="list-style-type: none">• Mailbox Permission reports	Exchange Management Shell (EMS) Exchange System Manager (ESM) if Exchange Server 2003 environment.

Installing Exchange Reporter Plus

To install ManageEngine Exchange Reporter Plus,

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

Once Exchange Reporter Plus is installed, an Exchange organization should be added to proceed with the working. The credentials provided here will be used for all data gathering tasks by default.



The screenshot displays the 'Organization Settings' window. At the top, there is a message box with an information icon and the text 'Please add an Exchange Organization to proceed.' Below this is a table with the following headers: 'Actions', 'Organization Name', 'Global Catalog Server', and 'User Name'. An 'Add Organization' dialog box is open in the foreground, containing the following fields:

- Global Catalog Server : emp-dc1
- Credentials**
 - User Name : (DomainName\UserName) exchange\administrator
 - Password :

At the bottom of the dialog box are 'Add' and 'Cancel' buttons.

Configuration

Configuring the credentials

Exchange Reporter Plus requires an account to access resources like Active Directory, Exchange Servers, Mailboxes and Public Folders. The account should have sufficient privileges to access the data from these sources. The credentials entered in the 'Organization Settings' page should satisfy the following conditions

- ✓ The user should have a valid MAILBOX which is not hidden from the GAL (Global Address List).
- ✓ The user should have logged-on to his/her designated Mailbox at least once.
- ✓ The account should be a member of one of the administrative Groups
 - 'Exchange View only Administrator Group', if Exchange Server 2003 User (or)
 - 'Exchange Organizational Administrator Group', if Exchange Server 2007 User (or)
 - 'Organizational management Group', if Exchange 2010 User.

Multiple accounts with the following privileges can also be used to schedule the individual data gathering tasks.

Data to be gathered	An account that has privileges
Comprehensive data about Exchange organization	Administrator credentials with membership to the above mentioned administrative groups (Including those given in the below rows).
Mailbox Size 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 admin share (Eg. <log files drive>\$) of the drive where the log files are located
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

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Configuring Messaging Application Programming Interface (MAPI)

Exchange Reporter Plus requires **MAPI** (Messaging Application Programming Interface) to produce reports on the following categories.

- Mailbox Size reports
- Mailbox Content reports
- Public Folder Size reports
- Public Folder Content reports

MAPI can be installed using any one of the MAPI providers mentioned for each Exchange server environment shown below.

Supported Exchange Server Environments	MAPI Providers
Exchange Server 2003	<ul style="list-style-type: none">• Exchange System Manager (ESM) 2003 SP2• Microsoft Office Outlook 2003 and 2007.• MAPI Download from Microsoft Download Link.
Exchange Server 2007	<ul style="list-style-type: none">• Microsoft Office Outlook 2003 and 2007.• MAPI Download from Microsoft Download Link.
Exchange Server 2010	<ul style="list-style-type: none">• MAPI Download from Microsoft Download Link.
Mixed environment consisting of Exchange Server 2003 and 2007	<ul style="list-style-type: none">• Microsoft Office Outlook 2003 and 2007.• MAPI Download from Microsoft Download Link.
Mixed environment consisting of Exchange Server 2003 and 2010 (or) Exchange Server 2003, 2007 and 2010 (or) Exchange Server 2007 and 2010	<ul style="list-style-type: none">• MAPI Download from Microsoft Download Link

Note:

- ✓ Ensure that 'MAPI Download' and 'Microsoft Outlook' are not installed on the same machine where Exchange Reporter Plus is installed.
- ✓ When 'Microsoft Outlook' is used as a MAPI provider, it must also be set as the default mail client.
- ✓ 64-bit Microsoft Outlook and Outlook 2010 are not supported by Exchange Reporter Plus.

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To successfully create a MAPI profile, the credentials entered in the 'Organization Settings' page should satisfy the following conditions

- ✓ The user should have a valid MAILBOX which is not hidden from the GAL (Global Address List).
- ✓ The user should have logged-on to his/her designated Mailbox at least once.
- ✓ The account should be a member of one of the following Groups
 - 'Exchange View only Administrator Group', if Exchange Server 2003 User (or)
 - 'Exchange Organizational Administrator Group', if Exchange Server 2007 User (or)
 - 'Organizational management Group', if Exchange 2010 User.

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Configuring Exchange Management Shell (EMS)

Exchange Reporter Plus requires **Exchange Management Shell (EMS)** for Mailbox Permission reports.

- For Exchange Server 2003 environments, Exchange System Manager (ESM) is required. ESM is compatible only with 32 bit machines. Install the product on a 32 bit system where ESM is installed.
- For Exchange Server 2007 and 2010 environments, Exchange Management Shell is needed. Install Exchange Management Shell in the same system where Exchange Reporter Plus is installed.

Working with Exchange Reporter Plus

Starting Exchange Reporter Plus

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

It can also be started from:

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

Running Exchange Reporter Plus as a Service:

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

Installing "Exchange Reporter Plus Service"

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

When you install "Exchange Reporter Plus Service" it will invoke the following User Interface. Please provide the credentials of a user who has the administrative privileges on the local machine where the product is installed.



Once the "Exchange Reporter Plus Service" is installed you can start the product as "Windows service". When Exchange Reporter Plus is started in Windows XP / Windows 2003 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.

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Unlock these programs to start Exchange Reporter Plus.



Fig. MySQL Alert



Fig. Java Alert

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Accessing Exchange Reporter Plus

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

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

Note: 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.

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