Enhancing Microsoft Exchange 5.5 and Exchange 2000 Management and Monitoring

This document provides details of bv-Control[™] for Microsoft[®] Exchange and its architecture and deployment aspects. This document is intended for use by Exchange Administrators, System/Network Administrators, Security Managers, Messaging Operations personnel, and Consultants.



BindView Corporation, \$151 San Felipe, Suite 2100, Houston, Texas 77056 USA • Phone: 800-749-8439, 713-561-4000 • Fax: 713-561-1000 • World Wide Web: http://www.bindview.com • Email: info@bindview.com • If calling from outside North America, please call: +1-713-561-4000 • Copyright © 2007 BindFev Corporation. All rights reserved. BindFev logo, and the BindFev ponduct name used in this document are trademarks of BindFev Corporation and may be registered in one or more jurisdictions. The names of products of other companies mentioned in this document, if any, may be the registered or ungenessive of the products.

1

Table of Contents

Introduction	.3
Key Challenges of Managing Microsoft Exchange and the BindView Solution	.4
Åssessment	.4
Advanced Administration	.6
Availability	.6
The BindView Approach	.7
Central Console	.7
Leveraging the Microsoft Architecture	. 8
Key Features of bv-Control for Microsoft Exchange and IntelliPACS	. 9
Åssessment	.9
Advanced Administration	13
Availability	13
Summary	

© 2001 BindView Corporation. All rights reserved. BindView, the BindView logo, and the BindView product names used in this document are trademarks of BindView Corporation and may be registered in one or more jurisdictions. The names of products of other companies mentioned in this document, if any, may be the registered or unregistered trademarks of the owners of the products.



Introduction

This white paper will address how bv-Control[™] for Microsoft® Exchange can help organizations manage escalating costs associated with burgeoning messaging systems. Recent studies by The Radacati Group, Inc. have revealed that cost of ownership of messaging systems is normally concentrated in three main areas: configuration costs, administration costs, and downtime costs.

Since so much business is now being conducted through the Internet and e-mail, it is essential that organizations do everything possible to ensure that messaging systems are constantly operational and performing well. When the system goes down, money is lost. These applications, such as Exchange, need to be available and secure, often on a 24-hour, seven-day schedule.

Microsoft® Exchange has shown itself to be one of the leading products in the messaging system arena. However, even with this very capable product, IT administrators have run into problems that result from the growing importance of messaging administration short-handedness. Three main areas normally create challenges in managing Microsoft Exchange environments: <u>Assessment.</u> such as content scanning to locate instances of a virus or instances of sensitive information within servers/mailboxes and take action on those instances; <u>Auditing.</u> such as determining which user mailboxes are following company policy for the storage limit defaults; and <u>Advanced Administration</u>, such as drag-and-drop mailbox moves (across organizations, sites, and containers).

This white paper details the design, architecture, and key features of BindView's bv-Control for Microsoft Exchange product. It also addresses how using bv-Control for Microsoft Exchange can more efficiently manage the assessment, advanced administration, and availability costs as they relate to the configuration, administration, and reliability of an Exchange environment. Additionally, this paper provides a brief synopsis of some of the day-to-day challenges facing Microsoft administrators and how bv-Control for Microsoft Exchange can help increase the value of your Exchange investment.





Key Challenges of Managing Microsoft Exchange and the BindView Solution

bv-Control for Microsoft Exchange tracks the health and performance of Microsoft Exchange and can alert administrators before users experience downtime or degrading response times. bv-Control for Microsoft Exchange helps organizations reduce three key components of the Microsoft Exchange total cost of ownership:

- Configuration costs
- Administration costs
- Downtime costs

For example, bv-Control for Microsoft Exchange addresses common administrative issues such as identifying the versions of Exchange installed, moving mailboxes between sites, securing public folders and alerting on key services, event logs and performance counters–all managed from a single console. bv-Control for Microsoft Exchange allows administrators to:

- Analyze and manage Exchange configurations
- Perform routine analyses to identify possible security breaches
- Perform trending analyses using Exchange Server traffic statistics
- Analyze disk space utilization

bv-Control for Microsoft Exchange provides answers to the pressing Exchange management issues summarized in the chart below.

Exchange Challenge	Where BindView can help
Identify potential security breaches	✓
Immediately correct server and mailbox	✓
attributes from within query results	
Increase availability and performance	✓
Document Exchange environments for	✓
configuration consistency	
Plan for rapid increases in e-mail volume	✓
Track corporate e-mail policy violations	✓
Reduce cost of ownership	✓
Locate the source of Exchange server failures	✓
Documentation for use during emergency	✓
system reconfiguration	
Prepare for migration to Exchange 2000 while	\checkmark
managing a heterogeneous Exchange	
environment	

Assessment

Configuration and Documentation

When running Microsoft Exchange, administrators need specific details about their clients' environment, such as which version, release, service pack, and hot fixes they are running on each server when seeking technical support. Typically, finding this information is a tedious and lengthy process. In mid- and large-size environments, system requirements change at such a fast pace that priorities are often focused exclusively on deployment and support of Exchange itself.

In an effort to conserve disk space, many organizations have started to place limitations on mailbox sizes. Despite these conservation efforts, servers can still be dramatically slowed to the point of impacting business and commerce within the organization. Or they can still become



overloaded and crash, bringing down the system and halting any electronic communication. Even if standards are implemented, it is very difficult to enforce them regularly without a tool like bv-Control for Microsoft Exchange.

A common configuration challenge is the lack of an easy way, through native tools, to document the rapidly changing Exchange environment. This can cause a significant problem when an unscheduled outage or disaster requires that the Exchange environment must be re-created. bv-Control for Microsoft Exchange provides administrators with easy access to information, such as how the servers, mailboxes, and public folders were originally configured, and which permissions, storage limits, and delegation rights need to be assigned.

How BindView Can Help with Configuration and Documentation

Often, the rapid growth in Microsoft Exchange results in configuration inconsistencies. Because of this rapid growth, administrators have little to no time to go back and document the existing configurations on the system. Thus, it is very difficult to enforce company standards. With bv-Control for Microsoft Exchange, documentation is quick and easy. Complete configuration documentation of the Microsoft Exchange server assists in establishing standards. Exchange configuration analysis and reporting allows for the more efficient enforcement of company standards and policies.

Documentation is one of the least enjoyed (and most often ignored) tasks of an Exchange administrator. However, the mission-critical nature of the Exchange environment requires that in the event of an outage or disaster, the Exchange environment can be quickly re-created. BindView's comprehensive reporting capabilities enable Exchange administrators to keep documentation updated with minimal effort.

Many times, during routine maintenance, Exchange servers need to be taken offline and users of a particular server/site need to be informed. Currently, Microsoft Exchange has no mechanism to send e-mail or notifications to members of a particular server/site. Creating a distribution list with members of a server/site is a time-consuming manual process that becomes quickly outdated because these lists have to be continuously updated.

With bv-Control for Microsoft Exchange, you can create distribution lists with the members of a server or site within seconds with BindView's drag-and-drop functionality. This allows administrators to quickly and easily notify only the affected users when servers must be taken offline.

Security

Numerous studies have discovered that a large number of internal security violations result from internal security breaches caused by disgruntled employees, employees with too much time and curiosity, or occasionally, even by accident. While security violations occur for a variety of reasons, they often result from a "quick fix" to get Microsoft Exchange up and running again, or from a user who inadvertently gives someone authority to send e-mail on his or her behalf. Violations also include users who send and receive e-mails with inappropriate text or graphics, which could make the company liable in a lawsuit. Also, administrators need to be concerned about viruses that, if opened, could damage the integrity of the network or the user's hard drive. Security violations in Exchange can be widespread—and hard to control.

The bottom line is that these security violations cause organizations a lot of time and money. As seen with the "I Love You" virus, viruses can sweep across the world in a matter of hours, hamstringing businesses and causing billions of dollars in damage and downtime. Exchange administrators need to be constantly vigilant in order to prevent such outbreaks, but a lack of personnel and technologically advanced resources often contribute to viruses infecting a system before the administrators are even alerted. With easy reporting and ActiveAdmin® capabilities on the Exchange Security environment by a tool such as bv-Control for Microsoft Exchange,

administrators are able to monitor <u>and correct</u> security and other violations before they cost the organization time and/or money.

How BindView Can Help with Security

bv-Control for Microsoft Exchange provides the ability to search mailboxes and public folders for content that contains language or attachments that may be in violation of corporate policies. It also enables Exchange administrators to quickly locate attachments or executables that may contain viruses. Policing unauthorized access to public folders and checking for inappropriate mailbox delegations are two additional functions that bv-Control for Microsoft Exchange provides.

bv-Control for Microsoft Exchange can also help secure public folders by maintaining the correct permissions. This tool can also very quickly and easily eliminate unauthorized mailbox delegation permissions.

Advanced Administration

Microsoft Exchange administration is a never-ending task. Moving mailboxes from organizationto-organization, site-to-site, server-to-server, or container-to-container, taking the server down for maintenance, and notifying impacted users of its unavailability, and determining disk space usage are only a few of the many administrative tasks performed on a frequent basis. These manual tasks are both time-consuming and prone to error. In most instances, Exchange administrators could be more effective by devoting themselves to critical applications rather than these repetitive administrative tasks. bv-Control for Microsoft Exchange provides easy "Find-and-Fix" capabilities to minimize time spent on advanced administrative tasks.

How BindView Can Help with Advanced Administration

Exchange administration is a thankless task. There is currently a high IT employee turnover rate that, in many cases, results from administrators not being challenged in their positions due to the constant fire-fighting in the messaging world that oftentimes becomes the norm. Even though there are some stand-alone utilities available with Exchange's native tools, they only handle limited administration capabilities. bv-Control for Microsoft Exchange significantly simplifies administration by offering numerous capabilities, all from one console. With simple "drag-and-drop" capabilities, bv-Control for Microsoft Exchange allows administrators to move mailboxes across sites and to copy information from a public folder to a mailbox, in addition to creating or deleting mailbox and public folder properties, owners, and permissions.

Availability

Keeping Microsoft Exchange systems up and running is a critical issue for user satisfaction. It is also the most important criteria in meeting service level agreements. The cost of downtime to an organization can be felt through lost user productivity, lost revenue, and the time spent to resolve the problem. Similarly, Exchange servers with performance problems frustrate users and often result in uncompleted business processes, such as order verification and fulfillment. Finally, problem resolution is delayed and the situation worsens when the problem is discovered *after* users are impacted.

Additionally, there are only limited alert capabilities for potential system problems available with Exchange's native tool. Therefore, in order to ensure system availability, a comprehensive tool such as bv-Control for Microsoft Exchange is vital to the organization.

How BindView Can Help with Availability

bv-Control for Microsoft Exchange offers 24x7 monitoring of the Exchange environment at both the operating system and application layer. Metrics are gathered from a variety of sources including Exchange services, event logs, and performance counters. In addition, alerts can be generated when unauthorized client logon times are violated and when delivery time thresholds between servers have been exceeded. The metrics are then analyzed and when thresholds are



met, alerts are generated. Thresholds can be set so that administrators are alerted well before users experience downtime or performance degradation.

The BindView Approach

Microsoft Exchange has spurred the creation of several administrator tools offering system reporting and real-time performance monitoring and management. While these solutions may ensure that Exchange is up and running at acceptable levels, many of them are not a complete solution that make Exchange a more secure and viable platform.

The BindView family of products provides a comprehensive solution for managing your Exchange 5.5 and 2000 environments with our bv-Admin™ for Microsoft® Exchange and bv-Control for Microsoft Exchange. These products provide enterprise-wide reporting, advanced administration, and monitoring and notification that will save IT Administrators time and effort. This reduces the overall cost of ownership of the Exchange investment, while maximizing system reliability and staff productivity.

BindView's bv-Control for Microsoft Exchange product offers a solution to your security, configuration, and availability needs: advanced policy management and modifications, *plus* real-time monitoring, *plus* query-based reporting—all from one management console, a snap-in to the Microsoft Management Console, or MMC.



Central Console

The BindView RMS[™] Console installs as a Snap-In to the Microsoft Management Console (MMC). The MMC is a host application that provides a common user interface enabling easy navigation of the BindView RMS Console application. The BindView RMS Console, along with bv-Control for Microsoft Exchange, is a powerful tool designed to help you manage your Microsoft Exchange environment by providing the ability to run queries, perform ActiveAdmin (Active Administration), baselining, task listings, charting, reporting, and exporting features.

bv-Control for Microsoft Exchange uses the BindView RMS Console, which installs as a Snap-in to the Microsoft Management Console (MMC). The MMC is a host application that provides a common user interface enabling the navigation of the RMS Console. Based on Microsoft technology such as VB script and using standard Microsoft API calls, bv-Control for Microsoft Exchange installs and deploys easily out-of-the-box. It is quickly configured, and training time is minimal.

bv-Control for Microsoft Exchange scales easily when reporting on the Active Directory[™] Schema, and is capable of monitoring Microsoft Exchange 5.5 and 2000 environments with numerous servers and thousands of mailboxes in several organizations in mixed-mode. Native Exchange 2000 support is scheduled for later in 2001. The product design **does not require agents to be loaded on each node**, thereby helping to decrease administrative overhead by deploying over network connections. The BindView design accomplishes its comprehensive view of the Exchange environment by reporting on both DAPI and ADSI datasources and fields. The move mailbox functionality across sites and containers, along with coming functionality to move mailboxes between Exchange 5.5 and 2000 servers and across Exchange 5.5 organizations allows BindView to provide both daily advanced administration and solutions for migration



preparations. All of this functionality is accomplished using an API that is familiar to the user and fully compatible in most network environments.

With over 100 prepackaged reports and over 800 reportable fields, bv-Control for Microsoft Exchange reduces the time it takes to find and correct initial problems. New reports can also be added with a simple interface and without having to write scripts or code.



Figure 1: bv-Control™ for Microsoft® Exchange snaps in to the MMC for easy viewing of

multiple Exchange servers across sites

Leveraging the Microsoft Architecture

There are two components that snap in to the BindView RMS Console. The first component, bv-Control for Microsoft Exchange, provides query-based management using Microsoft-supplied APIs to obtain the Exchange information for each data source. The second component, IntelliPACS[™], provides real-time management capabilities to monitor and alert on critical events from Exchange event logs, services, message delivery times, and performance counters. Each component may be installed remotely **and does not require software to be loaded on Exchange servers**. These two snap-in components leverage the BindView RMS Infrastructure and automatically enable the following features:

- Enterprise scalable query configuration
- Graphs, charts and grid style reports
- Exporting to 16 different formats







Figure 2: bv-Control for Microsoft Exchange architecture

The BindView RMS Console uses a query-based data retrieval mechanism to gather information from your Exchange environment. bv-Control for Microsoft Exchange installs into and extends the capabilities of the RMS Console. When a query is launched, the RMS Console issues a request through bv-Control for Microsoft Exchange to gather server information. Once the data is collected, it is returned to the RMS Console and displayed as a grid, chart, or report, based on report choice.

bv-Control for Microsoft Exchange components consist of executable modules and resources that interface with the RMS Console and the Information Server. The Information Server executes queries and reports. This component provides the data needed for reporting, and contains the data retrieval mechanism for the queries. The Information Server component exposes the user schema to the RMS Console. The user schema contains the data sources and fields that the user may select for creating reports. Additionally, it provides user interface components, such as dialog pages that are specific to the data sources and fields.

Key Features of bv-Control for Microsoft Exchange and IntelliPACS

Assessment

Query-Based Reporting

To help Exchange and system administrators obtain a fast and accurate view of their Exchange environment, bv-Control for Microsoft Exchange comes with more than 70 Ready-to-Go reports. The reports are segmented into Query Builders that identify key issues such as private store and public store utilization and usage, security, and message tracking. These are accessed with a simple point-and-click interface.



🚡 <u>C</u> onsole <u>W</u> indow <u>H</u> elp				ž 🔒 🗉 🖃
Action View IntelliPACS Favorites 🗍 🖛		2 🗉] 🔁 🛍 😰	
ee Favorites	Server Management Content of 'C:\Program Files'	BindViev	v\Data\Pre-Defined\bv-0	Control for Microsoft Exc
BindView RMS	Name	Size	Туре	Date
Risk Assessment and Control	Application Event Logs		Report Folder	02/13/01 13:27:47
🚊 🧰 Pre-Defined	📕 App Event Log Scan for Specified Event Num	5KB	BindView Data File	12/12/00 16:46:22
🖻 🧰 bv-Control for Microsoft Exchange	📒 Exchange Service Account Validation.BVD	5KB	BindView Data File	11/13/00 08:49:22
🕀 🚞 Content Scanning	Exchange Service Accounts.BVD	4KB	BindView Data File	12/12/00 16:46:24
🕀 🚞 Distribution List Management	Exchange Services Details Report.BVD	5KB	BindView Data File	12/12/00 16:46:24
🗄 🚞 GAL Management	Exchange Services Not Using Specified Servi	5KB	BindView Data File	12/12/00 16:46:24
🕀 🧰 Mailbox Management	Exchange Services Report.BVD	5KB	BindView Data File	11/13/00 08:49:24
🕀 🦲 Public Folder Management	Exchange Services Using Specified Service A	5KB	BindView Data File	12/12/00 16:46:24
i → i Security Management	SExchange Core Services Not Running.BVD	5KB	BindView Data File	12/12/00 16:46:24
🕀 🔄 Server Management	Org MTA Configuration Report.BVD	9KB	BindView Data File	12/12/00 16:46:24
i⊞⊷iii Site Management	Org Private Store Configuration Report.BVD	7KB	BindView Data File	12/12/00 16:46:24
	Org Public Store Configuration Report.BVD	6KB	BindView Data File	12/12/00 16:46:26
Trainc Arraysis Journal of NetWare and NDS	Server Properties Database Sizes Chart.BVD	4KB	BindView Data File	12/12/00 16:46:26
By-Control for UNIX	Server Properties DS Detail Report.BVD	5KB	BindView Data File	12/12/00 16:46:26
by-Control for Windows 2000	Server Properties Exchange Versions Report	5KB	BindView Data File	12/12/00 16:46:26
	Server Properties IS Detail Report.BVD	5KB	BindView Data File	12/12/00 16:46:26
	Server Properties MTA Detail Report BVD	4KB	BindView Data File	12/12/00 16:46:26
BindView RMS Configuration	Server Properties SA Detail Report.BVD	4KB	BindView Data File	12/12/00 16:46:28
bv-Control for Microsoft Exchange	Server Propeties Circular Logging Report.BVD	4KB	BindView Data File	12/12/00 16:46:28
🗄 😼 Configuration				
Exchange Organization				
🗄 🍖 BVSE				
🗄 📲 Global Address List				
🗄 🙀 Server Aliases				
👰 by-Control IntelliPACS				
📲 bv-Control for NetWare and NDS	•			

Figure 3: bv-Control for Microsoft Exchange provides over 100 Ready-to-Go repots covering all aspects of Exchange server management.

Ready-to-Go reports are important for speed and efficiency, but they are not an administrator's only option. Reports can be modified and new reports created without writing a single line of code using the 800 reportable fields. This is done via a *drag-and-drop* capability for adding new fields to reports. Results can be saved for trend analysis and capacity planning at a later time. Report information can be graphed, compared to an established baseline, and exported into a variety of data formats such as Microsoft Excel or Microsoft Word.



Query Builder -	Server Properties Exchange Versions Report	
Field Specificati	ion Filter Specification Sort Specification Scope	
Filter Field <u>N</u> a	ames: Apply	
	Common Name Computer IP Address Container of Server Object	
	DS Circular Logging Enabled DS Executable Path DS Executable Version DS Startup Type DS Transaction Log File Size (bytes) DS Transaction Logs Path ▼	
	Expression Modify	
Filte	er Term Definition	×
	Specific Value O Special Value O Another Field O Prompt User	<u>0</u> K
DS	S Executable Version	<u>C</u> ancel
	Equal To	<u>H</u> elp
Add _	Specify a value:	
w	💽 Inbox - Microsoft Outlook	N 🖧 11:13

Figure 4: bv-Control for Microsoft Exchange reports can be modified and new reports created using drag-and-drop functionality.

ActiveAdmin from Query-based Reporting

The ActiveAdmin functionality in bv-Control for Microsoft Exchange is an exclusive timesaving feature that allows complete "Find-and-Fix" functionality on mailbox and server properties from query-based reports. This functionality extends the query-based reporting capabilities beyond analysis to include immediate resolution to reduce security threats and enforce configuration policies. For example, Exchange administrators are now able to locate all instances of messages containing inappropriate content or virus information and move, review, and/or delete them from Exchange mailboxes and public folders. Another example is the administrator's ability to set storage limits for mailboxes from within the bv-Control query report.



🚡 Bind\	/iew - [BindView RMS\Risk	Assessment and Control\Pre-Defined\by	-Control for Microsoft Exchange\ 💻 🛽	괴치		
] 🚡 <u>C</u> ∘	nsole <u>W</u> indow <u>H</u> elp		🗋 🚄 🔲 💷	쾨즤		
Action	i <u>V</u> iew <u>F</u> avorites	-> 🗈 🔃 🖧 😢 📃 🐮 🐚 🛍	2			
Tree F	avorites	Public Folder Management Content of 10	:\Program Files\BindView\Data\Pre-Defined\b	v-Co		
	/iew RMS	Name	Size Type	D.		
	tisk Assessment and Control Pre-Defined	Security Management Public Folder Access Times Report	Report Folder 4KB BindView Data File	03 11		
		xchai Public Folder Contents Detail Repor	6KB BindView Data File	11		
	🗄 🧰 Content Scanning	Public Folder Forms Report.BVD	4KB BindView Data File	11		
	Distribution List Mar	Public Folder Object Views Report			_	
	GAL Management GAL Management Mailbox Manageme	<u>G</u> rid <u>E</u> dit ⊻iew <u>H</u> elp				
	🗄 🔄 Public Folder Mana 📗	🗟 🏈 🏘 🛷 🛅 📰 🛄 🗳 🗞	A 🥹 🔲			
		Display Name	Folder Path and Name	Folder Container	AutoReply Message [Editable]	Autof
	🗄 🧰 Storage Analysis			Object		
	⊡ Traffic Analysis Shared	1 SE Field Schedule - Europe	\SE Field Schedule - Europe	[List]	[Empty]	[Emp
	Personal	2 Internet Newsgroups	Vinternet Newsgroups		[Empty]	[Emp
	indView RMS Configuration	3 Internet Newsgroups	Vinternet Newsgroups		[Empty]	[Emp
⊞-\$‡9 b	v-Control for Microsoft Exchan	4 Contacts	\Enterprise Address Book\Contacts	[List] 🖬	[Empty]	(Emp
		5 Schedule Req AutoReply Messag	je [Editable] Change Dialog		× oty]	(Emp
		6 Enterprise Ad	y Message [Editable] Field Value		oty]	(Emp
	-		y message [cloitable] Fleid Value		oty]	(Emp
	-	8 SE Field Sche 9 SE Field Sche	bi- 4-14 i- 4 4i	-1.1	oty]	(Emp
		9 SE Field Sche T 10 SE Field Sche	his folder is for posting purposes o	niy.	oty] oty]	[Emp [Emp
					or y J	Trub
		O Special V	alue			F
						-4
map32rms.	bat	Record 1 of 10	[Empty]			
mopozinis.			Itempol			
			<u>O</u> K <u>C</u> ancel	Help		
map32exa.	bat					
🚮 Start	🖸 Inbox - Microsoft Outlook	👘 BindView - [BindView RMS] 🚺 Task S	Status · <local> Public Folder Ob</local>	iect 🖂 Untitled	I - Message (Rich T	2:24 PM

Figure 5: bv-Control for Microsoft Exchange has ActiveAdmin to allow Find-and-Fix functionality from within query results. This demonstration shows how easily an administrator can find and edit an Auto Reply message for a Public Folder.

The following is a list of some of the ActiveAdmin fields:

Mailbox Properties Datasource — ActiveAdmin Fields

Hide from address book	Message Size Limit: Incoming
Message Size Limit: Outgoing	Storage Limit: Use IS Defaults
Storage Limit: Issue Warning	Storage Limit: Prohibit Send
Storage Limit: Prohibit Send and Receive	Address
Administrative Note	Assistant Name
Assistant Phone Number	Business Phone Number
Business Phone Number 2	City
Company	Country
Custom Attribute 1 through 15	Department
Fax Number	Home Phone Number
Home Phone Number 2	Last Name
Middle Initials	Mobile Phone Number
Notes	Office
Pager Number	State or Province Name



Title	Zip Code
Employee Number	Employee Type
Forwarding Address	Home Address
Home Fax Number	Mail Drop
Personal Mobile Phone Number	Personal Pager Number
Personal Title	Home Page Address
Public Folder Properties Datasource—ActiveAdmi	n Fields
Administrative Note	Custom Attribute 1 through 15
Newsgroup	Notes
Company	Country
State	Title
Usenet Site Name	Home Page Address
AutoReply Subject	AutoReply Message
AutoReply	

Advanced Administration

Copy/Move/Delete Messages from Mailboxes

After a query is run against the Mailbox Contents Datasource, the administrator can select one or more of the messages from the results grid and either move or copy them to a mailbox folder. If the administrator chooses Move, the original mail message is deleted. If the administrator chooses Copy, the original mail message is undisturbed. Messages will only be moved or copied to another mailbox folder.

After a query is run against the Mailbox Contents Datasource, the administrator can select one or more of the messages from the grid and delete them. This is a true delete, and not a move to the deleted items folder. Once deleted, there is no way to get these messages back with bv-Control.

Copy/Move/Delete Messages from Public Folders

After a query is run against the Public Folder Contents Datasource, the administrator can select one or more of the messages from the results grid and either move or copy them to a mailbox folder. If the administrator chooses Move, the original mail message is deleted. If the administrator chooses Copy, the original mail message is undisturbed.

After a query has been run against the Public Folder Contents Datasource, the administrator can select one or more of the messages from the grid and delete them. This is a true delete, and not a move to the deleted items folder. Once deleted, there is no way to get these messages back with bv-Control.

Availability

Real-Time Monitoring and Reporting

An important feature of BindView's solution is the IntelliPACS component that provides its realtime monitoring and reporting capabilities to help ensure system reliability. IntelliPACS monitors the availability and performance of the Exchange server and generates alerts so that appropriate action can take place before service levels are compromised.



The architecture of the bv-Control for Exchange real-time monitoring capabilities is designed to scale to very large numbers of monitored devices. The monitoring is achieved through the use of distributed collectors, which are assigned to machines that collect the management information. The monitoring collectors will be able to run locally or remotely, depending on the user's preference. The scripts direct the data collectors, and are available packaged, and included out-of-the-box. The customer also has the ability to develop scripts defining which metrics to gather, the frequency of collection, the threshold when an alert will be sent, and the severity of the alerted event.

Once an alert has been sent to the appropriate administrator, historical collection will begin to occur. If any data is lost, the administrator can use the historical reports to reconfigure the Exchange server.

Although administrators rely heavily on the functionality to be alerted when a metric has passed a critical threshold; it is also important to have the ability to view the events over time that led to a problem in the first place. The bv-Control for Microsoft Exchange real-time monitoring reports can allow administrators to study past trends in order to avoid future complications, as well as allow administrators to determine the source of a potential problem long before it can affect users. This capacity planning is also important in determining the impact of adding more system components (e.g., servers and applications) into the networked environment.

Action Yew IntelliPACS Eavoites Exchange Server IntelliPACS Total Control relief Monitors the client login time to Exchange Server Tree Favorites Exchange Server IntelliPACS Total 35 BindView RMS Fisk Assessment and Control Exchange Server IntelliPACS Monitors the client login time to Exchange Server bv-Control for Microsoft Exchange Exch Directory Synchronization Monitors the Status of the Exchange Server IntelliPACS bv-Control IntelliPACS Managed Computers Exch Directory Synchronization Monitors the DS Replication Updates count Managed Resources All Managed Computers Exch INC NDR Traffic Monitors the ISA Replication Updates count Monitors the Information Store Service Monitors the INC MIS IN Queue and INC MIS Windows NT IntelliPACS Exch INC NDR Traffic Monitors the INC NDR inbound and outbou Windows NT IntelliPACS Exch IS Public Receive Queue Monitors the INC NDR inbound and outbou Windows NT IntelliPACS Exch IS Public Receive Queue Monitors the Ext of Is Public Receive Queue Monitor Is Public Receive Queue Monitors The Use of Is 1160 events information Store Service Monitors the Ext of Is 0 adapase 1018 errors - Faulty Monitor Is Public Send Queue	🛩 🔒 🗉	
Tree Favorites Exchange Server IntelliPACS Total: 36 BindView RMS BindView RMS Description BindView RMS BindView RMS Configuration Monitors the Client Login Time Monitors the Client login time to Exchange Server BindView RMS Description Monitors the Client Login Time Monitors the Client Login Time Monitors the Client Login Time BindView RMS Description Exch Circupted Message in MT Monitors the Status of the Exchange Server BindView RMS IntelliPACS Monitors the DS Replication Updates Monitors the DS Replication Updates count Managed Resources Exch INC NDR Traffic Monitors the CPU resource consumption of Monitors the IS-INDUC IntelliPACS Windows 2000 IntelliPACS Monitors the IMC NDR Traffic Monitors the INC NDR Traffic Monitors the Exchange Server store Monitors the Exchange Server store Monitors the Exchange Server Stores Exch INC NDR Traffic Monitors the Exchange Server store Monitors the Exchange Server store Exch IS Client Response Slow Monitors the Exchange Server store Monitors INE Netware and NDS Exch IS Public Receive Queue Monitor IS Private Send Queue Monitor IS Private Send Queue Exch IS Public Send Queue	🛯 😫 🕼	
BindView RMS Ame Description BindView RMS Exch Client Login Time Monitors the client login time to Exchage Set were Service Check BindView RMS Configuration Exch Client Login Time Monitors the Status of the Exchange Server BindView RMS Exchange Exch Directory Service Check Monitors the DS Replication Updates BindView RMS Managed Resources Exch DS Replication Updates Monitors the DS Replication Updates count Managed Resources Exch Directory Synchronization Monitors the DS Replication Updates Monitors the DS AMAIN process Managed Resources Exch Is chick the Check Monitors the CPU resource consumption of Exch IMC MTS Queued Monitors the IMC MTS IN Queue and IMC MTS Managed Resources Windows 2000 IntelliPACS Windows 2000 IntelliPACS Monitors the IMC MDR Insolution and outbou Managed Resources Windows NT IntelliPACS Windows NT IntelliPACS Monitors the Status of the Information Store Market Generated Scripts Exch IS Client Response Slow Monitors the Status of Is Information Store Market Generated Exch IS Private Receive Queue Monitors INC Receive Queue Monitors INC Receive Queue Monitor Is Private Receive Queue Exch IS Public Receive Queue M		
 BindView RMS Configuration BindView RMS Configuration bv-Control for Microsoft Exchange bv-Control for Microsoft Exchange bv-Control IntelliPACS monitors M Assessment and Computers monitors the Directory Synchronization. monitors the Directory Synchronization Updates monitors the DSAMAIN Check Monitors the DSAMAIN process monitors the CPU resource consumption of monitors the Information Store Service monitors the Send Queue monitors the Information Store Service Queue monitor IS Private Send Queue monitor IS Private Send Queue monitor IS Private Send Queue monitor IS Public Receive Queue monitor IS Public Receive Queue monitor IS Public Receive Queue monitor IS Public Send Queue monitor IS Public Receive Queue monitor IS Public Receive		
 BindView RMS Configuration BindView RMS Configuration bv-Control for Microsoft Exchange bv-Control IntelliPACS managed Resources Managed Computers Kachange Server IntelliPACS Mindows 2000 IntelliPACS Windows 2000 IntelliPACS Kach IIC Configurations Scripts <l< th=""><th>Туре</th><th></th></l<>	Туре	
 bw-Control for Microsoft Exchange bw-Control IntelliPACS bw-Control IntelliPACS Agents Managed Resources Managed Computers Managed Computers Managed Computers Kachange Server IntelliPACS Kachange Server Log Kachange Server	ver Wizard	
 by-Control IntelliPACS intelliPACS (EXRMS2) intelliPACS Agents intelliPACS Agents intelliPACS Agents intelliPACS and All Managed Computers intelliPACS intelliPACS	, 2 Custom	
 by-Control IntelliPACS EXCHANGS (EXRMS2) IntelliPACS Agents Managed Resources All Managed Computers Exchange Server IntelliPACS Exchange Server IntelliPACS Exchange Server IntelliPACS Exchange Server IntelliPACS Monitors the DS AdMAIN Check Exchange Server IntelliPACS Monitors the CPU resource consumption of Exch Health Check Monitors the CPU resource consumption of Exch INC MTS Queued Monitors the CPU resource consumption of Exch INC MTS Queued Monitors the IMC MTS IN Queue and IMC MTS Exch IMC MDR Traffic Monitors the IMC Queued Inbound and outbout Exch INC Output of Traffic Monitors the IMC Queued Inbound and Outbout Exch INC Chigurations Exch IS Client Response Slow Monitor IS Private Receive Queue Exch IS Private Receive Queue Monitor IS Public Send Queue Monitor IS Public Receive Queue Monitor IS Public Send Queue Monitor IS Public Receive Queue Monitor IS Public Send Queue Monitor IS Public Send Queue Monitor IS Public Send Queue Monitor IS Public Receive Queue Monitor IS Public Send Queue Monitor IS Public Receive Queue Monitor IS Public Send Queue Monitor IS Public Send Queue Monitor IS	ire Wizard	
 IntelliPACS Agents Managed Resources All Managed Computers Exch and Server IntelliPACS Kachange Server IntelliPACS	e Wizard	
All Managed Resources All Managed Computers All Managed C	r Wizard	
All Managed Computers Exch ange Server IntelliPACS Exch INC NDR Traffic Monitors the Xdue of Exchange Server IntelliPACS Active Directory IntelliPACS Exch IMC NDR Traffic Monitors the IMC NDR inbound and outbout Windows 2000 IntelliPACS Windows 2000 IntelliPACS Exch IMC NDR Traffic Monitors the IMC NDR inbound and outbout Windows 2000 IntelliPACS Windows 2000 IntelliPACS Exch IMC Queued Traffic Monitors the IMC Queued Inbound and Outbout Maters Generated Exch INC Chiene Store Service Monitors the Vent Configurations Exch IS Client Response Slow Monitors the Event Log for IS 1160 events - Maters Generated Exch IS Private Receive Queue Monitor IS Private Receive Queue Monitor IS Private Receive Queue Monitor IS Private Receive Queue Monitor IS Private Receive Queue Monitor IS Private Receive Queue Monitor IS Public Receive Queue Monitor IS Public Receive Queue Monitor IS Public Receive Queue Monitor IS Public Receive Queue Monitor IS Public Receive Queue Monitor IS Public Receive Queue Monitor IS Public Receive Queue Monitor IS Public Receive Queue Monitor IS Public Receive Queue Monitor IS Public Receive Queue Monitor IS Public Receive Queue Monitor IS Public Receive Queue Monitor	Wizard	
Exchange Server IntelliPACS Monitors IMC MTS IN Queue and IMC MTS Monitors IMC MTS IN Queue and IMC MTS Monitors IMC MTS-IN Queue and IMC MTS Monitors IMC MTS-IN Queue and IMC MTS Exch IMC MTS Queued Monitors IMC MTS-IN Queue and IMC MTS Monitors IMC MTS-IN Queue and IMC MTS Exch IMC NDR Infinitors IMC MTS-IN Queue and IMC MTS Monitors IMC MTS-IN Queue and IMC MTS Monitors IMC MTS-IN Queue and IMC MTS Exch IMC NDR Infinitors Imc Monitors Imc Monitor IS Public Receive Queue Monitor If or NetWare and NDS Exch IS Public Receive Queue Monitors Imc Imc Imc Monitors Imc Imc Monitor IS Public Send Queue Monitor If NetWare and NDS Exch IS Slow Response Time F Monitor IS Public Send Queue Monitor IS Public Send Queue Monitor If S vent ID 9037 which is cause Exch Is Queue Commit Check Monitors Imc Imc Server ID 9037 which is cause Monitor IS Public Receive Queue </td <td>it S Wizard</td> <td></td>	it S Wizard	
 IIS IntelliPACS Active Directory IntelliPACS Active Directory IntelliPACS Windows 2000 IntelliPACS Windows NT IntelliPACS Alerts Generated Alert Configurations Scripts Exch IS Client Response Slow Monitors Ithe IMC NDS Exch IS Private Receive Queue Monitor IS Private Receive Queue Exch IS Private Send Queue Monitor IS Private Send Queue Exch IS Private Send Queue Monitor IS Private Send Queue Exch IS Private Send Queue Monitor IS Private Send Queue Monitor IS Private Send Queue Monitor IS Public Receive Queue Exch IS Public Receive Queue Monitor IS Public Send Queue Exch IS Slow Response Time F Monitor Server LD 9037 which is cause Exch Jst Database 1018 Errors Monitors the IS User Count 	eve Custom	
Active Directory IntelliPACS Active)U Wizard	
Image: Second State Sta	dic Wizard	
 Windows NT IntelliPACS Alerts Generated Alert Configurations Exch IS Client Response Slow Monitors the Various Exchange Server store Exch IS Client Response Slow Monitor IS Private Receive Queue Monitor IS Private Receive Queue Monitor IS Private Receive Queue Monitor IS Private Send Queue Monitor IS Public Receive Queue Monitor IS Public Send Queue Monitor IS Public Send Queue Exch IS Slow Response Time F Monitors the IS User Count Exch Jet Database 1018 Errors Monitor for Jet database 1018 errors - Faulty Exch Login + Send Response 	oun Wizard	
 Alerts Generated Exch Information Store Sizes Monitors the various Exchange Server store Exch IS Client Response Slow Monitor IS Private Receive Queue Scripts Exch IS Private Receive Queue Monitor IS Private Send Queue Monitor IS Private Send Queue Monitor IS Public Receive Queue Exch IS Public Receive Queue Monitor IS Public Send Queue Monitor IS Public Send Queue Exch IS Slow Response Time F Monitor for Jet database 1018 errors - Faulty Exch Login + Send Response Monitors client login plus Exchange Server of the store of the	ervi Wizard	
 Alert Configurations Exch IS Client Response Slow Monitors the Event Log for IS 1160 events - Scripts Exch IS Private Receive Queue Monitor IS Private Receive Queue Monitor IS Private Receive Queue Monitor IS Private Send Queue Monitor IS Public Receive Queue Monitor IS Public Send Queue Exch IS Slow Response Time F Monitor for Is event ID 9037 which is cause Exch IS User Count Check Monitor for Jet database 1018 errors - Faulty Exch Login + Send Response Monitors client login plus Exchange Server of 	ile Wizard	
Image: Scripts Image: Scripts Image: Scripts Monitor IS Private Receive Queue Monitor IS Private Receive Queue Image: Scripts Image: Scripts Image: Scripts Monitor IS Private Send Queue Monitor IS Private Send Queue Image: Scripts Image: Scripts Image: Scripts Monitor IS Private Send Queue Monitor IS Private Send Queue Image: Scripts Image: Scripts Image: Scripts Monitor IS Private Send Queue Monitor IS Public Receive Queue Image: Scripts Image: Scripts Image: Scripts Monitor IS Public Receive Queue Monitor IS Public Receive Queue Image: Scripts Image: Scripts Image: Scripts Monitor IS Public Receive Queue Monitor IS Public Send Queue Image: Scripts Image: Scripts Image: Scripts Monitor IS Public Send Queue Monitor IS Public Send Queue Image: Scripts Image: Scripts Image: Scripts Monitor IS Public Send Queue Monitor IS Public Send Queue Image: Scripts Image: Scripts Image: Scripts Monitor IS Public Send Queue Monitor IS Public Send Queue Image: Scripts Image: Scripts Image: Scripts Monitor IS Public Send Queue Monitor IS Public Send Queue Image: Scripts	lie Wizard	
Error Log	Wizard	
Image: Second	Wizard	
Image: Start Structure Image: Structure	Wizard	
Exch IS User Count Check Monitors the IS User Count Exch Jet Database 1018 Errors Monitor for Jet database 1018 errors - Faulty Exch Login + Send Response Monitors client login plus Exchange Server	Wizard	
Exch Jet Database 1018 Errors Monitor for Jet database 1018 errors - Faulty Exch Login + Send Response Monitors client login plus Exchange Server	by Wizard	
📜 Exch Login + Send Response Monitors client login plus Exchange Server	Wizard	
	nar Wizard	
Exch Message Store Check Monitors the STORE Process	nd-t Wizard	
	Wizard	
		Þ
Start 📸 BindView - [BindView	(A)	5:18 P





Summary

There are multiple Exchange solutions on the market today; however, BindView's offering is unique and comprehensive. No other Exchange management product has BindView's nonintrusive architecture that seamlessly integrates itself into the Microsoft Management Console. The bv-Control for Exchange query-based analysis and "Find-and-Fix" functionality, coupled with its real-time monitoring capabilities will reduce the amount of time administrators spend on repetitive administrative tasks, as well as preparing them to head-off any developing problems that might be on the horizon. BindView's solution will provide cost savings to organizations in assessment and configuration costs, administrative costs, and availability costs. In fact, most of BindView's customers save on average enough money in the first four to six months after the implementation of the software to begin experiencing a return on investment.

Below are just a few of the features that bv-Control for Microsoft Exchange provides for System Assessment, Analysis, Documentation, and Advanced Administration.

Assessment

- Report on and configure server and mailbox properties
- Locate users with delegation rights
- Report on Public Folder ownership
- Locate tombstone mailboxes across your organizations
- Compare system configuration across your enterprise from one report
- Document and print detailed user account information (rights, distribution list memberships, etc.)
- Document entire organizational structure (Containers, Groups, Users, Aliases, etc.)
- Document overall configuration of servers (server versions, Service Packs, system configuration settings)

Advanced Administration

- Analyze Exchange Service Account Validation Credentials across your organizations
- Find inappropriate files such as JPG and MP3 in users' mailboxes
- Find users that are not using standard information store limits across your organizations

Availability

- Analyze the total disk space in use and available on servers
- List total disk space used by each user
- Analyze storage limits on mailboxes and public folders
- Analyze server traffic to prepare for future growth

For more information visit our Web site at <u>www.bindview.com</u> or call 800-749-8439.

