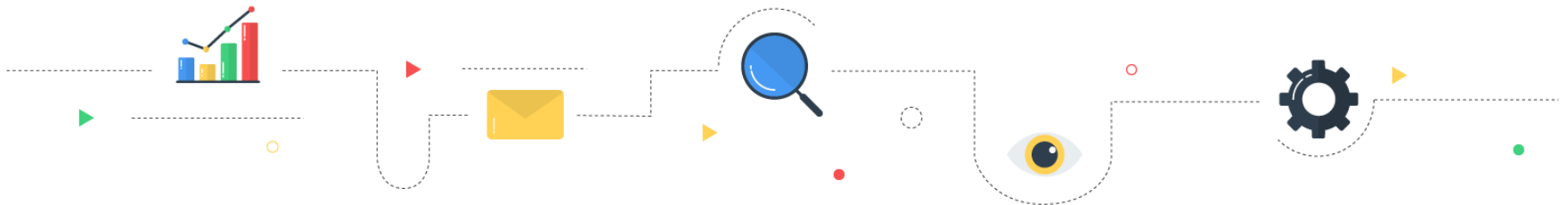


ManageEngine
Exchange Reporter Plus

Exchange Reporter Plus

A product walk-through



Overview

- α What is Exchange Reporter Plus?
- α Workings of Exchange Reporter Plus
- α Why Exchange Reporter Plus?
- α Reporting
- α Auditing
- α Monitoring
- α Product settings
- α License-related FAQs
- α Next steps

What is Exchange Reporter Plus?

What is Exchange Reporter Plus?

- ⌘ Comprehensive Exchange reporting, monitoring, and change auditing tool
- ⌘ Services supported: Exchange Server, Exchange Online, and Skype for Business
- ⌘ **450+** reports on various Exchange entities—mailboxes, public folders, OWA, ActiveSync, and more
- ⌘ Graphical representation of data

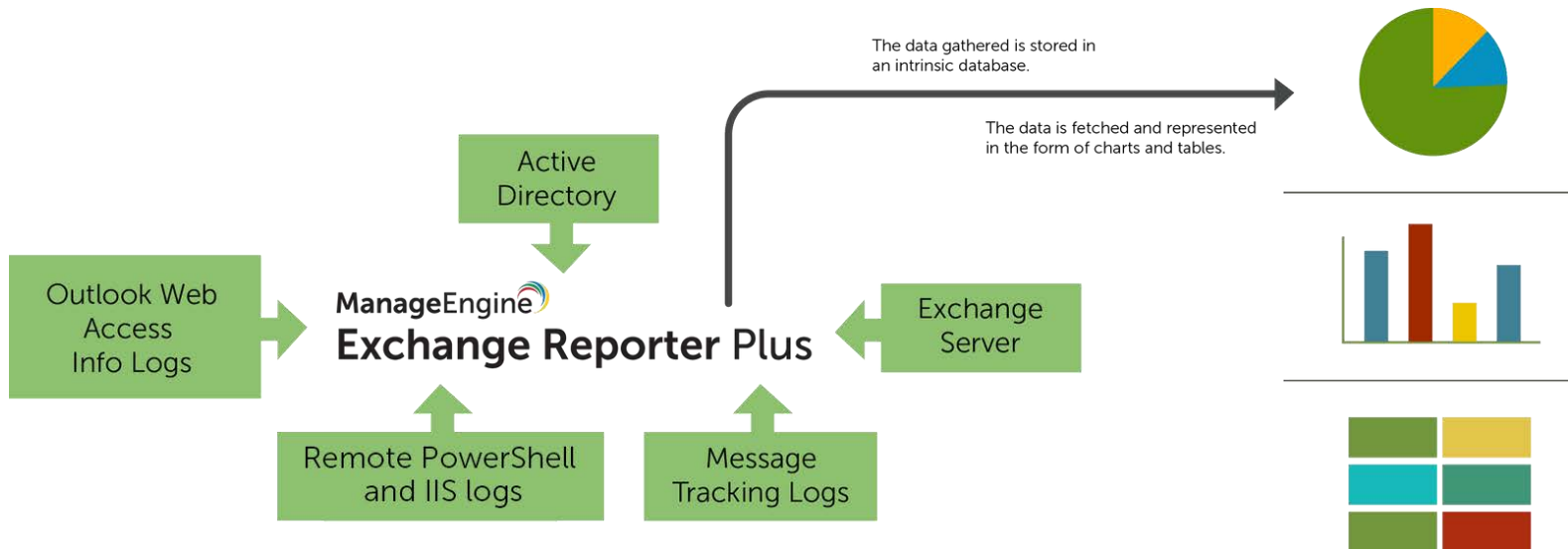
Critical insights and analytical data

- ✎ Email traffic reports
- ✎ Exchange permissions report
- ✎ OWA, ActiveSync, EWS, IMAP, and POP3 **connectivity** reports
- ✎ Content reports
- ✎ Database and storage reports
- ✎ Public folder and distribution list reports
- ✎ **Compliance** reports for SOX, PCI, HIPAA, GLBA, and GDPR
- ✎ Tailor your own **custom** reports

Working of Exchange Reporter Plus

Working of Exchange Reporter Plus

- Exchange Reporter Plus gathers data from different sources—such as Exchange Server, AD, IIS logs, and remote PowerShell—and presents them as meaningful reports










Admin account for gathering data

Features	Privileges required
Exchange Server reporting, auditing, and monitoring	The user account must be a member of the: Domain Admins group and Organization Management group
Exchange Online reporting and auditing	The user account must have a Global Administrator role
Skype for Business Server reporting	The user account must be a member of the CsAdministrator or CsViewOnlyAdministrator group








Why

Exchange Reporter Plus?

Why Exchange Reporter Plus?

Features	Exchange Reporter Plus
Create rules to customize the actions to be audited	
Do away with complex PowerShell code	
Hybrid Exchange and Skype for Business reports in the same platform	
Create your own custom reports	
Get a graphical view of data with dashboards	
Export reports to CSV, PDF, HTML and XLS formats	
Get periodic emails updates using scheduled reports	

Why Exchange Reporter Plus?

Features	Exchange Reporter Plus
Delegate customized roles to technicians (apart from admin and operator roles)	
Password-protected reports	
Advanced auditing and alerting filters	
Log forwarding to SIEM solutions	
Licensed based on number of mailboxes	
Manage and unmanage selected mailboxes as and when required	
Separate auditing for technician activities	

Product tour

Home tab

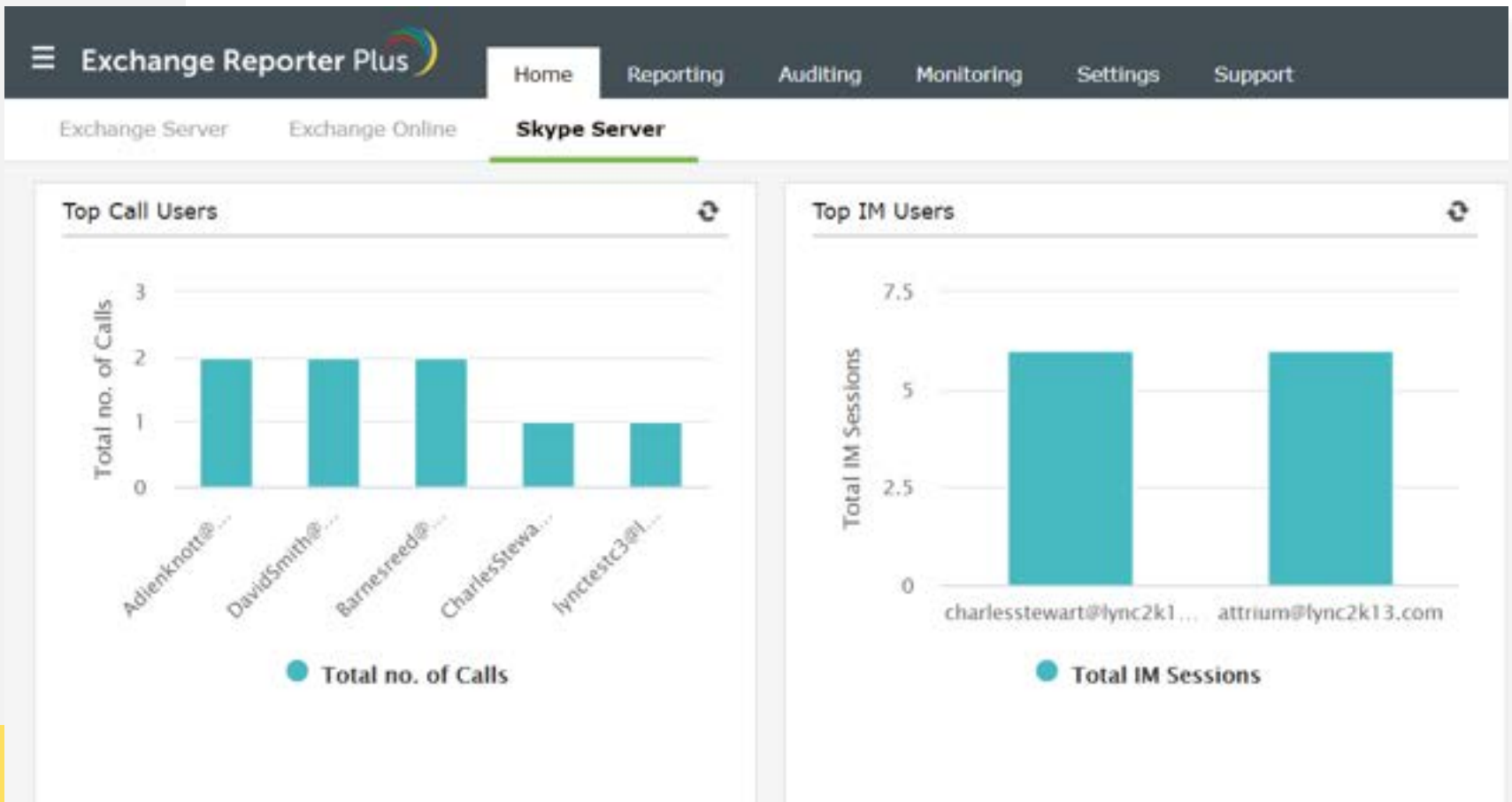
The screenshot displays the 'Home' tab of the Exchange Reporter Plus dashboard. The interface includes a navigation menu at the top with options like 'Reporting', 'Auditing', 'Monitoring', 'Settings', and 'Support'. The main content area is divided into several sections:

- Organization Health:** A table showing the status of various servers. An annotation box labeled 'Summarized organization health status' points to this table.
- Audit Alerts:** A summary of alerts, including 'Critical' (0), 'Trouble' (0), and 'Attention' (0).
- Mailboxes:** A list of mailbox-related metrics such as 'Mailbox Enabled Users', 'Mailbox Size', and 'Permissions Based on Mailboxes'. An annotation box labeled 'Quick links to reports' points to this section.
- Mailbox Users Summary:** A pie chart showing the distribution of mailbox users, with labels for 'Mailbox with ForwardTo' and 'Mailbox with Delegates'.
- Mailboxes Recipient Type Details:** A bar chart showing the number of mailboxes for different recipient types, with a y-axis labeled 'of Mailboxes'.

A central annotation box labeled 'Graphs' has arrows pointing to the 'Mailbox Users Summary' and 'Mailboxes Recipient Type Details' charts.

Server Name	Services Status	Disk Usage Status	Mailflow Status	Email Queue Status	Client Connectivity Status
ERP1-10A	-	Critical	-	-	-
ERP1-13B	-	Critical	-	-	-
ERP1-13A	-	Critical	-	-	-
ERP1-10B	-	Critical	-	-	-

Dashboard view



Exchange Reporter Plus

Reporting

Over 400 comprehensive reports

The screenshot displays the Exchange Reporter Plus web application interface. The top navigation bar includes the product name, a search bar, and links for Home, Reporting, Auditing, Monitoring, Settings, and Support. A sidebar on the left lists various system components like Mailboxes, OWA & ActiveSync, and Storage. The main content area is titled 'Mailboxes' and features a grid of report categories:

- General Reports:** Mailbox Enabled Users, Hidden Mailboxes, Mailbox Features, Mailbox Message Delivery Settings, Mailbox Storage Information, Mailbox Message Restrictions, Mailbox with Delegates, Mailbox with ForwardTo, Forward Set, Inbox Rules.
- Account Status Reports:** Recently Created Mailboxes, Inactive Mailboxes by Last Sent Mail, Inactive Mailboxes by Last Received Mail, Inactive Mailboxes by Last Logon Time, Disconnected Mailboxes, Expired Account Mailboxes, Soon-to-expire Account Mailboxes, Mailbox Auto Reply Status.
- Size Reports:** Mailbox Size, Mailbox Size Growth, Mailbox Size By OU, Current Mailbox Size Vs Quota, Mailbox Size Restrictions, Server based Mailbox Growth, Database based Mailbox Growth.
- Content Reports:** Message Count and Size Summary, Attachments by File Size, Attachments by File Extension Keyword, Attachments by File Name Keyword, Messages by Body Keyword, Messages by Subject Keyword, Folder-wise Unread Mails with Subject, Folder Message Count And Size.
- Permission Reports:** (Category label visible)
- Retention Policies Reports:** (Category label visible)
- Resource Mailbox Reports:** (Category label visible)

Features that come in handy

The screenshot displays the Exchange Reporter Plus interface for the 'Size of Messages Sent by Server' report. The interface includes a navigation menu on the left, a main content area with filters and a table, and a top toolbar with various actions. Red callout lines point to specific features:

- Printable view for reports**: Points to the 'Printable View' option in the 'More' dropdown menu.
- Export as CSV, PDF, HTML & XLS**: Points to the 'Export As' option in the 'More' dropdown menu.
- Quick Search**: Points to the search bar in the top right corner.
- Add reports as favorites**: Points to the 'Add to Favorites' option in the 'More' dropdown menu.
- View favorites**: Points to the star icon in the top right corner.
- Period of report**: Points to the 'Period' dropdown menu (set to 'This Week').
- Granularity of report**: Points to the 'Granularity' dropdown menu (set to 'Summary').
- Graph**: Points to the bar chart showing the size of messages sent by server.
- Number of records displayed on the same page**: Points to the pagination controls (set to 100).
- Column filters for the report**: Points to the dropdown arrow next to the 'Size Of Messages Sent (MB)' column header.
- Add or remove columns**: Points to the '+' and '-' icons in the table header row.

Server Name	Size Of Messages Sent (MB)	Size Of Internal Messages Sent (MB)	Size Of External Messages Sent (MB)
EXCHANGE-DC1	207.84	207.84	0.00

Intuitive reports

The screenshot displays the Exchange Reporter Plus interface. The top navigation bar includes 'Home', 'Reporting', 'Auditing', 'Monitoring', 'Settings', and 'Support'. The left sidebar shows a menu of report categories, with 'Inactive Mailboxes by Last Sent Mail' selected. The main content area shows the report title and filters, which are highlighted with a red box. Below the filters, the report is generated on April 01, 2020. A table lists the mailboxes and their last mail sent status.

Mailbox	Email	Last Mail Sent On
Atrium1	Atrium1@exchange.com	Not Collected
AuditoriumHall1	AuditoriumHall1@exchange.com	Not Collected
AuditoriumHall2	AuditoriumHall2@exchange.com	Not Collected
BarnesReed	BarnesReed@exchange.com	Not Collected
CharlesStewart	CharlesStewart@exchange.com	Not Collected
ConferenceHall2	ConferenceHall2@exchange.com	Not Collected
ConfemnceHall1	ConfemnceHall1@exchange.com	Not Collected
CreativeRoom	CreativeRoom@exchange.com	Not Collected
DavidSmith	DavidSmith@exchange.com	Not Collected

Report scheduling

The screenshot displays the 'Exchange Reporter Plus' web interface. The top navigation bar includes 'Home', 'Reporting', 'Auditing', 'Monitoring', 'Settings', and 'Support'. The left sidebar shows a navigation menu with 'Configuration' and 'Admin' sections. Under 'Configuration', 'Schedule Reports' is highlighted. The main content area is titled 'Schedule Report' and shows the 'Exchange Online' server selected. The 'Create Schedule report' form includes the following fields:

- Schedule Name:** Mailbox size reports
- Organization Name:** ERP1
- Report Category:** Mailboxes

The 'Report' section is divided into two panels:

- Available Reports:** A list of report types with radio buttons for selection:
 - General Reports
 - Size Reports
 - Mailbox Size
 - Mailbox Size Growth
 - Mailbox Size By OU
 - Current Mailbox Size Vs Quota
 - Mailbox Size Restrictions
 - Server based Mailbox Growth
- Selected Report:** A list of the chosen report:
 - Size Reports
 - Current Mailbox Size Vs Quota

Advanced filter options

The screenshot displays the Exchange Reporter Plus web interface. The main navigation bar includes 'Home', 'Reporting', 'Auditing', 'Monitoring', 'Settings', and 'Support'. The 'Reporting' tab is active, and the 'Mailbox Size By OU' report is selected. The interface shows a filter configuration area with a red box highlighting the 'Recipient Type' dropdown set to 'User Mailbox', the comparison operator 'Equals', and the 'Apply Filter' button. Below the filter area is a table with the following data:

Organizational Units	Canonical Name	No. Of Mailboxes	Size(MB)
erp	exchange.com/erp	20	6971.06
Users	exchange.com/Users	4	568.79
Microsoft Exchange System Objects	exchange.com/Microsoft Exchange System Objects	3	1.34

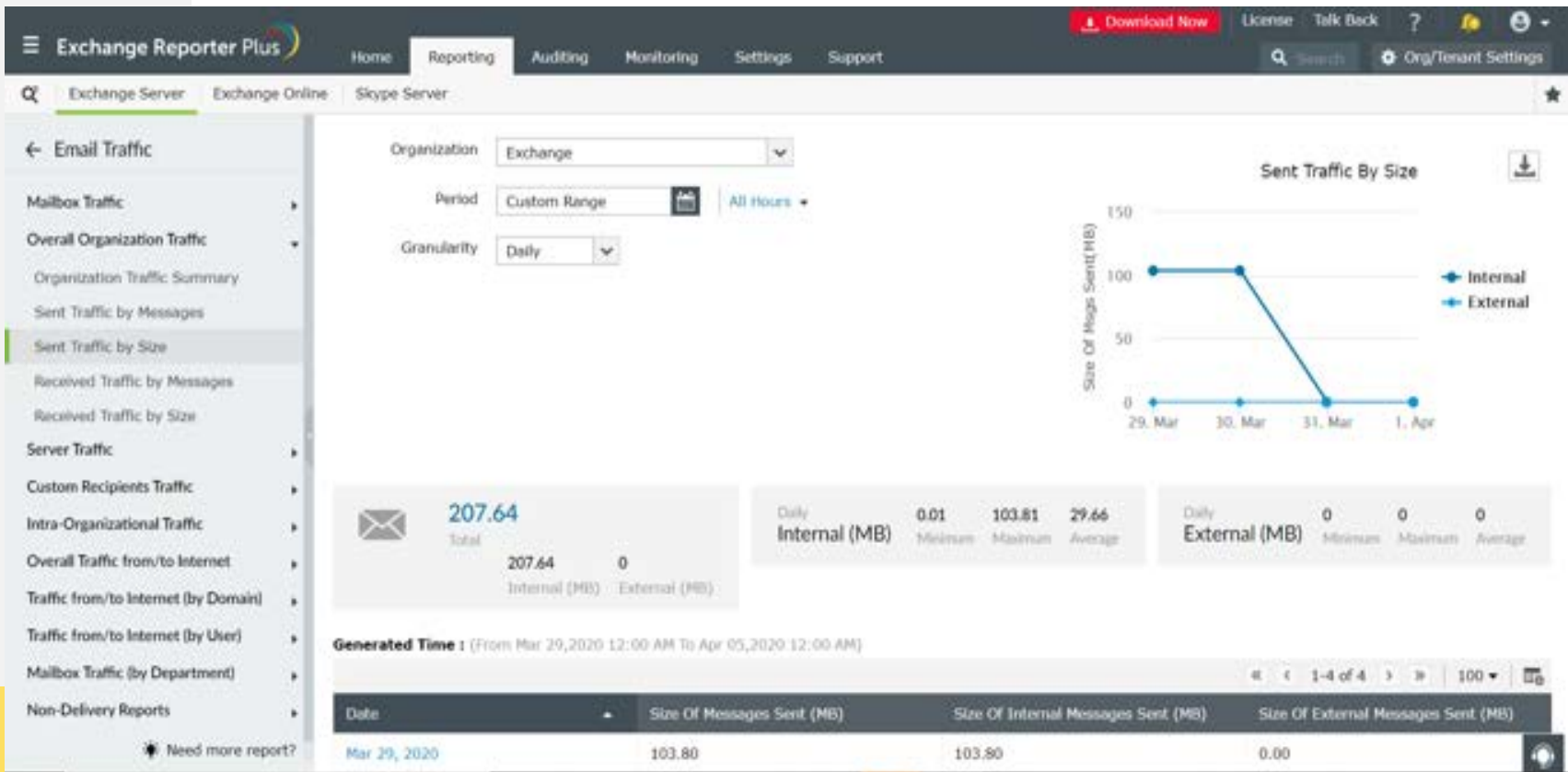
Create your own custom reports

The screenshot shows the 'Create Custom Report' page in the Exchange Reporter Plus application. The interface includes a navigation menu on the left with options like 'Configuration', 'Admin', 'Exchange Server', 'Task Scheduling', 'Custom Reports', 'Log/Database Path', 'LDAP Attributes', 'Archive Settings', 'Exchange Online', 'Skype for Business', and 'Other Configuration'. The main content area contains a form with the following fields:

- Organization Name: Exchange
- Custom Report Name: Test Report
- Select Report Type: Room Mailbox Usage
- Room Mailbox: CreativeRoom
- Date Range: Last Week
- Gathering Interval: Run Immediately

At the bottom of the form are 'Create' and 'Cancel' buttons. A red arrow points from the 'Select Report Type' dropdown to a text box that reads: 'Choose category from the range of report types available'.

Email traffic reports



Comply with regulatory mandates effortlessly

The screenshot displays the Exchange Reporter Plus web application interface. The top navigation bar includes 'Exchange Reporter Plus', 'Home', 'Reporting', 'Auditing', 'Monitoring', 'Settings', and 'Support'. A search bar and 'Org/Tenant' dropdown are also visible. The left sidebar lists various report categories, with 'Compliance' selected. The main content area is titled 'Compliance' and features four regulatory frameworks: SOX, HIPAA, PCI, and GLBA. Each framework has a list of associated report items.

Regulatory Framework	Report Items
SOX	Mailbox Storage Quota Changes, Message Size Restriction changes, Mailboxes Activated, Mailboxes Deactivated, Hub Transport Settings, Send and Receive Connector, Exchange Databases Mounted, Exchange Databases Dismounted, User Action on Exchange Databases, Circular Logging Changes, Logon Failure
HIPAA	Undelivered Emails, Sent Traffic for Users, Received Traffic for Users, Mails deleted or moved, Messages by Subject Keyword, Messages by Body Keyword
PCI	Mailbox Permission Changes, Attachments by File Name Keyword, Logon Failure, Permissions Based on Mailboxes, No. of Mails Sent to Internet, Permissions Based on Users, No. of Mails Received from Internet, Messages by Subject Keyword, Messages by Body Keyword
GLBA	Admin Activity on Mailbox, Delegate Activity on Mailbox, Non Owner Activity on Mailbox, Mails deleted or moved, Mailbox Permission Changes, Permissions Based on Mailboxes, Permissions Based on Users, Attachments by File Name Keyword, Messages by Subject Keyword, Attachments by File Extension Keyword, Messages by Body Keyword, Mailbox Permission Changes, Non Owner Activity on Mailbox, Mails deleted or moved

At the bottom left of the interface, there is a link: [Need more report?](#)

Exchange Reporter Plus

Auditing

Configure auditing in Exchange Reporter Plus

Enables a user to manually add multiple Exchange servers for auditing

The screenshot displays the 'Exchange Reporter Plus' interface. The top navigation bar includes 'Home', 'Reporting', 'Auditing', 'Monitoring', 'Settings', and 'Support'. The 'Auditing' tab is active. Below the navigation bar, there are tabs for 'Exchange Server' and 'Exchange Online'. The left sidebar shows a tree view with 'Exchange' expanded, containing 'Audit' and 'Advance Audit'. The main content area is titled 'Audit Configuration' and features a table with columns: 'Exchange Server', 'Domain', and 'Admin Audit Log'. Under 'Server Based Auditing', there is a table with the following data:

Actions	Exchange Server Name	Event Fetch Interval	Diagnostic Logging Status	Last Event Read Time/Status
<input type="checkbox"/>	EXCHANGE-DC1	Every 2 Hour(s) 0 Minute(s)	Not applicable	2020-04-01 16:06:40 [Run Now]

Access granular details about permission changes

The screenshot displays the Exchange Reporter Plus web interface. The top navigation bar includes 'Home', 'Reporting', 'Auditing', 'Monitoring', 'Settings', and 'Support'. The 'Auditing' tab is active. The left sidebar shows a tree view with 'Exchange' > 'Audit' > 'Mailbox Permissions Changes' > 'Mailbox Permission Changes' selected. The main content area is titled 'Mailbox Permission Changes' and includes a 'Period' dropdown set to 'This Week' and a 'Select View' dropdown set to 'Default View'. Below this, it shows 'Generated Time : (From Mar 29,2020 12:00 AM To Apr 05,2020 12:00 AM)'. A table displays the audit results with columns for Mailbox, Server Name, Time, Modified Attribute, Remarks, New Value, Old Value, and Caller User Name. Three rows of data are visible, each with a 'More' link in the New Value and Old Value columns.

Mailbox	Server Name	Time	Modified Attribute	Remarks	New Value	Old Value	Caller User Name
DemoUser1	EXCHANGE-DC1	Mar 30, 2020 05:16 AM	msExchMailboxSecurityDescriptor	No changes on the SecurityDescriptor More	New Value More	Old Value More	EXCHANGE-DC1
DemoUser1	EXCHANGE-DC1	Mar 30, 2020 05:14 AM	msExchMailboxSecurityDescriptor	3 ACE(s) removed More	New Value More	Old Value More	EXCHANGE-DC1
DemoUser1	EXCHANGE-DC1	Mar 30, 2020 05:14 AM	msExchMailboxSecurityDescriptor	1 ACE(s) added More	New Value More	Old Value More	EXCHANGE-DC1

Customize to audit specific actions in Exchange Reporter Plus

The screenshot displays the Exchange Reporter Plus web interface. The top navigation bar includes 'Home', 'Reporting', 'Auditing', 'Monitoring', 'Settings', and 'Support'. The 'Auditing' tab is active. The left sidebar shows a tree view with 'Exchange' expanded, containing 'Audit' and 'Advance Audit'. The main content area is titled 'Action Configuration' and shows a dropdown menu for 'Send and Receive Connector'. Below this is a table of actions with columns for 'Actions', 'Action Name', and 'Description'. A green button '+ Add New Send and Receive Connector Action' is visible. The table lists seven actions related to connector changes and enable/disable operations for 2008 and 2003 versions.

Action Configuration

Select Category: [+ Add New Send and Receive Connector Action](#)

Send and Receive Connector Total Actions : 7

Actions	Action Name	Description
	Send/Receive Connector Created/Removed	Send and Receive Connector Created
	Send Connector Changes 2008	Send Connector Changes 2008
	Receive Connector Changes 2008	Receive Connector Changes 2008
	Send/Receive Connector Enable/Disable 2008	Send/Receive Connector Enable/Disable 2008
	Send Connector Changes 2003	Send Connector Changes 2003
	Receive Connector Changes 2003	Receive Connector Changes 2003
	Send/Receive Connector Enable/Disable 2003	Send/Receive Connector Enable/Disable 2003

Action configuration option

The screenshot shows the 'Create New Action' configuration page in Exchange Reporter Plus. The page is titled 'Mailbox Permissions Changes' and is under the 'Auditing' tab. The 'Action Name' is 'Mailbox Connector' and the 'Action Description' is 'Testing'. The 'Rule Groups' section shows a single group named 'GroupName' with two filter rules. Rule 1 is 'Event ID equals 5136' and Rule 2 is 'and Computer Name equals exch-cad'. The criteria are '(1 AND 2)'. There are 'Save' and 'Cancel' buttons at the bottom.

Exchange Reporter Plus

Home Reporting **Auditing** Monitoring Settings Support

Exchange Server Exchange Online

Exchange

Audit

Advanced Audit

Alerts

Audit Configuration

Report Configuration

Create New Action

Mailbox Permissions Changes

Action Name: Mailbox Connector

Action Description: Testing

Rule Groups

GroupName

Filter Rules

Order	Operator	Field	Value	Actions
1		Event ID	equals 5136	+ X
2	and	Computer Name	equals exch-cad	+ X

Criteria: (1 AND 2)

+ Add Rule Group

Save Cancel

Create custom views for your audit reports

Create New View ✕

View Name

View Type

Summary Based On

Select Range

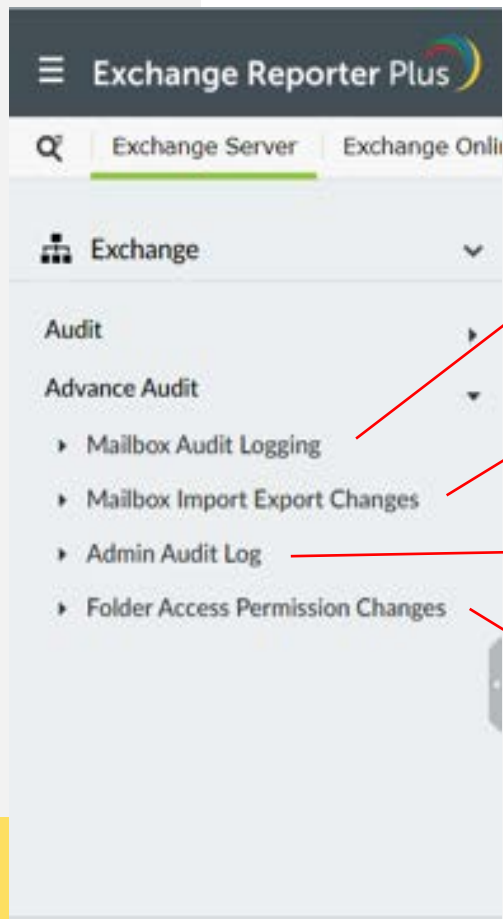
- Caller User
- Caller Domain
- Mailbox
- Server

Audit storage quota changes

The screenshot displays the Exchange Reporter Plus interface. The top navigation bar includes 'Home', 'Reporting', 'Auditing', 'Monitoring', 'Settings', and 'Support'. The 'Auditing' tab is active, and the left sidebar shows a tree view with 'Mailbox Storage Quota Changes' selected. The main content area is titled 'Mailbox Storage Quota Changes' and includes filters for 'Period' (This Week) and 'Select View' (Default View). Below the filters, the 'Generated Time' is specified as '(From Mar 29, 2020 12:00 AM To Apr 05, 2020 12:00 AM)'. A table lists the audit results with columns for Mailbox, Server Name, Time, Caller User Name, Modified Attribute, Remarks, New Value, and Old Value.

Mailbox	Server Name	Time	Caller User Name	Modified Attribute	Remarks	New Value	Old Value
DemoUser1	EXCHANGE-DC1	Mar 30, 2020 05:16 AM	EXCHANGE-DC1	mDBOverHardQuotaLimit	Attribute Added	30720	-
DemoUser1	EXCHANGE-DC1	Mar 30, 2020 05:16 AM	EXCHANGE-DC1	mDBStorageQuota	Attribute Added	10240	-
DemoUser1	EXCHANGE-DC1	Mar 30, 2020 05:16 AM	EXCHANGE-DC1	mDBOverQuotaLimit	Attribute Added	20480	-
DemoUser1	EXCHANGE-DC1	Mar 30, 2020 05:14 AM	EXCHANGE-DC1	mDBUseDefaults	Attribute Deleted	-	FALSE
DemoUser1	EXCHANGE-DC1	Mar 30, 2020 05:14 AM	EXCHANGE-DC1	mDBUseDefaults	Attribute Added	TRUE	-

Advanced audit reports



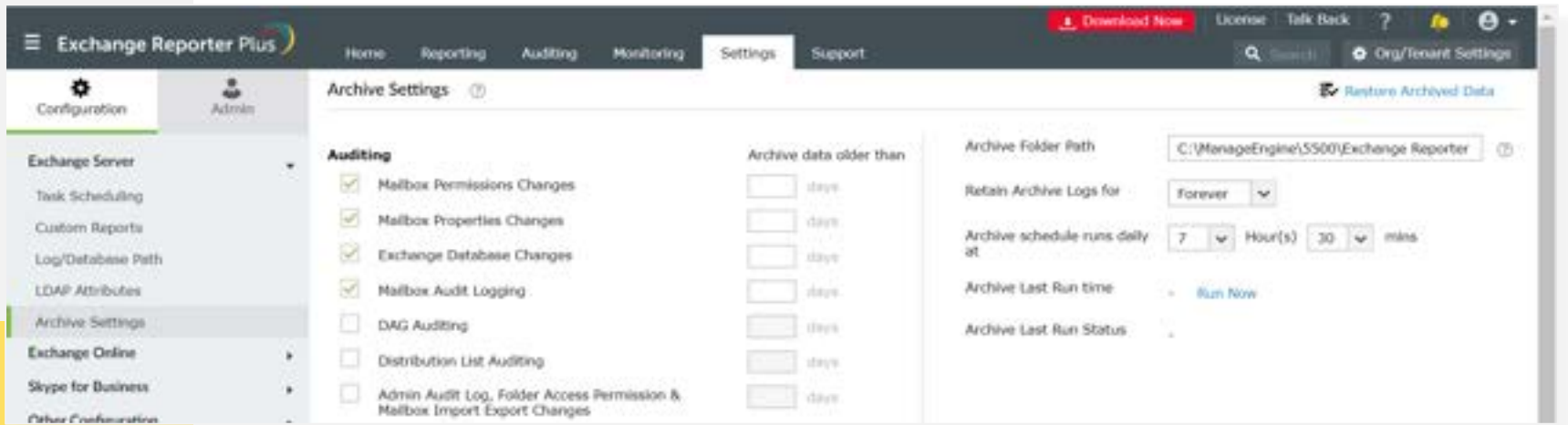
Track general mailbox activities performed by various types of users

Keep an eye on mailbox import/export changes

Audit mailbox activities that are critical to your Exchange environment, e.g. permission changes and mailbox movement, creation, and deletion

Track mailbox and public folder permission changes

Hold audit archive logs indefinitely



The screenshot displays the 'Archive Settings' page in the Exchange Reporter Plus application. The interface is divided into several sections:

- Navigation:** Home, Reporting, Auditing, Monitoring, Settings (active), Support.
- Left Sidebar:** Configuration (active), Admin, Exchange Server, Task Scheduling, Custom Reports, Log/Database Path, LDAP Attributes, Archive Settings (active), Exchange Online, Skype for Business, Other Configurations.
- Archive Settings Page:**
 - Auditing:** A list of audit categories with checkboxes and 'Archive data older than' input fields (all set to 0 days).
 - Mailbox Permissions Changes
 - Mailbox Properties Changes
 - Exchange Database Changes
 - Mailbox Audit Logging
 - DAG Auditing
 - Distribution List Auditing
 - Admin Audit Log, Folder Access Permission & Mailbox Import Export Changes
 - Archive Folder Path:** C:\ManageEngine\SS00\Exchange Reporter
 - Retain Archive Logs for:** Forever (dropdown)
 - Archive schedule runs daily at:** 7 Hour(s) 30 mins
 - Archive Last Run time:** Run Now (button)
 - Archive Last Run Status:** (dropdown)

Create alert profiles

The screenshot shows the 'Add Alert Profile' configuration page in the Exchange Reporter Plus interface. The page is titled 'Add Alert Profile' and is located under the 'Auditing' tab. The left sidebar shows the navigation menu with 'Exchange' selected, and 'Alert' is highlighted in the bottom section. The main content area contains the following fields and options:

- Alert Profile Name:** A text input field containing 'Alert Profile'.
- Description:** A text input field for the profile's description.
- Severity:** Radio buttons for 'Critical' (selected), 'Trouble', and 'Attention'.
- Select Category:** A dropdown menu showing 'Mailbox Properties Changes Reports'.
- Select Reports:** A dropdown menu showing 'Mailboxes Deactivated, Mailboxes Acti'.
- Message:** A text area containing a sample message: 'Sample: The user %CALLER_USER_NAME% changed permission for the mailbox %MAILBOX_ALIAS_NAME%'. A 'Macros' link is visible to the right.
- Advanced Settings:** A section with two tabs: 'Notification' and 'Filter Criteria'. Under 'Notification', there is a checkbox for 'Threshold' which is currently unchecked.
- Buttons:** 'Create' and 'Cancel' buttons at the bottom.

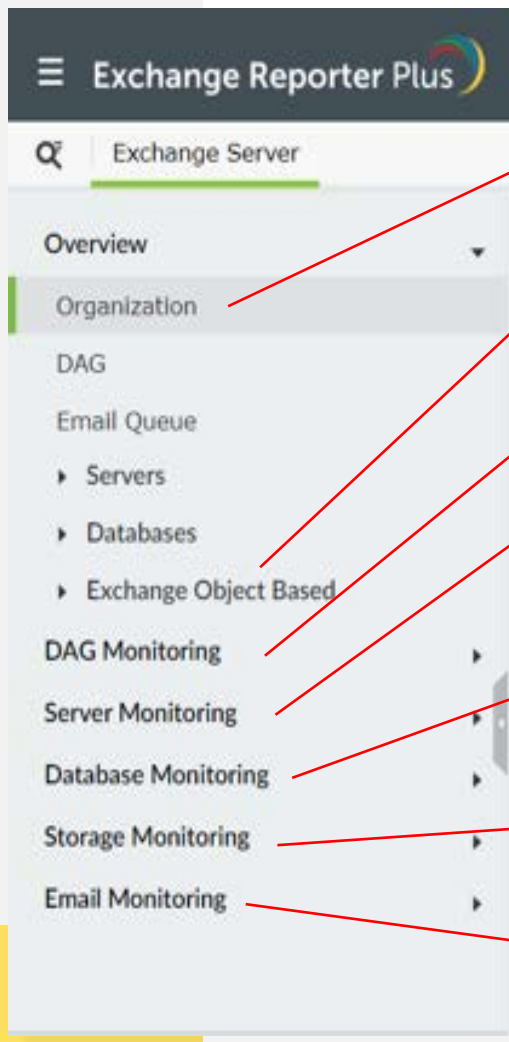
Get real-time updates about Exchange events

The screenshot displays the Exchange Reporter Plus web interface. The top navigation bar includes 'Home', 'Reporting', 'Auditing', 'Monitoring', 'Settings', and 'Support'. The 'Auditing' tab is active. On the left, a sidebar menu shows 'Exchange', 'Audit', and 'Advance Audit'. The main content area is titled 'Alerts Received' and features a 'Period' dropdown set to 'This Week' and a 'Select View' dropdown set to 'Default View'. A red box highlights a '+ New Alert Profile' button in the top right corner. Below the filters, the 'Generated Time' is specified as '(From Mar 29, 2020 12:00 AM To Apr 05, 2020 12:00 AM)'. A table lists the alerts with columns for Severity, Alert Message, Object Name, Time Generated, and Alert Profile Name.

Severity	Alert Message	Object Name	Time Generated	Alert Profile Name
Attention	AuditEvent1 database was Mounted at Apr 01, 2020 05:11 AM	-	Apr 01, 2020 05:11 AM	Database Mount/Dismount Alert
Attention	AuditEvent1 database was Dismounted at Apr 01, 2020 05:10 AM	-	Apr 01, 2020 05:10 AM	Database Mount/Dismount Alert
Attention	AuditEvent1 database was Mounted at Apr 01, 2020 05:10 AM	-	Apr 01, 2020 05:10 AM	Database Mount/Dismount Alert
Attention	AuditEvent1 database was Dismounted at Apr 01, 2020 05:09 AM	-	Apr 01, 2020 05:09 AM	Database Mount/Dismount Alert

Exchange Reporter Plus **Monitoring**

Intuitive monitoring reports



Get summarized monitoring data for all components at the organizational level

Monitor components such as databases, servers, and DAGs

Get detailed insights on DAGs

Monitor server-related parameters such as CPU and memory

Monitor MAPI connectivity, database backup, and Exchange search time

Monitor database, server, and drive storage volumes

Get information on email queue health

Monitor Exchange service health

The screenshot displays the Exchange Reporter Plus interface. The top navigation bar includes 'Home', 'Reporting', 'Auditing', 'Monitoring' (selected), 'Settings', and 'Support'. A search bar and 'Org/Tenant Settings' are also visible. The left sidebar lists various monitoring categories, with 'Service Health' selected. The main content area shows the 'Service Health' report for 'Exchange Server'. It includes a 'Period' dropdown set to 'This Week' and a 'Select View' dropdown set to 'Default View'. Below this, the 'Generated Time' is specified as '(From Mar 29, 2020 12:00 AM To Apr 05, 2020 12:00 AM)'. A table displays the service health data for various Exchange roles on EXCHANGE-DC1 servers.

Server Name	Role Name	Required Services Running	Services Not Running	Time
EXCHANGE-DC1	Mailbox Server Role	True	-	Apr 01, 2020 03:35 PM
EXCHANGE-DC1	Hub Transport Server Role	True	-	Apr 01, 2020 03:35 PM
EXCHANGE-DC1	Unified Messaging Server Role	True	-	Apr 01, 2020 03:35 PM
EXCHANGE-DC1	Client Access Server Role	True	-	Apr 01, 2020 03:35 PM
EXCHANGE-DC1	Client Access Server Role	True	-	Apr 01, 2020 09:35 AM
EXCHANGE-DC1	Hub Transport Server Role	True	-	Apr 01, 2020 09:35 AM
EXCHANGE-DC1	Unified Messaging Server Role	True	-	Apr 01, 2020 09:35 AM

CPU utilization rates

The screenshot displays the Exchange Reporter Plus interface. The top navigation bar includes 'Home', 'Reporting', 'Auditing', 'Monitoring', 'Settings', and 'Support'. The 'Monitoring' tab is active. The left sidebar shows a navigation menu with 'Exchange' selected, and 'CPU Utilization' highlighted under 'Server Monitoring'. The main content area shows a 'CPU Utilization' report for 'EXCHANGE-DC1'. The report includes a 'Period' dropdown set to 'This Week' and a 'Select View' dropdown set to 'Default View'. Below this, the 'Generated Time' is specified as '(From Mar 29, 2020 12:00 AM To Apr 05, 2020 12:00 AM)'. A table displays the CPU utilization data, with columns for Time, Server Name, CPU Utilization(%), No of processes, No of Threads, and No of Handles. The table shows 10 data points for EXCHANGE-DC1, with CPU utilization ranging from 0% to 33%.

Time	Server Name	CPU Utilization(%)	No of processes	No of Threads	No of Handles
Apr 01, 2020 07:10 PM	EXCHANGE-DC1	0	105	2297	90714
Apr 01, 2020 07:05 PM	EXCHANGE-DC1	33	106	2329	91477
Apr 01, 2020 07:01 PM	EXCHANGE-DC1	0	106	2341	91059
Apr 01, 2020 06:55 PM	EXCHANGE-DC1	12	105	2334	90745
Apr 01, 2020 06:50 PM	EXCHANGE-DC1	16	106	2288	90020
Apr 01, 2020 06:45 PM	EXCHANGE-DC1	16	107	2334	90811
Apr 01, 2020 06:41 PM	EXCHANGE-DC1	0	107	2324	90227
Apr 01, 2020 06:35 PM	EXCHANGE-DC1	22	106	2326	89683
Apr 01, 2020 06:30 PM	EXCHANGE-DC1	0	111	2345	93711

Monitor ActiveSync connectivity

The screenshot displays the Exchange Reporter Plus interface. The top navigation bar includes 'Home', 'Reporting', 'Auditing', 'Monitoring' (selected), 'Settings', and 'Support'. The left sidebar lists various monitoring categories, with 'ActiveSync Connectivity' selected. The main content area shows the 'ActiveSync Connectivity' report for the period 'This Week' in 'Default View'. The report is generated from Mar 29, 2020 12:00 AM to Apr 05, 2020 12:00 AM. The table below shows four monitoring entries, all with a 'Healthy' status.

Server Name	Name	Alert Value	Time	Target Resource	Error	Exception	Healthset Name	Status	Server component Name
EXCHANGE-DC1	RequestsQueueGr500Monitor	Healthy	Mar 31, 2020 09:42 PM	MSEExchangeSyncAppPool	-	-	ActiveSync	NotApplicable	None
EXCHANGE-DC1	ActiveSyncCTPMonitor	Healthy	Mar 31, 2020 09:42 PM	ActiveSync	-	-	ActiveSync	NotApplicable	None
EXCHANGE-DC1	ActiveSyncCTPMonitor	Healthy	Mar 31, 2020 05:06 PM	ActiveSync	-	-	ActiveSync	NotApplicable	None
EXCHANGE-DC1	RequestsQueueGr500Monitor	Healthy	Mar 31, 2020 05:06 PM	MSEExchangeSyncAppPool	-	-	ActiveSync	NotApplicable	None

Monitor DAGs

The screenshot displays the Exchange Reporter Plus interface. The top navigation bar includes 'Home', 'Reporting', 'Auditing', 'Monitoring', 'Settings', and 'Support'. The 'Monitoring' tab is active. The left sidebar shows a tree view with 'Exchange' expanded, containing 'Overview', 'DAG Monitoring', 'Server Monitoring', 'Database Monitoring', 'Storage Monitoring', and 'Email Monitoring'. Under 'DAG Monitoring', 'Activation Preference Details' is selected. The main content area shows 'Activation Preference Details' for a specific DAG. It includes a 'Period' dropdown set to 'This Week' and a 'Select View' dropdown set to 'Default View'. Below this, the 'Generated Time' is shown as '(From Feb 23, 2020 12:00 AM To Mar 01, 2020 12:00 AM)'. A table displays the monitoring data with columns for Database Name, Time, Activation Preference, Currently Active on Server, and Mounted. The table contains 10 rows of data, all showing 'True' for the 'Mounted' status.

Database Name	Time	Activation Preference	Currently Active on Server	Mounted
AuditEvent2	Feb 26, 2020 12:03 PM	[EXCHANGE-DC1, 1]	EXCHANGE-DC1	True
AuditEvent2	Feb 26, 2020 11:43 AM	[EXCHANGE-DC1, 1]	EXCHANGE-DC1	True
AuditEvent2	Feb 26, 2020 11:24 AM	[EXCHANGE-DC1, 1]	EXCHANGE-DC1	True
AuditEvent2	Feb 26, 2020 10:44 AM	[EXCHANGE-DC1, 1]	EXCHANGE-DC1	True
AuditEvent1	Feb 26, 2020 10:33 AM	[EXCHANGE-DC1, 1]	EXCHANGE-DC1	True
AuditEvent2	Feb 26, 2020 08:23 AM	[EXCHANGE-DC1, 1]	EXCHANGE-DC1	True
AuditEvent2	Feb 26, 2020 08:02 AM	[EXCHANGE-DC1, 1]	EXCHANGE-DC1	True
Mailbox Database 1188465844	Feb 26, 2020 07:42 AM	[EXCHANGE-DC1, 1]	EXCHANGE-DC1	True
AuditEvent2	Feb 26, 2020 07:42 AM	[EXCHANGE-DC1, 1]	EXCHANGE-DC1	True

Database monitoring

The screenshot displays the Exchange Reporter Plus interface. The top navigation bar includes 'Home', 'Reporting', 'Auditing', 'Monitoring' (selected), 'Settings', and 'Support'. A 'Download Now' button is visible in the top right. The left sidebar shows a tree view with 'Exchange' expanded, containing 'Overview', 'DAG Monitoring', 'Server Monitoring', 'Database Monitoring' (expanded), 'Exchange Search Health' (selected), 'MAPI Connectivity', 'Database Backup', 'Storage Monitoring', 'Email Monitoring', and 'Alert'.

The main content area is titled 'Exchange Search Health'. It features a 'Period' dropdown set to 'This Week' and a 'Select View' dropdown set to 'Default View'. Below this, the 'Generated Time' is shown as '(From Mar 29, 2020 12:00 AM To Apr 05, 2020 12:00 AM)'. A search bar and pagination controls (1-100 of 544) are present above the data table.

Database Name	Mailbox	Result Found	Error	Search Time	Time
AuditEvent2	HealthMailboxea984be6f52e4720ac2521c9db4286fb	True	-	71.547	Apr 01, 2020 07:17 PM
AuditEvent2	HealthMailboxea984be6f52e4720ac2521c9db4286fb	True	-	70.563	Apr 01, 2020 07:07 PM
AuditEvent2	HealthMailboxea984be6f52e4720ac2521c9db4286fb	True	-	71.344	Apr 01, 2020 06:57 PM

Email monitoring

The screenshot displays the Exchange Reporter Plus interface. The top navigation bar includes 'Exchange Reporter Plus', 'Home', 'Reporting', 'Auditing', 'Monitoring', 'Settings', and 'Support'. The 'Monitoring' tab is active. The left sidebar shows a navigation menu with 'Exchange' expanded, listing 'Overview', 'DAG Monitoring', 'Server Monitoring', 'Database Monitoring', 'Storage Monitoring', 'Email Monitoring', and 'Email Queue Health'. The main content area is titled 'Email Queue Health' and shows a report for 'This Week' with a 'Default View'. The report is generated from Mar 29, 2020 12:00 AM to Apr 05, 2020 12:00 AM. The table below shows the queue health data.

Queue Name	Message Count	Status	Delivery Type	Next Hop Domain	Time
exchange-dc1\Submission	0	Ready	Undefined	Submission	Apr 01, 2020 06:57 PM
exchange-dc1\5887	6	Retry	SmtpDeliveryToMailbox	mailbox database 1188465844	Apr 01, 2020 06:57 PM
exchange-dc1\Submission	0	Ready	Undefined	Submission	Apr 01, 2020 05:25 PM
exchange-dc1\5887	6	Retry	SmtpDeliveryToMailbox	mailbox database 1188465844	Apr 01, 2020 05:25 PM

Product settings

Role-based delegation

The screenshot shows the 'Add New Technician' form in the Exchange Reporter Plus interface. The form is located under the 'Settings' menu. The left sidebar shows the navigation menu with 'Technicians' selected. The form fields are as follows:

- Authentication Type: Product Authentication (dropdown)
- Username: test (text input)
- Password: [masked] (text input) with a 'Strong' strength indicator
- Confirm Password: [masked] (text input)
- Select Role: test1 (dropdown)
- Delegate Organization: erpex (dropdown)
- Delegate Forests: lync2k13 (dropdown)
- Allow to export reports: (checkbox)
- Allow to edit Technician's Password: (checkbox)

At the bottom of the form, there are two buttons: 'Add' (green) and 'Cancel' (grey). A 'Back' button is also visible in the top right corner of the form area.

Create customized technician roles

The screenshot displays the 'Create New Role' interface in Exchange Reporter Plus. At the top, there are navigation links for Home, Settings, and Support. The main form includes fields for 'Role Name' (containing 'Test role') and 'Description' (containing 'testing'). Below these are checkboxes for 'Reports', 'Audit', 'Monitoring', and 'Others', with 'Reports' and 'Monitoring' selected. Further down, there are checkboxes for 'Exchange Server', 'Exchange Online', and 'Skype Server', all of which are selected. The main area is divided into several report categories, each with a list of sub-items:

- General Reports**
 - Mailbox Enabled Users
 - Hidden Mailboxes
 - Mailbox Features
 - Mailbox Storage Information
 - Mailbox Message Delivery Settings
- Account Status Reports** (highlighted with a yellow bar)
 - Recently Created Mailboxes
 - Inactive Mailboxes by Last Sent Mail
 - Inactive Mailboxes by Last Login Time
 - Inactive Mailboxes by Last Received Mail
 - Disconnected Mailboxes
- Retention Policies Reports**
 - Retention Policies
 - No. of Mailboxes with Policies
 - Mailboxes with Policies
 - Retention Policies Details
 - Mailboxes without Retention Policies
- Size Reports**
 - Mailbox Size
 - Mailbox Size Growth
 - Mailbox Size By OU
 - Current Mailbox Size Vs Quota
 - Mailbox Size Restrictions
- Permissions Reports**
 - Permissions Based on Mailboxes
 - Permissions Based on Users
 - Non-Owner Mailbox Permission
- Resource Mailbox Reports**
 - Equipment Mailbox Details
 - Room Mailbox Details

At the bottom of the form, there are 'Save' and 'Cancel' buttons. A tooltip on the right side of the page reads 'Non-Owner Mailbox Permission'.

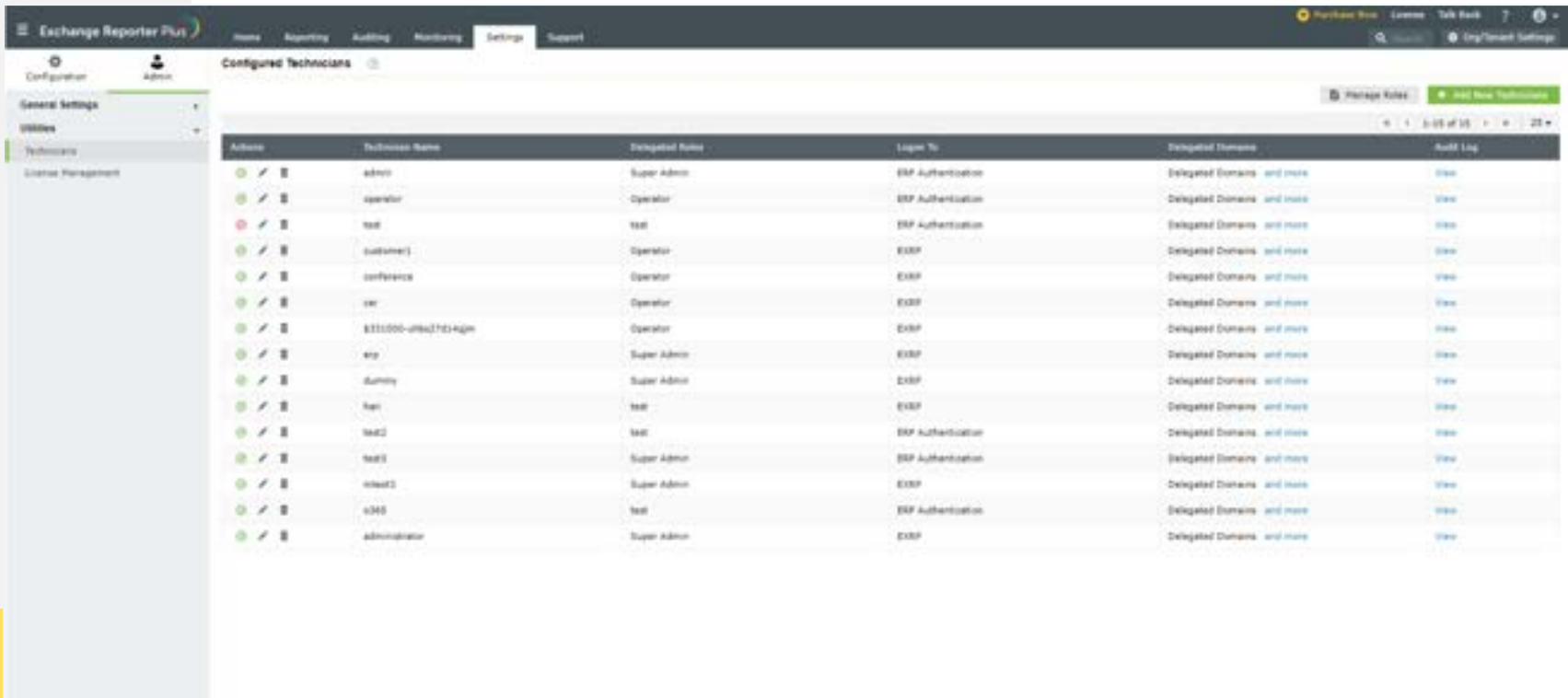
Delegate help desk roles to technicians

The screenshot shows the 'Exchange Reporter Plus' interface with the 'Settings' tab selected. The 'Admin' section is active, and the 'Technicians' sub-section is highlighted in the left sidebar. The main content area is titled 'Edit Technician' and contains the following fields:

- Authentication Type: Product Authentication
- Username: tech1
- Select Role: tech1
- Delegate Organization: erpex (highlighted with a red box)
- Delegate Forests: Select Forests
- Allow to export reports:
- Allow to edit Technician's Password:

At the bottom of the form are 'Update' and 'Cancel' buttons.

Audit technician activities separately



The screenshot displays the 'Configured Technicians' page in Exchange Reporter Plus. The page features a navigation menu on the left with options like 'Configuration', 'Admin', 'General Settings', 'Overview', 'Technicians', and 'License Management'. The main content area shows a table of configured technicians with the following columns: Actions, Username, Delegated Roles, Login To, Delegated Domains, and Audit Log. The table lists 14 technicians, including 'admin', 'operator', 'test', 'customer1', 'conference', 'ivr', 'E311000-uhw27d1agjn', 'erp', 'dummy', 'test', 'test2', 'test3', 'test4', and 'administrator'. Each row includes icons for edit, delete, and status, and a 'View' link in the Audit Log column.

Actions	Username	Delegated Roles	Login To	Delegated Domains	Audit Log
	admin	Super Admin	ESP Authentication	Delegated Domains and more	View
	operator	Operator	ESP Authentication	Delegated Domains and more	View
	test	test	ESP Authentication	Delegated Domains and more	View
	customer1	Operator	EXSP	Delegated Domains and more	View
	conference	Operator	EXSP	Delegated Domains and more	View
	ivr	Operator	EXSP	Delegated Domains and more	View
	E311000-uhw27d1agjn	Operator	EXSP	Delegated Domains and more	View
	erp	Super Admin	EXSP	Delegated Domains and more	View
	dummy	Super Admin	EXSP	Delegated Domains and more	View
	test	test	EXSP	Delegated Domains and more	View
	test2	test	ESP Authentication	Delegated Domains and more	View
	test3	Super Admin	ESP Authentication	Delegated Domains and more	View
	test4	Super Admin	EXSP	Delegated Domains and more	View
	csas	test	ESP Authentication	Delegated Domains and more	View
	administrator	Super Admin	EXSP	Delegated Domains and more	View

Configure SSL and logging levels

The screenshot displays the 'Exchange Reporter Plus' settings interface. The left sidebar shows a navigation menu with 'Configuration' and 'Admin' sections. Under 'Configuration', 'General Settings' is expanded, showing 'Product Settings', 'Integration Settings', 'Server Settings', 'Log Forwarder', and 'Utilities'. The 'Product Settings' page is active, showing 'Connection settings' and 'General Settings'.

Connection settings:

- Exchange Reporter Plus Port: 8181
- Enable SSL Port [https]: 8887
- Session Expiry Time: 10 mins (highlighted with a red box)

General Settings:

- Logging Level: Normal
- Usage Statistics Gathering: Enable (highlighted with a red box)
- Enforce GDPR Compliance: Disable
- Auto License Management: Enable
- Language: Browser Default
- Change Logo: Select logo (Browse button)

Buttons: Save, Cancel

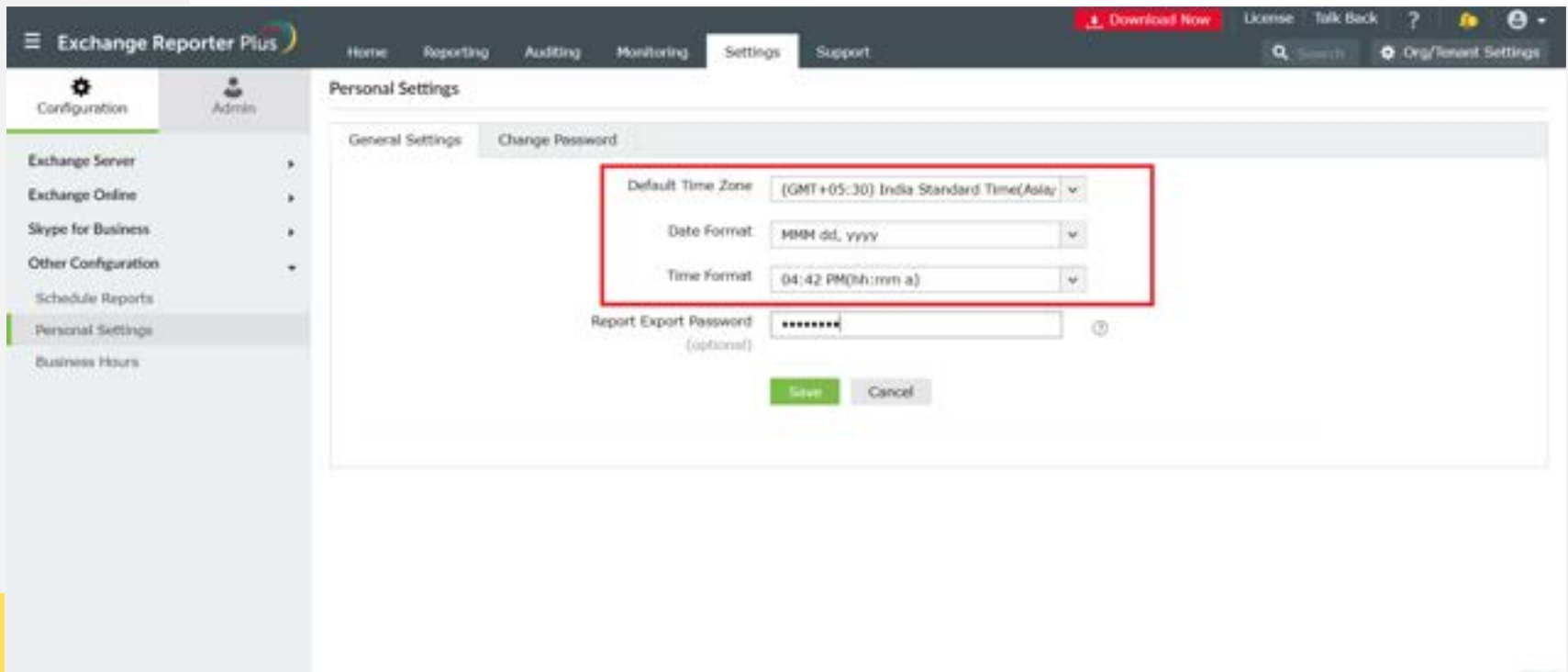
SIEM integration and log forwarding

The screenshot shows the 'Log Forwarder' configuration page in the Exchange Reporter Plus interface. The page is titled 'Log Forwarder' and is part of the 'Settings' section. The left sidebar shows the navigation menu with 'Log Forwarder' selected. The main content area contains the following configuration options:

- Enable Log Forwarding
- Syslog Splunk
- Server Name or IP:
- Protocol:
- Port:
- Syslog Type:

At the bottom of the form, there are 'Save' and 'Cancel' buttons. A red box highlights the 'Enable Log Forwarding' checkbox and the radio buttons for 'Syslog' and 'Splunk'.

Configure time zones and business hours



The screenshot displays the 'Exchange Reporter Plus' interface. The top navigation bar includes 'Home', 'Reporting', 'Auditing', 'Monitoring', 'Settings', and 'Support'. The 'Settings' tab is active, and the 'Personal Settings' section is selected in the left sidebar. The 'Personal Settings' page has two tabs: 'General Settings' and 'Change Password'. The 'General Settings' tab is active, and a red box highlights the following configuration options:

- Default Time Zone: [GMT+05:30] India Standard Time(Ashy) v
- Date Format: MM/dd/yyyy v
- Time Format: 04:42 PM(hh:mm a) v

Below these options is a 'Report Export Password' field with a masked password '*****' and a help icon. At the bottom of the form are 'Save' and 'Cancel' buttons.

Indefinite data archive

The screenshot displays the 'Exchange Reporter Plus' interface, specifically the 'Archive Settings' page. The top navigation bar includes 'Home', 'Reporting', 'Auditing', 'Monitoring', 'Settings', and 'Support'. The left sidebar shows a tree view with 'Configuration' and 'Admin' sections. The 'Archive Settings' page is divided into three main sections: 'Auditing', 'Monitoring', and 'Reporting'. Each section contains a list of items with checkboxes and an 'Archive data older than' field. The 'Auditing' section includes 'Mailbox Permissions Changes', 'Mailbox Properties Changes', 'Exchange Database Changes', 'Mailbox Audit Logging', 'DAG Auditing', 'Distribution List Auditing', and 'Admin Audit Log, Folder Access Permission & Mailbox Import Export Changes'. The 'Monitoring' section includes 'DAG Monitoring', 'Server Monitoring', 'Database Monitoring', 'Email Monitoring', and 'Storage Monitoring'. The 'Reporting' section includes 'Email Traffic'. On the right side, there are settings for 'Archive Folder Path' (C:\ManageEngine\SS00\Exchange Reporter), 'Retain Archive Logs for' (Forever), 'Archive schedule runs daily at' (7 hours, 30 minutes), 'Archive Last Run time' (Run Now), and 'Archive Last Run Status'. A 'Restore Archived Data' button is located in the top right corner.

Exchange Reporter Plus | Home | Reporting | Auditing | Monitoring | **Settings** | Support

Download Now | License | Talk Back | ? | [User Icon] | [Search] | [Settings] | Orig/Tenant Settings

Configuration | **Admin**

Exchange Server
Task Scheduling
Custom Reports
Log/Database Path
LDAP Attributes
Archive Settings
Exchange Online
Skype for Business
Other Configuration

Archive Settings

[Restore Archived Data](#)

Auditing

- Mailbox Permissions Changes | [] days
- Mailbox Properties Changes | [] days
- Exchange Database Changes | [] days
- Mailbox Audit Logging | [] days
- DAG Auditing | [] days
- Distribution List Auditing | [] days
- Admin Audit Log, Folder Access Permission & Mailbox Import Export Changes | [] days

Monitoring

- DAG Monitoring | [] days
- Server Monitoring | [] days
- Database Monitoring | [] days
- Email Monitoring | [] days
- Storage Monitoring | [] days

Reporting

- Email Traffic | [] days

Archive data older than

Archive Folder Path: C:\ManageEngine\SS00\Exchange Reporter

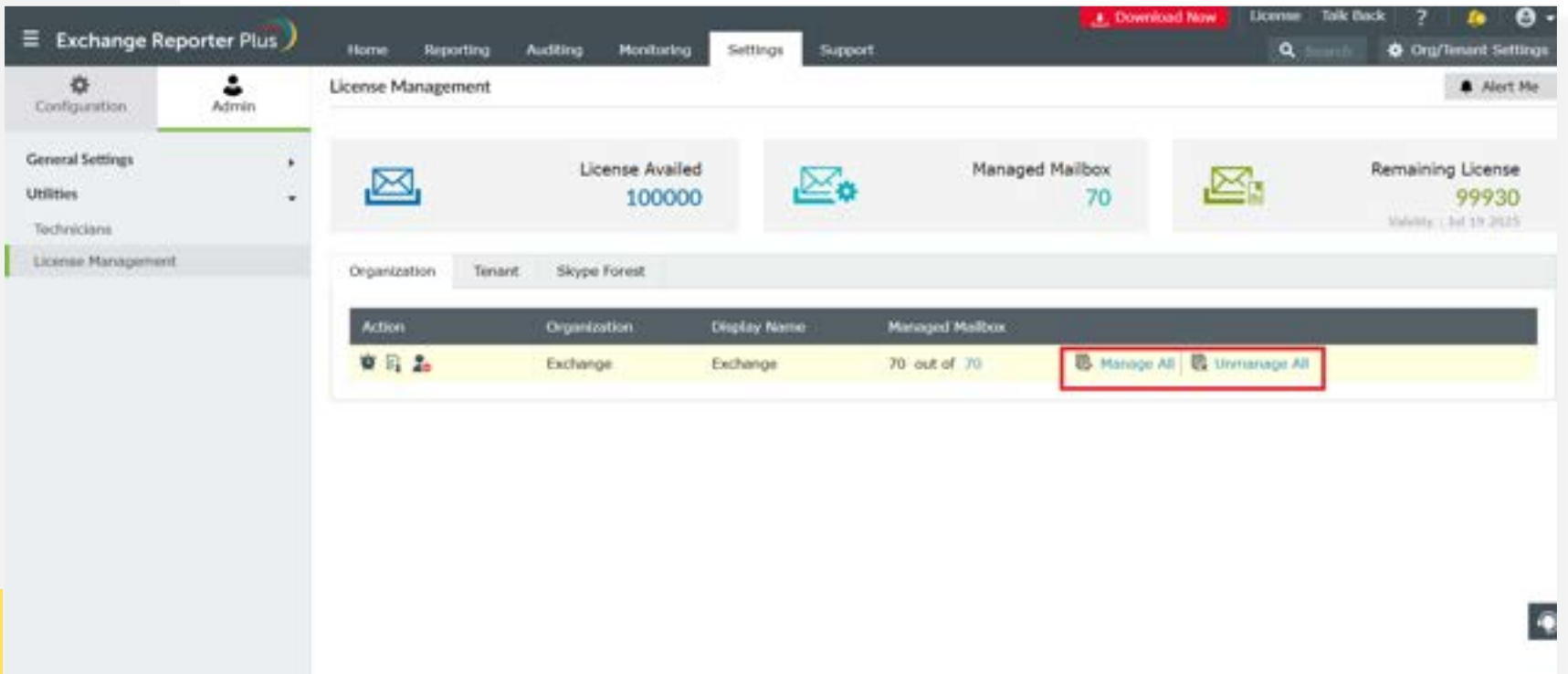
Retain Archive Logs for: Forever

Archive schedule runs daily at: 7 Hour(s) 30 mins

Archive Last Run time: Run Now

Archive Last Run Status: -

License management



The screenshot displays the 'License Management' section of the Exchange Reporter Plus application. The interface includes a top navigation bar with 'Home', 'Reporting', 'Auditing', 'Monitoring', 'Settings', and 'Support'. A left sidebar contains 'Configuration' and 'Admin' sections, with 'License Management' selected under 'Admin'. The main content area shows three summary cards: 'License Available' (100000), 'Managed Mailbox' (70), and 'Remaining License' (99930, validity until 19-2025). Below these is a table for the 'Skype Forest' tenant, listing one organization 'Exchange' with 70 out of 70 managed mailboxes. The 'Manage All' and 'Unmanage All' buttons for this organization are highlighted with a red box.

Organization	Tenant	Skype Forest
Exchange	Exchange	Exchange

Action	Organization	Display Name	Managed Mailbox	Buttons
	Exchange	Exchange	70 out of 70	Manage All Unmanage All

License-related FAQs

License-related FAQs

- ✘ Licensing is based on the **number** of mailboxes
- ✘ Data can be collected from specific Exchange mailboxes alone using the **Manage/Unmanage** option
- ✘ The **trial mode** is functional for **60 days**, during which data is fetched from the entire Exchange organization
- ✘ After the trial ends, the product will be automatically converted to the **Free Edition**, which supports 25 mailboxes
- ✘ The **commercial license** can be applied anytime during or after the trial period

Next steps

- ⌘ Visit <https://www.manageengine.com/products/exchange-reports/edition-comparison.html?btmMenu> for more information on various editions and pricing
- ⌘ Get a free online demo of the product at <http://demo.exchangereporterplus.com/>
- ⌘ Contact support@exchangereporterplus.com for assistance
- ⌘ [Download](#) the latest build for a 60-day free trial

ManageEngine 

Exchange Reporter Plus

Thank you

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