



**P R O M O D A G**

PROMODAG REPORTS 8.5

FOR MICROSOFT EXCHANGE SERVER

Reporting on Exchange made simple!

Getting started

## COPYRIGHTS

Copyright © 1999 -2008 PROMODAG SA. All rights reserved.

Information in this document is subject to change without notice. The software described in this document is furnished under a license agreement or nondisclosure agreement. The software may be used or copied only in accordance with the terms of those agreements. No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or any means electronic or mechanical, including photocopying and recording for any purpose other than the purchaser's personal use without the written permission of PROMODAG SA.

PROMODAG SA  
22 bis, rue de la Réunion  
75020 Paris  
France

<http://www.promodag.com>

Rev- 13 - 12/2008

# TABLE OF CONTENTS

<b>COPYRIGHTS .....</b>	<b>2</b>
<b>TABLE OF CONTENTS .....</b>	<b>3</b>
<b>About this guide.....</b>	<b>4</b>
<b>Presentation .....</b>	<b>5</b>
<b>Support.....</b>	<b>6</b>
Self-help resources .....	6
How to submit a support request.....	6
<b>Reports data sources .....</b>	<b>7</b>
<b>Configuring your environment.....</b>	<b>8</b>
Setting up your environment.....	8
Configuring Exchange Server 2000, 2003 .....	8
Configuring Exchange Server 2007 .....	15
Configuring Internet Information Services .....	21
<b>Installation .....</b>	<b>25</b>
System requirements .....	25
Installing MAPI with Outlook 2007.....	26
Upgrading from a previous version.....	26
<b>Quick Tour.....</b>	<b>27</b>
Starting PROMODAG Reports .....	27
Choosing a database format .....	28
Creating a new PROMODAG Reports database.....	29
Configuration Wizard: configuring connections.....	32
Configuration Wizard: from data collection to reporting.....	34
Running a report: Mailbox by Traffic Level.....	41
<b>Advanced Features .....</b>	<b>47</b>
Batch files and report options files.....	47
Automating and scheduling data collection and other actions .....	47
Automating and scheduling reports generation.....	52
<b>Index .....</b>	<b>56</b>

## About this guide

This guide is designed to provide a quick introduction to PROMODAG Reports for Microsoft Exchange Server, and it describes steps from getting started to producing the first report.

For more details about specific features of PROMODAG Reports, please refer to the online Help system.

## Presentation

PROMODAG Reports is an advanced and cost-effective reporting tool that enables Exchange Server administrators and IT managers to obtain valuable information about all aspects of their email system.

With its powerful and easy-to-understand features PROMODAG Reports produces comprehensive reports that you can rely on to ensure better security, business continuity, and to improve Exchange organization performance.

PROMODAG Reports is easy to install and configure. Reports use native Exchange server data sources; so there is nothing to install on the server. The product collects and stores the necessary data into an Access or SQL Server database. You can choose from over 80 ready-made reports and publish them to various destinations in different formats. All operations can be easily automated and scheduled so you can set up the product and forget about it.

## Support

Your support options include the following :

### Self-help resources

Please browse the following self-help resources before placing a support request, as they may indeed contain the solution to your problem and save your time:

1. This Quick Start Guide: it will give you the basic information needed to install and configure the product.
2. The Online help (<http://www.promodag.com/support/OnlineHelp/Repex.htm>) will give you a more detailed information on PROMODAG Reports , from licensing to troubleshooting.
3. The Knowledge Base (<http://www.promodag.com/Portal/KB/root.aspx>): it contains answers to common questions.

### How to submit a support request

If you still have not found an answer to your question, you may submit a request to our Customer Support team under the following conditions:

- **You are evaluating the product:** Support for PROMODAG Reports is free of charge during the 45-day trial period. However, you can submit up to 2 tickets via email (or use the *Help > Technical Support Request* option in the product).
- **You are an existing customer and your maintenance plan is currently valid:** There is no limit to the number of technical support requests you can submit, either
  - a. via email: [support@promodag.com](mailto:support@promodag.com) (or use the *Help > Technical Support Request* option in the product);
  - b. by phone: **+33 1 53 27 66 60** or Toll Free (from USA only): **1(888) 696-5404**.
- **You are an existing customer and your maintenance plan is no longer valid:** You cannot submit any technical support request. However, you can subscribe at any time, just request a quotation from our sales department with your license number.

Note: We normally respond within 2 hours, but please allow 24 hours for us to respond to account for differences in international time zones. Our office hours are 10:00 to 19:00 GMT+1 (Paris), Monday to Friday.

## Reports data sources

PROMODAG Reports uses different data sources to produce its various reports.

Data source name	Description	Configuration
Messages tracking files	This data source is used to produce various reports on email traffic. Microsoft Exchange Server uses message tracking files to record all mail activity. Each message received or sent from or to the server writes an event in the daily message tracking file. PROMODAG Reports reads these files, analyzes their content and stores the result in its database.	Exchange 4.0, 5.x Exchange 2000, 2003 Exchange 2007
Directory	This data source is used to produce reports on directory objects. The application must retrieve all recipients from Active Directory in order to be able to identify directory objects. For instance, this information is used to list and group mailboxes attributes (department, country...). Data is stored in the database.	Exchange 4.0, 5.x Exchange 2000, 2003 Exchange 2007
Internet Information Services Files	This data source is used to produce reports on OWA (Outlook Web Access) usage. PROMODAG reports reads the Internet Information Services log files, then store the information in its database. This feature is not available with Microsoft Exchange version 4.0, 5.x.	IIS 6.0
Mailbox and public folder size import	This data source is used to produce reports on mailbox and public folder size. Information is based on a 'snapshot' taken at the time when the import is run. It is dynamically collected through a MAPI connection to the Exchange server. Data is stored in the database.	Exchange 4.0, 5.x Exchange 2000, 2003 Exchange 2007
Dynamic mailbox and public folder size	This data source is used to produce reports on mailbox and public folder size. Information is based on a 'snapshot' taken at the time when the import is run. It is dynamically collected through a MAPI connection to the Exchange server. However, data is not stored in the database whereas this is the case with the mailbox and public folder size import data source.	Exchange 4.0, 5.x Exchange 2000, 2003 Exchange 2007
Mailbox and Public Folder content	This data source is used to produce reports on mailbox and public folder content. Information is based on a 'snapshot' taken at the time when the report is run. It is dynamically collected through a MAPI connection to the Exchange server. Data is not stored in the database.	Exchange 4.0, 5.x Exchange 2000, 2003 Exchange 2007
Information Store size	This data source is used to produce reports on Information Store size. Information Store size import is based on a 'snapshot' taken at the time when the import is run. It records the size of the EDB and STM files found on the Exchange server. Data is stored in the database.	Exchange 4.0, 5.x Exchange 2000, 2003 Exchange 2007
Internet Mail Service archival	This data source contains all messages that have gone through the Internet Mail Connector. The archives give the subject of messages received from or sent to the Internet. This feature is only available with Microsoft Exchange version 4.0, 5.x.	Exchange 4.0, 5.x only

## Configuring your environment

### Setting up your environment

#### Supported versions of Microsoft Exchange

PROMODAG Reports supports all versions of Microsoft Exchange Server (4.0, 5.0, 5.5, 2000, 2003, 2007). It is possible to use the product with a mix of different Exchange Server versions.

**Note: PROMODAG Reports must be installed on a workstation and not on a Microsoft Exchange Server.**

#### Microsoft Exchange Server requirements

**You do not need to install anything on the Exchange Server, or to modify anything in your Exchange organization.** The following topics describe in detail the few steps to follow to import data from Exchange or Internet Information Services into PROMODAG Reports.

### Configuring Exchange Server 2000, 2003

#### Configuring Exchange 2000, 2003 for directory import

##### Introduction

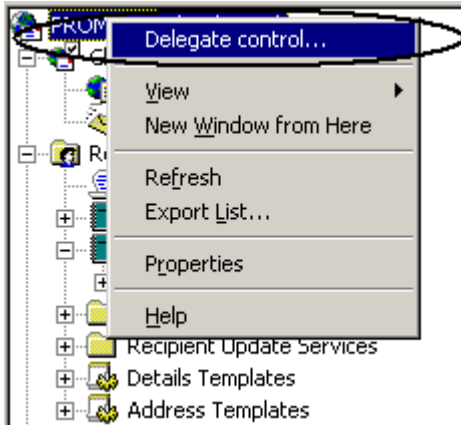
This data source is used to produce reports on directory objects. The application must retrieve all recipients from Active Directory in order to be able to identify directory objects. For instance, this information is used to list and group mailboxes attributes (department, country...). Data is stored in the database.

##### How to configure Exchange 2000, 2003 to import the directory via an LDAP connection

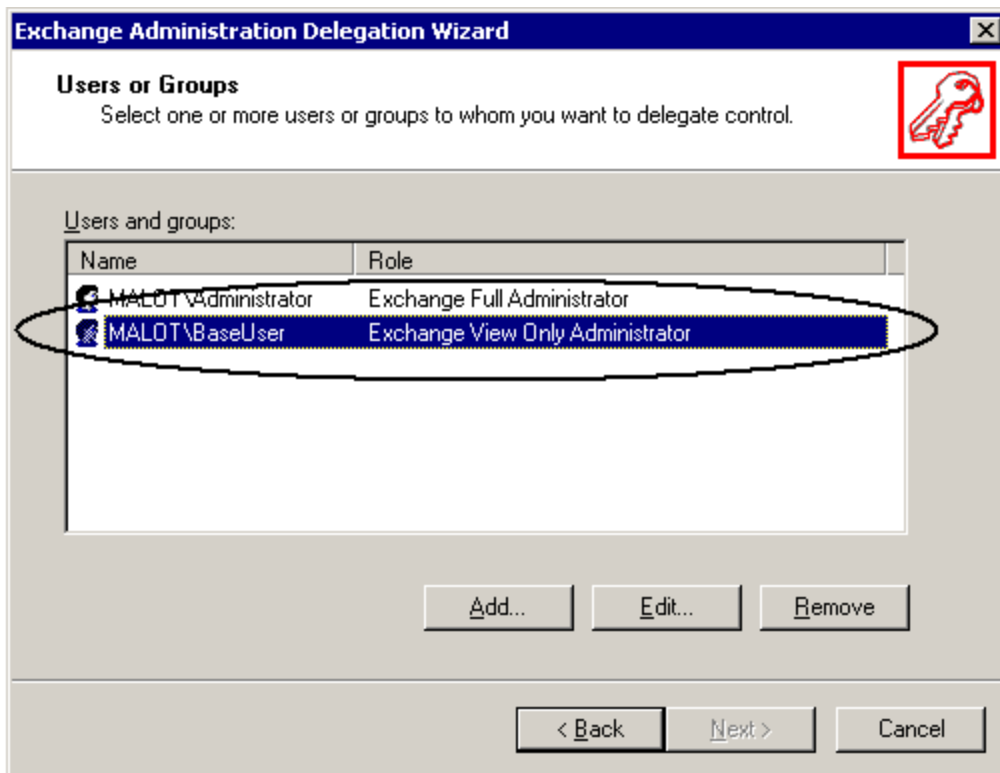
You must be logged in with an account that has at least the *Exchange View Only Administrator* role on the Exchange organization in order to be able to import the directory via an LDAP connection.

Enabling such permission requires a Microsoft Exchange Server administrator role and can be setup with the Exchange System Manager tool.

- Start Exchange System Manager.
- Right-click the Exchange organization name.
- Choose *Delegate control* .



- Select your NT account and set its role to *Exchange View Only Administrator*.



## Message tracking files on Exchange Server 2000, 2003

### Introduction

This data source is used to produce various reports on email traffic. Microsoft Exchange Server uses message tracking files to record all mail activity. Each message received or sent from or to the server writes an event in the daily message tracking file. PROMODAG Reports reads these files, analyzes their content and stores the result in its database.

## Message Tracking Files location

The default path for the directory where message tracking files are generated on the Exchange 2000, 2003 server is:

**C:\Program Files\Exchsrvr\*<server name>*.log.** This directory is shared by default and its name is *<server name>*.log.

By default, PROMODAG Reports tries to read message tracking files through the following UNC: '\\*<server name>*server\_name.log\'

This default path can be configured in the *Message Tracking tab of the Server Properties dialog box* of PROMODAG Reports.

## Rights and permissions

The NT account used to start PROMODAG Reports (or the administrative account defined in *Server Properties, Security tab*) must have at least access Read-Only permissions to the message tracking files shared folder.

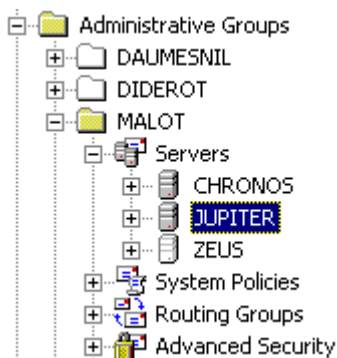
Note: It is also possible to copy message tracking files on a local or a network share, and import them from there.

## Enabling Message tracking

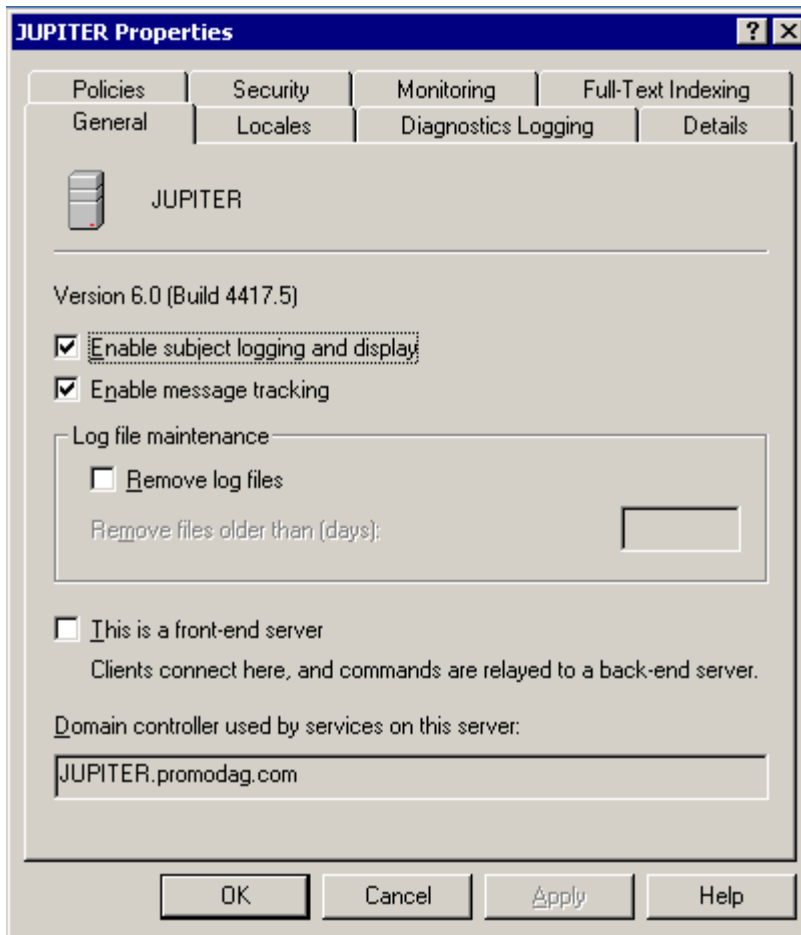
If message tracking is not enabled at the server level on the Exchange server, PROMODAG Reports will not work. A decision should be made on how long these files are to be kept on the server (see also "How long should message tracking files be kept ?" on page 11

Enabling message tracking in the Microsoft Exchange Server requires a Microsoft Exchange Server administrator role and can be setup using Exchange System Manager tool.

To enable message tracking, right-click the Exchange 200x server and click *Properties*. You can also choose *Properties* from the *Action* menu.



On the *General* tab, check the *Enable subject logging and display* and *Enable message tracking* boxes.



### How long should message tracking files be kept ?

By default, Microsoft Exchange Server keeps message tracking files for a duration of 7 days. This default setting can be changed in the *Log file maintenance* parameters to accommodate different needs. For example, they must be kept 31 days if message tracking files are only imported once a month in PROMODAG Reports.

For more information on how to enable message tracking in Exchange 2000 Server and in Exchange Server 2003, see the Microsoft Knowledge Base or Microsoft Technet.

## Mailbox and Public Folder content on Exchange 2000, 2003

### Introduction

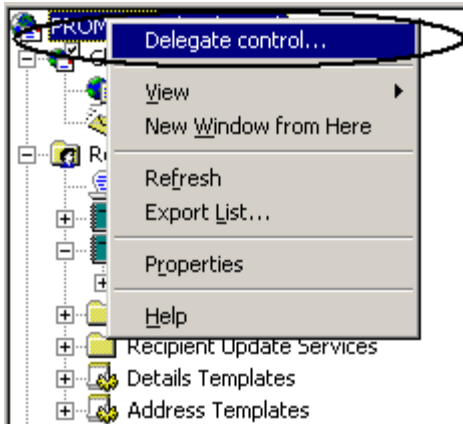
This data source is used to produce reports on mailbox and public folder content. Information is based on a 'snapshot' taken at the time when the report is run. It is dynamically collected through a MAPI connection to the Exchange server. Data is not stored in the database.

### Rights and permissions

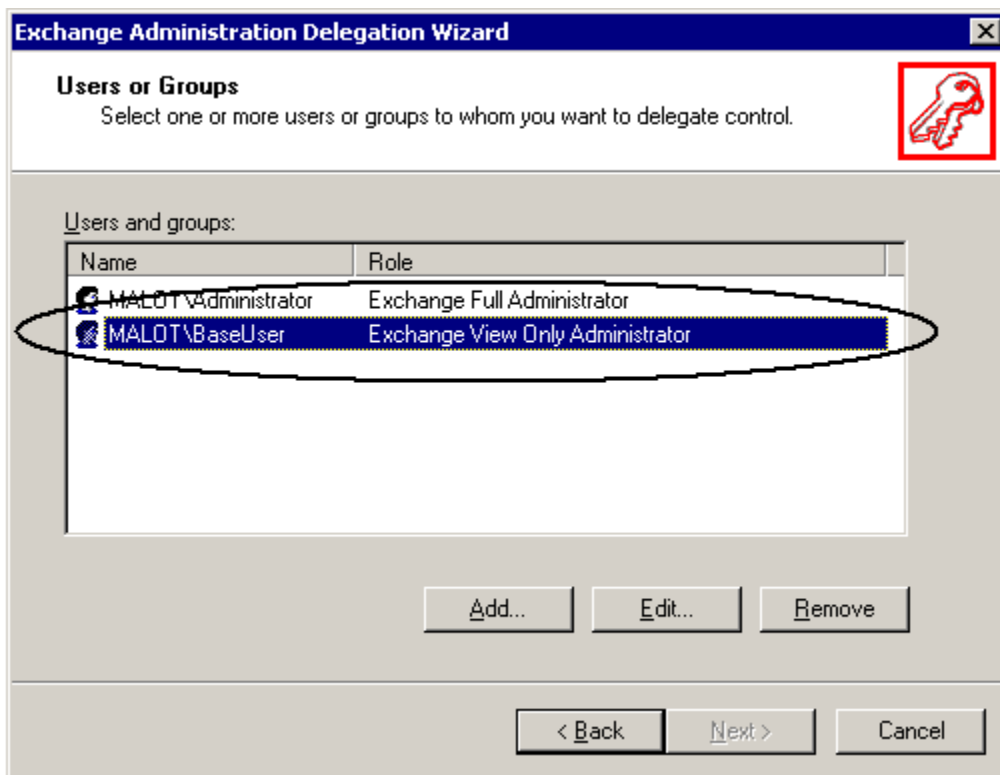
You must be logged in with an account that has at least the *Exchange View Only Administrator* role on the Exchange organization in order to be able to import the content of mailboxes and public folders.

Enabling such permission requires a Microsoft Exchange Server administrator role and can be setup with the Exchange System Manager tool.

- Start Exchange System Manager.
- Right-click the Exchange organization name.
- Choose *Delegate control* .



- Select your NT account and set its role to *Exchange View Only Administrator*.



## Mailbox and public folder size on Exchange Server 2000, 2003

### Introduction

#### Mailbox and public folder size import

This data source is used to produce reports on mailbox and public folder size. Information is based on a 'snapshot' taken at the time when the import is run. It is dynamically collected through a MAPI connection to the Exchange server. Data is stored in the database.

#### Dynamic mailbox and public folder size

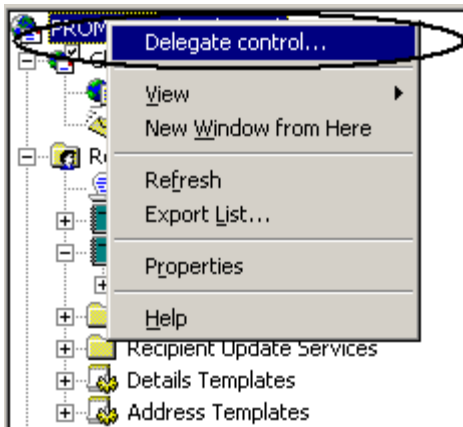
This data source is used to produce reports on mailbox and public folder size. Information is based on a 'snapshot' taken at the time when the import is run. It is dynamically collected through a MAPI connection to the Exchange server. However, data is not stored in the database whereas this is the case with the mailbox and public folder size import data source.

### Rights and permissions

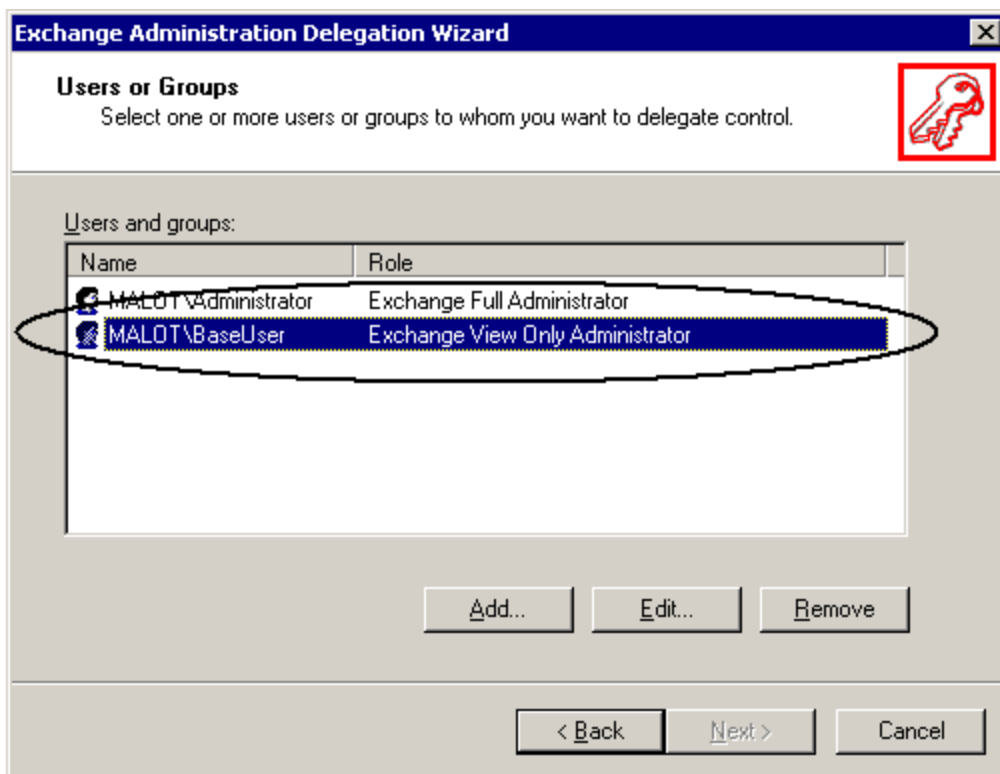
You must be logged in with an account that has at least the *Exchange View Only Administrator* role on the Exchange organization in order to be able to import the size of mailboxes and public folders.

Enabling such permission requires a Microsoft Exchange Server administrator role and can be setup with the Exchange System Manager tool.

- Start Exchange System Manager.
- Right-click the Exchange organization name.
- Choose *Delegate control* .



- Select your NT account and set its role to *Exchange View Only Administrator*.



## Information Store size on Exchange 2000, 2003

### Introduction

This data source is used to produce reports on Information Store size. Information Store size import is based on a 'snapshot' taken at the time when the import is run. It records the size of the EDB and STM files found on the Exchange server. Data is stored in the database.

### Databases location

The default paths for the mailboxes and public folders databases directories when you install Exchange 2000, 2003 are:

- **C:\Program Files\Exchsrvr\mdbdata\priv1.edb** and **C:\Program Files\Exchsrvr\mdbdata\priv1.stm** (mailboxes).
- **C:\Program Files\Exchsrvr\mdbdata\pub1.edb** and **C:\Program Files\Exchsrvr\mdbdata\pub1.stm** (public folders).

These default paths can be configured in the *Storage Size tab of the Server Properties dialog box* of PROMODAG Reports.

### Rights and permissions

The NT account used to start PROMODAG Reports (or the administrative account defined in *Server Properties, Security tab*) must have at least access Read-Only permissions to the Exchange Information Stores (EDB and STM files).

## Configuring Exchange Server 2007

### Configuring Exchange 2007 for directory import

#### Introduction

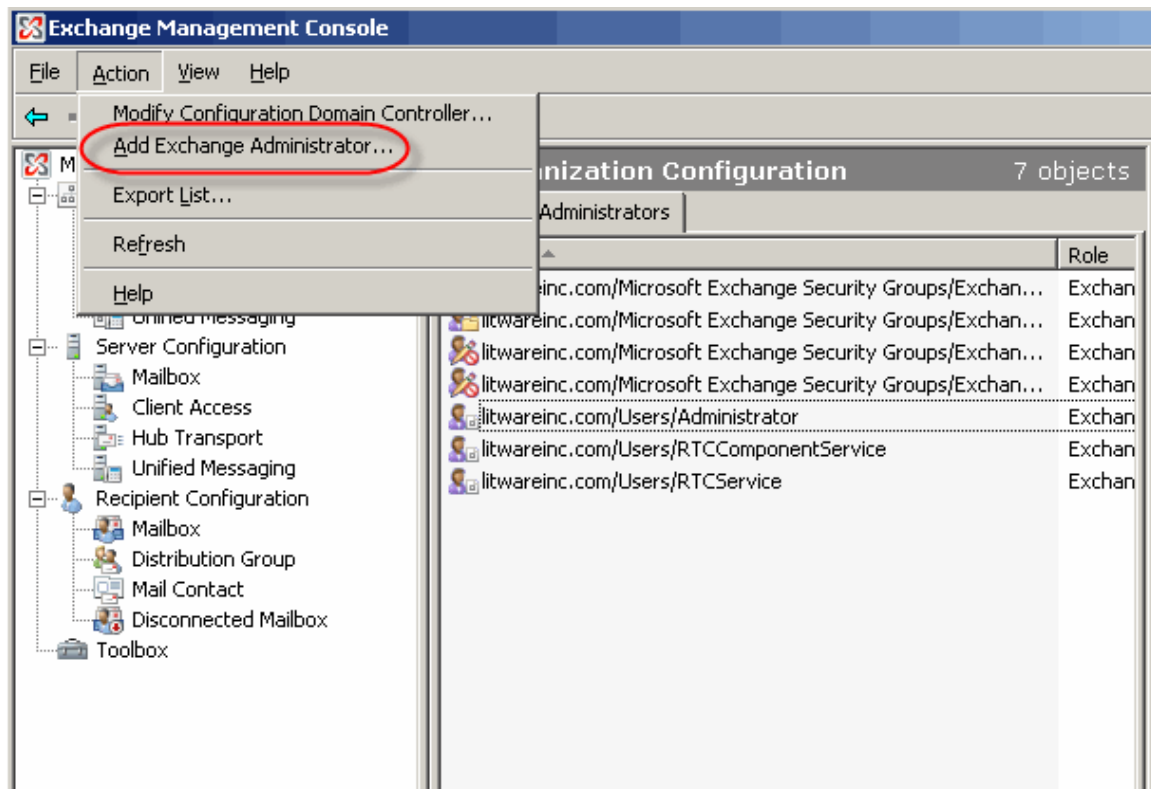
This data source is used to produce reports on directory objects. The application must retrieve all recipients from Active Directory in order to be able to identify directory objects. For instance, this information is used to list and group mailboxes attributes (department, country...). Data is stored in the database.

#### How to configure Exchange 2007 to import the directory via an LDAP connection

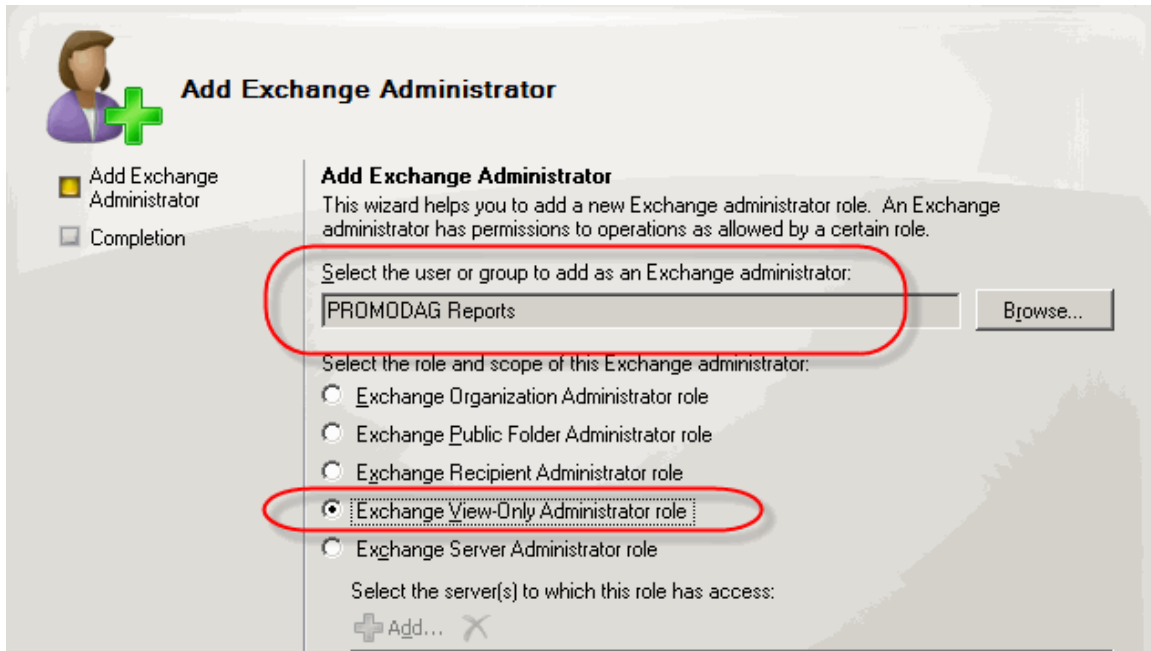
You must be logged in with an account that has at least the *Exchange View Only Administrator* role on the Exchange organization in order to be able to import the directory via an LDAP connection.

Enabling such permission requires a Microsoft Exchange Server administrator role and can be setup with the Exchange Management Console tool.

- Start the Exchange Management Console tool.
- Right-click *Organization Configuration* and select the *Add Exchange Administrator* option.



- Select the relevant NT account and set its role to *Exchange View Only Administrator*.



## Message tracking files on Exchange Server 2007

### Introduction

This data source is used to produce various reports on email traffic. Microsoft Exchange Server uses message tracking files to record all mail activity. Each message received or sent from or to the server writes an event in the daily message tracking file. PROMODAG Reports reads these files, analyzes their content and stores the result in its database.

### Message tracking files and Exchange 2007 server roles

Hub Transport server and Edge Transport server roles perform message transport functionality. Only those servers generate message tracking files that may be imported in PROMODAG Reports, in opposition to Mailbox servers, of which message tracking files are not imported.

The name format for message tracking file generated by those server role are:

- MSGTRKyyyymmdd-1.LOG for Hub Transport or Edge Transport servers .
- MSGTRKMyyyymmdd-1.LOG (NB: the name contains an additional M) for Mailbox servers.

A server where both Hub/Edge Transport and Mailbox roles are installed will generate both types of files. However, PROMODAG Reports will only import message tracking files generated by the Hub or Edge role.

### Message Tracking Files location

The default path for the directory where message tracking files are generated on the Exchange 2007 server is:

**C:\Program Files\Microsoft\Exchange Server\TransportRoles\Logs\MessageTracking**. This folder is not shared by default.

PROMODAG Reports tries to read message tracking files through the following UNC, which requires administrative privileges:

'C:\Program Files\Microsoft\Exchange Server\TransportRoles\Logs\MessageTracking'. Therefore, two solutions are possible:

- use an administrative account to run PROMODAG Reports;
- share the **MessageTracking** folder, and grant Read-Only permissions to the account used to run PROMODAG Reports.

This default path can be configured in the *Message Tracking tab of the Server Properties dialog box* of PROMODAG Reports.

### Rights and permissions

The NT account used to start PROMODAG Reports (or the administrative account defined in *Server Properties, Security tab*) must have at least access Read-Only permissions to the message tracking files shared folder. This folder is not shared by default.

Note: It is also possible to copy message tracking files on a local or a network share, and import them from there.

### Enabling message tracking

By default, message tracking is enabled on all Exchange 2007 computers that have the Hub Transport, Mailbox, or Edge Transport server roles installed.

Note: You can enable or disable message tracking by using the Exchange Management Console in Exchange 2007 SP1 only.

### To use the Exchange Management Console to enable or disable message tracking on a Hub Transport server or Edge Transport server in Exchange 2007 SP1:

1. Open the Exchange Management Console. Perform one of the following steps:
  - On a computer that has the Edge Transport server role installed, select *Edge Transport*, and then in the action pane, click the *Properties* link that is directly under the server name.
  - On a computer that has the Hub Transport server role installed, in the console tree, expand *Server Configuration*, and select *Hub Transport*. In the action pane, click the *Properties* link that is directly under the server name.
2. In the *Properties* page, click the Log Settings tab.
3. In the Message tracking files section, perform one of the following steps:
  - Select *Enable message tracking log* to enable message tracking.
  - Clear *Enable message tracking log* to disable message tracking.
4. Click *Apply* to save changes and remain in the *Properties* page, or click *OK* to save changes and exit the *Properties* page.

For more information on how to configure message tracking in Exchange 2007, see Microsoft Technet.

## Mailbox and Public Folder content on Exchange 2007

### Introduction

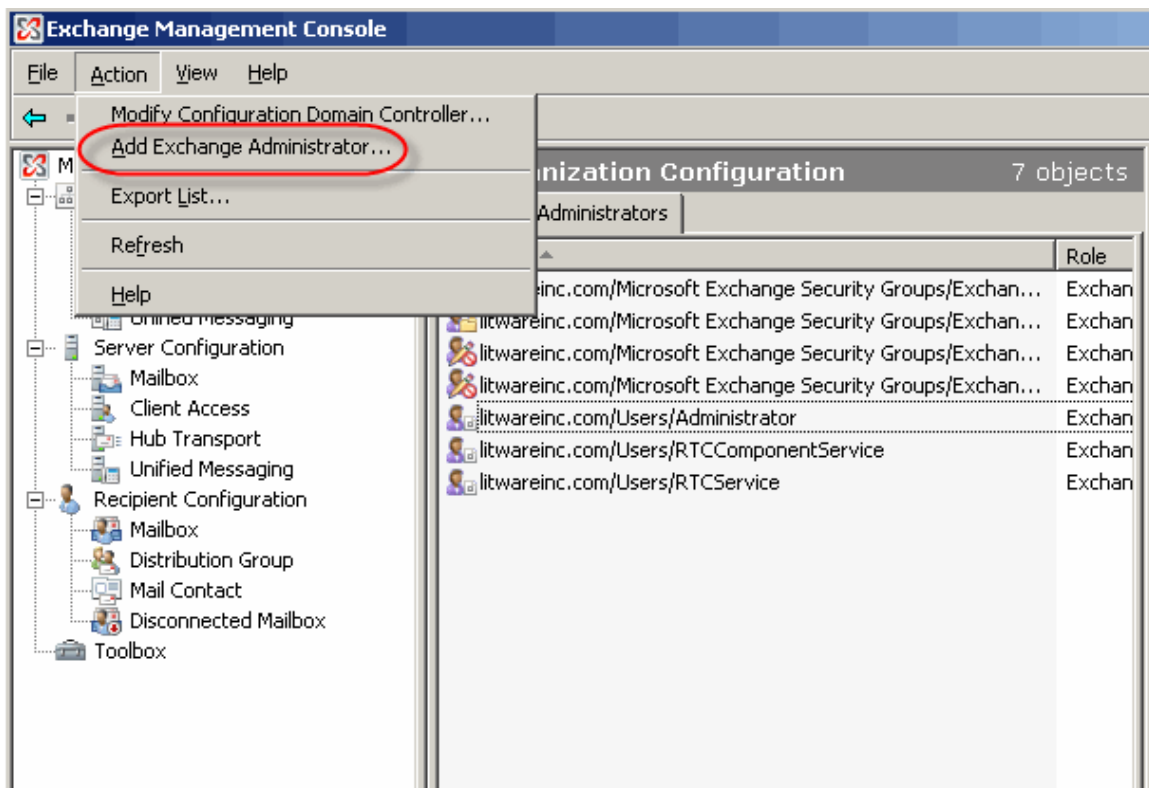
This data source is used to produce reports on mailbox and public folder content. Information is based on a 'snapshot' taken at the time when the report is run. It is dynamically collected through a MAPI connection to the Exchange server. Data is not stored in the database.

### Rights and permissions

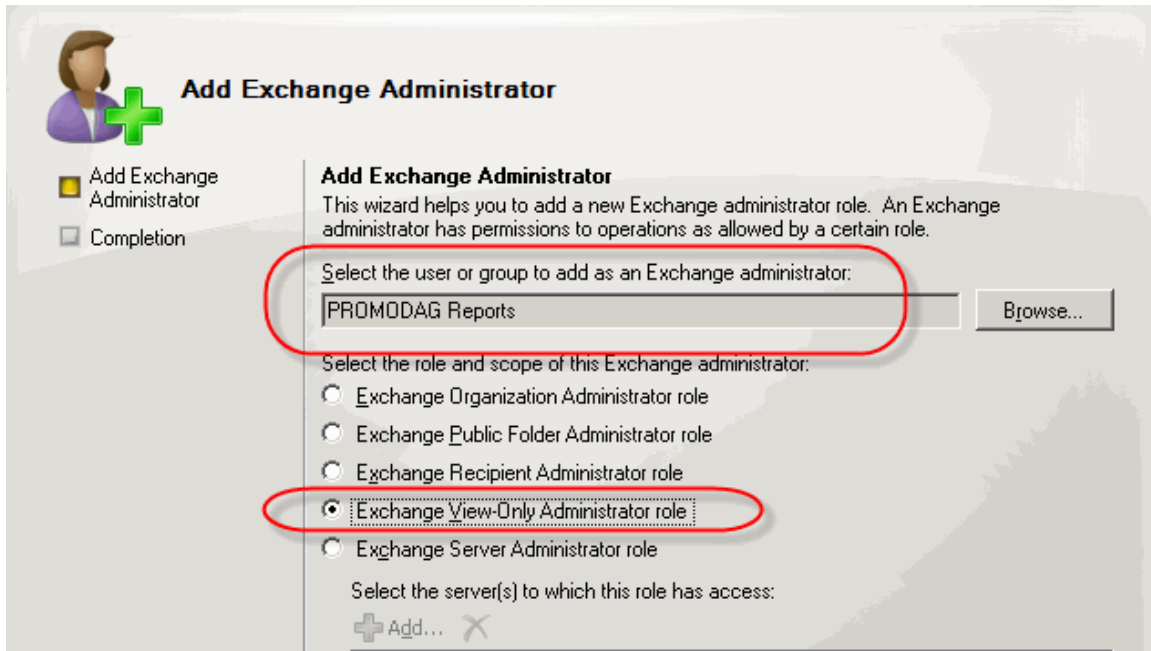
You must be logged in with an account that has at least the *Exchange View Only Administrator* role on the Exchange organization in order to be able to import the content of mailboxes and public folders.

Enabling such permission requires a Microsoft Exchange Server administrator role and can be setup with the Exchange Management Console tool.

- Start the Exchange Management Console tool.
- Right-click *Organization Configuration* and select the A*dd Exchange Administrator* option.



- Select the relevant NT account and set its role to *Exchange View Only Administrator*.



## Mailbox and public folder size on Exchange 2007

### Introduction

#### Mailbox and public folder size import

This data source is used to produce reports on mailbox and public folder size. Information is based on a 'snapshot' taken at the time when the import is run. It is dynamically collected through a MAPI connection to the Exchange server. Data is stored in the database.

#### Dynamic mailbox and public folder size

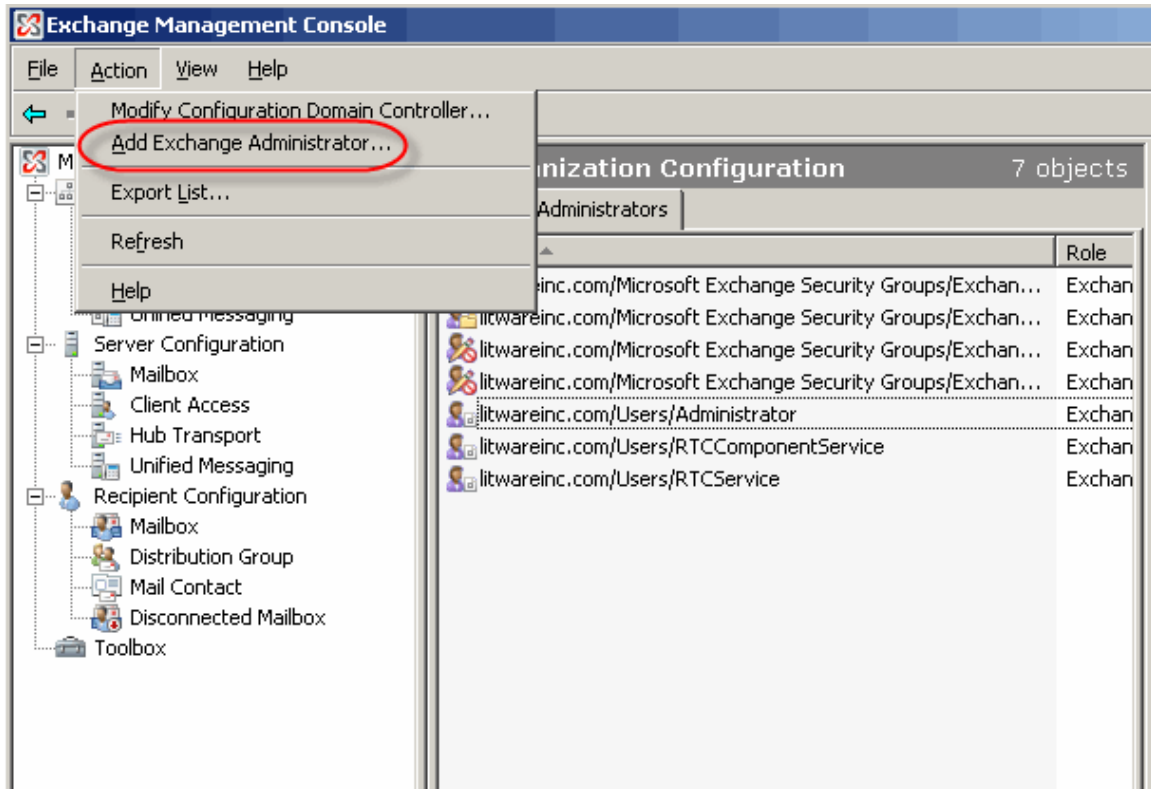
This data source is used to produce reports on mailbox and public folder size. Information is based on a 'snapshot' taken at the time when the import is run. It is dynamically collected through a MAPI connection to the Exchange server. However, data is not stored in the database whereas this is the case with the mailbox and public folder size import data source.

### Rights and permissions

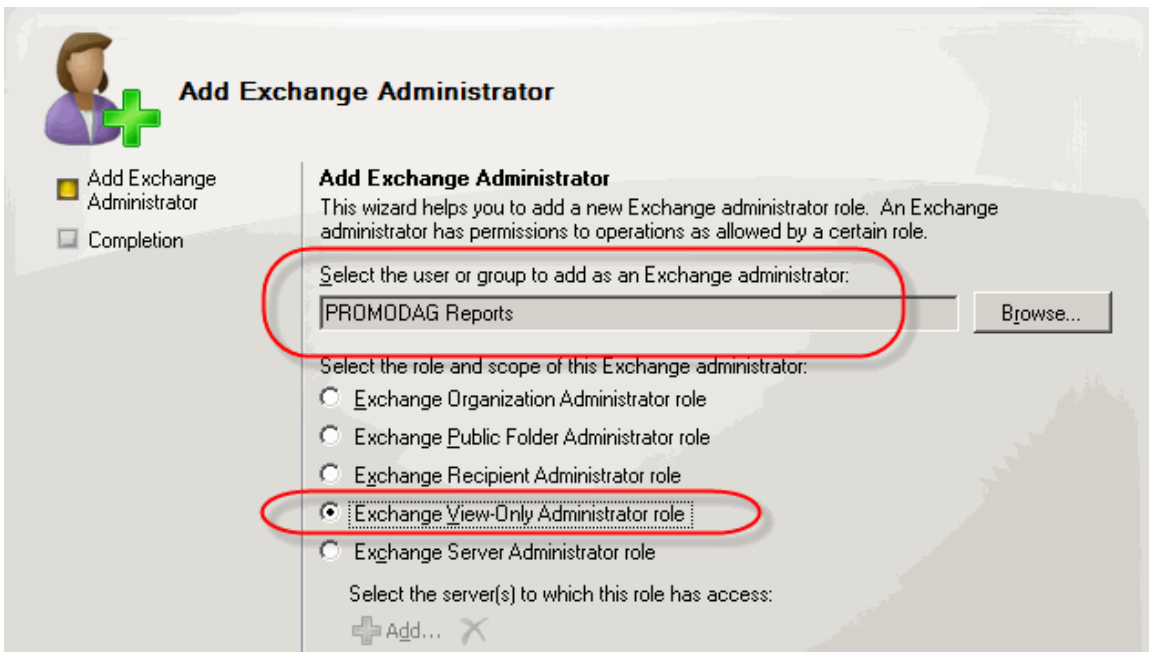
You must be logged in with an account that has at least the *Exchange View Only Administrator* role on the Exchange organization in order to be able to import the size of mailboxes and public folders.

Enabling such permission requires a Microsoft Exchange Server administrator role and can be setup with the Exchange Management Console tool.

- Start the Exchange Management Console tool.
- Right-click *Organization Configuration* and select the *Add Exchange Administrator* option.



- Select the relevant NT account and set its role to *Exchange View Only Administrator*.



## Information Store size on Exchange 2007

### Introduction

This data source is used to produce reports on Information Store size. Information Store size import is based on a 'snapshot' taken at the time when the import is run. It records the size of the EDB and STM files found on the Exchange server. Data is stored in the database.

### Databases location

The default paths for the mailboxes and public folders databases directories when you install Exchange 2007 are:

- **C:\Program Files\Microsoft\Exchange Server\Mailbox\First Storage Group\Mailbox database.edb** (mailboxes)
- **C:\Program Files\Microsoft\Exchange Server\Mailbox\First Storage Group\Public Folder database.ebd** (public folders).

These default paths can be configured in the *Storage Size tab of the Server Properties dialog box* of PROMODAG Reports.

### Rights and permissions

The NT account used to start PROMODAG Reports (or the administrative account defined in *Server Properties, Security tab*) must have at least access Read-Only permissions to the Exchange Information Stores (EDB and STM files).

## Configuring Internet Information Services

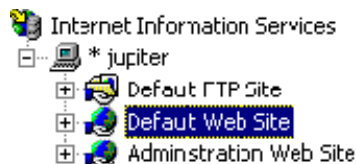
### Internet Information Services (IIS version 6.0) logs

#### Introduction

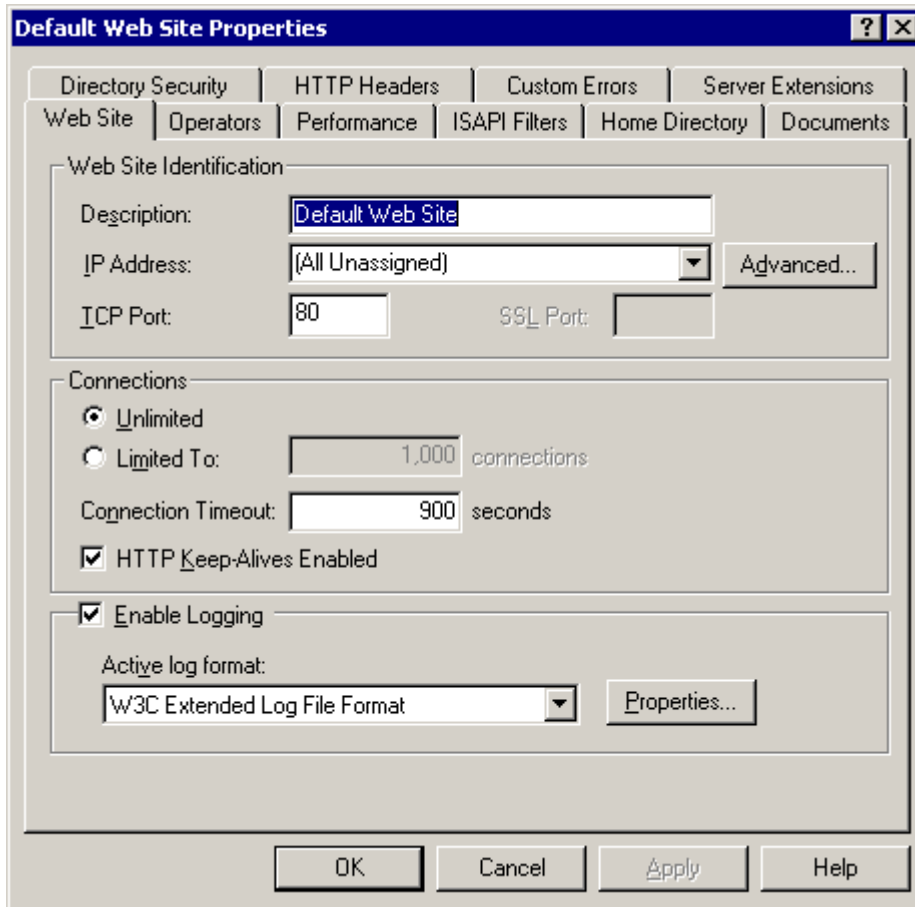
This data source is used to produce reports on OWA (Outlook Web Access) usage. PROMODAG reports reads the Internet Information Services log files, then store the information in its database. This feature is not available with Microsoft Exchange version 4.0, 5.x.

#### Enabling logging in IIS 6.0

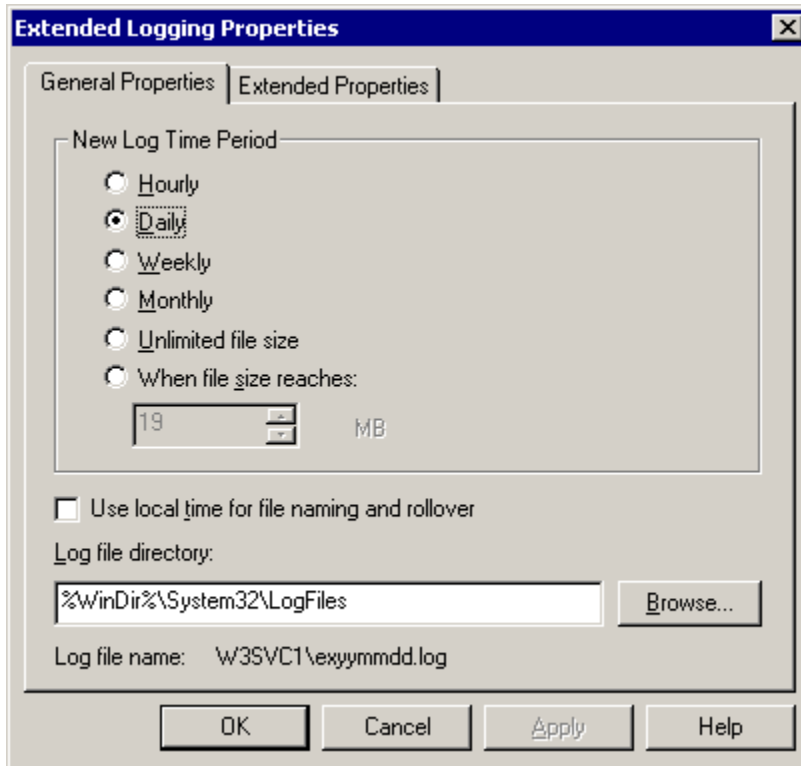
Expand the server name, right-click *Default Web Site* for each OWA site, and select *Properties*.



Under the *Web Site* tab, verify that the *Enable logging* checkbox is ticked, then click the *Properties* button to access the *Extended Logging Properties* dialog box.

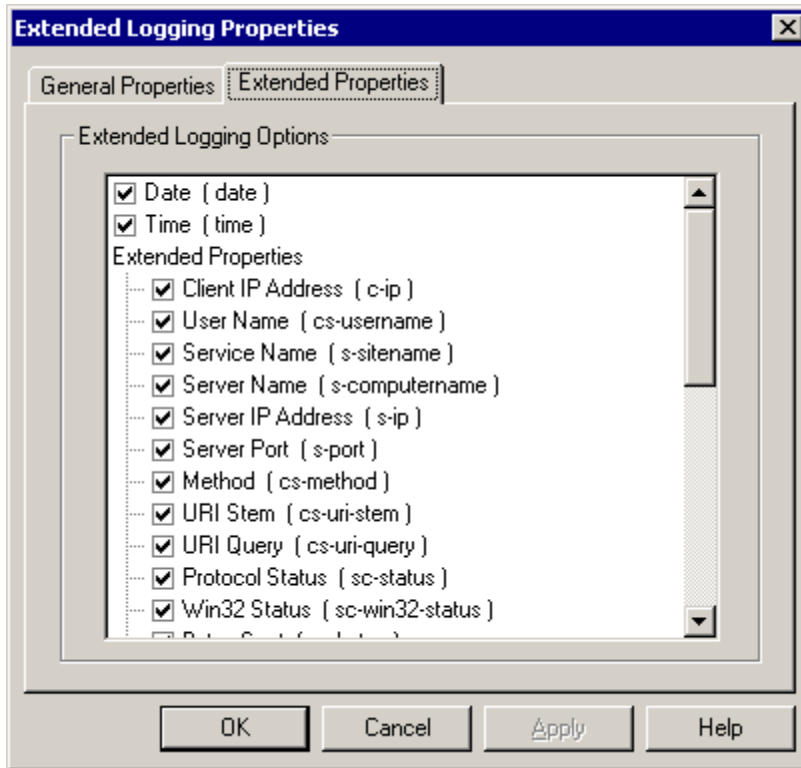


Under the *General Properties* tab, verify that the *New Log Time Period* schedule is set to *Daily* and click the *Advanced* tab.



On the *Advanced* tab, confirm that **at least** the following logging options are selected:

- Date (date)
- Time (time)
- Client IP address (c-ip)
- User Name (cs-username)
- Method (cs-method)
- URI Stem (cs-uri-stem)
- URI Query (cs-uri-query).



### Rights and permissions

The NT account used to start PROMODAG Reports (or the administrative account defined in *Server Properties, Security tab*) must have at least access Read-Only permissions to the Internet Information Services files shared folder.

Note: It is also possible to copy message tracking files on a local or a network share, and import them from there.

# Installation

## System requirements

Note: PROMODAG Reports must be installed on a workstation and not on a Microsoft Exchange Server.

### Workstation hardware requirements

- A 2 GHz Intel Pentium processor.
- 512 MB of system memory.
- Enough disk space to store the database.

### Workstation software requirements

- Windows 2000 SP4, XP SP2, 2003 SP2, Vista SP1, 2008.
- Microsoft Outlook 2000, XP SP1, 2003, 2007 in order to install MAPI.
- Microsoft .NET Framework 2.0 SP1.
- MDAC 2.8 (Microsoft Data Access Components).

Note: Outlook 2007: Make sure that you select a custom installation in order to install the Outlook MAPI Service Providers components (please see "Installing MAPI with Outlook 2007" on page 26 for additional information). Outlook XP SP1 is required due to a bug in the initial release that prevented some reports from working.

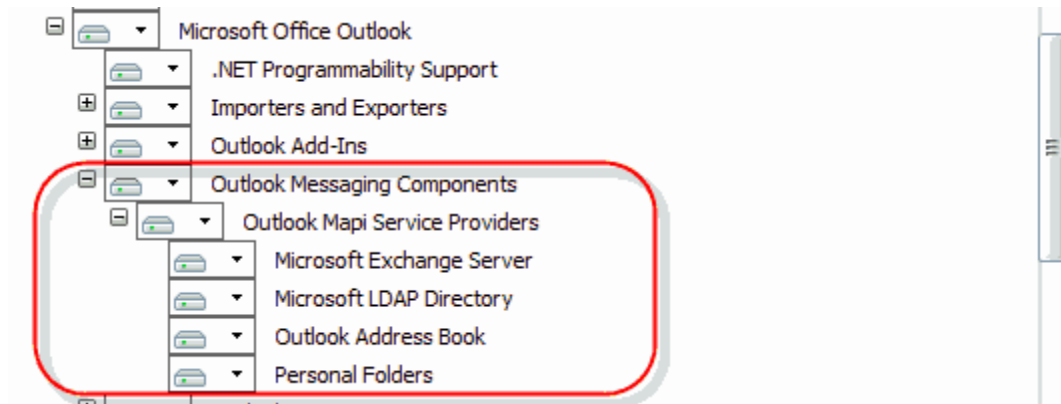
### Optional requirements

For the Enterprise Edition you need Microsoft SQL Server 2000 (SP3 or SP4), 2005 or 2008.

## Installing MAPI with Outlook 2007

The MAPI component is not installed by default with Microsoft Outlook 2007.

Choose a custom installation of Outlook or Office in order to install it, and then choose to install Outlook Messaging Components.



## Upgrading from a previous version

### Installing the new version

If a previous version of PROMODAG Reports is already installed on your system, install Version 8 into a different directory. You will be able to use both versions, but with different databases.

### Upgrading the database

Your existing database needs to be converted to be functional with PROMODAG Reports version 8. The database conversion process is included in version 8 and should be carried out automatically; however, it can take some time according to your database size.

Note: Please make sure you backup your database before upgrading.

**A version 8 database cannot work with previous versions of PROMODAG Reports.**

### Upgrading Favorites, report option files and batch files

If report option files (extension PRO) and Favorites were created in a previous version, you can convert them with the *Tools > Report Option File migration* option. The report option files you created in version 7 should be located in the C:\Documents and Settings\All Users\Application Data\Promodag\Reports\7\Batches folder.

This option also converts batch files (extension PRB).

Note: Since some options may have changed, verify that you obtain the expected report with the converted files.

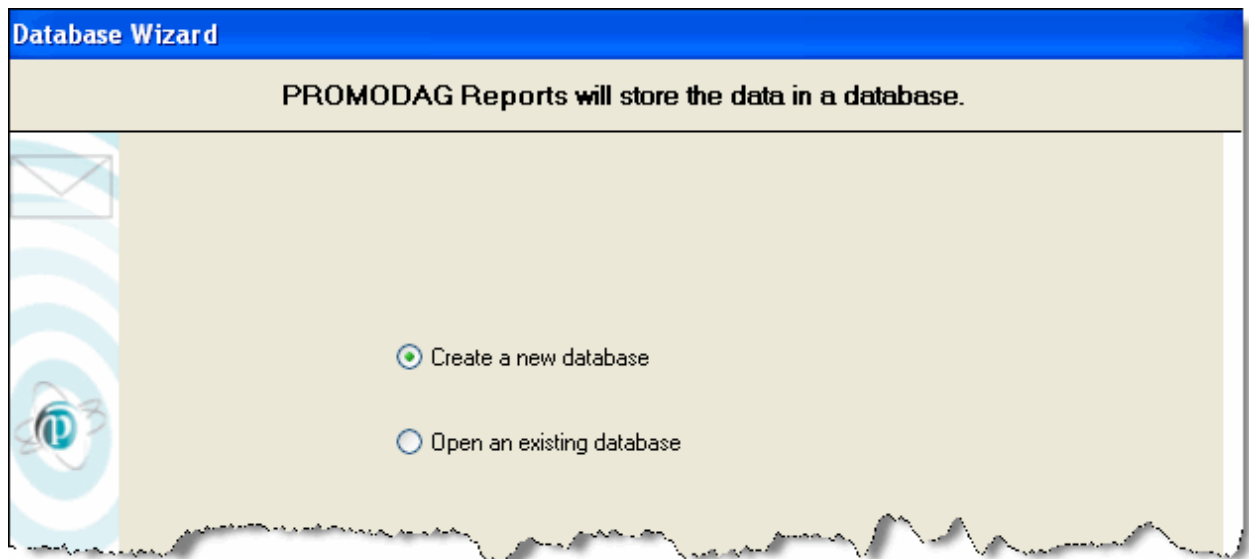
### What cannot be upgraded

**Scheduled tasks** are not upgraded. You will have to delete your existing tasks, and create new ones. **Report option files and batch files created with a version prior to PROMODAG Reports version 7** are not upgraded.

## Quick Tour

### Starting PROMODAG Reports

From the *Start Menu*, choose *Programs > Promodag > PROMODAG Reports 8*.  
The following window appears when the application is started for the first time:





The wizard provides you with instructions for:

1. Creating a new PROMODAG Reports database,
2. Connecting to the directory,
3. Connecting to your Exchange server(s),
4. Choosing the type of data you want to import:
  - a. Message tracking files,
  - b. Storage size:
    - Mailbox size,
    - Information Store size,
    - Mailbox count per Information Store,
    - Public folder size,
  - c. Internet Information Services log files,
5. Selecting presentation options,
6. Selecting reports to run at the end of the wizard (optional),
7. Scheduling and automatic import task (optional),
8. Starting the data collection process.

## Choosing a database format

### Database purpose

PROMODAG Reports creates a Microsoft Access or SQL Server relational database using Microsoft Exchange Server data sources (Exchange directory, message tracking files and Internet Mail Connector archives). The application stores in this database the information it needs to build reports. There is no limitation to the number of databases that can be created.

- To create a new database, choose *File > New Database* or click the  button.
- To open an existing database *File > Open Database* or click the  button.
- The last 10 opened databases are listed in the *File* menu.

### Available database formats

The PROMODAG Reports database has a specific structure and supports two different formats.

#### Microsoft Access databases

- Database has a size limit of 2 GB
- Database file must be located on same machine as PROMODAG Reports
- No multi-user access
- No additional cost
- Best suited for small Exchange organization

#### Microsoft SQL Server databases

- Database size limited by disk space on the SQL Server
- Multi-user Access
- Performance is determined by the power of the server.
- Better scaling
- Needs for an additional SQL server license
- Requires the Enterprise edition of PROMODAG Reports
- Best suited for medium or large Exchange organization

Note: Microsoft SQL Server 2000 Desktop Engine (MSDE 2000) or SQL Server 2005/2008 Express can be used with PROMODAG Reports Enterprise edition; however, database size is limited to 2GB or 4 GB depending on the version. Performance will also be inferior to SQL Server.

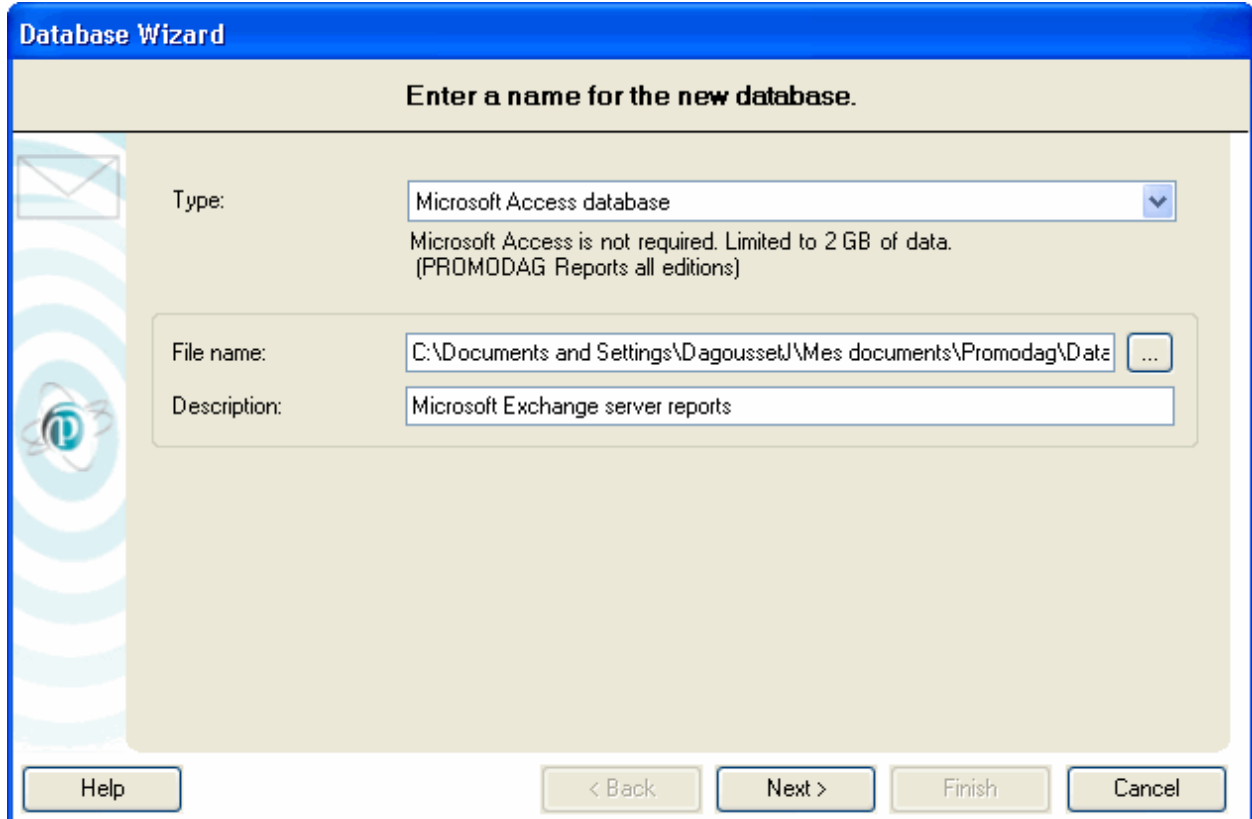
## Creating a new PROMODAG Reports database

### Database type selection

Choose the type of database you wish to use. For more information about available formats, see "Choosing a database format" on page 28 "Choosing a database format" on page 28 "Choosing a database format" on page 28.

### Creating an Access database

Specify a name for the new Access database (MDB file) as well as a description (optional).



The screenshot shows the "Database Wizard" dialog box with the title "Enter a name for the new database." The "Type" dropdown menu is set to "Microsoft Access database". Below this, a note states: "Microsoft Access is not required. Limited to 2 GB of data. (PROMODAG Reports all editions)". The "File name" field contains "C:\Documents and Settings\Dagousset\Mes documents\Promodag\Data" with a browse button "...". The "Description" field contains "Microsoft Exchange server reports". At the bottom, there are buttons for "Help", "< Back", "Next >", "Finish", and "Cancel".

### Creating a SQL Server database

Enter the name of SQL server and specify the name of the new SQL database. You must provide a login name and a password to use SQL Server authentication.

You can use the *Advanced* button to enter a specific file location for the database.

## Creating a database based on the current one

You may either start with a new empty database, or collect some information from your current one. In this case, directory and configuration information remain unchanged provided the current database is already open.

- Select the *Directory* check box to copy Exchange recipients from your existing database to the new one.
- Select the *Recipient additional attributes* check box to copy existing directory attributes to the new database.
- Select the *External recipients* check box to copy external addresses from the existing database directory (SMTP, MS-Mail...)
- Select the *Connectors* check box to copy connectors from your existing database.

## Time Zone selection

Date and time are expressed in GMT (UTC) in Exchange message tracking files. PROMODAG Reports is able to recognize your time zone; so you can either generate reports using GMT, or local time. Time zones with daylight saving times can be handled as well. Local time is configured at the database level. The original date and time are still recorded in the database so it is always possible to modify the time zone.

- Select your time zone in the drop-down list.
- Select the *Automatically adjust for daylight saving changes* check box to adjust automatically to daylight saving change.

For more information on local time handling, see Local time handling in the embedded Help file.

**Database Wizard**

You can create a new database based on the current database information.

Empty database

With current database information

JD Promodag 2007 on xenon\sql2008

Include:

Directory recipients  Additional directory attributes

External recipients

Connectors

**Select the time zone in which the date is to be translated.**

Time Zone: (GMT+01:00) Brussels, Copenhagen, Madrid, Paris

Automatically adjust for daylight saving changes

Help < Back Next > Finish Cancel

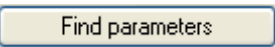

## Configuration Wizard: configuring connections


### Description

The Configuration Wizard provides an user-friendly interface to start with PROMODAG Reports. It automatically appears when the database is empty. The wizard screens enable the user to perform different operations for configuring the Exchange Directory and importing message tracking files.

### Connecting to the directory via LDAP

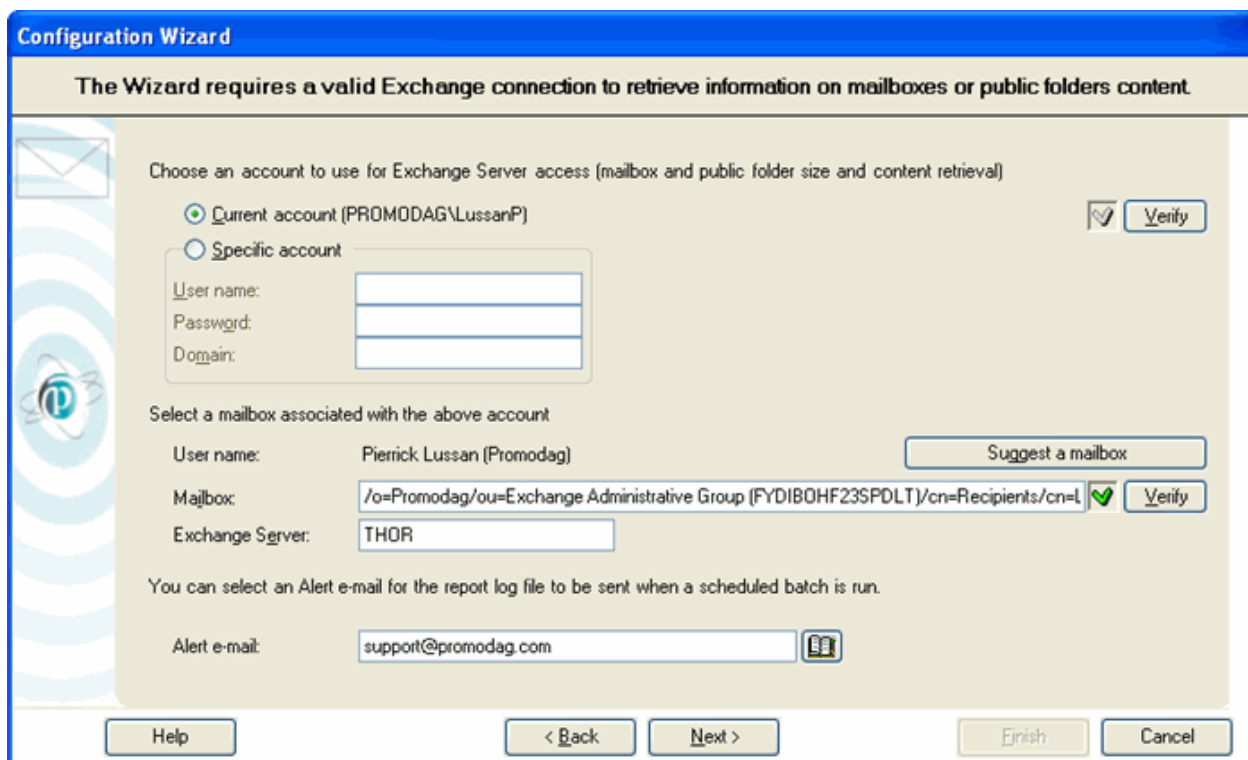
When you create an empty database, the first step of the Wizard is attempt to retrieve LDAP connection information. PROMODAG Reports connects to the Exchange directory via LDAP. To accept the default LDAP settings, click the *Next* button.



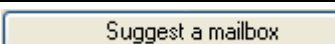
Option	Description
	Click this button to retrieve automatically the name of a Global Catalog server.
Global Catalog server	Enter the name of the Global Catalog server. It will be used to import the directory.
	Click this button to test the LDAP connection with the Global Catalog server.



Option	Description
	This green icon appears if the LDAP connection was successfully established during the test.
Current account	Check this radio button if the account you used to log in has sufficient permissions to access the directory.
Specific account	Check this radio button to specify an administrative account with necessary permissions to access the directory.

## Setting up a valid connection to the Exchange system

PROMODAG Reports needs to establish a connection with the Exchange system to produce reports on mailbox or public folder content. You must at least fill the *Mailbox* and *Exchange Server* fields. To accept settings, click the *Next* button.



Option	Description
Current account and Specific account	Check the <i>Current account</i> radio button if the account you used to login has sufficient permissions for Exchange Server access. Check the <i>Specific account</i> radio button to specify an account with necessary permissions for Exchange Server access.
	Click this button to verify that the account you used to login has sufficient permissions for Exchange Server access. The green icon  appears if the account you used to login has sufficient permissions for Exchange Server access.
	Click this button to automatically retrieve a mailbox linked to the current/specific account.

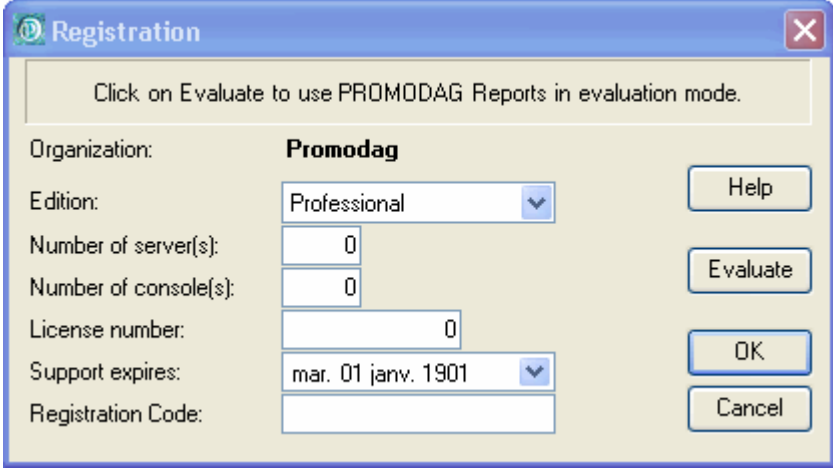
Option	Description
Mailbox	Enter the name of the mailbox that will be used to establish a MAPI connection with your Exchange server(s). See below resolve the Mailbox Legacy Exchange Distinguished Name of the mailbox . Note: it is strongly recommended to create a specific mailbox dedicated to this purpose.
Exchange Server	Enter the name of the Exchange Server where the mailbox is located.
	Click this button to test the MAPI connection with the Exchange server. This verification will also resolve the Mailbox Legacy Exchange Distinguished Name of the mailbox (e.g. /o=OrganizationName/ou=AdministrativeGroupName/cn=ContainerName/cn=MailboxAlias). The green icon  appears if the MAPI connection was successfully established during the test.

## Product registration

The next step allows you either to enter your license information, or to evaluate PROMODAG Reports.

Enter the license information received from PROMODAG, and make sure that the **edition** selected and the **organization name** are correct.

Note: To use PROMODAG Reports in evaluation mode, click *Evaluate*.

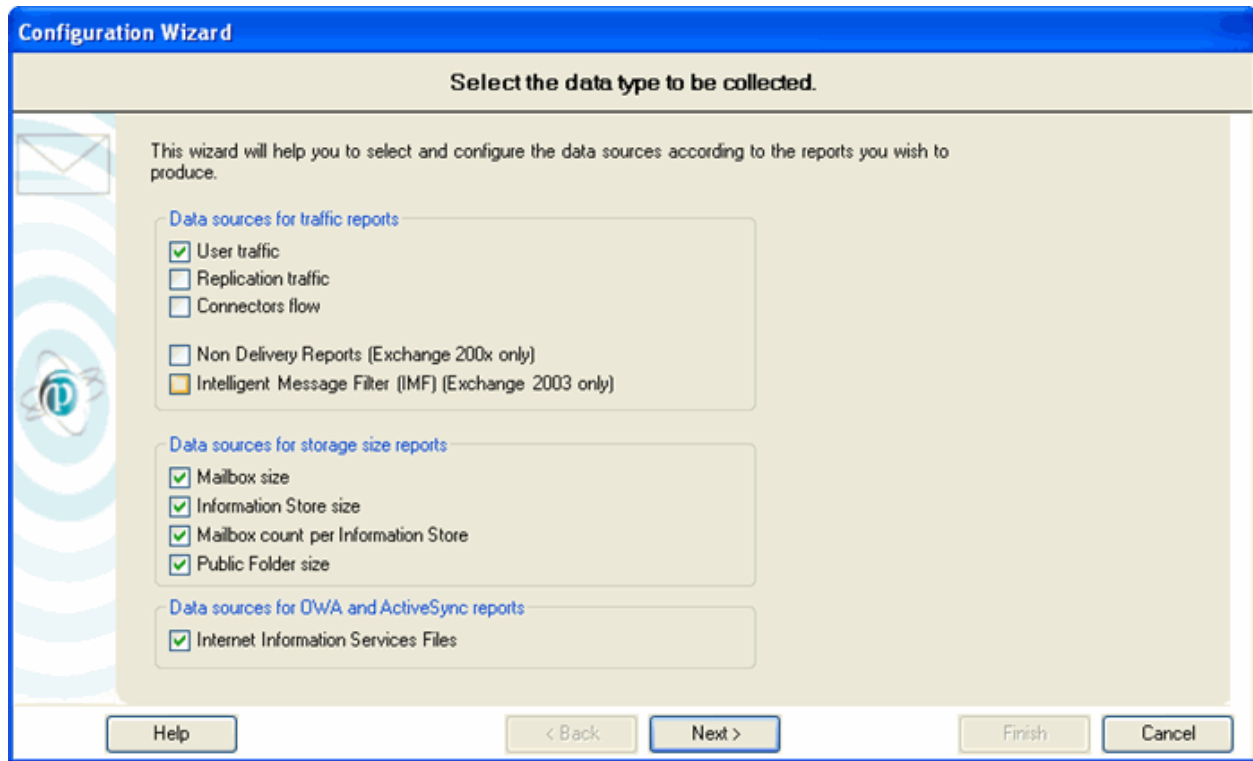


## Configuration Wizard: from data collection to reporting

### Choosing data types to be collected

Select the type of data to import into the database according to the type of reports you wish to run afterwards. Additional information will be requested in the following steps according to choices made here.

Note: These import options can be modified later. For instance, you may decide not to import data related to connectors flow to keep your database small.



### Data sources for traffic reports

Option	Description
User traffic	Select this check box to be able to generate reports on mailbox traffic. This is the most common source of report.
Replication traffic	Select this check box to be able to generate reports on directory and public folders replication traffic.
Connector flow	Select this check box to be able to generate reports on connector flow. Note: Reports on connector flow are not available in the Standard edition.
Non Delivery Reports (Exchange 200x only)	Select this check box to be able to generate reports on NDR.
Intelligent Message Filter (IMF) (Exchange 2003 only)	Select this check box to be able to generate reports on IMF.

### Data sources for storage size reports


Select these check boxes to choose the type of storage size to be imported:

Option	Description
Public folder size	Import the size and number of items contained on public folders located on the selected servers.
Mailbox size	Import the size and number of items contained in mailboxes located on the selected servers.
Mailbox count per Information Store	Import the number of mailboxes located on the selected servers through an LDAP connection to the directory.
Information store size	Import the size of the EDB or STM files contained in information stores located on the selected servers.

### Data sources for OWA and ActiveSync reports

Option	Description
Internet Information Services files	Select this check box to be able to generate reports on Outlook Web Access and ActiveSync.

### Configure data source for traffic reports

Highlight the server name to specify from which server(s) data must be imported, and click the  button to move it to the right pane (you can also double-click the server name). Message tracking files will then be imported from all servers listed in the *Selected server(s)* pane.

Select mailbox servers (Exchange 4.0, 5.x or Exchange 2000, 2003) or Hub and Edge servers (Exchange 2007) to generate reports on traffic. This selection can be modified later.

Specify the period you wish to import:

- From: Date of the first message tracking file to import.
- To: Date of the last message tracking file to import. The most recent date available is yesterday.

The location of message tracking files is tested on each selected server when you click the *Next* button. If a location is not valid, a message box appears to allow you to indicate the right location.

**Configuration Wizard**

**Data sources for traffic reports**

Import message tracking files for selected servers and date.

Server(s) in the organization: First Administrative Group

Selected server(s):

Server	Admin. Group
THOR	Exchange Administrative Grou...
BALDUR	First Administrative Group

Import from: Mon 01 Sep 2008 To: Wed 10 Sep 2008

### Configure data source for storage size reports

Select Exchange servers that will be analyzed to generate storage size reports.

When you click the *Next* button, the location of information stores is tested on each selected server. If a location is not valid, a message box appears to allow you to indicate the right location.

**Configuration Wizard**

**Data sources for storage size reports**

Import storage size for selected servers.

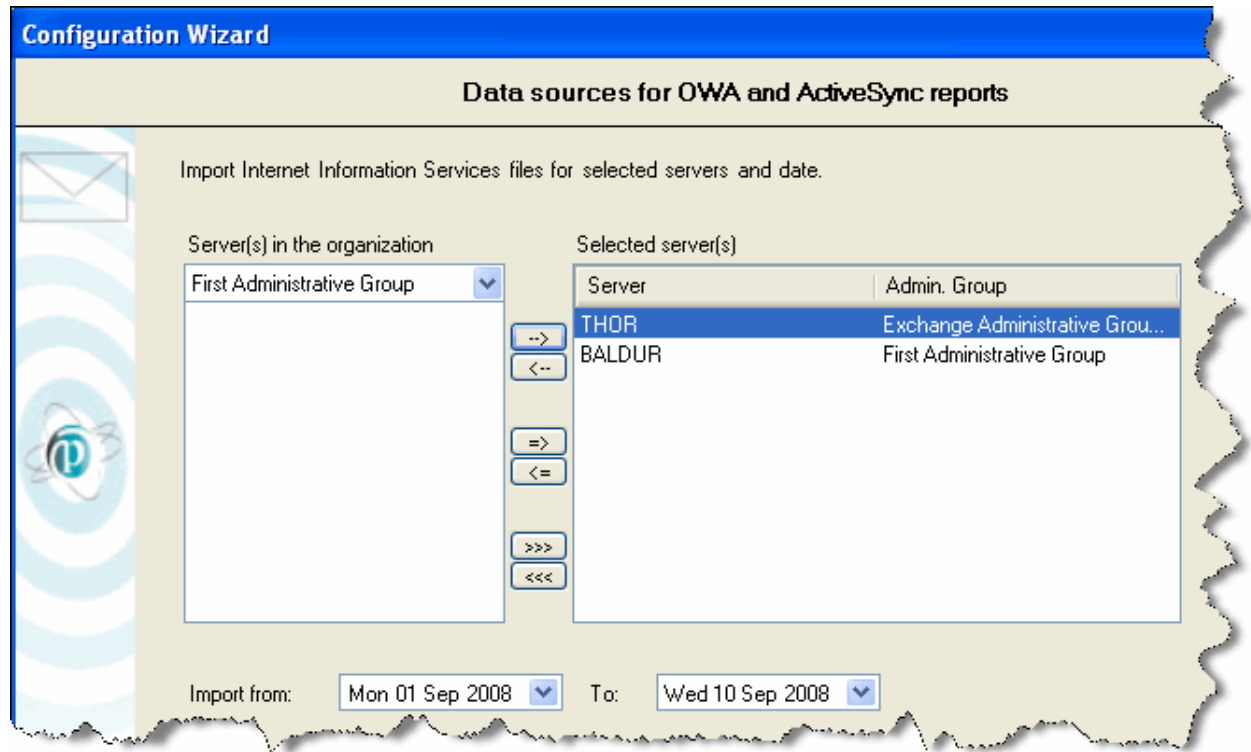
Server(s) in the organization: First Administrative Group

Selected server(s):

Server	Admin. Group
THOR	Exchange Administrative Grou...
BALDUR	First Administrative Group

## Configure data source for OWA and ActiveSync reports

Select Exchange servers that will be analyzed to generate OWA and ActiveSync reports. Click the *Next* button.

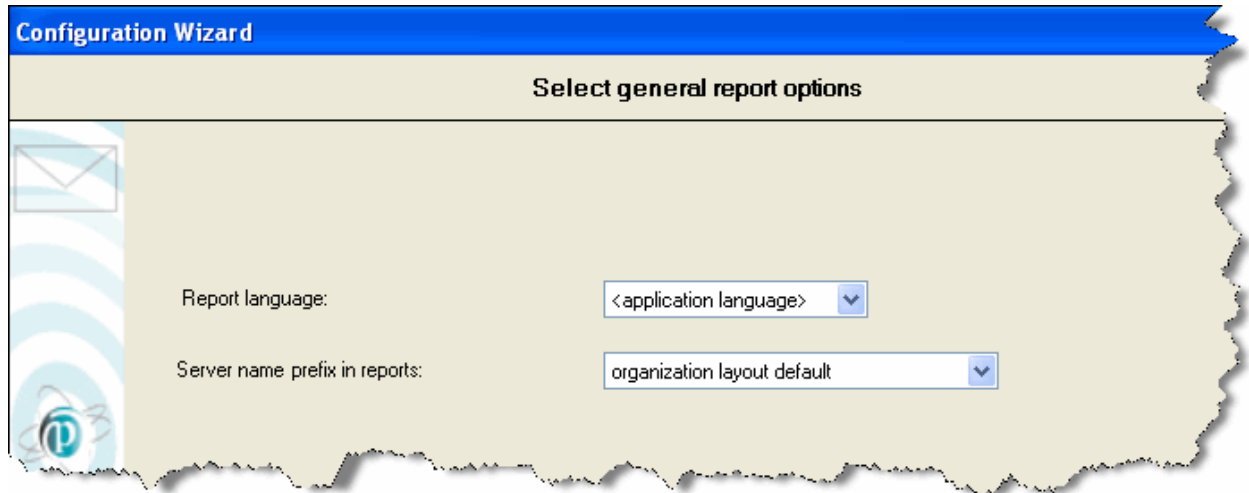


## General report options

Select the following options from the drop-down lists:

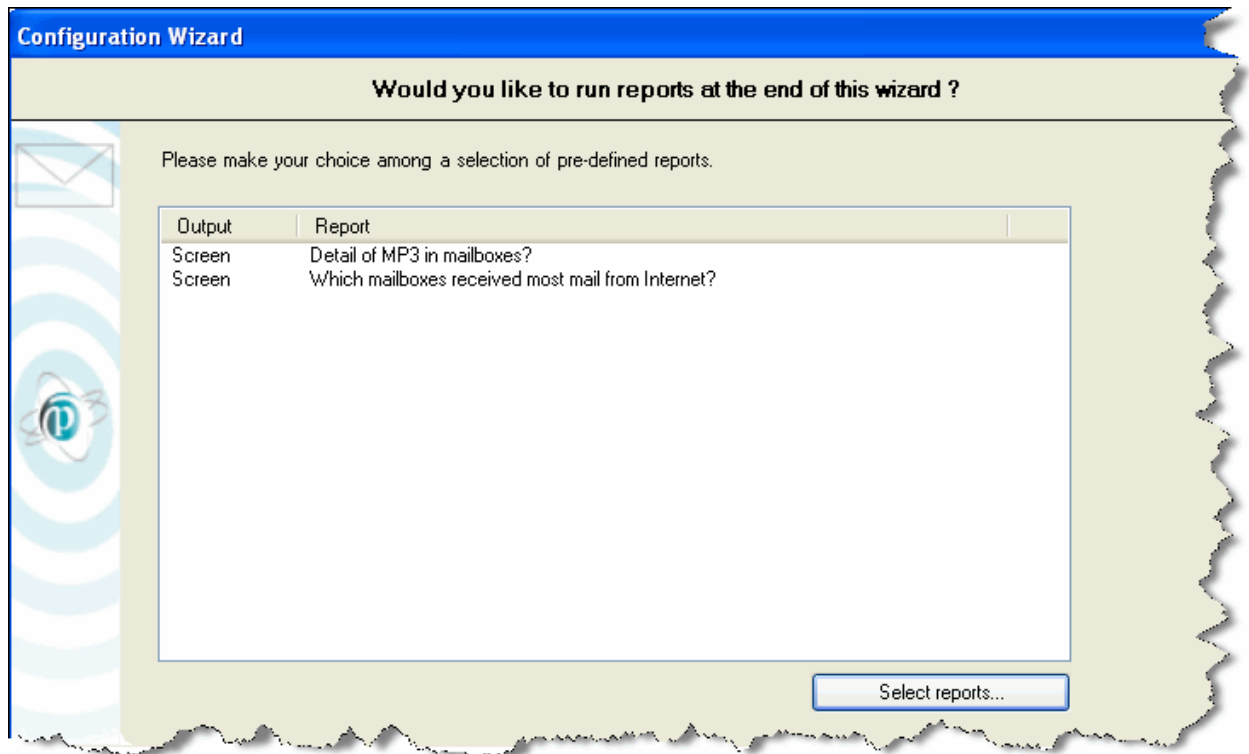
- the **default language** for your reports (choices available are: English, French, German, Spanish, Italian, Portuguese, Dutch)
- the **server name prefix in reports** according to Exchange organization layouts (Active Directory site, routing group or administrative group).

Click the *Next* button.



### Choosing reports to run at the end of the wizard

Use this dialog box to select the reports you would like to run automatically once the import process is completed. If this is the first time you use the product, you will get a list of predefined reports that are delivered with the product. Click the *Next* button.



### Processing imports.

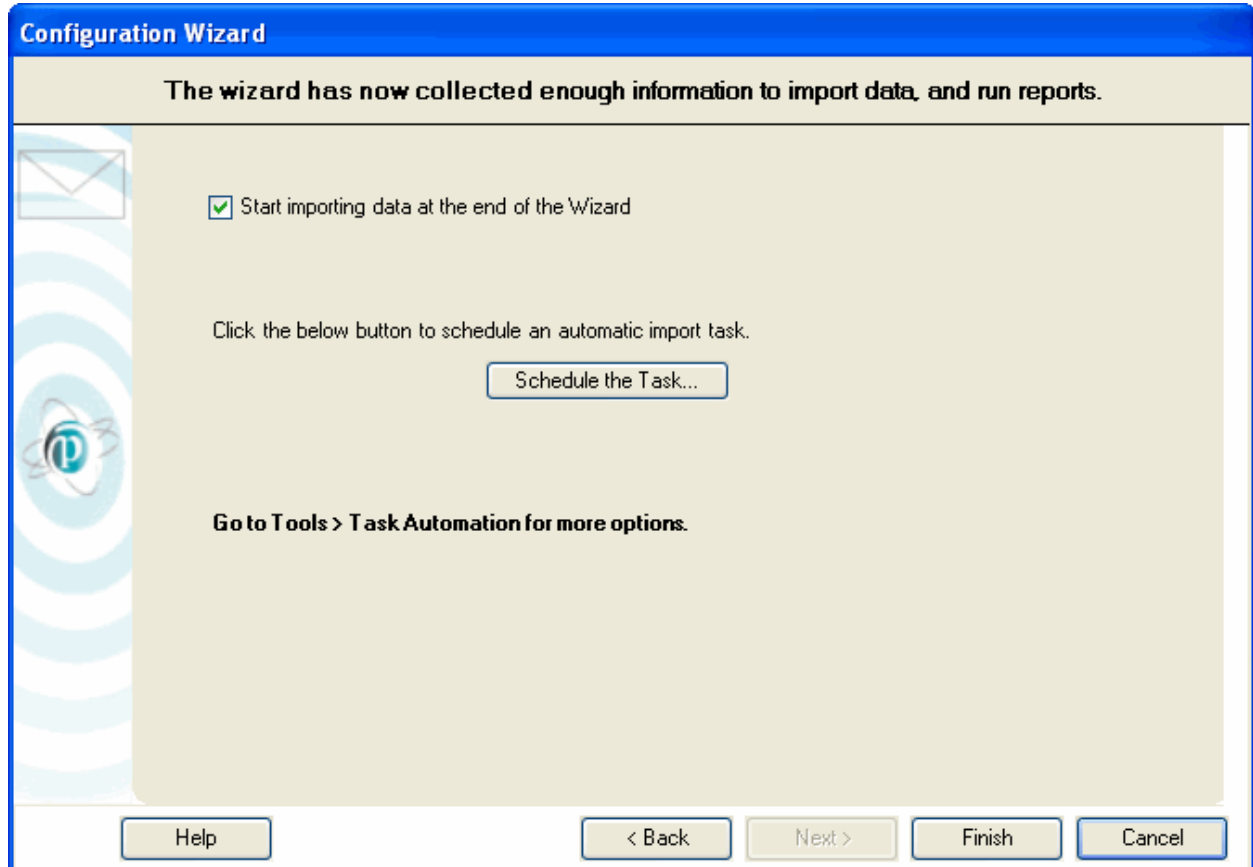
At this point, PROMODAG Reports has enough information to start the import process.

Note: Import options may be saved in a batch file, so that the import process can be automated and scheduled at your convenience. See "Automating and scheduling data collection and other actions" on page 47.

When clicking on the *Finish* button, the import process begins. It includes all previously configured steps.

#### PROMODAG Reports

1. Imports the directory,
2. Imports message tracking files,
3. Imports storage size,
4. Imports IIS files,
5. Runs selected reports.



## Running a report: Mailbox by Traffic Level

Activity level of a group of mailboxes can be analyzed with to the **Mailbox by Traffic Level** report.

The report options dialog box can be reached

- From the *Reports* menu,
- From the reports tree, in the left pane of the PROMODAG Reports main window,
- Or from the *Favorites* menu if you already saved a report options file (see below, "Generating the report:" on page 45).

In the following example, we are going to address this question: *Who sent the most messages outside of the organization during a given reporting period ?*

Choose *Reports > Mailbox Traffic > Mailbox by Traffic Level* to open the report dialog box. This dialog box includes a variety of tabs. Many of them are common to all reports.

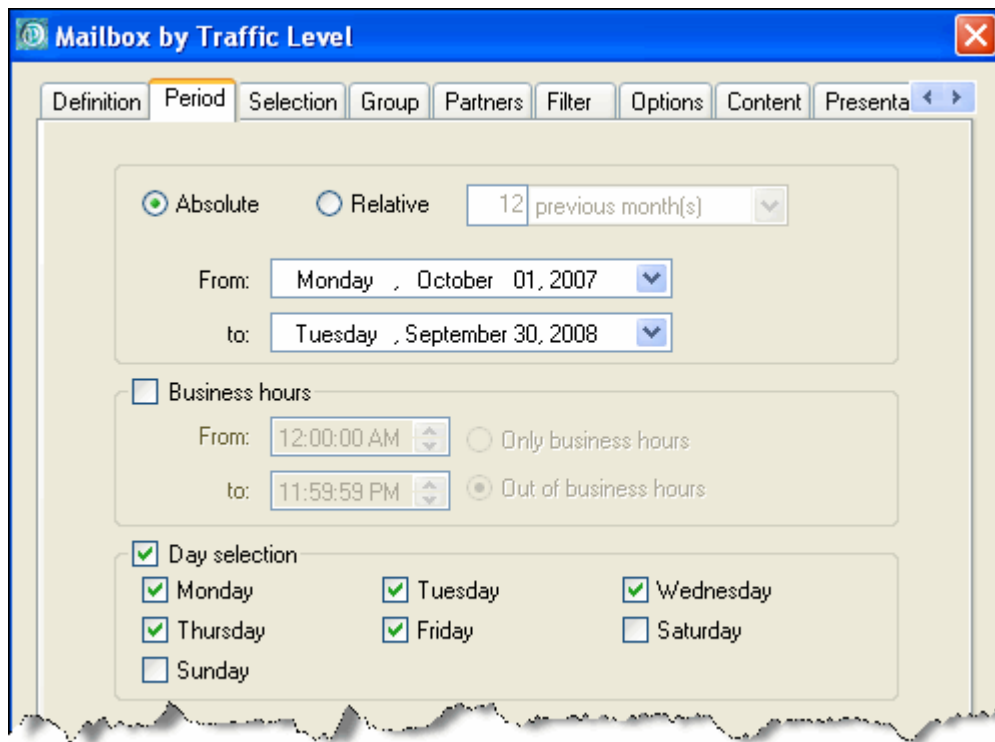
### Setting up the report:

#### Period tab:

The purpose of the *Period* tab is to select a specific reporting period. It is possible to select an absolute or relative date range as well as particular days. You can even focus on business hours.

Activate the *Absolute* radio button and select the reporting period of your choice in the From and *To* fields.

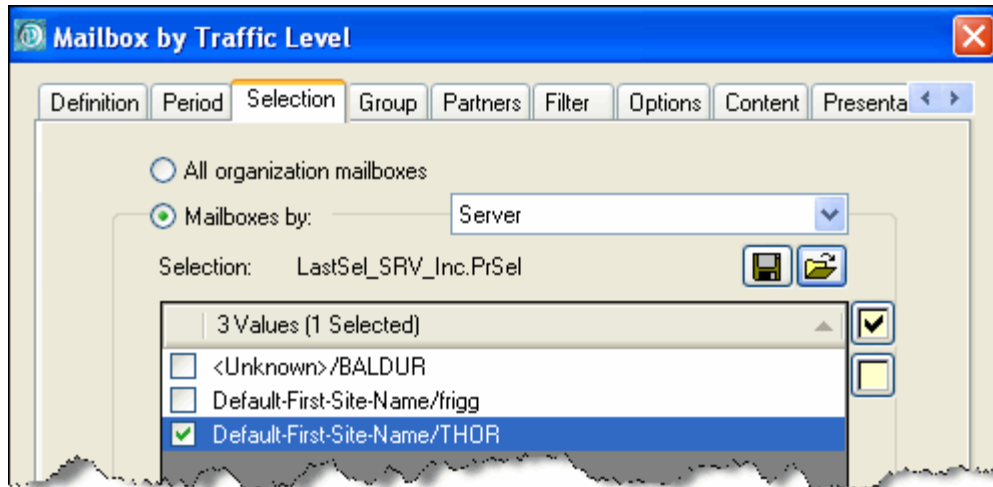
Note: Make sure that message tracking files covering this date range have been imported.



### Selection tab:

The purpose of the *Selection* tab is to select the group of directory objects (mailboxes, servers...) on which PROMODAG Reports is going to report. For example, mailbox type objects can be selected according to various Active Directory attributes such as Company, Department or Active Directory Container.

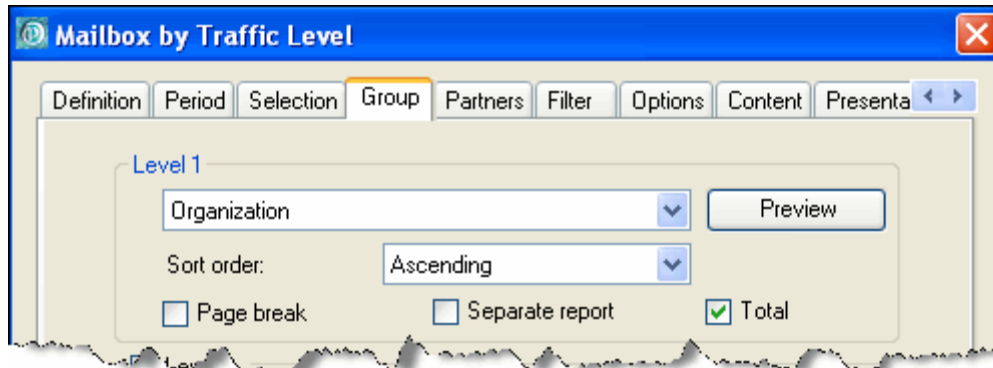
On the *Selection* tab, select *All organization mailboxes* or *Mailbox by*, then select a particular value from the drop-down list to limit the number of objects included in the report.



### Group tab:

The purpose of the *Group* tab is to group the report results at one or more levels of your choice. For instance, you may want to group the results of your report by Company at level 1, and by Department at level 2.

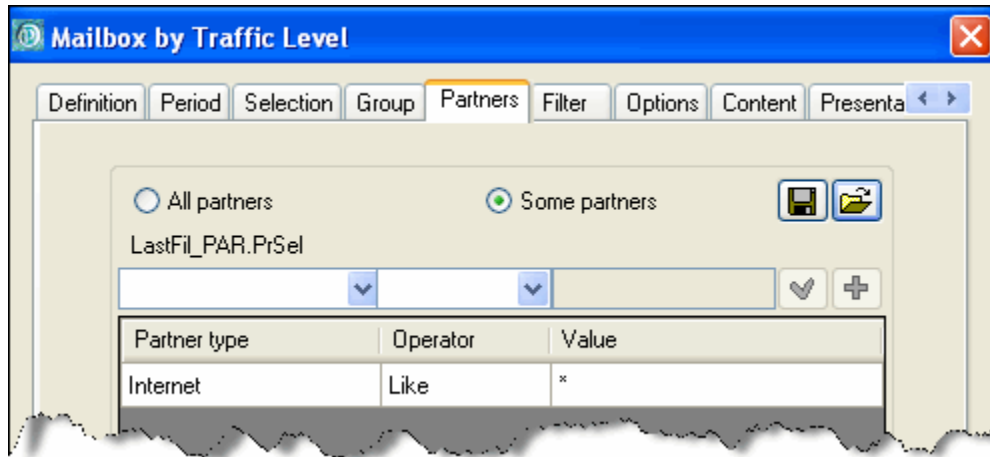
On the *Group* tab, select the grouping criteria of your choice from the *Group by* drop-down list.



### Partners tab:

The purpose of the *Partners* tab is to filter the analyzed traffic by partner types, such as Exchange, Internet or Fax.

On the *Partners* tab, activate the *Some partners* radio button, then limit the partner types to Internet messages only by selecting **Internet like \*** in the partners selection grid.



### Options tab:

The purpose of the *Options* tab is to select various sorting options of the report results.

#### Tabular data settings section:

If the *Show only* box is checked, enter the number of mailboxes to be displayed in the field located below. To change this number, type over it.

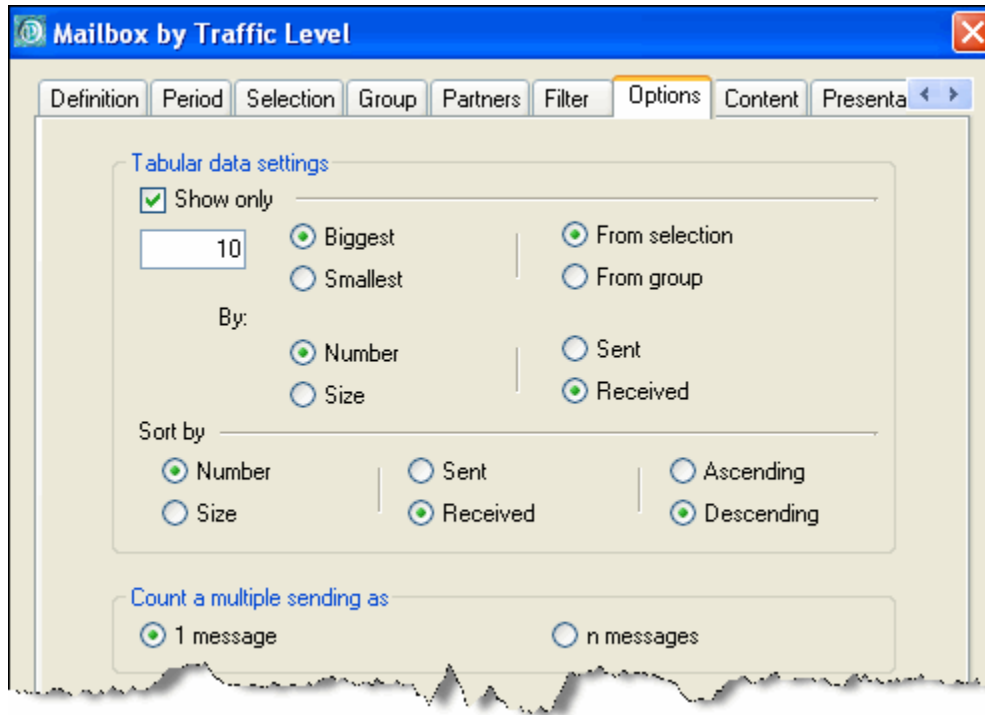
- You can sort by volume of messages received/sent by clicking on *Show only, Biggest/Smallest, Size, Received/Sent*.
- You can sort by number of messages received/sent by clicking on *Show only, Biggest/Smallest, Number, Received/Sent*. The display order selected in the example below is: *Number, Received*.

*Sort by* option:

- You can select only one of two options. The list can be sorted in ascending or descending order. The sorting order selected in the example below is: *Number, Descending*.

#### Count a multiple sending as section :

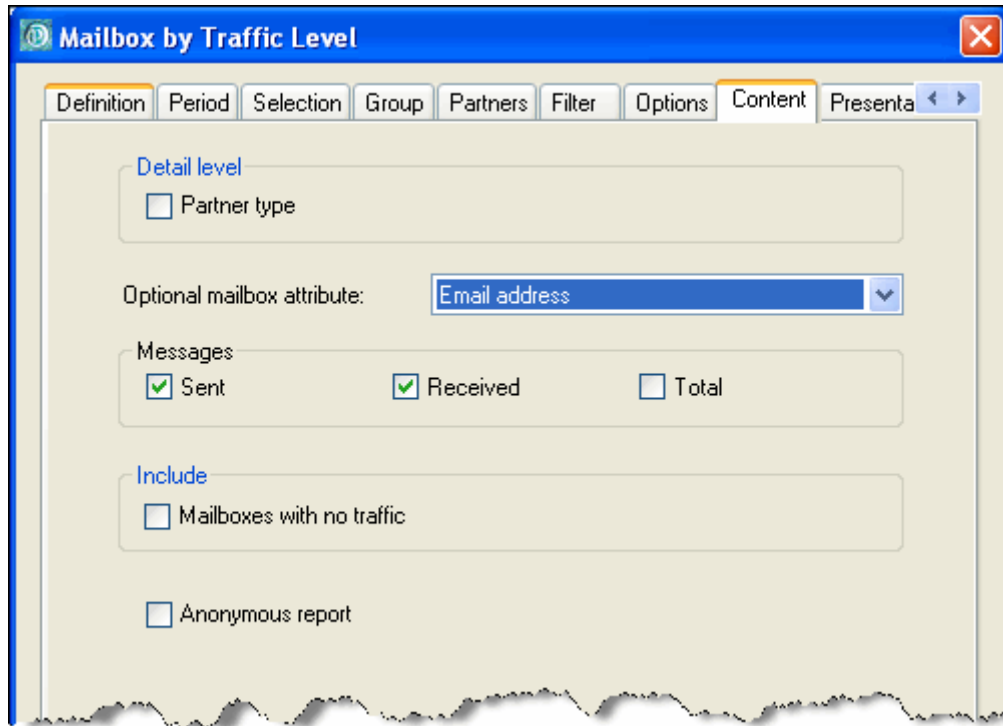
Determine whether a message sent to n recipients is counted as 1 sent message or n sent messages. You can select only one of two options.



### Content tab:

The purpose of the *Content* tab is to select the detail level of the final report, and the direction of the traffic (*Sent*, *Received*).

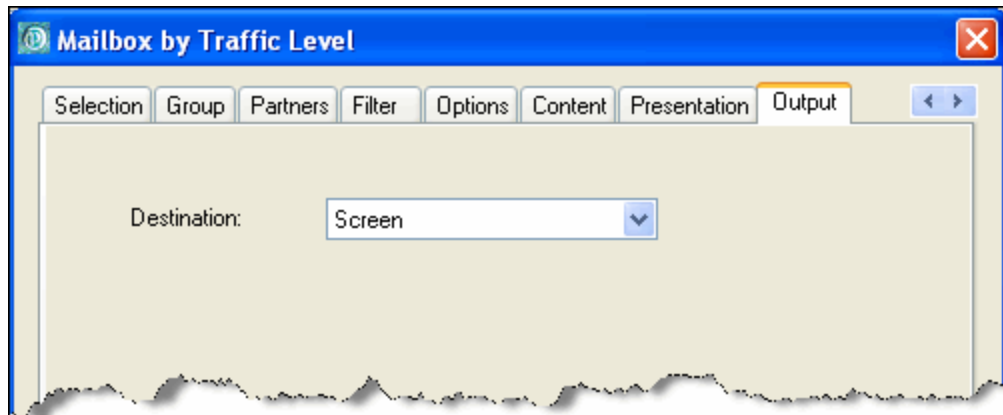
Option	Description
Partner type	Check this box to display the partner type in the report.
Optional mailbox attribute	Select one directory attribute related to mailboxes, such as their email addresses, to display in the report.
Messages	Choose the direction of traffic to display in the report: sent messages, received messages, and/or total.
Mailboxes with no traffic	Check this box to display those of the selected mailboxes for which no traffic can be reported during the chosen period.
Anonymous report	You may select this option for confidentiality reasons. Check this box to obtain a report without showing mailbox names. The names will be replaced with a standard label and a counter.



### Output tab:

The purpose of the *Output* tab is to choose the output destination of the final report.

Specify the output format. Reports can be output to screen or exported in different formats to the location of your choice. In the example below, the report will be displayed on screen.



### Generating the report:

Once all report options have been set, click the OK button to generate the report. PROMODAG Reports retrieves the information it needs in the database and queries it to produce the requested report. The report appears in a preview window.

Friday, October 03, 2008

### Mailbox by Traffic Level from 10/1/2007 to 9/30/2008

Entire organization - Top 10, biggest, number, sent - sort by message sent, descending





*Multiple sending counted 1*

	<u>Sent</u>	
	Number of messages	Size in MB
<b>Promodag</b>		
Mailbox 1	10,419	5
Mailbox 2	9,306	496
Mailbox 3	3,377	276
Mailbox 4	2,187	135
Mailbox 5	2,185	156
Mailbox 6	520	39
Mailbox 7	3	0
<b>Total for Promodag</b>	<b>27,997</b>	<b>1,107</b>

Current Page No.: 1      Total Page No.: 1      Zoom Factor: 75%

View in detail with whom your users are corresponding, and the kind of messages they exchange

This previewed report can be:

- Printed: click the  button or go to *File > Print Report*.
- Exported: click the  button or go to *File > Export Report*.
- Reloaded: click the  button or go to *File > Reload Report*.
- Saved: click the  button or go to *File > Save Report*.

### Saving the report:

You can either save the report itself as a snapshot, or a report option file that you will be able to use later on in a batch file (see "Batch files and report options files" on page 47), or decide to save it as a Favorite, that is a customized report options file directly available from the *Favorites* menu. It is recommended that you give it a meaningful title, such as *Top Internet senders*. This title will make it easier for you to locate your report option files in the *Favorites* menu, or in the left pane of the *Task Automation* menu (*Actions and Reports* list), see "Automating and scheduling reports generation" on page 52.

File name:

Title:

Description:

Add to Favorites menu

## Advanced Features

### Batch files and report options files

What is a batch file ?

A **batch file** is a text file containing one or more commands: report generation, data import or other action. Batch files are useful if you need to import data out of business hours, or to generate and publish pre-defined reports automatically . By default, batch files are saved under the %ALLUSERSPROFILE%\Application Data\Promodag\Reports\8\Batches folder with a PRB extension.

What is a report options file ?

A **PROMODAG Report Options file** is a text file describing options for a report. Report options files contain a whole set of options for a given report (date, server, sort,...). By default, report option files are saved under the %ALLUSERSPROFILE%\Application Data\Promodag\Reports\8\Batches folder with a PRO extension.

### Automating and scheduling data collection and other actions

PROMODAG Reports can be configured to import message tracking files and, for instance, delete obsolete data by following these steps:

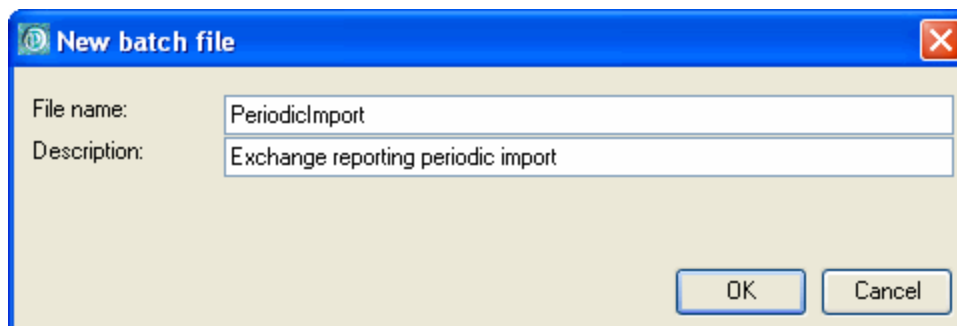
1. Create a batch file and choose what should be imported.
2. Schedule the batch file using Windows standard scheduler.

In the following example, we are going to create and schedule a batch file to automate

- message tracking files import
- imported data deletion if older than 90 days.





#### Step 1: Creating a batch file

Use the *Tools > Task Automation* menu to access the automation screen. Click the *New batch* button, enter a file name and a description.




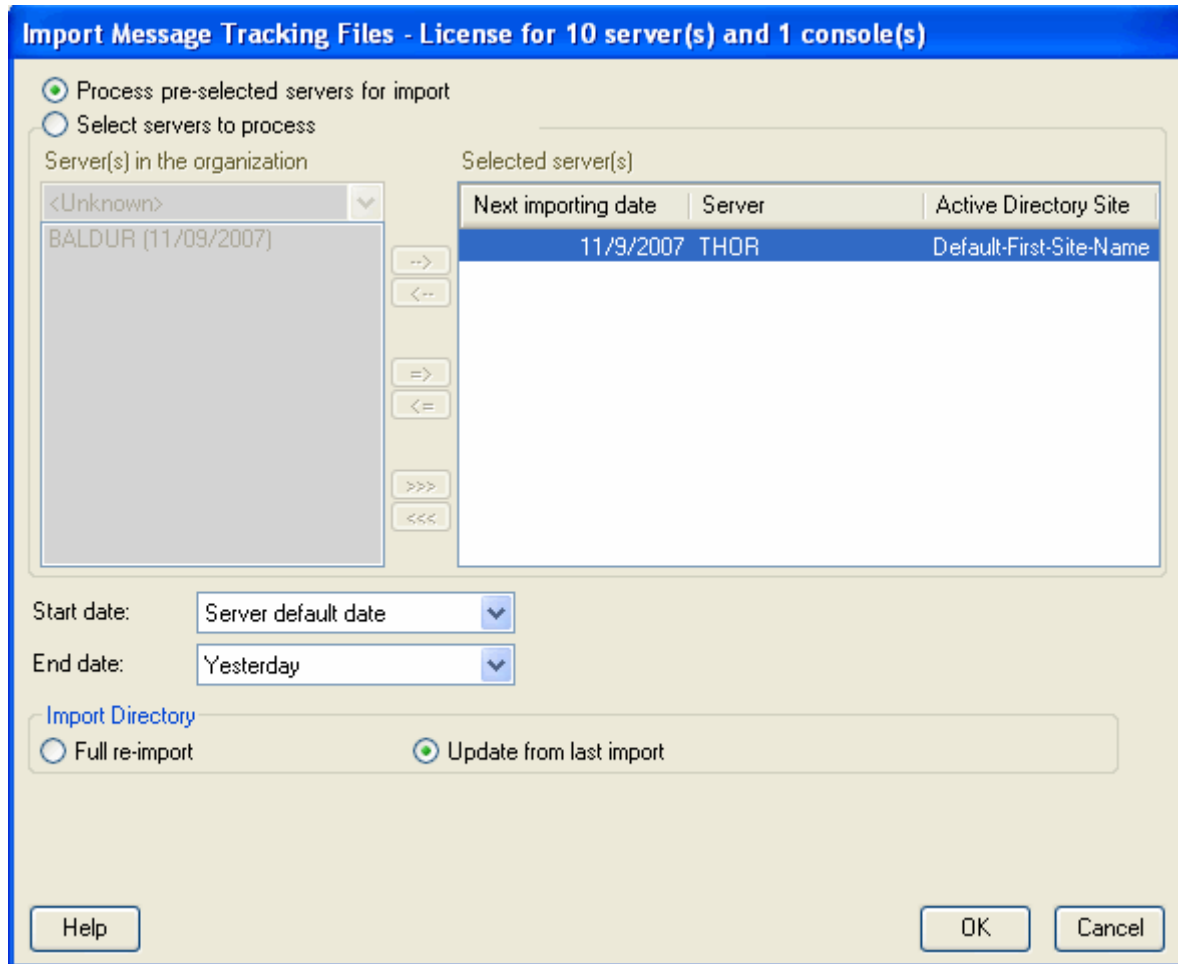
#### Exploring available actions

Click and expand available actions in the *Actions* section of the *Actions* and *Reports* tree:

Action	Description
Database Specification	Select a specific database to be used when the batch job runs.
Batch Trace File Location	Select a location where trace files will be generated.
Create HTML TOC	Create an HTML file including a TOC (Table of Content) with links to exported reports included in the batch.
Directory Connection	Choose a specific directory connection to be used when the batch job runs.
Exchange Connection	Choose a specific Exchange connection to be used when the batch job runs.
Clear Imports	Delete old messages from the database.
 Import Directory	Import or update the Exchange directory.
 Import Message Tracking Files	Import message tracking files.
 Import Internet Information Services	Import Internet Information Services log files.
 Import Storage Size	Import information store size.
Import IMC Archives	Import Internet mail connector archives (when applicable).
Compact database	Compact or shrink the database to reclaim unused disk space.


### Adding the *Import Message Tracking Files* action


Select *Import Message Tracking Files* in the *Actions* tree, then click the  button. The default settings will import messages tracking files for the selected servers from the last import date up to yesterday. Click *OK* to save.



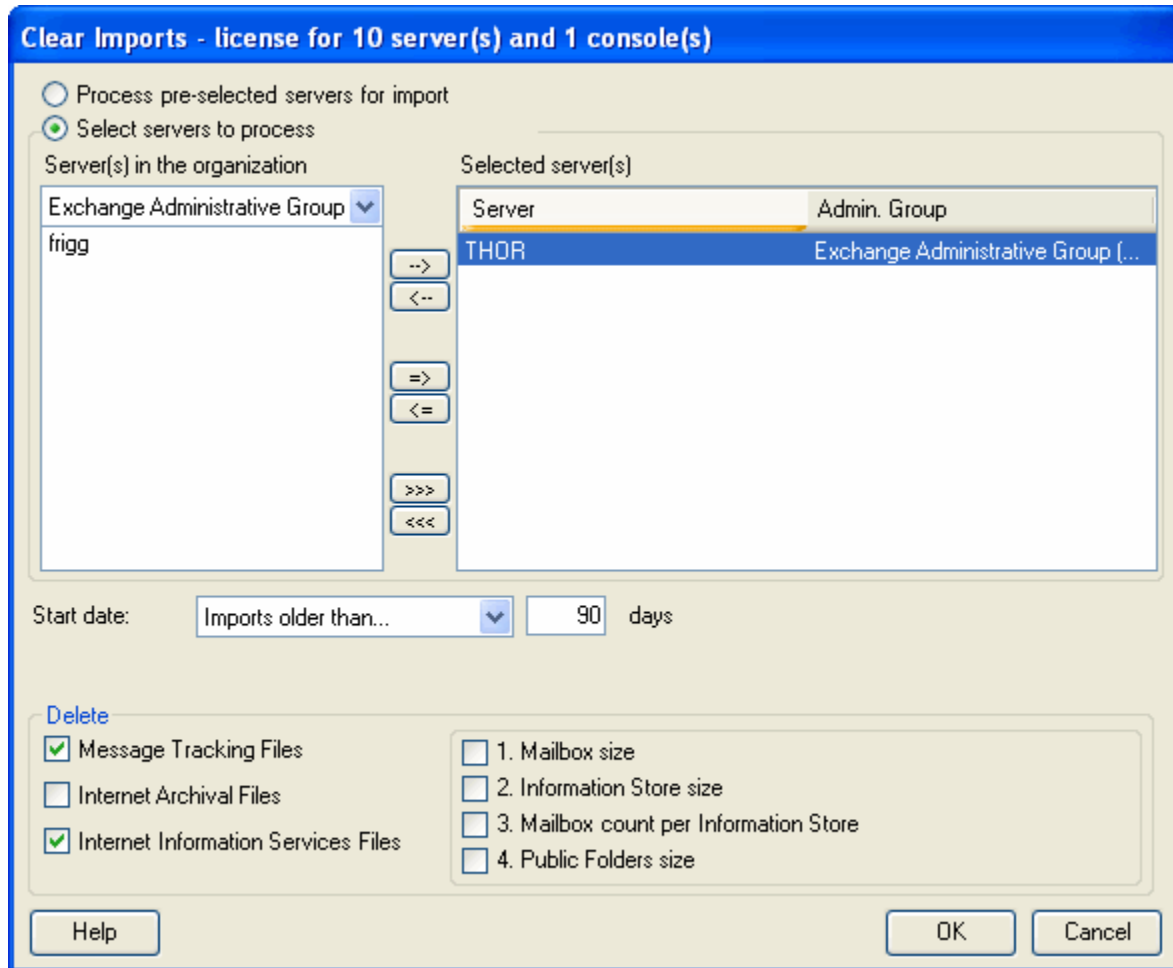
### Adding the *Clear Imports* action

You may decide that you only need three months of message tracking files in your database. PROMODAG Reports is able to clear automatically obsolete data.

In the *Actions* tree, select *Clear Imports*, then click the  button.

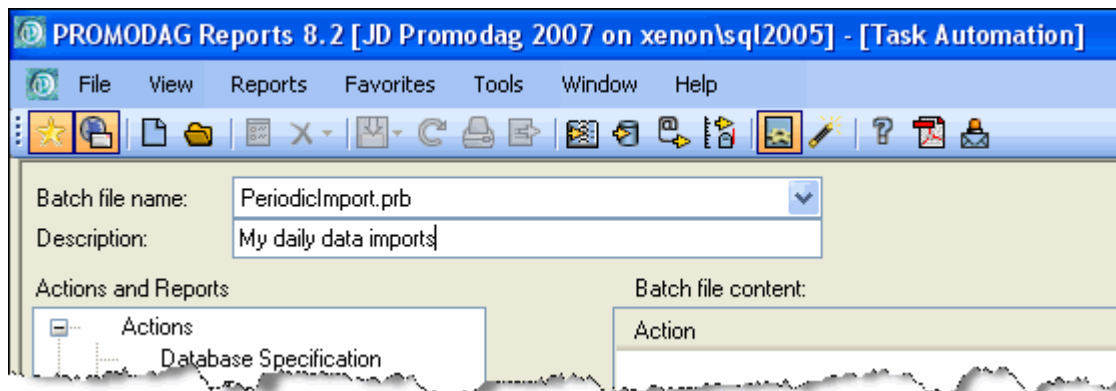
Highlight the server name to specify from which server(s) data must be cleared, and click the  button to move it to the right pane (you can also double-click the server name). Data will then be deleted from all servers listed in the *Selected server(s)* pane.

Select the period to clear, and the type of data to remove. In this example, we chose to delete message tracking files and Internet Information Services files imported before the last 90 days. Click *OK* to save.



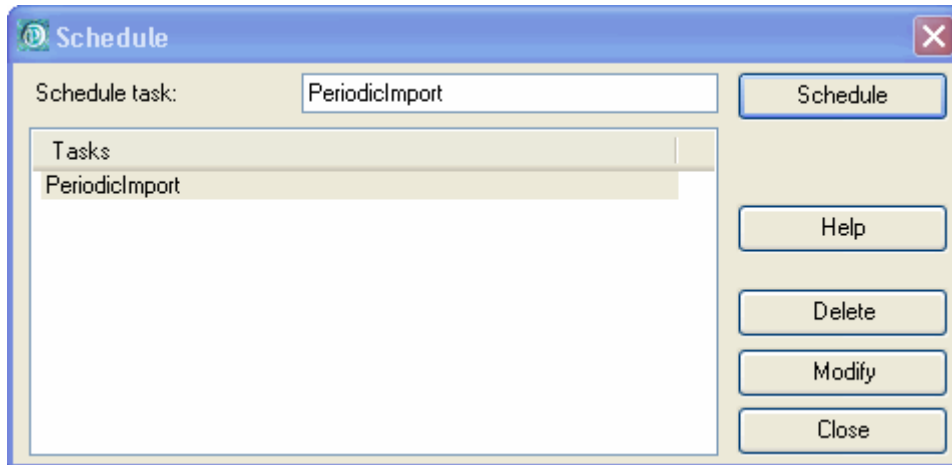
## Step 2: Scheduling the batch file

Use the *Tools > Task Automation* menu to access the automation screen. In the *Batch file name* drop-down list, select the batch file to schedule. In this example, we want to schedule *PeriodicImport.prb*.

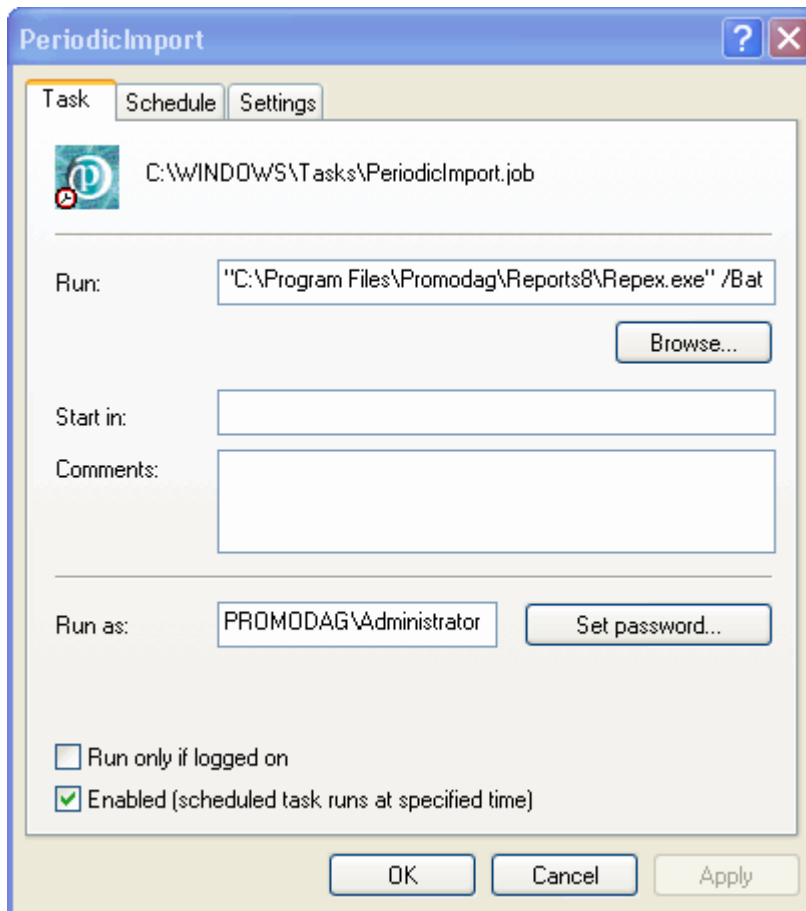


Note: By default, actions will be carried out on the last database opened, unless you specify which database must be used (action: *Database specification*).

Click the *Schedule* button.



Check that the account in the *Run as* box is the same as the one you use for PROMODAG Reports in interactive mode. Use the *Set password* button. Select the *Schedule* tab and create a new scheduler.



Note: For more details on this dialog box, see the Microsoft Windows Help system.

### Step 3: Running the batch file

The Windows Task Scheduler starts PROMODAG Reports at the scheduled time. It processes actions included in the batch file.

PROMODAG Reports generates a trace file that contains information on what happened while the batch was running. Trace files can be automatically emailed.

## Automating and scheduling reports generation

In the following example, we are going to create and schedule a batch file to automate the **Mailbox by Traffic Level** report we have learned to set up earlier (see "Running a report: Mailbox by Traffic Level" on page 41).

PROMODAG Reports can be configured to generate reports automatically by following these steps:

1. Create one or more report options file(s).
2. Create a batch file and choose what report(s) should be generated.
3. Schedule the batch file using the Windows standard Scheduler.

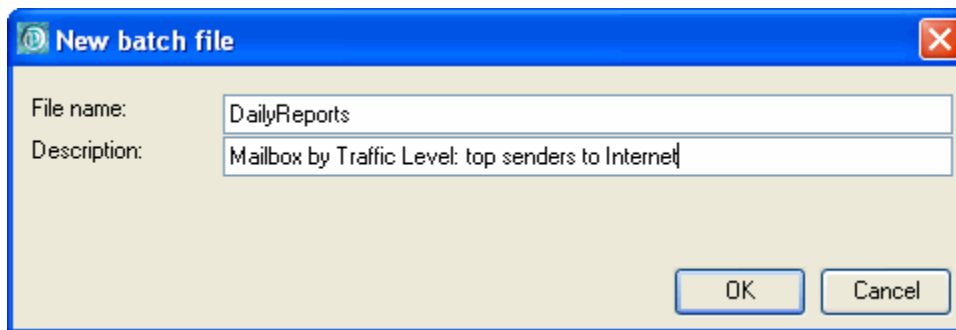
### Step 1: Creating a reports option file

See "Running a report: Mailbox by Traffic Level" on page 41 to check how to create a report options file.

Note: *Screen* is not a valid output destination if you run the report in batch mode.

### Step 2: Creating a batch file

Use the *Tools > Task Automation* menu to access the *Task Automation* screen. Click the *New batch* button, enter a file name and a description.

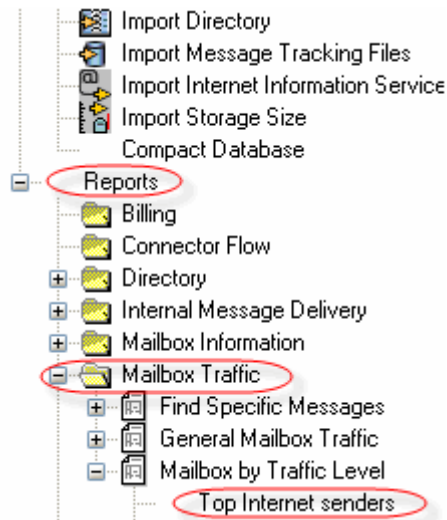


### Exploring available reports


The left pane of the *Task Automation* window lists all actions and reports that can be automated.

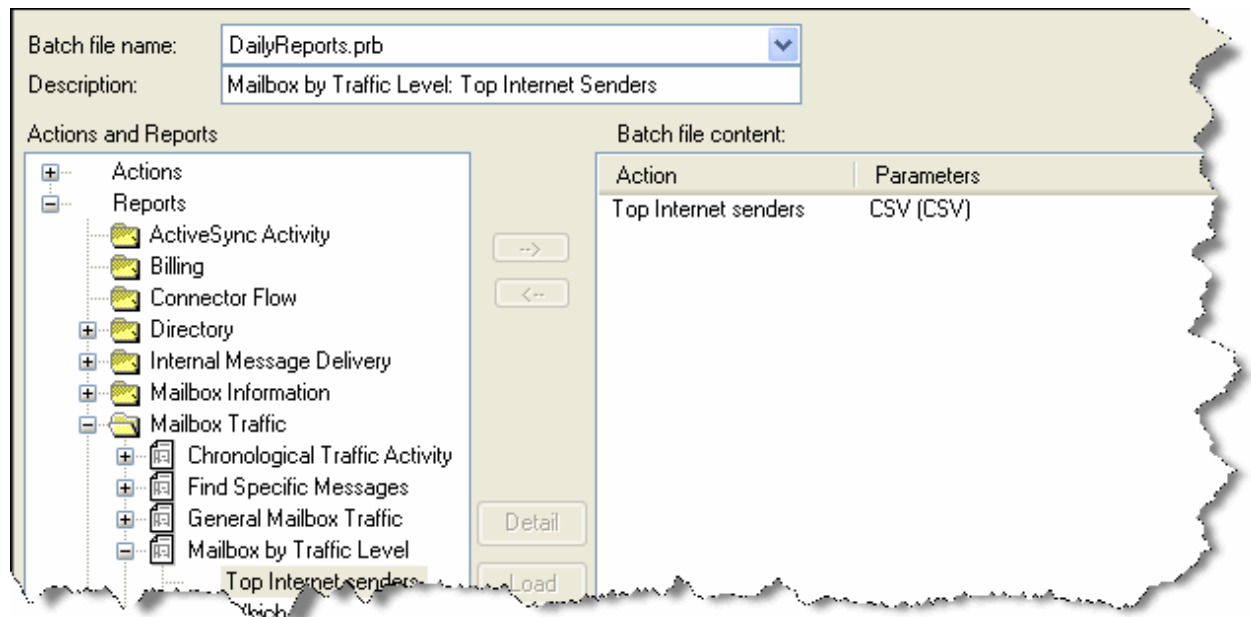
Locate the **Mailbox by Traffic Level** report in the *Actions and Reports* list.

Reports are classified in the same order as in the *Reports* menu. Therefore, you will find **Mailbox by Traffic Level** in the **Mailbox Traffic** folder.



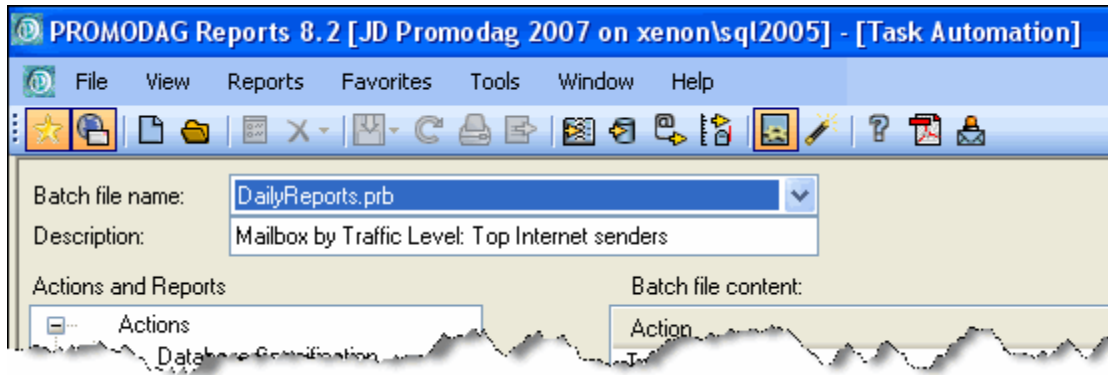
### Adding the Mailbox by Traffic Level report

Select the report options file entitled *Top Internet senders* and click the  button to insert it into the right pane (*Batch file content*).

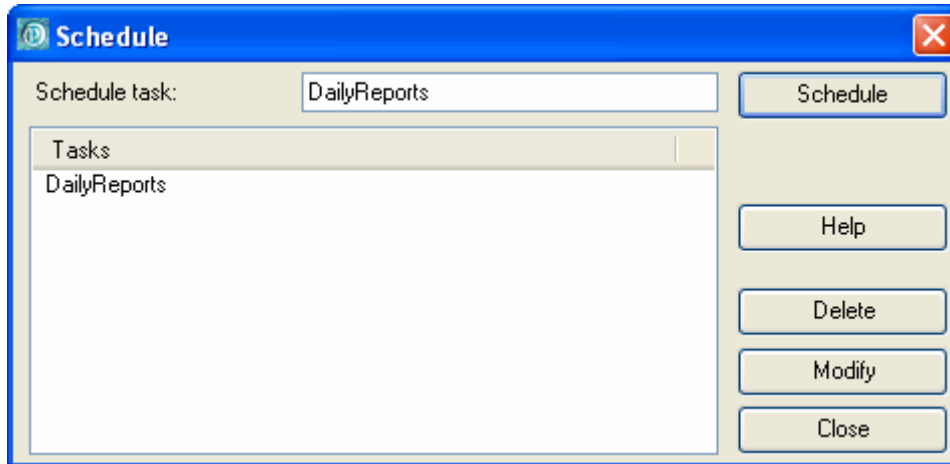


### Step 3: Scheduling the batch file

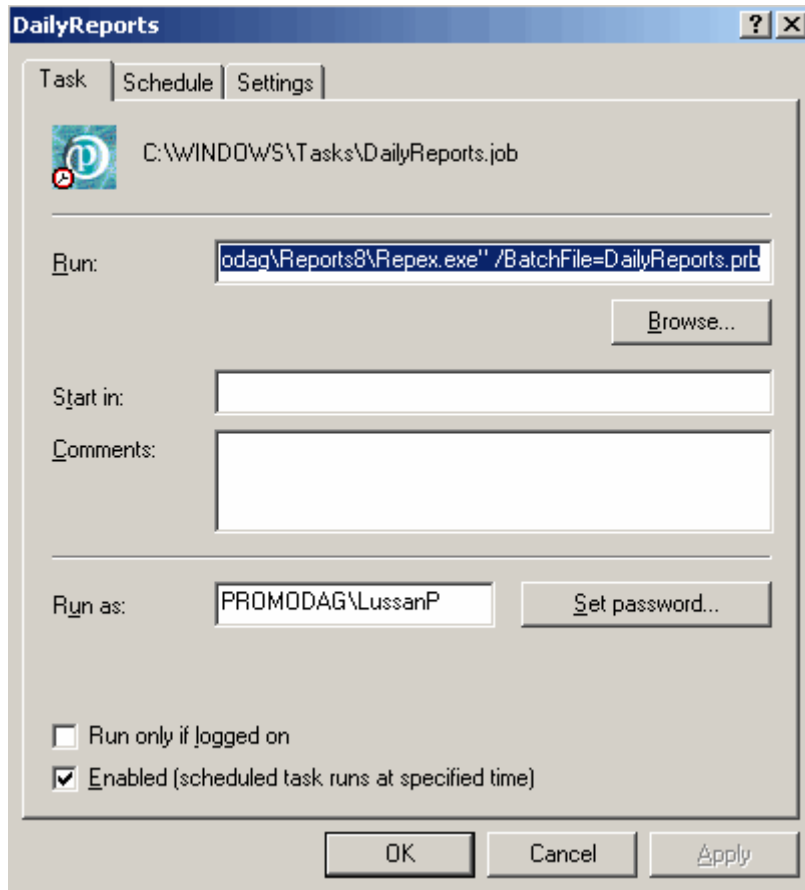
Use the *Tools > Task Automation* menu to access the automation screen. In the *Batch file* name list box, select the batch file to schedule. In this example, we want to schedule *DailyReports.prb*.



Click the *Schedule* button.



Check that the account in the *Run as* box is the same as the one you use for PROMODAG Reports in interactive mode. Use the *Set password* functionality. Select the *Schedule* tab and create a new scheduled task.



Note: For more details on this dialog box, see the Microsoft Windows Help system.

#### Step 4: Running the batch file

PROMODAG Reports executes and processes the commands included in the batch file at the scheduled time.

PROMODAG Reports generates a trace file that contains information on what happened while the batch was running. Trace files can be automatically emailed.

# Index

- A**
- Access database, 28
    - Create, 29
  - Anonymous report, 44
  - Automatically adjust for Daylight Saving changes, 30
  - Automation
    - reports, 52
- B**
- Batch file
    - Create, 47, 52
    - Schedule, 50, 53
  - Batch files, 46, 47
- C**
- Count a multiple sending as 'n', 43
- D**
- Data source
    - Directory, 7
    - Information Store size, 7
    - Internet Information Server files, 7
    - Internet Mail Connector Archival, 7
    - Mailbox and Public Folder content, 7
    - Mailbox and Public Folders size, 7
    - Message Tracking Files, 7
  - Database
    - Access format, 28
    - Create Access DB, 29
    - Create SQL Server DB, 29
    - management, 28
    - SQL format, 28
    - Upgrade, 26
  - Directory connection, 32
- E**
- Evaluation mode, 34
  - Exchange
    - Directory import, 8, 15
    - Enabling Message Tracking Files, 10, 17
    - LDAP directory connection, 32
    - MAPI connection, 33
    - Message Tracking Files location, 10, 16
    - Server roles (Exchange 2007), 16
  - Exchange server
    - Requirements, 8
- F**
- Favorite, 46
  - Favorite and report option files
    - Upgrade, 26
- I**
- Import
    - Exchange directory, 8, 15
    - Message Tracking Files, 9, 16
  - Information Store
    - Permissions, 21
  - Information Stores
    - Permissions, 14
  - Internet Information Services
    - Permissions, 24
- L**
- Language, reports default, 38
  - Layout, Exchange organization, 38
- M**
- Mailbox and Public Folder size
    - Permissions, 13, 19
  - Mailbox and Public Folders Content
    - Permissions, 11, 18
  - MDAC (Microsoft Data Access Component), 25
  - Message tracking files
    - Permissions, 10, 17
  - Message Tracking Files
    - Enable on the Exchange server, 10, 17
    - Import, 9, 16
    - Import schedule, 48
- P**
- Permissions

- Exchange Server Information Store, 21
- Information Stores, 14
- Internet Information Services, 24
- Mailbox and Public Folder content, 11, 18
- Mailbox and Public Folder size, 13, 19
- Message tracking files, 10, 17

Presentation options, 38

## R

- Registration, 34
- Report automation, 52
- Report options files, 46, 47
- Requirements
  - Exchange server, 8
  - Workstation (hardware and software), 25

## S

- Schedule
  - Batch file, 50
  - Message Tracking Files import, 48
- Server roles (Exchange 2007), 16
- Snapshot, 46

- SQL Server database, 28
  - Create, 29

## T

- Tab
  - Group, 42
  - Options, 43
  - Output, 45
  - Partners, 42
  - Period, 41
  - Selection, 42
- Time Zone, 30

## U

- Upgrade
  - Database, 26
  - Favorites and report option files, 26

## W

- Wizard
  - Configuration, 27, 32, 34
  - Report, 41