



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

PROMODAG REPORTS 8.7

FOR MICROSOFT EXCHANGE SERVER

Reporting on Exchange made simple!

Getting started

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# TABLE OF CONTENTS

<b>Introducing PROMODAG Reports.....</b>	<b>4</b>
<b>How does it work? Reports data sources .....</b>	<b>5</b>
<b>List of reports.....</b>	<b>7</b>
<b>Chapter 1 - Setting up your environment.....</b>	<b>14</b>
A - Microsoft Exchange Server requirements.....	14
B - Workstation requirements .....	14
C - Exchange Server 2000, 2003 .....	16
D - Exchange Server 2007, 2010 .....	18
E - Internet Information Services (IIS) 6.0 and 7.0 .....	22
<b>Chapter 2 - Getting started .....</b>	<b>24</b>
A - Installing PROMODAG Reports.....	24
B - Upgrading from a previous version .....	24
C - Initial setup.....	25
1. Data sources for traffic reports .....	30
2. Data sources for storage size reports.....	31
3. Data sources for OWA and ActiveSync reports .....	31
D - Running your first report .....	35
<b>Chapter 3 - Automating and scheduling tasks .....</b>	<b>44</b>
A - Introducing batch files and report options files .....	44
B - Automating and scheduling the collection of data and other actions.....	44
C - Automating and scheduling the generation of reports .....	48
<b>Our customers top 10 favorite reports.....</b>	<b>53</b>
1 - What is the mailbox breakdown by size? .....	53
2 - Do our users empty their Deleted Items folder? [can take a while].....	53
3 - What are the 10 biggest mailboxes in our organization? .....	54
4 - What is the mailbox items breakdown by age? .....	54
5 - What are the 10 mailboxes that have grown the most in the last week? .....	55
6 - What are the top 10 sending SMTP domains by messages quantity? .....	55
7 - How does our internal traffic compare to our traffic with Internet recipients? .....	56
8 - What has been the evolution of my mailbox traffic since last week? .....	56
9 - What is the evolution of my server traffic since last week?.....	57
10 - Who are the top 10 email senders of the Exchange organization? .....	57
<b>Support .....</b>	<b>58</b>
<b>Index .....</b>	<b>59</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.

## Introducing PROMODAG Reports

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.

## How does it work? Reports data sources

PROMODAG Reports retrieves the information it needs to produce its various reports from different native Exchange data sources.

- **Reports on flow and traffic** are based on Exchange message tracking files previously imported into the database.
- **Reports on OWA and ActiveSync activity** are based on Internet Information Services logs previously imported into the database.
- **Reports on Exchange-related directory objects** are likewise based on the information retrieved during directory import.
- On the other hand, **reports on storage, on content or on size** directly take their information from Exchange through a dynamic MAPI connection.

What data sources?	What for?
Message tracking	The message tracking data source is used to produce various reports on email traffic. PROMODAG Reports uses message tracking files to record all mail activity. Each message received or sent from or to the server generates an event in the daily message tracking file. PROMODAG Reports reads these files, analyzes their content and stores the result into the database.
Directory	The directory data source is used to produce reports on Exchange-related directory objects. The application needs to retrieve all Exchange-related objects from the directory to identify recipients. For instance, this information is used to list and group mailboxes attributes (department, country...). PROMODAG Reports connects to the directory via a Global Catalog server, and then stores the recipients it discovered into the database.
Internet Information Services	<p>The IIS data source is used to produce reports on OWA (Outlook Web Access) and ActiveSync activity. PROMODAG reports reads the Internet Information Services log files, then store the information into the database.</p> <p>Note: This feature is not available with Microsoft Exchange version 4.0, 5.x and 2000.</p>
Mailbox and Public folder size	The Mailbox and Public folder size 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 either through a MAPI connection to the Exchange server (all supported versions of Exchange Server until 2007), or Remote Powershell (Exchange 2010 only). PROMODAG Reports

What data sources?	What for?
	imports the size of default public folders (IPM) as well as the size of system public folders (non-IPM). Data is stored into the database in some cases, or dynamically retrieved and therefore not recorded.
Mailbox and Public folder content	The Mailbox and Public folder content 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 <b>not</b> stored into the database.
Information store size	This data source is used to produce reports on storage 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 into the database.
Internet Mail Service archival	The IMC 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. PROMODAG reports reads the IMC log files, then store the information into the database.
	Note: This feature is only available with Microsoft Exchange version 4.0, 5.x.

## List of reports

The 80 report templates included in PROMODAG Reports version 8 can be sorted by groups that can themselves be split into five main reports categories:

- **Reports on Exchange-related directory objects** (*Directory* group of the Reports menu).
- **Reports on flow and traffic** (*Connector Flow*, *Mailbox Traffic*, *Server Traffic*, *Public Folders Traffic*, *Traffic Optimization* and *Traffic Statistics* groups of the Reports menu as well as some reports of the *Billing* group).
- **Reports on messaging activity** (*ActiveSync Activity* and *OWA Activity* groups of the Reports menu).
- **Reports on storage** (*Storage* group of the Reports menu as well as some reports of the *Billing* group).
- **Reports on content and size** (*Mailbox Information* and *Public Folders Information* groups of the Reports menu).

### 1. ActiveSync Activity

Find out who is using ActiveSync and when.

ActiveSync User Breakdown by Hour of the Day	This graphical report displays a histogram showing the average number of distinct ActiveSync users for each hour of the day during a given period.
ActiveSync Request List	This report shows a list of ActiveSync requests (hits) during a given period. Several detail levels are available.
ActiveSync Usage Evolution	This graphical report displays a histogram showing the daily number of distinct ActiveSync users during a given period.
ActiveSync User Breakdown by Day of the Week	This graphical report displays a histogram showing the average number of distinct ActiveSync users for each day of the week during a given period.

### 2. Billing

Allow chargeback based on mailbox storage size or message traffic.

Cost Allocation	This report allows you to allocate a billed amount, either in percentage or in absolute value, to up to four cost center categories: number of mailboxes, number of sent messages, number of received messages, storage size used. Selected mailboxes may then be grouped by attribute so that each group is billed on a pro rata basis.
Mailbox Storage Cost Chargeback	This report calculates a storage size cost for selected mailboxes.
Mailbox Traffic Cost Chargeback	This report calculates traffic costs for selected mailboxes.

### 3. Connector Flow

Get information on inbound or outbound messages going through connectors.

Connector Flow by Type	This report shows the number and volume of outgoing and incoming messages for the selected connectors. Some specific recipient types can be selected.
Connector Flow Evolution	This graphical report displays a line chart or a histogram showing connector flow evolution during a time frame. Some specific recipient types can be selected.
Flow Origin and Destination	This report shows the connectors flow detail according to messages origin and destination.
Flow Between Servers	This report displays the number and volume of outgoing and incoming messages for the selected connectors by recipient type.
Transiting Flow	This report displays the flow of messages transiting through the selected servers but not intended to them.

### 4. Directory

List directory objects information.

Directory Objects	This report lists directory objects in a hierarchical presentation.
Distribution Groups	This report lists Exchange distribution groups and their members.
Number of Recipients Grouped by Attributes	This report counts mailboxes based on specific mailbox directory attributes.
Recipient Detail	This report displays directory attributes of each selected recipient.
Recipients per SMTP Domain	This report lists, counts and groups recipients based on the SMTP domain they belong to.
Selected Attributes from Mailboxes	This report allows choosing specific attributes related to the selected mailboxes. Directory, traffic and storage attributes are available for each mailbox.

## 5. Internal Message Delivery

Measure your service level agreement by calculating internal message delivery time.

Message Breakdown by Delivery Time	This graphical report displays a histogram of transmission time broken down into duration intervals between two Exchange servers during a given period.
Message Delivery Detail	This report displays a fully detailed list of messages exchanged within the Exchange organization during a given period and grouped by time delivery. The information provided includes MessageID.
Message Delivery Status	This graphical report produces two histograms showing delivered and non-delivered messages in numbers and in percentage.

## 6. Mailbox Information

Search what users are storing in their mailbox, e.g. attachments.

Access Permissions to Mailbox Folders	This report generates a list of permissions granted on the selected mailboxes folder.
Mailbox Folder Size	This report displays the size and count of items contained into the selected mailbox folders at different detail levels.
Appointment Search	This report produces, from a selection on mailboxes, a detailed list of appointments created in Microsoft Outlook.
E-mail Rules	This report extracts a list of all message rules defined for selected mailboxes.
Folder Size Comparison	This graphical report displays a histogram of the number and size of items contained in a selection of mailboxes folders.
Item Breakdown by Age	This graphical report displays a histogram of items contained in selected mailboxes and broken down by age.
Item Breakdown by Size	This graphical report displays a histogram of items contained in selected mailboxes and broken down by size.
Mailbox Content	This report displays items contained in selected mailboxes. NB: Empty folders are not listed.
Mailbox Content Summary	This report displays a synthetic overview of items contained in selected mailboxes and broken down by age. NB: Empty folders are also listed.
Mailbox Specific Content Estimation	This report displays the size of specific folders and/or items based on user's choice within the selected mailboxes beside their total size. It also shows the mailboxes global storage limit, and an alternative storage limit defined in relation to those specific

	folders and/or items.
Message Attachments	This report searches for attachments in selected mailboxes.
Performed Actions on Messages	This report displays the number of messages contained in selected mailboxes, and distributes this total between 4 types of actions: reply, forward, without action, not read.

## 7. Mailbox Traffic

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

Inter Group Traffic	This graphical report displays a 3-D column chart on traffic between groups of mailboxes.
Internet Traffic Detail (Exchange 5.5)	This report shows, for each user, sent and received messages to and from Internet. Recipient name, message subject and an attachment list are displayed for each message.
Chronological Traffic Activity	This report produces a raw list of messages sent to and received from the selected mailboxes for a given period in chronological order
Daily Traffic Summary	This report shows the number and size of sent and received messages for each mailbox included in the selection on a daily basis. It only takes two types of traffic into account: with the Exchange organization; with Internet. The General Mailbox Traffic report can give you a more complete figure if necessary.
Find Specific Messages	This report searches for messages received or sent by the population defined in the Selection tab according to one or more specific filters. It is recommended to use restrictive criteria.
General Mailbox Traffic	This report displays the number and volume of messages sent and/or received by selected mailboxes during a given period.
Mailbox Traffic Across Time Interval	This report shows the volume and number of sent and/or received messages by selected mailboxes across different time intervals during the selected period.
Mailbox by Traffic Level	This report shows the activity level of selected mailboxes during a given period.
Mailbox Traffic Comparison	This report sorts and compares traffic of sent and received messages for mailboxes or groups of mailboxes.
Mailbox Traffic Evolution	This report displays a chart of mailbox traffic evolution across different time intervals during the selected period.
Traffic Between Recipients	This report shows the number and detail of sent and received messages for each selected mailbox, and the corresponding recipients.

## 8. OWA Activity

Find out who is using web mail and when.

OWA User Breakdown by Hour of the Day	This graphical report displays a histogram showing the average number of distinct OWA users for each hour of the day during a given period.
OWA Request List	This report shows a list of OWA requests (hits) during a given period. Several detail levels are available.
OWA Usage Evolution	This graphical report displays a histogram showing the daily number of distinct OWA users during a given period.
OWA User Breakdown by Day of the Week	This graphical report displays a histogram showing the average number of distinct OWA users for each day of the week during a given period.

## 9. Public Folder Information

Get a clear picture of who uses public folders, when and for what purpose.

Access Permissions to Public Folders	This report generates a list of permissions granted on the selected public folders.
Public Folder Size	This report generates a list of sub-folders and items stored in the selected public folders, and calculates their size.
Public Folder Content	This report displays items contained in selected public folders.

## 10. Public Folder Traffic

View public folders traffic individually or grouped.

General Public Folder Traffic	This report displays the number and volume of messages sent and/or received by selected public folders during a given period.
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## 11. Server Traffic

Display the type of traffic processed by servers.

Correspondents by Traffic Level	This report displays the number and volume of sent and received messages by domain or administrative group for a given period.
Server Traffic by Recipient Type	This report shows the number and volume of sent and received messages for the selected servers. Some specific recipient types can be selected.
Server Traffic Comparison by Type	This graphical report displays 4 pie charts showing the number and volume of sent and received messages by address type for the selected servers on a given period. Some specific recipient types can be selected.

Server Traffic Evolution	This graphical report displays a line chart or a histogram showing server traffic evolution during a time frame. Some specific address and recipient types can be selected.
Traffic Between Servers	This report displays the number and volume of sent and received messages for the selected servers, by recipient type.

## 12. Storage

Show how your storage capacity is used and how it changes over time.

Information Store Size Comparison	This graphical report displays a histogram of the selected information stores size for each imported date in a given period, A different page is displayed for each imported date.
Information Store Size Evolution	This graphical report displays a histogram of the selected information stores size evolution during a given period.
Mailbox Storage Information	This report provides detailed information, such as mailbox storage quotas and message size limits, storage size and item count, on the selected mailboxes.
Mailbox Breakdown by Size	This graphical report displays a histogram of selected mailboxes broken down into intervals, either by size or by number of items.
Mailbox Size Evolution	This graphical report displays two histograms of the selected mailboxes evolution based on number and size of items during a given period.
Mailbox Size Fluctuation	This report calculates the selected mailboxes size fluctuation in number of items or size during a given period.
Public Folder Storage Information	This report provides detailed storage information on selected public folders.

## 13. Traffic Optimization

How to optimize traffic.

Mail Storage Optimization	This report displays each received message, shows how many times it was received, and the home servers of the recipients' mailboxes.
Non-Delivery Reports	This report lists Non-Delivery Reports messages (NDR).
SMTP Address Usage	This report searches for messages whose sender or recipient address fields contain a particular email address or domain name.
IMF Events List	This report lists messages marked by Exchange Intelligent Message Filter (IMF) as spam.

SMTP Servers By Traffic Level	This graphical report displays the number and volume of received messages by SMTP server for a given period. These servers may be external machines, or belong to the Exchange organization.
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## 14. Traffic Statistics

Get graphs showing traffic breakdown by days, hours, size of messages or number of recipients.

Mail Contact Usage	This report shows the number and volume of messages sent to contacts during a selected period.
Message Breakdown by Day of the Week	This graphical report displays a histogram of the average number and volume of messages per day of the week during a given period.
Message Breakdown by Hour of the Day	This graphical report displays a histogram of the average number and volume of messages per hour of the day during a given period.
Distribution Group Usage	This report shows the number and volume of messages sent by internal users to distribution groups during a selected period.
Mailbox Breakdown by Daily Traffic	This graphical report displays a histogram of selected mailboxes broken down into intervals based on the average number or size of messages they send or receive during a given period.
Message Breakdown by Number of Recipients	This graphical report displays a histogram of messages sent or received by selected mailboxes, broken down by number of recipients, during a given period.
Message Breakdown by Size	This graphical report displays a histogram of messages sent or received by selected mailboxes, broken down by size, during a given period.

# Chapter 1 - Setting up your environment

## A - Microsoft Exchange Server requirements

PROMODAG Reports supports all versions of Microsoft Exchange Server (4.0, 5.0, 5.5, 2000, 2003, 2007, 2010). It is possible to use the product with a mix of different Exchange Server versions.

**You do not need to install anything on the Exchange Server, or to modify anything in your Exchange organization.**

**Note: PROMODAG Reports can either be installed on a workstation or a server, provided the latter is not an Exchange server. Moreover, no Exchange component or administrative tool (such as Exchange System Manager) must be installed on that machine.**

## B - Workstation requirements

### 1. Workstation hardware requirements

Item	Requirement
Processor	At least 2 GHz Intel Pentium.
System memory	At least 1 GB of RAM.
Disk space	Sufficient disk space to store the database.

### 2. Workstation software requirements

Item	Requirement
Supported operating systems	PROMODAG Reports can be installed on any of the following operating systems (32-bit or 64-bit): <ul style="list-style-type: none"><li>• Windows 7</li><li>• Windows Server 2008 R2</li><li>• Windows Server 2008</li><li>• Windows Vista SP2</li><li>• Windows Server 2003 SP2</li><li>• Windows XP SP3.</li></ul>
Software framework	PROMODAG Reports requires .NET Framework 3.5 SP1. This component is already included in Windows 2008 R2 and Windows 7. For all other supported operating systems, download Microsoft .NET Framework 3.5 SP1, that is also available through Windows Update.

Item	Requirement
Messaging API (MAPI) client libraries	<p>MAPI is an application program interface that provides access to the content of Exchange server stores. Installing valid MAPI client libraries is required to allow PROMODAG Reports to report on mailbox and public folder content, size or storage. The application can also use MAPI to send reports, technical support requests and email notifications.</p> <ol style="list-style-type: none"> <li>1. We recommend that you install Microsoft Exchange Server MAPI client and CDO 1.2.1 version 6.5.8146.0 or higher. You can download it from the Microsoft Download Center.</li> <li>2. Alternatively, you may install the MAPI layer provided with any of the following versions of Microsoft Outlook: <ul style="list-style-type: none"> <li>• Outlook 2010 (32-bit version only)</li> <li>• Outlook 2007 (see "Installing MAPI with Outlook 2007, 2010" on page 15)</li> <li>• Outlook 2003</li> <li>• Outlook XP (2002) SP1.</li> </ul> </li> </ol> <p>See also: How does it work? Reports data sources</p>
Remote Powershell	<p>Windows Management Core (Windows Powershell 2.0 and WinRM 2.0) is only required to import mailbox and public folder size from Exchange 2010. This set of components is already included in Windows 2008 R2 and Windows 7. For all other supported operating systems, download Windows Management Framework Core, that is also available through Windows Update.</p>

### 3. SQL Server requirements for PROMODAG Reports Enterprise edition

Item	Requirement
Database management system	<p>Any of the following database management systems:</p> <ul style="list-style-type: none"> <li>• Microsoft SQL Server 2008 R2</li> <li>• Microsoft SQL Server 2008</li> <li>• Microsoft SQL Server 2005 SP3.</li> </ul> <p>Note: SQL Server Express (2005, 2008, 2008 R2) may be used with PROMODAG Reports Enterprise edition; however, database size is limited depending on the version (4 GB for SQL Server 2005/2008 Express and 10 GB for SQL Server 2008 R2 Express). Performance may also be inferior to SQL Server.</p>

### 4. Installing MAPI with Outlook 2007, 2010

MAPI Service Providers component are not installed by default with Microsoft Outlook 2007, 2010.

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

## C - Exchange Server 2000, 2003

### 1. Configuring the directory data source

#### Introduction

The directory data source is used to produce reports on Exchange-related directory objects. The application needs to retrieve all Exchange-related objects from the directory to identify recipients. For instance, this information is used to list and group mailboxes attributes (department, country...). PROMODAG Reports connects to the directory via a Global Catalog server, and then stores the recipients it discovered into the database.

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

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.

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 the user account used to start PROMODAG Reports (or the account defined in the *Server Properties, Security tab* option of PROMODAG Reports) and set its role to *Exchange View-Only Administrator*.

### 2. Configuring the message tracking data source

#### Introduction

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

#### Enabling message tracking

If message tracking is not enabled at the server level on the Exchange server, PROMODAG Reports will not work.

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 2000, 2003 server and click *Properties*. You can also choose *Properties* from the *Action* menu.

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

### Message tracking files location

By default, PROMODAG Reports looks for message tracking files in the shared resource \\<server name>\server\_name.log\, that points to the C:\Program Files\Exchsrvr\<server\_name>.log folder of the Exchange 2000, 2003 server.

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

### Rights and permissions

The user account used to start PROMODAG Reports (or the administrative account defined in *Server Properties, Security tab*) must have at least Read-Only access 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.

## 3. Configuring the Mailbox and Public folder content data source

### Introduction

The Mailbox and Public folder content 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 into 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 access 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 the user account used to start PROMODAG Reports (or the account defined in the *Server Properties, Security tab* option of PROMODAG Reports) and set its role to *Exchange View-Only Administrator*.

## 4. Configuring the Mailbox and Public folder size data source

### Introduction

The Mailbox and Public folder size 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 either through a MAPI connection to the Exchange server (all supported versions of Exchange Server until 2007), or Remote Powershell (Exchange 2010 only). PROMODAG Reports imports the size of default public folders (IPM) as well as the size of system public folders (non-IPM). Data is stored into the database in some cases, or dynamically retrieved and therefore not recorded.

## Rights and permissions

The user account used to start PROMODAG Reports (or the administrative account defined in *Server Properties, Security tab*) must have been granted, 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 the user account used to start PROMODAG Reports (or the account defined in the *Server Properties, Security tab* option of PROMODAG Reports) and set its role to *Exchange View-Only Administrator*.

## 5. Configuring the Information store size data source

### Introduction

This data source is used to produce reports on storage 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 into the database.

### Databases location

The default paths to mailbox and public folder databases when you install Exchange 2000, 2003 are:

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

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

### Rights and permissions

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

## D - Exchange Server 2007, 2010

### 1. Configuring the directory data source

#### Introduction

The directory data source is used to produce reports on Exchange-related directory objects. The application needs to retrieve all Exchange-related objects from the directory to identify recipients. For instance, this information is used to list and group mailboxes attributes (department, country...). PROMODAG Reports connects to the directory via a Global Catalog server, and then stores the recipients it discovered into the database.

## Configuring directory import in Exchange 2007, 2010

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.

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 user account used to start PROMODAG Reports (or the account defined in the *Server Properties, Security tab* option of PROMODAG Reports) and set its role to *Exchange View-Only Administrator*.

## 2. Configuring the message tracking data source

### Introduction

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

### Message tracking files and Exchange 2007, 2010 server roles

Only servers that have been granted a transport role (Hub Transport and Edge Transport) generate message tracking files that can be used by PROMODAG Reports to produce reports on traffic. Therefore, message tracking files of mailbox servers without transport roles are not imported.

The name format for message tracking files generated by those server roles are:

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

### Enabling message tracking

By default, message tracking is enabled on all Exchange 2007, 2010 computers that have the Hub Transport, Mailbox, or Edge Transport server roles installed.

Note: Enabling or disabling message tracking in Exchange Management Console is only available from Exchange 2007 SP1 onwards.

### Message tracking files location

By default, the Exchange server generates message tracking files in

- C:\Program Files\Microsoft\Exchange Server\TransportRoles\Logs\MessageTracking (Exchange 2007),
- C:\Program Files\Microsoft\Exchange Server\V14\TransportRoles\Logs\MessageTracking (Exchange 2010).

Those directories are **not** shared by default and PROMODAG Reports uses the following UNC paths to access them:

- \\<Server>\C\$\Program Files\Microsoft\Exchange Server\TransportRoles\Logs\MessageTracking (Exchange 2007),

- \\<Server>\C\$Program Files\Microsoft\Exchange Server\V14\TransportRoles\Logs\MessageTracking (Exchange 2010).

Those paths reference the C\$ shared resource that can only be accessed with administrative rights.

Therefore, you can either:

- Use an administrative account to run PROMODAG Reports, or
- Enter an administrative account name and password in *Server Properties, Security* tab.

If you cannot or if you do not wish to use an administrative share, please see the Online help to

- Set up a shared resource and configure its path in PROMODAG Reports, or
- Copy message tracking files into another folder (on a local or network share) and configure its path in PROMODAG Reports.

Note: Please make sure that you grant the required permissions if you decide to change the location of the message tracking files directory. For more information, please refer to Microsoft Technet.

## Rights and permissions

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

## 3. Configuring the Mailbox and Public folder content data source

### Introduction

The Mailbox and Public folder content 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 into 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 access 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 *Add Exchange Administrator* option.
- Select the user account used to start PROMODAG Reports (or the account defined in the *Server Properties, Security* tab option of PROMODAG Reports) and set its role to *Exchange View-Only Administrator*.

## 4. Configuring the Mailbox and Public folder size data source

### Introduction

The Mailbox and Public folder size 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 either through a MAPI connection to the Exchange server (all supported versions of Exchange Server until 2007), or Remote Powershell (Exchange 2010 only). PROMODAG Reports imports the size of default public folders (IPM) as well as the size of system public folders (non-IPM). Data is stored into the database in some cases, or dynamically retrieved and therefore not recorded.

## 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 user account used to start PROMODAG Reports (or the account defined in the *Server Properties, Security tab* option of PROMODAG Reports) and set its role to *Exchange View-Only Administrator*.

## 5. Configuring the Information store size data source

### Introduction

This data source is used to produce reports on storage 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 into the database.

### Databases location

#### Exchange 2007

The default paths to mailbox and public folder databases when you install Exchange 2007 are:

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

#### Exchange 2010

The default paths to mailbox and public folder databases when you install Exchange 2010 are:

- C:\Program Files\Microsoft\Exchange Server\V14\Mailbox\<Mailbox database name>\<Mailbox database name>.edb (for mailboxes)
- C:\Program Files\Microsoft\Exchange Server\V14\Mailbox\<Public folder database name>\<Public folder database name>.edb (for public folders).

These default paths can be changed in the *Storage Size tab* of the *Server Properties* dialog box of PROMODAG Reports. Exchange 2007 and 2010 do not use STM files.

## Rights and permissions

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

## E - Internet Information Services (IIS) 6.0 and 7.0

### 1. Configuring the Internet Information Services data source

#### Introduction

The IIS data source is used to produce reports on OWA (Outlook Web Access) and ActiveSync activity. PROMODAG reports reads the Internet Information Services log files, then store the information into the database.

Note: This feature is not available with Microsoft Exchange version 4.0, 5.x and 2000.

#### Enabling logging in IIS 6.0

- Start the Internet Information Services (IIS) snap-in.
- Expand the server name, right-click *Default Web Site* for each OWA site, and then 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 *Extended Properties* tab.

In the *Extended Properties* 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).

#### IIS 6.0 logs location

By default, IIS 6.0 generates logs in the "%SystemDrive%\WINDOWS\system32\LogFiles\W3SVC1" directory.

This folder is not shared by default and PROMODAG Reports uses the following UNC path to access it: "\\<Server>\C\$\WINDOWS\system32\LogFiles\W3SVC1\". This path references the C\$ shared resource that can only be accessed with administrative rights.

Therefore, you can either:

- Use an administrative account to run PROMODAG Reports, or
- Enter an administrative account name and password in *Server Properties, Security* tab.

If you cannot or if you do not wish to use an administrative share, please see the Online help to

- Set up a shared resource and configure its path in PROMODAG Reports, or

- Copy IIS logs into a local folder and configure its path in PROMODAG Reports.

## Enabling logging in IIS 7.0

- Start the Internet Information Services Management UI.
- Expand the server name, right-click *Default Web Site* for each OWA site, and select *Properties*.

In the *Default Web Site Home* page,

- Double-click the *Logging* icon.

In the *Logging* page,

- Verify that the *Schedule* radio button is selected and that the option is set to *Daily*.
- Verify that the log file format selected is *W3C* and click the *Select Fields* button.

In the *W3C Logging Fields* page, 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).

## IIS 7.0 logs location

By default, IIS 7.0 generates logs in the "%SystemDrive%\inetpub\logs\LogFiles" directory.

This folder is not shared by default and PROMODAG Reports uses the following UNC path to access it: "\\<Server>\C\$\inetpub\logs\LogFiles\". This path references the C\$ shared resource that can only be accessed with administrative rights.

Therefore, you can either:

- Use an administrative account to run PROMODAG Reports, or
- Enter an administrative account name and password in *Server Properties, Security* tab.

If you cannot or if you do not wish to use an administrative share, please see the Online help to

- Set up a shared resource and configure its path in PROMODAG Reports;
- Copy message tracking files into a local folder and configure its path in PROMODAG Reports.

## Rights and permissions

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

# Chapter 2 - Getting started

## A - Installing PROMODAG Reports

Note: Please make sure that your workstation complies with all points listed in "Workstation requirements" on page 14 before proceeding with the installation process.

### 1. Installing from a CD

- a. Click on the CD drive.
- b. Click on the prpx8e.exe icon to start the installation process.
- c. Simply follow the instructions of the Installation Wizard.

### 2. Installing from a downloaded file

- a. Go to <http://www.promodag.com> to download PROMODAG Reports.
- b. Choose a temporary directory to store the installation package.
- c. Click on the prpx8e.exe icon from your temporary directory to start the installation process.
- d. Simply follow the instructions of the Installation Wizard.

### 3. Uninstalling PROMODAG Reports

Use the Add/Remove Programs (or Programs and Features) tool of the Windows Control Panel to remove PROMODAG Reports from your computer.

The installation folder is located, by default, in **%PROGRAMFILES%\Promodag\Reports8**. Its content is removed when the software is uninstalled.

Note: Your settings are kept, by default, in the **%ALLUSERSPROFILE%\Application Data\Promodag\Reports\8** folder (or **%SYSTEMDRIVE%\ProgramData\Promodag\Reports\8** if you are running Windows Vista, Windows 2008 Server or Windows 7). Most application parameters are recorded in a configuration file (Repex.pri). This file is not removed when PROMODAG Reports is uninstalled or upgraded.

## B - Upgrading from a previous version

### 1. 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.

### 2. Converting the database

Your existing database must be converted to work with PROMODAG Reports version 8. You will be prompted to convert your old database when opening it for the first time. The database conversion

process is included in version 8 and should be carried out automatically; however, it can take some time according to the size of your database.

Note: Please make sure that you have made a backup of your database before upgrading. **A version 8 database cannot work with previous versions of the product.**

### 3. Converting Favorites, report option files and batch files

If report option files and favorites (extension PRO) have been created in version 7, 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, we recommend that you run each converted report option file at the end of the process in order to verify that you obtain the expected result.

### 4. What cannot be converted

**Scheduled tasks** are not upgraded. You must 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.

## C - Initial setup

### 1. Selecting the right database format

#### What is that database for?

PROMODAG Reports creates a Microsoft Access or SQL Server relational database using Microsoft Exchange Server data sources (directory, message tracking files and Internet Information Services logs). The application stores the information it needs to build reports in this database. You may create as many databases as you wish.

#### What database formats are available?

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

#### Microsoft Access database

- The physical size limit of a Microsoft Access database is 2 GB
- Database file must be located on the same machine as PROMODAG Reports
- No multi-user access
- No additional cost
- Best suited for small Exchange organization

#### Microsoft SQL Server database

- Database size is only limited by disk space on the SQL Server
- Multi-user Access
- Performance is determined by the power of the SQL server

- An additional SQL Server license (not provided) is required
- Requires the Enterprise edition of PROMODAG Reports
- Best suited for medium or large Exchange organization

Note: SQL Server Express (2005, 2008, 2008 R2) may be used with PROMODAG Reports Enterprise edition; however, database size is limited depending on the version (4 GB for SQL Server 2005/2008 Express and 10 GB for SQL Server 2008 R2 Express). Performance may also be inferior to SQL Server.

## 2. Starting PROMODAG Reports

From the *Start* Menu, select *Programs > Promodag > PROMODAG Reports 8*. The configuration wizard provides an user-friendly interface to start with PROMODAG Reports. It automatically appears when the database is empty, and guides you through the first configuration of the product.

It provides you with instructions on:

1. Creating a new PROMODAG Reports database,
2. Establishing a connection to the directory,
3. Establishing a connection to the Exchange system,
4. Selecting data sources to import depending on the reports you need:
  - 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 automating import tasks (optional),
8. Starting the data import process.

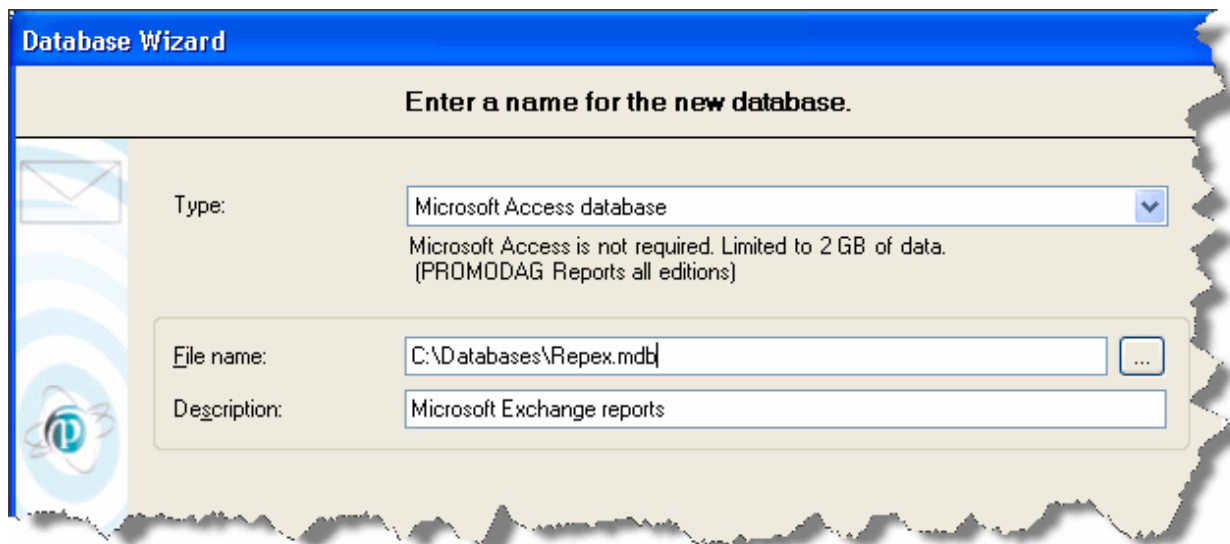
## 3. Creating a new PROMODAG Reports database

### Selecting a database format

Choose the type of database you wish to use. For more information about available formats, see "Selecting the right database format" on page 25.


### Creating an Access database


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



**Database Wizard**

**Enter a name for the new database.**

Type:    
Microsoft Access is not required. Limited to 2 GB of data.  
(PROMODAG Reports all editions)

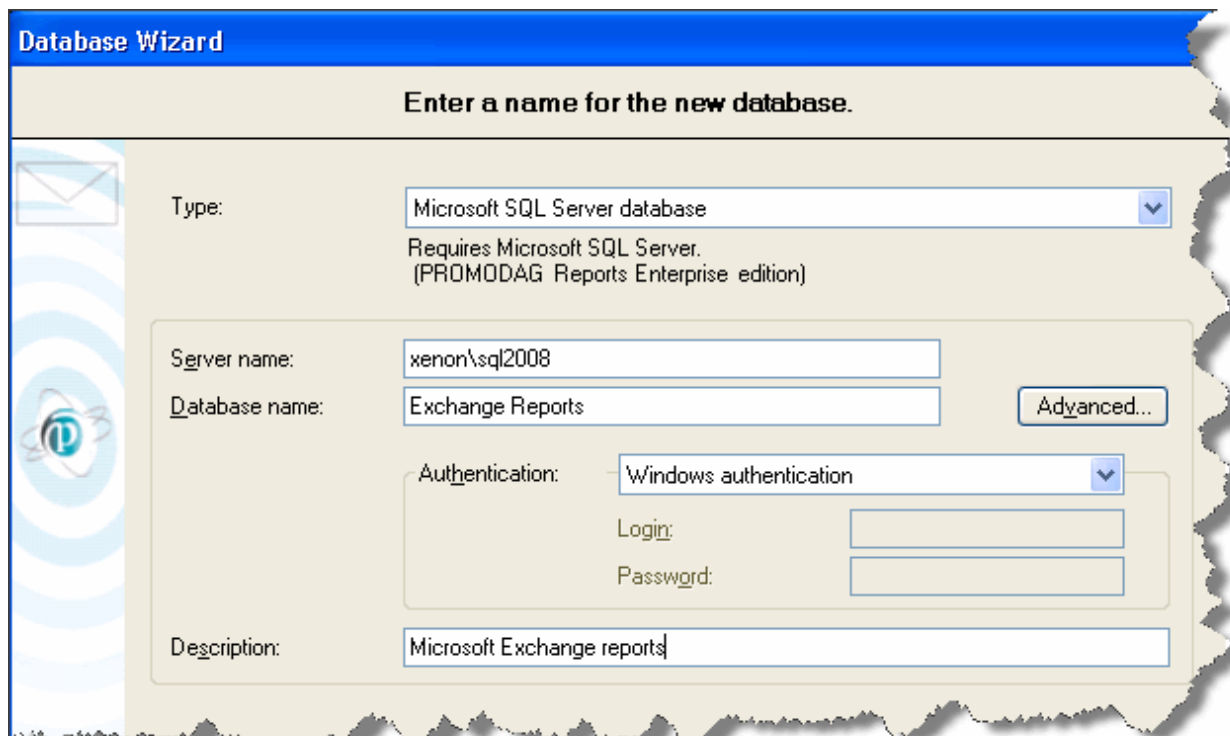
File name:  

Description:

### Creating a SQL Server database


Enter the name of SQL server and specify the name of the new SQL database. You may also add a description (optional). You must provide a login name and a password to use SQL Server authentication.

For more information on using PROMODAG Reports and Microsoft SQL server, please refer to the Online help.

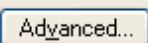



**Database Wizard**

**Enter a name for the new database.**

Type:    
Requires Microsoft SQL Server.  
(PROMODAG Reports Enterprise edition)

Server name:

Database name:  

Authentication:  

Login:

Password:

Description:

Click the *Finish* button to validate these settings.

The database has now been created and is ready to be populated with data.

## 4. Configuring connections

### Connecting to the directory

Once you have created your empty database, the first step of the Wizard consists in attempting to find, and establish a connection to, a Global Catalog server. PROMODAG Reports needs to connect to the directory using LDAP to retrieve the structure of your Exchange organization, and all Exchange-related objects. Click the *Next* button to validate your settings.

The screenshot shows a 'Configuration Wizard' window with a blue header. Below the header, a message states: 'The Wizard needs to know your parameters to establish a Directory connection.' On the left side, there is a vertical decorative bar with a blue and white circular logo. The main content area contains the following elements:

- A 'Suggest a GC server' button in the top right corner.
- A text box for 'Global Catalog server:' containing the text 'WOTAN.Promodag.fr', followed by a green checkmark icon and a 'Check connection' button.
- Instructions: 'Choose an administrative account to access the directory. With Exchange 200x a specific Exchange administrator account is required to import deleted objects. With Exchange 5.5 a specific Exchange administrator account is required to import hidden recipients.'
- Two radio buttons: 'Current account (PROMODAG\LussanP)' (which is selected) and 'Specific account'.
- Below the 'Specific account' radio button, there are three input fields labeled 'User name:', 'Password:', and 'Domain:'.

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.
	This green tick 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 to the Exchange system to produce reports on mailbox or public folder content. You must at least fill the *Mailbox* and *Exchange Server* fields. Click the *Next* button to validate these settings.

**Configuration Wizard**

The Wizard requires a valid Exchange connection to retrieve information on mailboxes or public folders content

Choose an account to use for Exchange Server access (mailbox and public folder size and content retrieval)

Current account (PROMODAG\LussanP) ✔   
 Specific account


User name:   
 Password:   
 Domain:

**The user account should have sufficient permissions, since it is a member of the following groups: 'Exchange View-Only Administrators' or 'Exchange Organization Administrators' Click [here](#) for more information.**

Select a mailbox associated with the above account

Exchange Server:    
 User name:  ✔   
✔   
 Mailbox:

You can select an Alert e-mail for the report log file to be sent when a scheduled batch is run.

Alert e-mail:  

Option	Description
Current account	Check the <i>Current account</i> radio button if the account you used to login has sufficient permissions to access Exchange.
Specific account	Check the <i>Specific account</i> radio button to specify an administrative account with sufficient permissions to access Exchange.
<input type="button" value="Check permissions"/>	Click this button to verify that the account you used to login has sufficient permissions to access Exchange server. A green tick appears if this is the case.
<input type="button" value="Suggest a mailbox"/>	Click this button to automatically retrieve the mailbox associated to the current/specific account. It will be used to establish a MAPI connection to Exchange, to send trace files on warnings and errors (see Trace & Alert tab), and to email reports. Note: It is strongly recommended to create a specific mailbox dedicated to this purpose.
User name	Display name of the mailbox. You may enter a name in that field and click the <i>Check name</i> button to search a specific mailbox in the directory.
<input type="button" value="Check name"/>	Click this button to manually retrieve a mailbox from the directory. A green tick appears to indicate that the search was successful.
<input type="button" value="Check connection"/>	Click this button to test the MAPI connection with the Exchange server. This verification will also resolve the Legacy Exchange DN of the mailbox. A green tick appears if a connection was successfully established during the test.
Exchange Server	Name of the Exchange server hosting the mailbox.
Mailbox	Mailbox Legacy Exchange Distinguished Name of the mailbox (/o=OrganizationName/ou=AdministrativeGroupName/cn=ContainerName/cn=MailboxAlias).

## Applying a license to the database

The next step allows you either to apply a license file to your database, or to use PROMODAG Reports in evaluation mode.

Select the license file you have received from PROMODAG, and make sure that the edition mentioned as well as the number of servers the license covers are correct.

Note: To use PROMODAG Reports in evaluation mode, select the edition you wish to evaluate and click the *Evaluate* button.

## 5. Selecting the right data sources to import

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

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

**Configuration Wizard**

**Select the data sources to configure.**

This wizard will help you select and configure data sources according to the reports you wish to produce. Please select data sources below based on the reports you wish to generate and click Next to configure them.

**Data sources for traffic reports**

- User traffic
- Replication traffic
- Connectors flow
- Non Delivery Reports (Exchange 200x only)
- Intelligent Message Filter (IMF) (Exchange 2003 only)

**Data sources for storage size reports**

- Mailbox size
- Information Store size
- Mailbox count per Information Store
- Public Folder size

**Data sources for OWA and ActiveSync reports**

- Internet Information Services Files

### 1. Data sources for traffic reports

Option	Description
User traffic	Select this check box to be able to generate reports on mailbox

Option	Description
	traffic. This is the most common data source.
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 2000, 2003 only)	Select this check box to be able to generate reports on non-delivery reports (NDR).
Intelligent Message Filter (IMF) (Exchange 2003 only)	Select this check box to be able to generate reports on Intelligent Message Filter (IMF).

## 2. Data sources for storage size reports


Option	Description
Mailbox size	Import the size and number of items contained in mailboxes located on the selected servers.
Information store size	Import the size of the EDB or STM files contained in information stores 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.
Public folder size	Import the size and number of items contained on public folders located on the selected servers.

## 3. Data sources for OWA and ActiveSync reports

Option	Description
Internet Information Services files (Exchange 2003 and 2007 only)	Select this check box if you need to generate reports on Outlook Web Access and ActiveSync.

Once this step is completed, each selected data source category can be individually configured.

### Configuring the 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 Transport servers (Exchange 2007, 2010) to generate reports on traffic. This selection can be modified later.

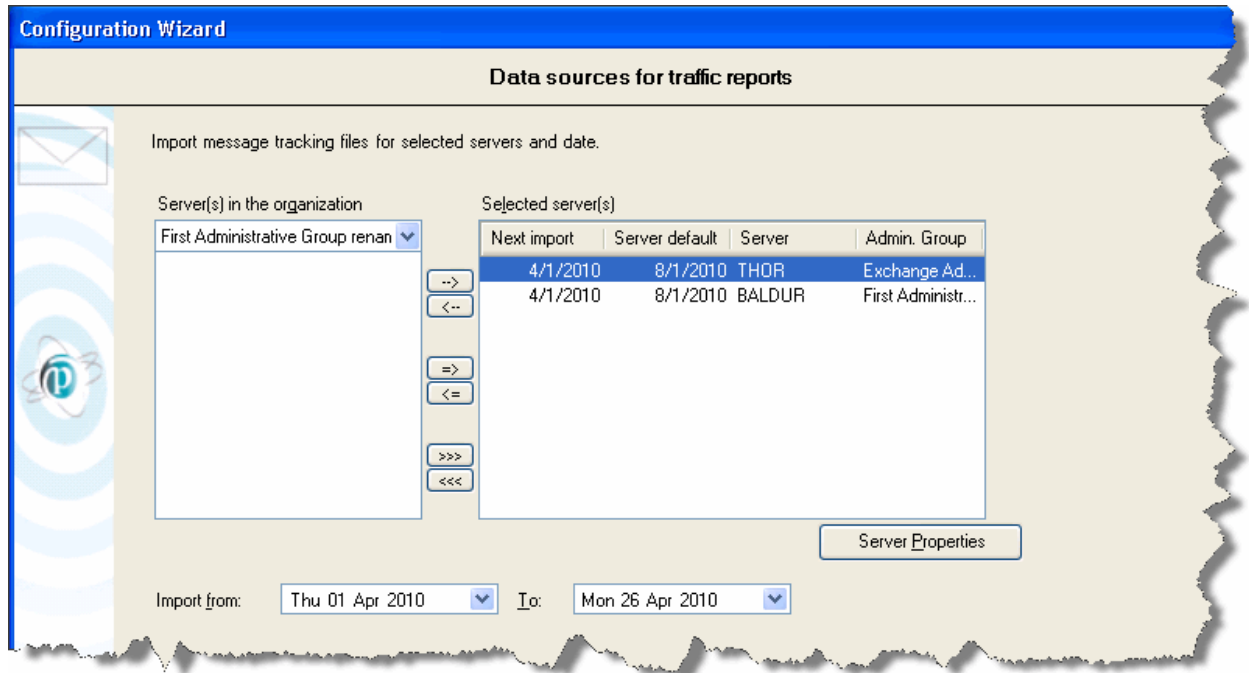
Specify the period you wish to import:

- From: Date of the first message tracking file to import.

## Getting started with PROMODAG Reports

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

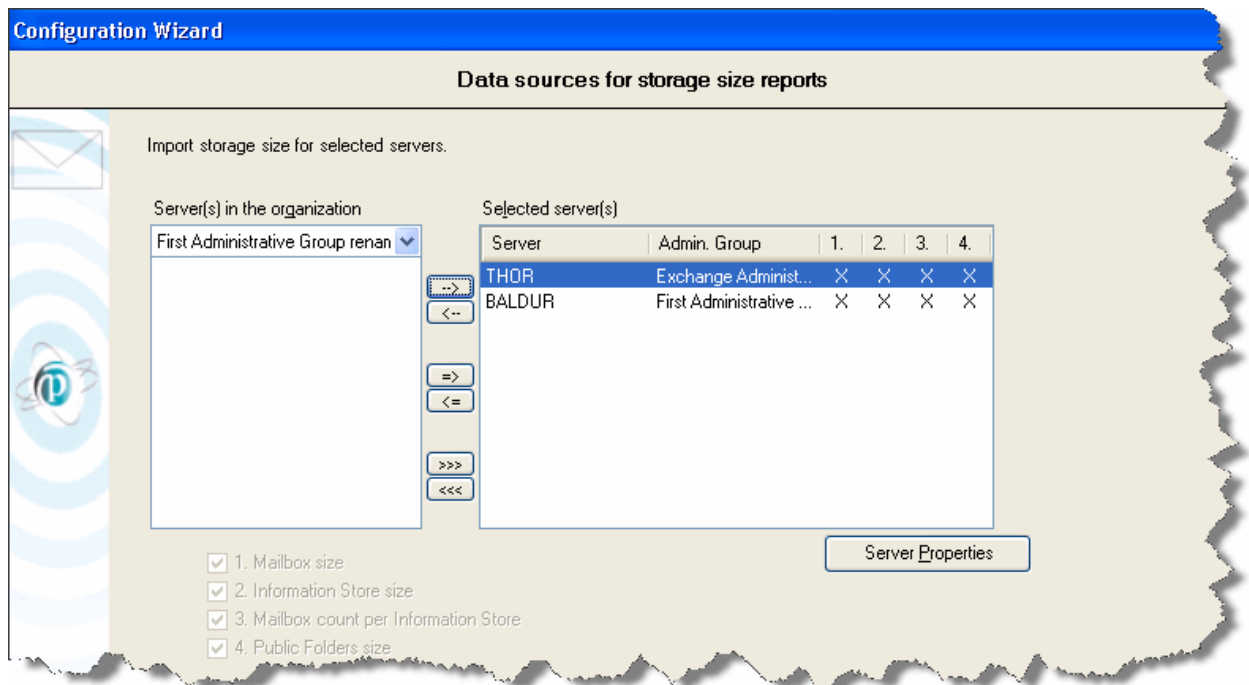
The location of message tracking files is tested on each selected server when you click the *Next* button. If a location is not valid, a message box appears to allow you to indicate the right location.



## Configuring the data source for storage size reports

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

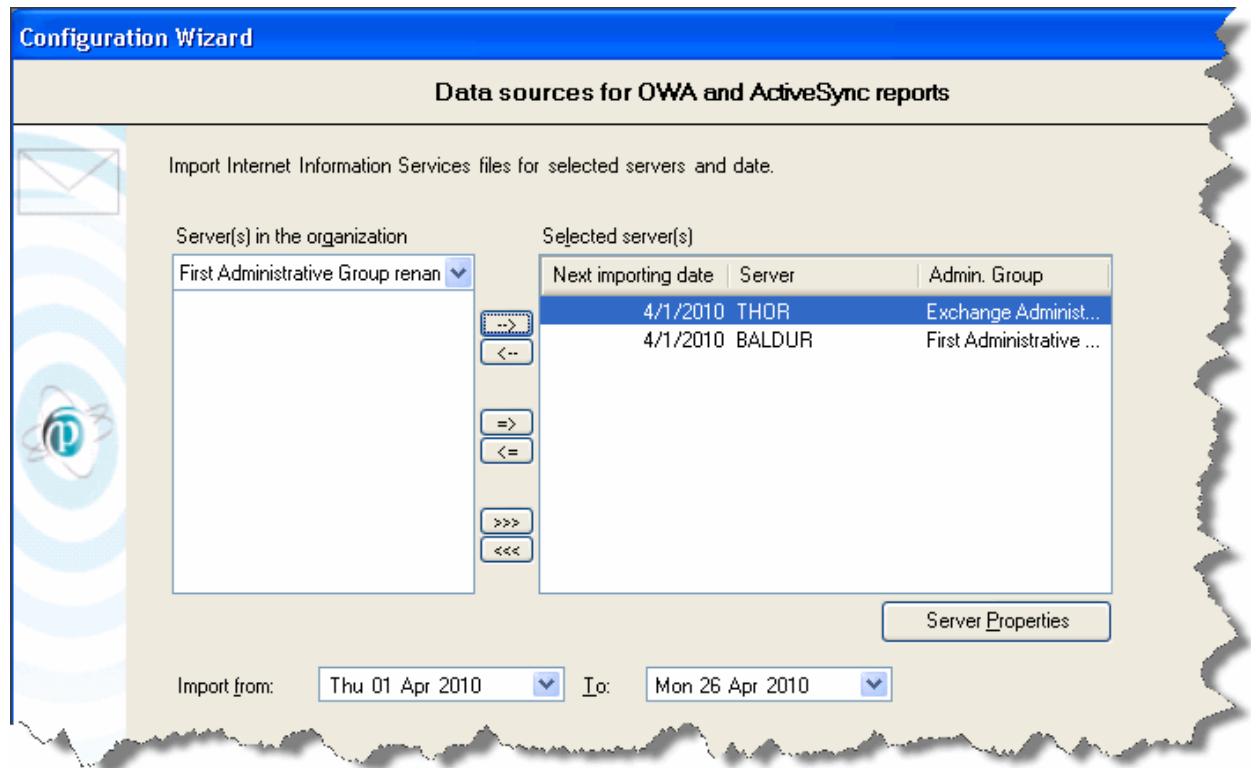
The location of information stores is tested on each selected server when you click the *Next* button. If a location is not valid, a message box appears to allow you to indicate the right location.



## Configuring the data source for OWA and ActiveSync reports

Select Exchange servers that will be analyzed to generate reports on OWA and ActiveSync activity.

The location of IIS log 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.



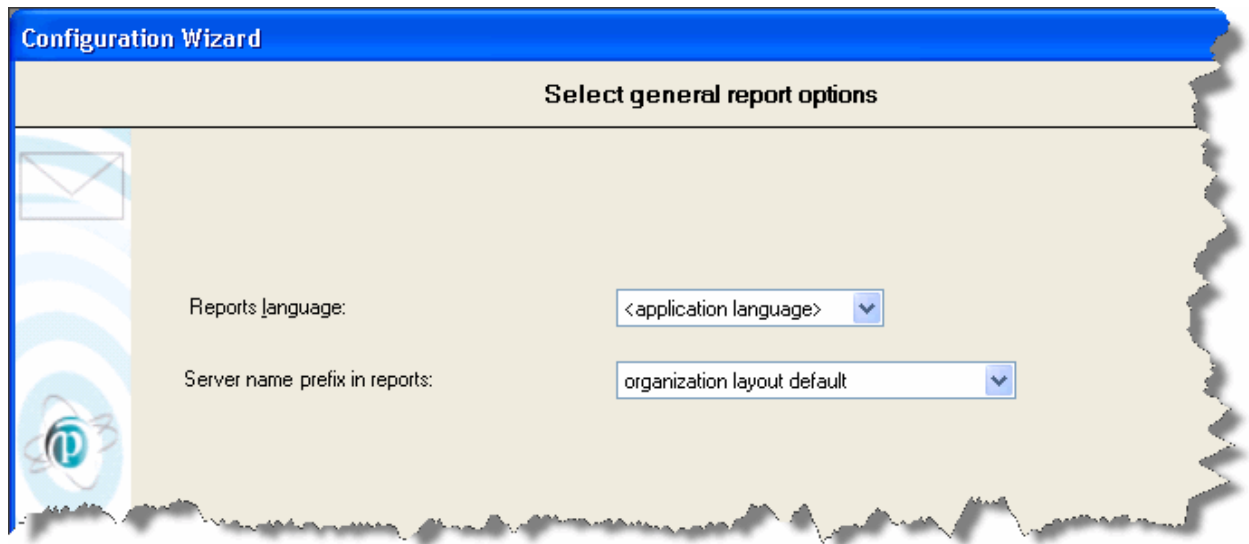
## 6. Finalizing the configuration

### Configuring general report options

Select the following options from the drop-down lists:

- The **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).

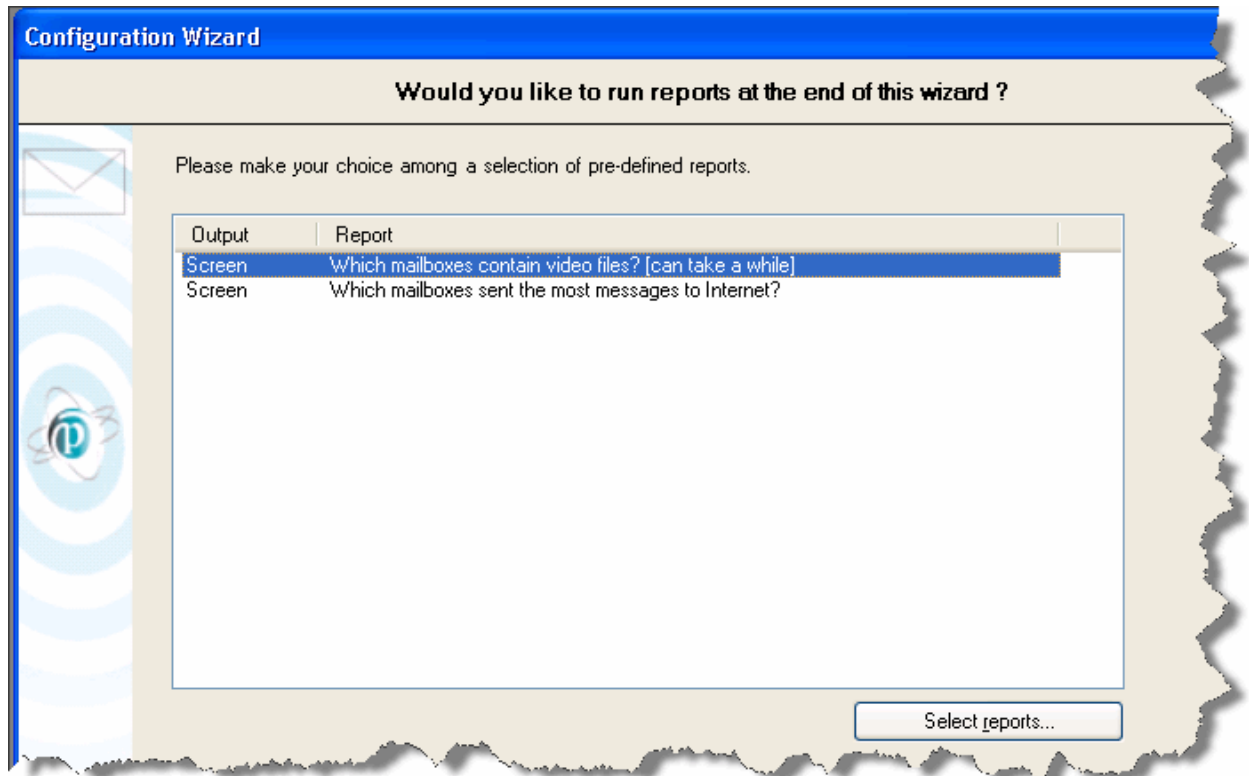
Click the *Next* button.



The next step is optional. It consists in selecting one or more predefined reports (or report options files) to run at the end of the configuration wizard.

### Selecting 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 (or favorites) that are delivered with the product. Click the *Next* button.



The next step is also the last one. There is generally no need to run this wizard again: you will be able to directly modify in PROMODAG Reports the options you selected in the configuration wizard.

For more information about these options, please refer to our Online help.

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

## Processing imports and reports

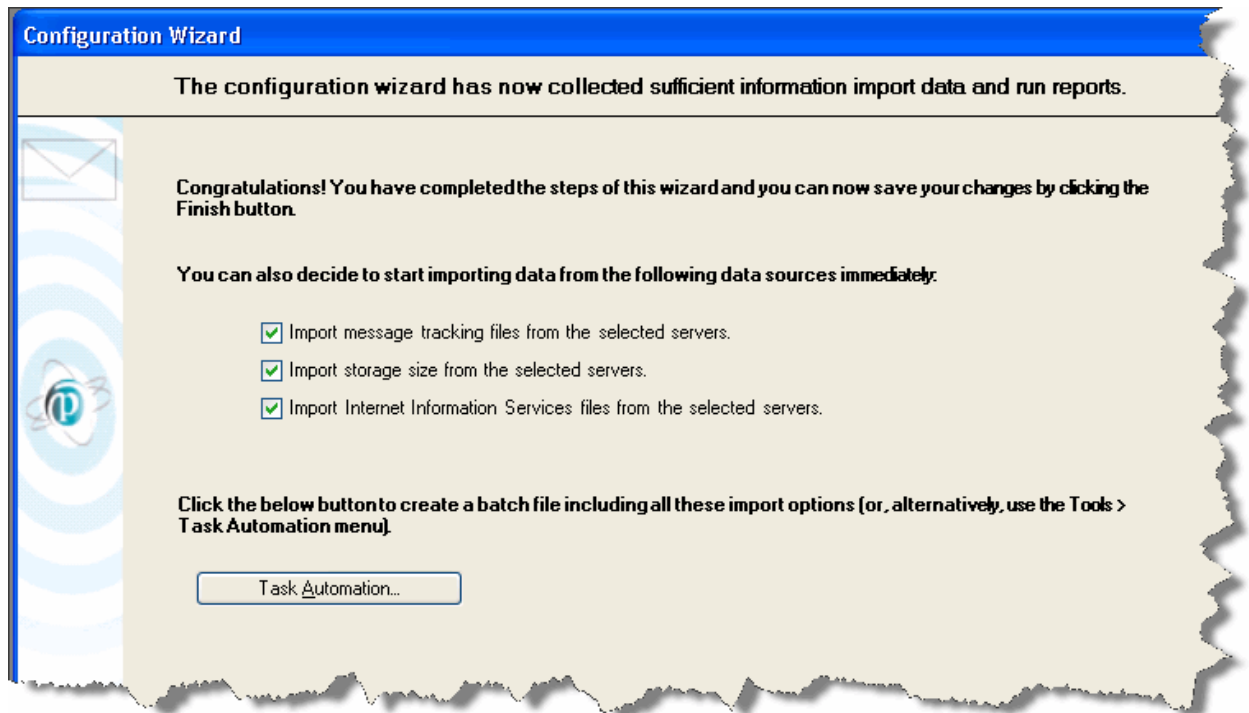
Clicking the *Finish* button starts importing data. The complete process includes all previously configured steps, and can take some time depending on your selections.

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 the collection of data and other actions" on page 44.

### PROMODAG Reports

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

Each operation finishes off by displaying an operation report dialog box. A trace file is also recorded and can be used to troubleshoot possible errors or resolve various configuration issues. If you need to do so, use the **Tools > Consult Trace Files** option to view the content of the last trace files.



## D - Running your first report

To illustrate the configuration method of a report, we are now going to run a sample report and try to address the following question: *Who sent the most messages to Internet last week?*

Our detailed requirements are to analyze last week's email Internet traffic for all mailboxes in our organization, and to get a report showing the top 5 senders, by number of sent messages, by department in our company.

## 1. Setting up the report:

Activity level of a group of mailboxes in a given period can be analyzed with to the **Mailbox by Traffic Level** report. This report uses message tracking files imported into the database as data source.

Under the **Reports** menu, select **Mailbox Traffic** and then **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. We are going to review them one by one and configure them in order to obtain the report that meets our requirements.

### Period tab:

The *Period* tab allows selecting 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.

We want to analyze last week's email traffic.

- Activate the *Relative* radio button and select *1 previous week(s)* as reporting period. PROMODAG Reports automatically displays the corresponding dates in the *From* and *To* fields below.

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

The screenshot shows the 'Mailbox by Traffic Level' dialog box with the 'Period' tab selected. The dialog has several tabs: Definition, Period, Selection, Correspondents, Group, Filter, Options, Content, and P. The 'Period' tab is active and contains the following settings:

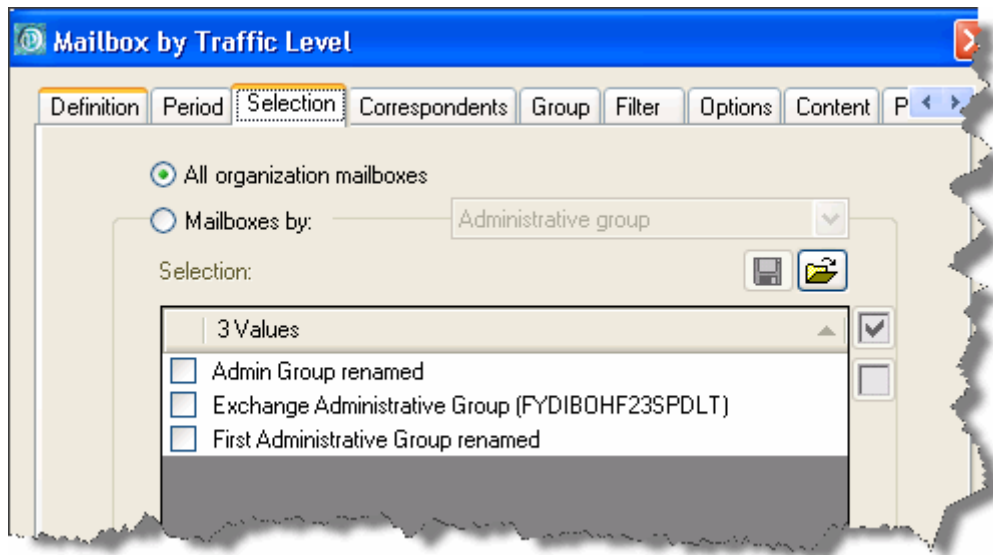
- Absolute
- Relative
- 1 previous week(s) (dropdown)
- From: Monday, August 02, 2010 (dropdown)
- to: Sunday, August 08, 2010 (dropdown)
- Business hours
  - From: 9:00:00 AM (spinners)
  - to: 6:00:00 PM (spinners)
  - Only business hours
  - Out of business hours
- Day selection
  - Monday
  - Tuesday
  - Wednesday
  - Thursday
  - Friday
  - Saturday
  - Sunday

### Selection tab:

The *Selection* tab allows selecting 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.

We are going to analyze the whole of our Exchange organization's mailbox traffic.

- Activate the *All organization mailboxes* radio button.

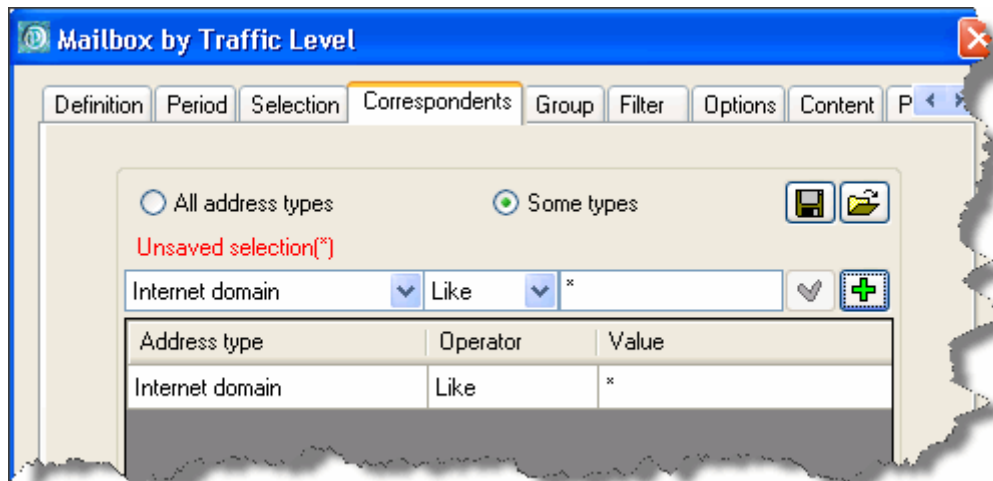


### Correspondents tab:

The *Correspondents* tab allows filtering the analyzed traffic by address types, such as Administrative group (internal traffic) or Internet domain (external traffic).

We are interested, in this particular case, in displaying outbound message traffic (to Internet).

- Activate the *Some types* radio button, then limit the address types to Internet messages only by selecting **Internet domain like \*** in the selection grid.

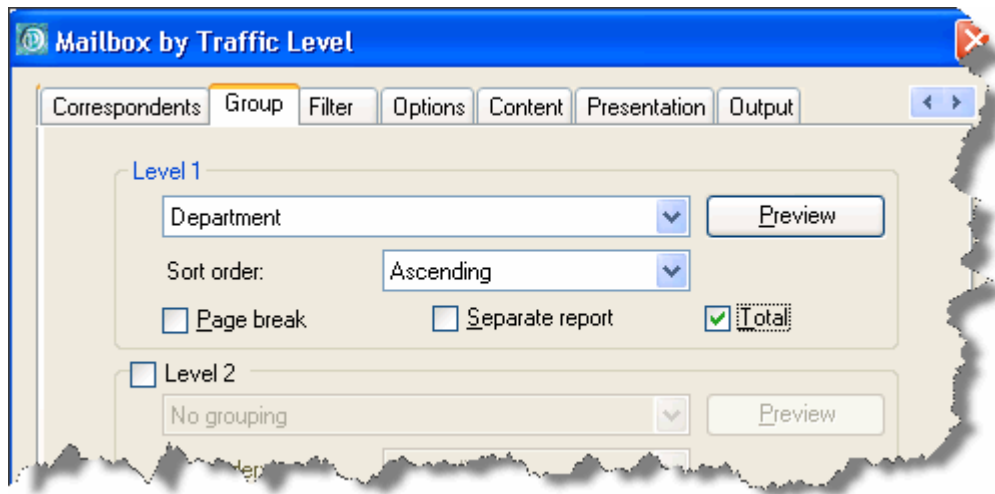


### Group tab:

The *Group* tab allows grouping 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.

We have decided to group our organization's mailboxes by department. Moreover, we want to obtain a sub-total by department of the number and volume of sent and received messages.

- Select *Department* and select the *Total* check box.



### Options tab:

The *Options* tab allows selecting various sorting options of the report results.

We have chosen to only display the top 5 email senders of each department and we would also like to sort results by number of sent messages.

### Tabular data settings section:

- Select the *Show only* check box, enter the number of mailboxes to display in the below field (5) and select the *Biggest* and *From group* radio buttons.
- Then select the *Number* and *Sent* radio buttons.

Note: Selecting the *From group* option allows the report to display the top 5 senders for each department, while the *From selection* option would retrieve the top 5 senders for all organization mailboxes.

*Sort by* option:

The list can be sorted in ascending or descending order. We want to sort results by number and by descending order.

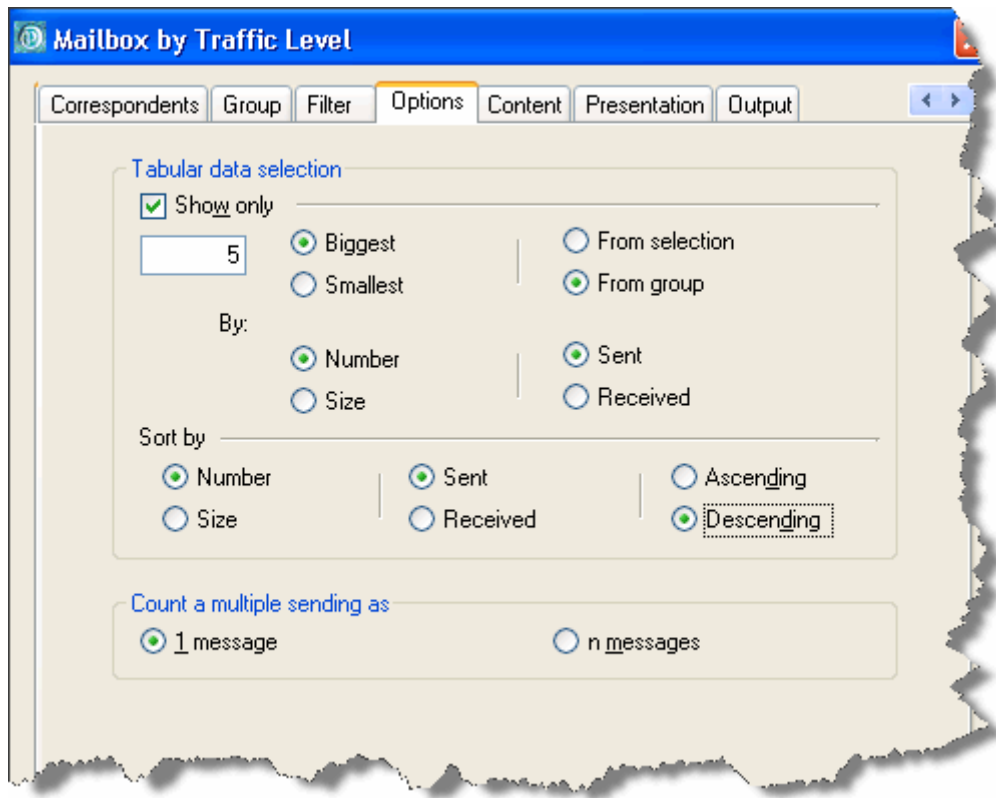
- Select the *Number*, *Sent* and *Descending* radio buttons.

### Count a multiple sending as section :

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

We want to count each message as 1.

- Select the *1 message* radio button.



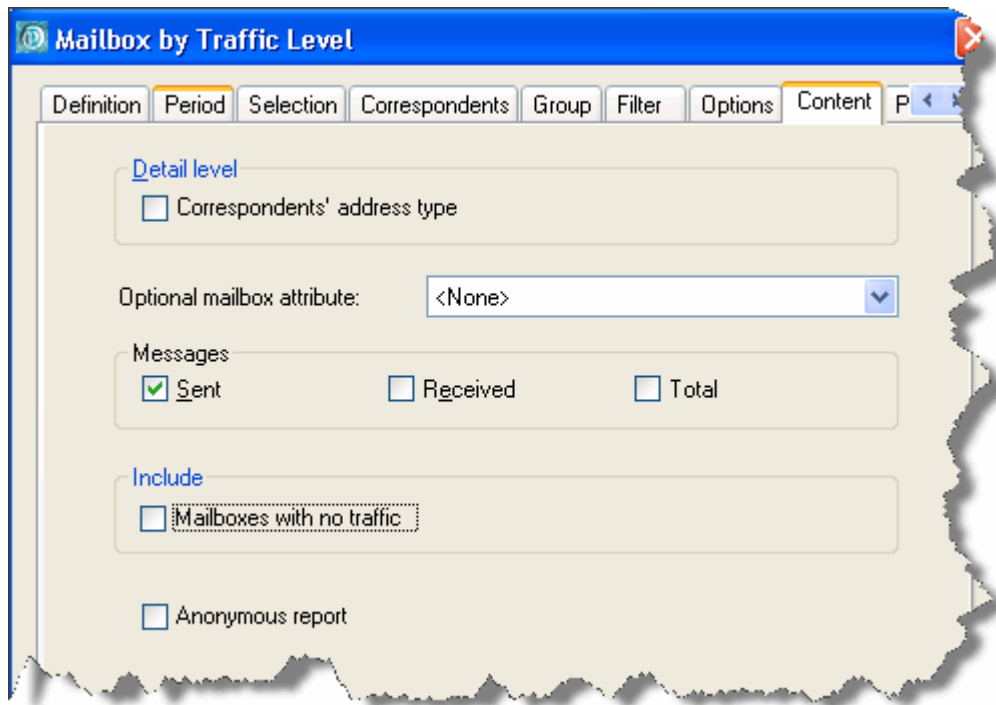
#### Content tab:

The *Content* tab allows selecting the detail level of the final report, and the direction of the traffic (*Sent*, *Received*).

Option	Description
Correspondents' address type	Check this box to display the address type in the report, e.g. Exchange or Internet.
Optional mailbox attribute	Select one directory attribute related to mailboxes, such as their SMTP address ( <i>Email address</i> ), 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 all selected mailboxes including those with no traffic during the chosen period.
Anonymous report	For confidentiality reasons, you may select this check box to replace mailbox names by an anonymous label followed by a counter (Mailbox 1, Mailbox 2 etc.).

We only want to display sent messages.

- Select the *Sent* check box.



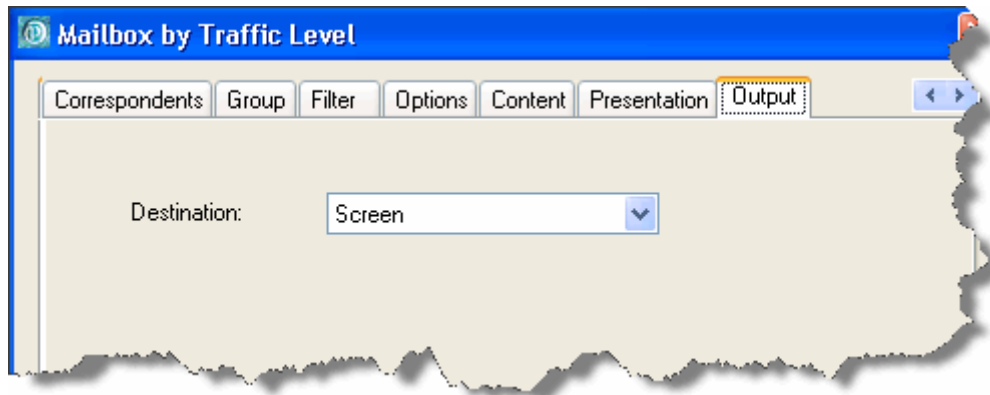
### Output tab:

The *Output* tab allows choosing the output destination of the final report.

Reports can be displayed on screen or exported under various formats.

We wish to output this report to screen.

- Select *Screen* in the *Destination* drop-down list.



Note: Should you need to automate a report by including it in a batch file, you will have to select another destination than *Screen* in the **Output** tab, e.g. *Disk file* or *Email recipient*. **Screen output is not available for automated reports.**

## 2. 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.

This report displays the top 5 senders to Internet by department sorted by number of messages sent. It can happen that this top 5 includes more than 5 mailboxes (when the number of sent messages is identical for two - or more - mailboxes: for example, VAN DEN BRANDEN Marie-Jeanne and BETZNER Pamela from the Architecture Department both sent 18 messages. Therefore, their mailboxes are only counted once).

*Tuesday, 28th April 2009*



**Mailbox by Traffic Level from 19/04/2009 to 25/04/2009**

**Entire organization - Top 5,biggest,number,sent - sort by message sent, descending**


---

*Multiple sending counted 1*

	<u>Sent</u>	
	Number of messages	Size in KB
<b>Architecture</b>		
MULLIGAN John	34	52 425
BLENKIN Caroline	24	6 193
SOUTHWOULD Jane	20	14 862
GOIS-ALVES Paulo	19	146
VAN DEN BRANDEN Marie-Jeanne	18	350
BETZNER Pamela	18	9 598
<b>Total for Architecture</b>	<b>133</b>	<b>83 573</b>
<b>Library</b>		
WRAGG Allison	12	57
BERONIUS Karoline	11	4 979
VEYRAT de LACHENAL Jacques	11	8 115
GUY Christophe	6	95
LE TALLEC Yannick	5	763
SACHSENMAIER Dominic	5	16
<b>Total for Library</b>	<b>50</b>	<b>14 025</b>
<b>IT Department</b>		
JAMET Anne-Sophie	123	11 019
BUSHNELL Bob	38	8 375
HILL Ellen	26	392
CYVOCT Jean-Marie	24	1 445
ULLAS Jean-Christophe	21	779
<b>Total for IT Department</b>	<b>232</b>	<b>22 010</b>
<b>Finance</b>		
LUSSAN Pierrick	11	87
HOCDE Stéphane	6	465
NEAL Mary-Ann	6	215

This previewed report can be printed or reloaded ( or  buttons), but also exported or saved for later use.


### 3. Exporting the report

Click the  button to export the report (or use the **File > Export Report** option).

Reports may be exported under various destinations (disk file, email recipient, Exchange folder or SharePoint), and under different formats (RPT, CSV, XLS, HTM, PDF, RTF or MHT).

For more information about file destinations and formats, please refer to our Online help.

## 4. Saving the report

Click the  button to save your report options in a file, or to save a 'snapshot' of your report.

### Save Report Options

Select **Save Report Options** to save your options in a file.

A **PROMODAG Report Options file** is a text file containing options for a report. Report options files contain a whole set of options for a given report (date, server, sorting order...). By default, report option files are saved under the **%ALLUSERSPROFILE%\Application Data\Promodag\Reports\8\Batches** directory (or **%PROGRAMDATA%\Promodag\Reports\8\Batches\** if you use Windows Vista, 2008 Server or 7) with a \*.PRO extension.

This file can be

- reused in a batch file - provided the destination selected in the **Output** tab is not *Screen* - if you should need to automate and schedule report generation (for more information, please refer to "Automating and scheduling the generation of reports" on page 48),
- or saved in the *Favorites* menu.

### The Favorites menu

This menu lists pre-configured reports options files (or *favorites*) delivered with the product.

These preset reports are organized in five categories:

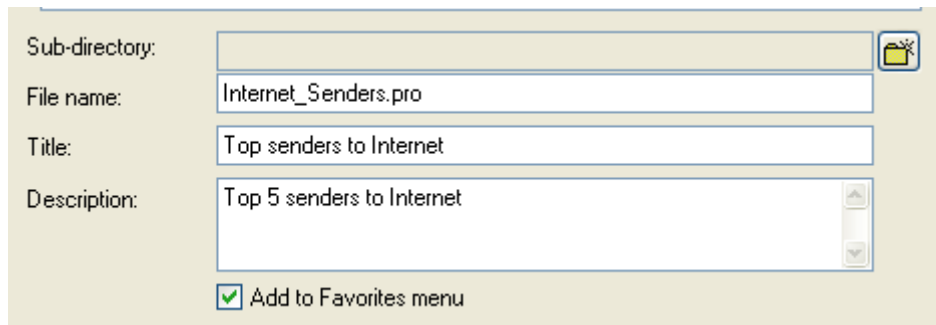
- **Administrative information,**
- **Content analysis,**
- **Traffic from and to Internet analysis,**
- **Traffic overview,**
- **User activity analysis.**

Each of these favorites answers a question, for example: *How many messages were sent to Internet last week?* in the **Traffic from and to Internet analysis** group.

The default location of these report options files is the **%ALLUSERSPROFILE%\Application Data\Promodag\Reports\8\Batches** folder (or **%SYSTEM%\ProgramData\Promodag\Reports\8\Batches** if you use Windows Vista, 2008 Server or 7).

You can add new entries to this menu yourself by selecting the *Add to Favorites menu* option when saving your report options files, or even add your own categories by creating new sub-folders into the \Batches folder.

In this last case, we recommend that you give it a meaningful name such as *Top senders to Internet*. This will make it easier to locate the report options file in the *Favorites* menu.



Sub-directory:

File name:

Title:

Description:

Add to Favorites menu

To find some examples of common reports settings, please refer to "Our customers top 10 favorite reports" on page 53.

### Save Report Snapshot

Select **Save Report Snapshot** to save a still image of the active report as a \*.RPT file. It will be viewable using the **My Snapshots** menu.

This option may be handy if you need to quickly save your report 'as is', and then export it later on. For example, you can save your report as a snapshot, export it today as a \*.CSV file, and decide next week that you will also export it as a \*.PDF file attached to an email that will be sent to a dozen recipients (there is no need to use an email client: simply select the *Email recipient* destination).

# Chapter 3 - Automating and scheduling tasks

## A - Introducing batch files and report options files

### 1. 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\** directory (or **%PROGRAMDATA%\Promodag\Reports\8\Batches\** if you use Windows Vista, 2008 Server or 7) with a PRB extension.

### 2. What is a report options file?

A **PROMODAG Report Options file** is a text file containing options for a report. Report options files contain a whole set of options for a given report (date, server, sorting order...). By default, report option files are saved under the **%ALLUSERSPROFILE%\Application Data\Promodag\Reports\8\Batches** directory (or **%PROGRAMDATA%\Promodag\Reports\8\Batches\** if you use Windows Vista, 2008 Server or 7) with a \*.PRO extension.

## B - Automating and scheduling the collection of data and other actions

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

1. Create a batch file and select what should be imported.
2. Add actions to the batch file.
3. Schedule the batch file using Windows Scheduler.
4. Run the batch file.

In the following example, we are going to create and schedule a batch file to automate message tracking files import, and delete data older than 90 days.

### 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.





**New batch file**

File name:


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.
Purge Data Imports	Purge old messages from the database.
 Import Directory	Import or update the 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.

## 2. Adding actions to the batch file

- 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 your changes.

**Import Message Tracking Files (evaluation mode limited to 15 dates of import)**

Process pre-selected servers for import  
 Select servers to process

Server(s) in the organization

Exchange Administrative Group ▾

frigg (04/01/2010)  
 GandalfCcr (04/01/2010)  
 IVAR (04/01/2010)  
 TARANIS (04/01/2010)  
 TOUTATIS (04/01/2010)

Selected server(s)

Next importing date	Server	Admin. Group
4/1/2010	THOR	Exchange Administrative

Start date: From last import ▾

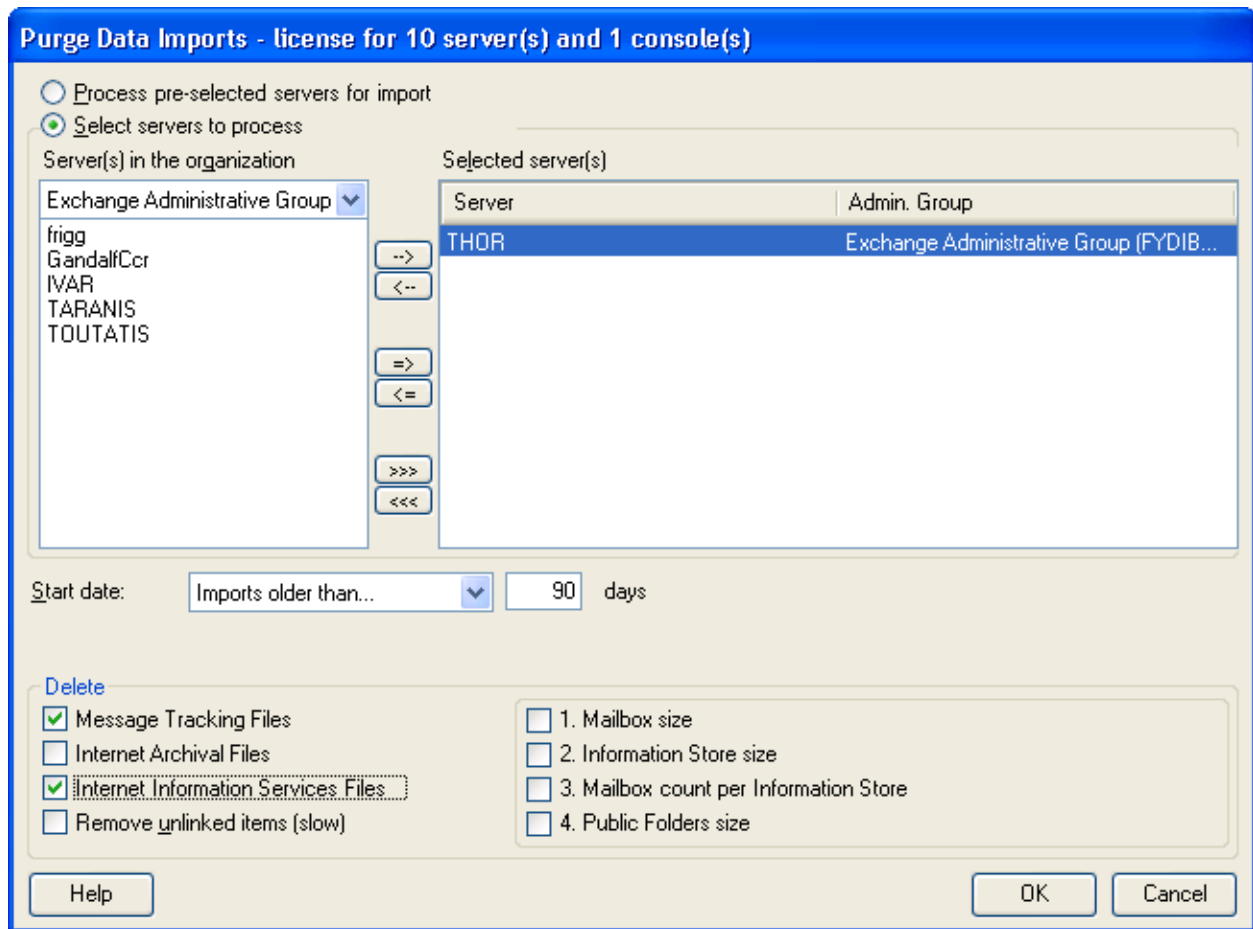
End date: Yesterday ▾

Import Directory

Full re-import  
 Update from last import

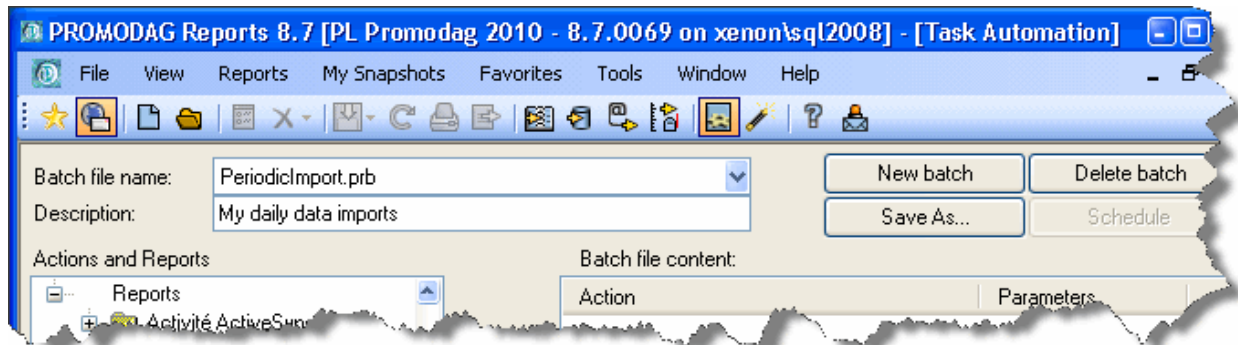
You may decide that you only need three months of message tracking files in your database. PROMODAG Reports is able to clear automatically obsolete data.

- Select *Purge Data Imports* in the *Actions* tree, then click the  button.
- Select 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 your changes.



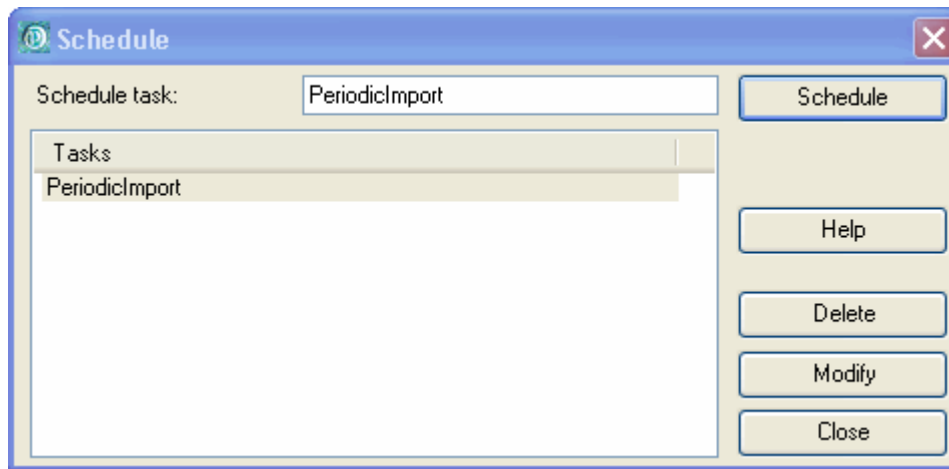
### 3. Scheduling the batch file

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* field 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 scheduled task.

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

#### 4. Running the batch file

The Windows Task Scheduler starts PROMODAG Reports and it processes actions included in the batch file. From now on, imports will be automatically carried out 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.

- It is recommended that data related to particularly large files (i.e. message tracking files and IIS logs) is imported on a daily basis. The process is shorter and easier to monitor.
- Exchange message tracking files being closed at midnight GMT, import batch jobs should be scheduled from 1AM (GMT) onwards.
- It is recommended to create one single batch for clearing imports and importing data (otherwise the *Clear Import* job may still be in progress when the data import job is scheduled to start, and therefore the latter will fail).

## C - Automating and scheduling the generation of reports

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 add one or more of these report option file(s).
3. Schedule the batch file using the Windows Scheduler.
4. Run the batch file.

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 your first report" on page 35).

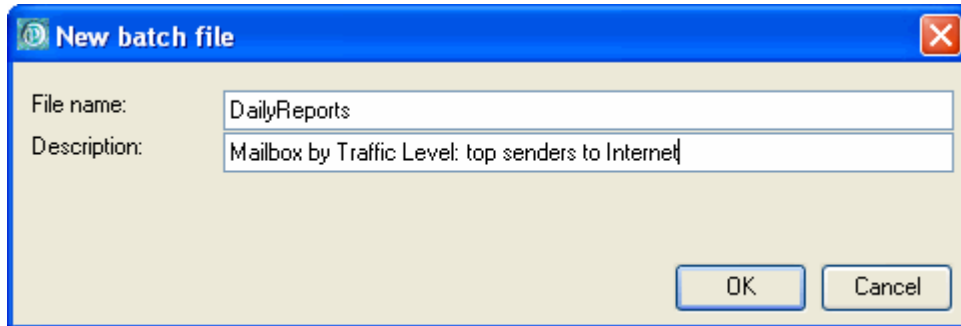
### 1. Creating a report options file

See the "Save Report" section above to review the method of creating report options files.

Note: Should you need to automate a report by including it in a batch file, you will have to select another destination than *Screen* in the **Output** tab, e.g. *Disk file* or *Email recipient*. **Screen output is not available for automated reports.**

## 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.



The image shows a Windows-style dialog box titled "New batch file". It has a blue title bar with a close button (X) in the top right corner. The dialog contains two text input fields: "File name:" with the text "DailyReports" and "Description:" with the text "Mailbox by Traffic Level: top senders to Internet". At the bottom right, there are two buttons: "OK" and "Cancel".


### Exploring available reports

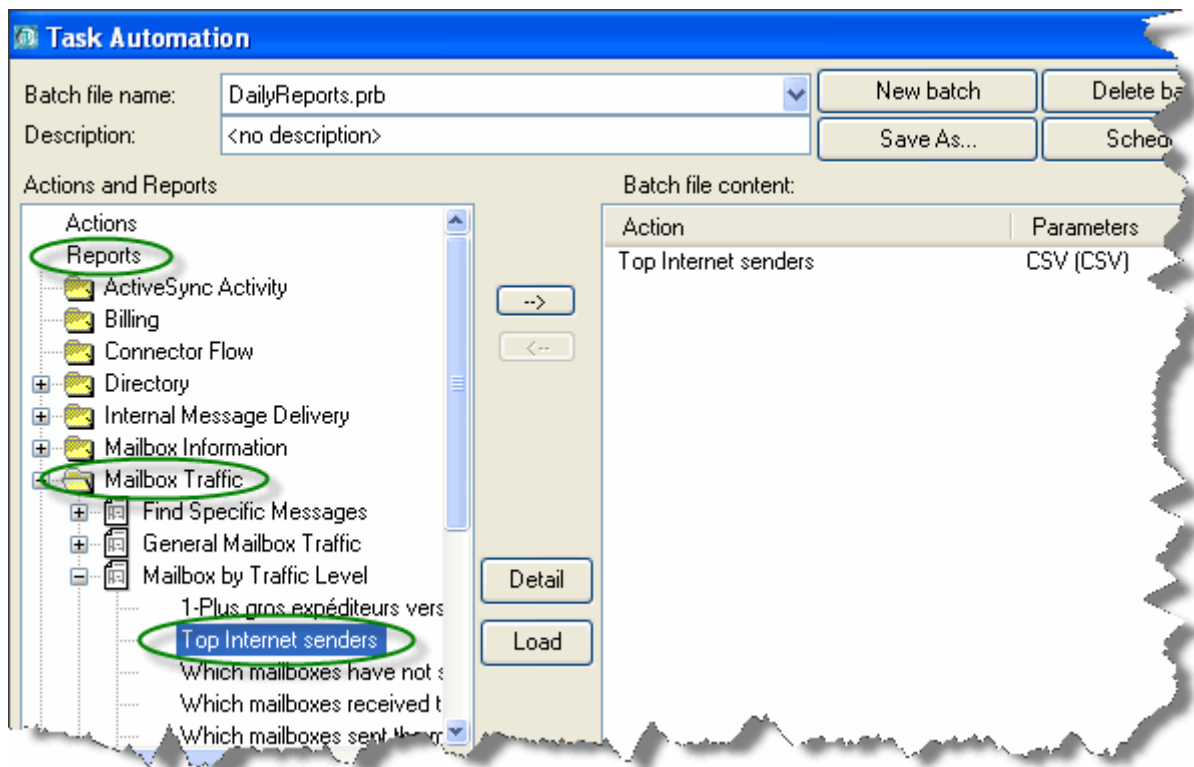
The left pane of the *Task Automation* window lists all actions and reports that can be automated.

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.

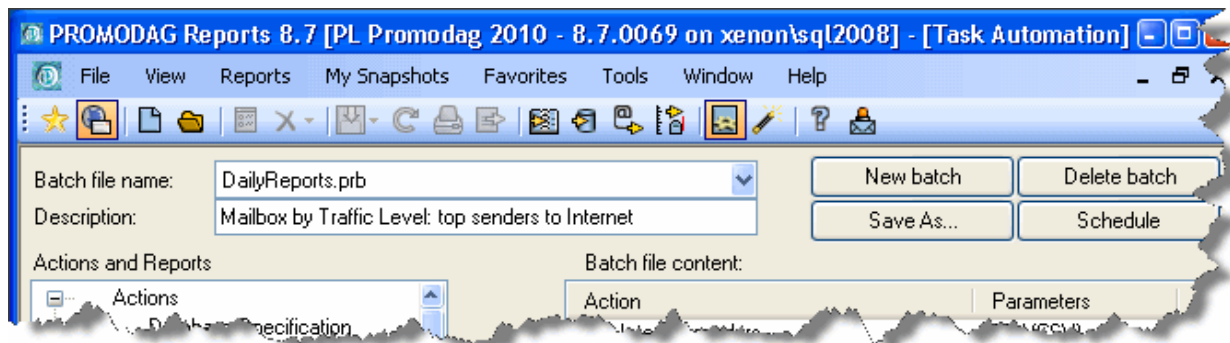
### Adding the Mailbox by Traffic Level report

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

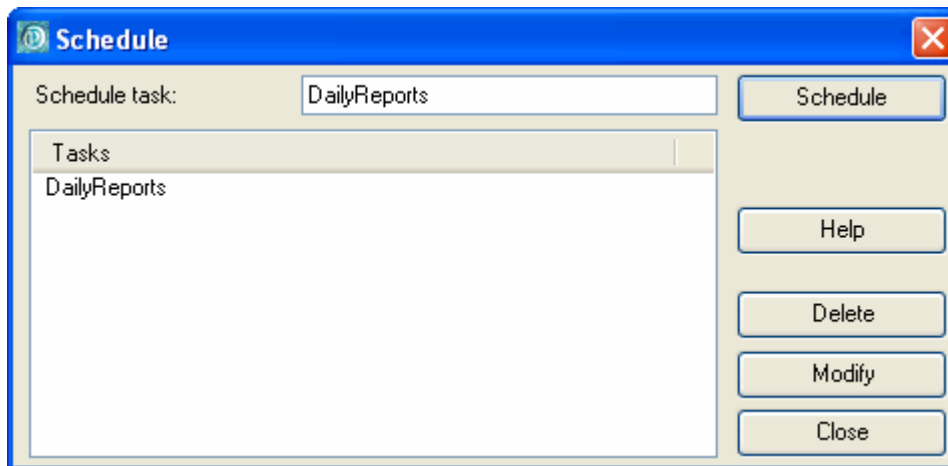


### 3. Scheduling the batch file

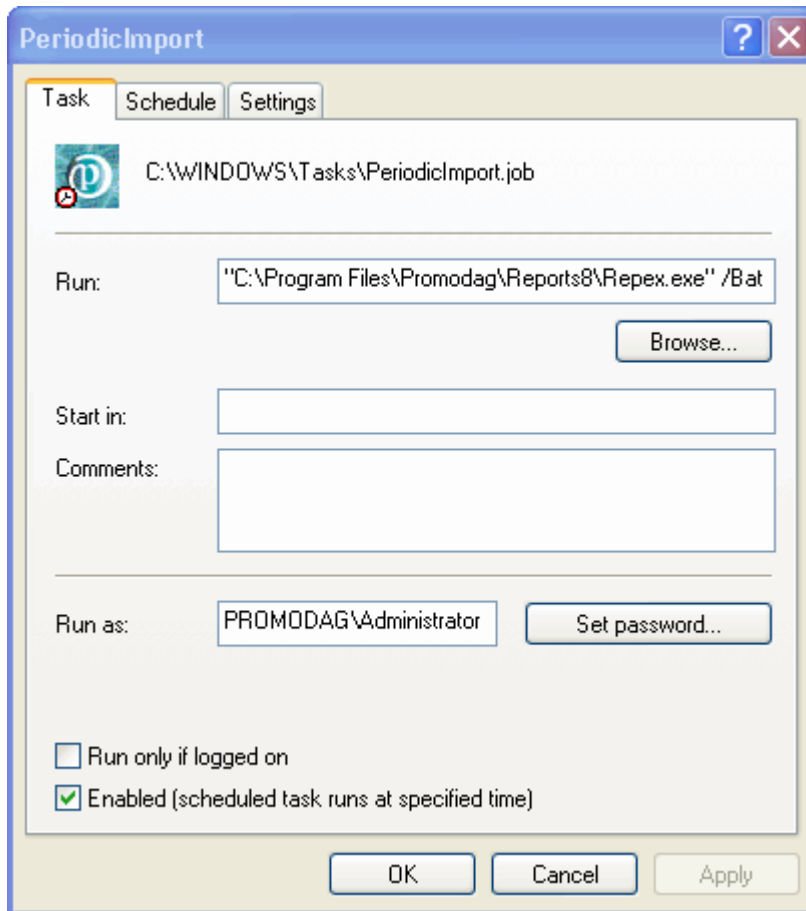
Use the *Tools > Task Automation* menu to access the automation screen. In the *Batch file* name list box, select the batch file to schedule. In this example, we want to schedule DailyReports.prb.



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.

#### 4. Running the batch file

The Windows Task Scheduler starts PROMODAG Reports and it runs reports included in the batch file. From now on, reports will be automatically generated 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.

## Our customers top 10 favorite reports

The following pages describe in detail the settings of the ten reports that PROMODAG Reports users have requested the most so far.

Each table include an usage description of the report option file, its corresponding entry in the **Favorites** menu, its corresponding report template in the **Reports** menu, and eventually a tab-by-tab list of options to apply.

For more information on favorites, please refer to Saving the report.

### 1 - What is the mailbox breakdown by size?

Description:	What is the breakdown of the Exchange organization mailboxes by size?
Favorite:	Content analysis > What is the mailbox breakdown by size? [can take a while]
Report template:	Storage > Mailbox Breakdown by Size
Options used:	
<ul style="list-style-type: none"> <li>• Selection tab: All organization mailboxes</li> <li>• Group tab: Level 1: No grouping</li> <li>• Intervals tab: Define intervals: Size, Less than: 100KB, 1MB, 5MB, 10MB, 50MB, 100MB</li> <li>• Presentation tab: Display: 3D graph; Size in KB: KiloBytes</li> <li>• Output tab: Destination: Screen</li> </ul>	

### 2 - Do our users empty their Deleted Items folder? [can take a while]

Description:	Do users of our Exchange organization empty their Deleted items folder ?
Favorite:	Content analysis > Do our users empty their Deleted Items folder? [can take a while]
Report template:	Mailbox Information > Mailbox Folder Size
Options used:	
<ul style="list-style-type: none"> <li>• Selection tab: All organization mailboxes</li> <li>• Group tab: Level 1: No grouping; Total</li> <li>• Filter tab: Some criteria: Deleted items &gt; 0 item</li> <li>• Content tab: Detail level: Mailbox</li> <li>• Presentation tab: Size in KB: KiloBytes</li> <li>• Output tab: Destination: Screen</li> </ul>	

### 3 - What are the 10 biggest mailboxes in our organization?

Description:	What are the top 10 largest mailboxes of the Exchange organization today?
Favorite:	Content analysis > What are the 10 biggest mailboxes in our organization?
Report template:	Storage > Mailbox Storage Information
Options used:	
<ul style="list-style-type: none"> <li>• Selection tab: All organization mailboxes</li> <li>• Group tab: Level 1: No grouping</li> <li>• Filter tab: not used</li> <li>• Options tab: Graph data selection: 10, Biggest, From selection, By: Size; Tabular data selection: Show only, 10, Biggest, From selection, By: Size; Sort by, Size, Descending</li> <li>• Content tab: Detail level: Mailbox</li> <li>• Presentation tab: Display: Graph &amp; Table; 3D graph; Size in KB: KiloBytes</li> <li>• Output tab: Destination: Screen</li> </ul>	

### 4 - What is the mailbox items breakdown by age?

Description:	What is the current mailboxes items distribution by age?
Favorite:	Content analysis > What is the mailbox items breakdown by age?
Report template:	Mailbox Information > Item Breakdown by Age
Options used:	
<ul style="list-style-type: none"> <li>• Selection tab: All organization mailboxes</li> <li>• Group tab: Level 1: No grouping</li> <li>• Folders tab: Select folders, Inbox, Include</li> <li>• Filter tab: All item types</li> <li>• Intervals tab: Less than: 1 Day(s), 1 Week(s), 1 Month(s), 1 Quarter(s), 1 Semester(s), 1 Year(s)</li> <li>• Content tab: Not used</li> <li>• Presentation tab: Display: 3D graph; Size in KB: KiloBytes</li> <li>• Output tab: Destination: Screen</li> </ul>	

## 5 - What are the 10 mailboxes that have grown the most in the last week?

Description:	What are the top 10 mailboxes that have grown the most in the last week?
Favorite:	Content analysis > What are the 10 mailboxes that have grown the most in the last week?
Report template:	Storage > Mailbox Size Fluctuation
Options used:	
<ul style="list-style-type: none"> <li>• Period tab: Relative, 1 previous week(s)</li> <li>• Selection tab: All organization mailboxes</li> <li>• Group tab: Level 1: No grouping</li> <li>• Filter tab: Increase, By percentage &gt;= 10%</li> <li>• Options tab: Tabular data selection: Show only, 10, Biggest, From selection, By: Size, % Increase; Sort by: Size, % Increase, Descending</li> <li>• Presentation tab: Size in KB: KiloBytes</li> <li>• Output tab: Destination: Screen</li> </ul>	

## 6 - What are the top 10 sending SMTP domains by messages quantity?

Description:	What have been the top 10 sending Internet domains to our Exchange organization by message quantity this month?
Favorite:	Traffic from and to Internet analysis > What are the top 10 sending SMTP domains by messages quantity?
Report template:	Server Traffic > Correspondents by Traffic Level
Options used:	
<ul style="list-style-type: none"> <li>• Period tab: Relative, current month</li> <li>• Selection tab: All organization servers</li> <li>• Group tab: Level 1: No grouping</li> <li>• Correspondents tab: Some types: Internet domain Like *</li> <li>• Recipient type tab: All recipient types</li> <li>• Options tab: Graph data selection: 10, Biggest, From selection, By: Number, Received; Tabular data selection: Show only, 10, Biggest, From selection, By: Number, Received; Sort by: Number, Received, Descending</li> <li>• Presentation tab: Display: Graph &amp; Table; Size in KB: KiloBytes</li> <li>• Output tab: Destination: Screen</li> </ul>	

## 7 - How does our internal traffic compare to our traffic with Internet recipients?

Description:	What have been the respective parts of internal traffic (with Exchange) and external traffic (with Internet) this month?
Favorite:	Traffic overview > How does our internal traffic compare to our traffic with Internet recipients?
Report template:	Server Traffic > Server Traffic Comparison by Type
Options used:	
<ul style="list-style-type: none"> <li>• Period tab: Relative, current month</li> <li>• Selection tab: All organization servers</li> <li>• Group tab: Level 1: No grouping</li> <li>• Correspondents tab: Some types: Administrative group Like *, Internet domain Like *</li> <li>• Recipient type tab: All recipient types</li> <li>• Options tab: 1 message</li> <li>• Content tab: Detail level: Correspondents' address type</li> <li>• Presentation tab: Display 3D graph; Size in KB: KiloBytes</li> <li>• Output tab: Destination: Screen</li> </ul>	

## 8 - What has been the evolution of my mailbox traffic since last week?

Description:	How has mailbox traffic evolved in size and number of messages since last week?
Favorite:	Traffic overview > What has been the evolution of my mailbox traffic since last week?
Report template:	Mailbox Traffic > Mailbox Traffic Evolution
Options used:	
<ul style="list-style-type: none"> <li>• Period tab: Relative, current month; Time interval: day(s)</li> <li>• Selection tab: All organization mailboxes</li> <li>• Group tab: Level 1: No grouping</li> <li>• Correspondents tab: All address types</li> <li>• Options tab: Count a multiple sending as, 1 message</li> <li>• Content tab: Messages: Sent, Received</li> <li>• Presentation tab: Size in KB: KiloBytes</li> <li>• Output tab: Destination: Screen</li> </ul>	

## 9 - What is the evolution of my server traffic since last week?

Description:	How has server traffic evolved in size and number of messages for the last 7 days?
Favorite:	Traffic overview > What is the evolution of my server traffic since last week?
Report template:	Server Traffic > Server Traffic Evolution
Options used:	
<ul style="list-style-type: none"> <li>• Period tab: Relative, 7 previous day(s); Time intervals: day(s)</li> <li>• Selection tab: All organization servers</li> <li>• Group tab: Level 1: No grouping</li> <li>• Correspondents tab: All address types</li> <li>• Recipient type tab: All recipient types</li> <li>• Options tab: Count a multiple sending as: 1 message</li> <li>• Content tab: Detail level: Total</li> <li>• Presentation tab: Display: 3D graph; Size in KB: KiloBytes</li> <li>• Output tab: Destination: Screen</li> </ul>	

## 10 - Who are the top 10 email senders of the Exchange organization?

Description:	Who are the current top 10 email senders of the Exchange organization?
Favorite:	Traffic overview > Who are the top 10 email senders of the Exchange organization?
Report template:	Mailbox Traffic > Mailbox by Traffic Level
Options used:	
<ul style="list-style-type: none"> <li>• Period tab: Relative, 1 previous week(s)</li> <li>• Selection tab: All organization mailboxes</li> <li>• Group tab: Level 1: No grouping; Total</li> <li>• Correspondents tab: All address types</li> <li>• Filter tab: Not used</li> <li>• Options tab: Tabular data selection: Show only, 10, Biggest, From selection, By: Number, Sent; Sort by: Number, Sent, Descending; Count a multiple sending as, 1 message</li> <li>• Content tab: Messages: Sent</li> <li>• Presentation tab: Size in KB: KiloBytes</li> <li>• Output tab: Destination: Screen</li> </ul>	

# Support

Your support options include:

## 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, configure and start using 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.

## Email and over-the-phone software support

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 at [support@promodag.com](mailto:support@promodag.com) (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 at [support@promodag.com](mailto:support@promodag.com) (or use the *Help > Technical Support Request* option in the product), or
  - 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 possible differences in international time zones. Our office hours are 9 AM to 6 PM GMT+1 (Paris), Monday to Friday.

# Index

- A**
  - Access database, 25
    - Create, 26
  - Anonymous report, 39
  - Automation
    - reports, 48
- B**
  - Batch file
    - Create, 44, 49
    - Definition, 44
    - Schedule, 47
- C**
  - Count a multiple sending as 'n', 38
- D**
  - Data source
    - Directory, 5
    - Internet Information Server files, 5
    - Internet Mail Connector Archival, 6
  - Database
    - Access format, 25
    - Create Access DB, 26
    - Create SQL Server DB, 27
    - management, 25
    - SQL format, 25
    - Upgrade, 24
  - Directory connection, 28
- E**
  - Evaluation mode, 30
  - Exchange
    - Directory connection, 28
    - Directory import, 16, 18
    - Enabling Message Tracking Files, 16, 19
    - MAPI connection, 28
    - Message Tracking Files location, 17, 19
    - Server roles (Exchange 2007, 2010), 19
  - Exchange server
    - Requirements, 14
- F**
  - Favorite and report option files
    - Upgrade, 25
    - Favorites, 42
- I**
  - Import
    - Exchange directory, 16, 18
    - Message Tracking Files, 16, 19
  - Information Store
    - Permissions, 21
  - Information Stores
    - Permissions, 18
  - Installation, 24
  - Internet Information Services
    - Enable logging, 22, 23
    - Logs location, 22, 23
    - Permissions, 23
- L**
  - Language, reports, 33
  - Layout, Exchange organization, 33
  - Licensing and version type, 30
- M**
  - Mailbox and Public Folder size
    - Permissions, 18, 21
  - Mailbox and Public Folders Content
    - Permissions, 17, 20
  - MAPI (Messaging Application Program Interface), 15
    - Installation with Outlook 2007, 2010, 15
  - Message tracking files
    - Permissions, 17, 20
  - Message Tracking Files
    - Enable on the Exchange server, 16, 19
    - Import, 16, 19
    - Import schedule, 45
- P**
  - Permissions
    - Information Stores, 18, 21
    - Internet Information Services, 23
    - Mailbox and Public Folder content, 17, 20
    - Mailbox and Public Folder size, 18, 21
    - Message tracking files, 17, 20

Presentation options, 33

## R

Report automation, 48

Report options file, 42, 44

Definition, 44

Requirements

Exchange server, 14

Workstation (hardware and software), 14

## S

Schedule

Batch file, 47

Message Tracking Files import, 45

Server roles (Exchange 2007, 2010), 19

SQL Server database, 25

Create, 27

Support

Self-help resources, 58

Submit a request, 58

## T

Tab

Correspondents, 37

Group, 37

Options, 38

Output, 40

Period, 36

Selection, 36

## U

Upgrade

Database, 24

Favorites and report option files, 25

## W

Wizard

Configuration, 26, 28, 30

Report, 36