Quest® MessageStats® 7.7.2

Reports User Guide

Legend

WARNING: A WARNING icon indicates a potential for property damage, personal injury, or death.

CAUTION: A CAUTION icon indicates potential damage to hardware or loss of data if instructions are not followed.

IMPORTANT NOTE, **NOTE**, **TIP**, **MOBILE**, or **VIDEO:** An information icon indicates supporting information.

MessageStats Reports User Guide
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Viewing, Creating, and Editing MessageStats Reports

Introducing MessageStats Reports

MessageStats has a separate web-based reporting component called MessageStats Reports. MessageStats Reports provide a collection of configured (stock) reports that allow report consumers to view data across an organization.

You can change report parameters using the standard report filters, and additionally, the Quick Filters. You can also create customized reports, using the Web Report Wizard, based on any data source available in your MessageStats database.

This section provides information about how to use the MessageStats Reports. It explains how to create custom reports and graphs, how to export reports and graphs, and how to set up automatic subscriptions to post reports or email them on a regular schedule.

MessageStats Reports include the following features:

- The Web Report Wizard allows you to configure and generate reports, and provides report parts that you can add to and arrange on reports.
- The Graph Wizard allows you to create custom graphs from the data sources that you select.
- Predefined role-based security settings allow you to control who can view reports and create custom reports.
- A subscription service allows you to deliver reports through email, web sites, file shares, or ftp (file transfer protocol) site.
- Tooltips that display when you hover over column headings or over items in graphs can reveal detailed information.

Using the console, you can perform the following tasks:

- Group, insert, append, remove, and sort fields on reports. Quick Filters allow you to change report parameters quickly and easily to focus your report.
- Display report data in bar graphs, line graphs, and pie charts.
- Export or email entire reports in Microsoft Excel, text (as either comma-separated values or tab-separated values), XML, as a Word file, in HTML, or MHTML.
- Select portions of reports, such as columns or rows, and export the selections or send by email. You can also select a graph or chart to export it or send it by email.

To access MessageStats Reports

- Select **Start | Programs | Quest | MessageStats | Quest MessageStats Reports**.

  - OR -

  Click the **MessageStats Reports** node in the treeview of the MessageStats Console.

  - OR -

  Open the reports web site using Internet Explorer or another browser.

  You can run MessageStats Reports using the Start menu only if the MessageStats Console and MessageStats Reports reside on the same server.

Types of Reports

MessageStats Reports hosts two types of reports:

- stock reports
- custom reports

Stock Reports

Stock reports are specific to MessageStats, and are delivered with the product. For information about stock reports, see About MessageStats Reports on page 16.

Subscriptions allow you to generate reports on a regular schedule. You can set up email notifications that either link to the reports or include attachments that contain actual report data. For information, see Configuring Report Subscriptions on page 38.

Custom Reports

You can create custom reports using the Web Report Wizard. You can build your own reports based on existing data sources. You can select fields, filters, format, grouping, and sorting options. Custom reports can be edited, depending on your security permissions within MessageStats Reports.

For information about the Web Report Wizard, see Creating Custom Reports on page 17.

Report Graphs

MessageStats Reports provides graphing capabilities in many of the available reports. Where graphs are available, the number of servers and the date periods you select result in the following graphing model:

Table 1. Displayed graphs are determined by selected filters.

Desired Content	Graph Parameters	Result
Information within one server.	1 server, 1 day	Pie graph
Comparison between two or more servers.	N servers, 1 day	Bar graph
Trends for one server over two or more days.	1 server, N days	Line graph
Trend comparing two or more servers over two or more days.	N servers, N days	Line Graph

You can also create custom graphs to supplement the graphs and charts available in the existing MessageStats reports. For more information, see Creating Custom Graphs on page 23.

Report Fields

Each report provides field descriptions in the tooltips text for the report columns. If you right-click a column heading, you can insert additional fields in the report.

You can also select the Information button to view the filters, report parts, and data sources that are used in the report. This feature is useful in determining the data sources you might want to use in creating a custom report. For details about the Information page, see Viewing Report Information on page 15.

Using the Reports Console

The MessageStats Reports console allows you to browse the existing MessageStats Reports and navigate to the reports you need. Use the File menu commands to create new reports or save report settings, and view report settings for a particular report.

You can also export data from reports into a specified format or you can send a report by email using File menu commands.

- File Menu Commands
- Browsing Reports
- Configuring Report Parts
- Creating Custom Reports
- Creating Custom Graphs
- Configuring Report Subscriptions

Using the Toolbar Buttons

The following table describes the toolbar buttons at the top of the MessageStats Reports home page. Different buttons are available depending on your location within MessageStats Reports.

Table 2. Using the reports toolbar.

Icon	Function
	Returns you to the MessageStats Reports home page.
	Allows you to go up one level in the report structure.
	Accesses the file menu, which includes the following options: New Custom Report, New Folder, Save, Save As, Save Report Settings, Send to, Export, Subscriptions, and Set Filter Defaults.
	Opens the Web Report Wizard so you can edit a custom report.
	Opens the Printer dialog box to allow you to print the report that you are viewing.
	Shows you a preview of the printed report.
	Closes the preview window.
	Shows the Help for the reporting component.

File Menu Commands

Different commands are available on the File menu depending on what you are displaying within MessageStats Reports.

The options available on the File menu are limited by certain Web Reports security roles. For information, see Setting Security on page 35.

If you click **File** , the following menu options are available:

Table 3. Commands available from the File menu.

Option	Description
New	**New Custom Report** Opens the Web Report Wizard to allow you to create the new report. For information, see Creating Custom Reports on page 17. **New Custom Graph** Opens the Graph Wizard to allow you to create a custom graph. For information, see Creating Custom Graphs on page 23.
New Folder	Opens the New Folder dialog box. When you name the new folder, the application places the folder as a subfolder of the currently selected folder. If you want to add a folder to the main navigation tree, the Home node should be selected before you create the new folder.
Save	Saves the changes, such as new sorting criteria, that you have made to an existing report. If you save reports to a node other than the My Reports node, the reports appear in alphabetical order under the pre-configured MessageStats Reports.

Table 3. Commands available from the File menu.

Option	Description
Save As	Saves the changes you have made to an existing report, but gives you the option to change the report name or location. If you save reports to a node other than the My Reports node, the reports appear in alphabetical order under the pre-configured MessageStats Reports.
Save Report Settings	Allows you to save the current report settings, including filters, and create a shortcut for the selected report. For more information, see Using Save Report Settings on page 34.
Send to	Allows you to send the currently displayed report by email to the address that you specify. You can specify the format. You can also select rows or columns within a report, right-click and use the Send Selection option to email portions of a report. Also you can click on a graph or chart, right-click and use the Send Selection option to email the graph or chart.
Export	Allows you to export the report content into one of the following formats: Microsoft Excel Text (as comma separated values) Text (as tab separated values) XML Word File HTML MHTML You can also drag to select specific rows or columns and export only the selected portions. For more information about exporting reports, see Exporting Reports on page 12.
Subscriptions	Opens the Subscriptions Page. For more information, see Configuring Report Subscriptions on page 38.
Set Filter Defaults	Opens the Configure Filter Defaults dialog box. You can set the default operator and values for a particular parameter in all reports that have a filter on that parameter. For more information, see Setting Filter Defaults on page 12.
Administrative Options	Used to specify the SMTP mail server that is used to send report subscriptions and the name to appear in the originators field. Also contains an option that allows you share your custom report definitions with another MessageStats reports server. You can upload custom reports to another server or downloading them from another server.

Sending Reports by Email

You can use the Send to function on the File menu to send an entire report by email.

You can also select portions of a report and send only the selected columns or rows as an attachment or embedded in the email. You can also send a selected chart or graph.

To email selected portions of a report

1. Click and drag to select the rows or columns in the displayed report.
2. Right-click and select **Send Selection To**.
3. Select the format you want.
4. Enter the email address in the To field and enter any text in the Subject and Message sections.
5. Click **OK**.

You can click to select a chart or graph and right-click to use the Send Selection option to email the selection as a bitmap attachment or as an embedded bitmap in an email. If you select a format such as Excel or text, the raw data used to create the graph is sent.

Exporting Reports

Exporting reports allows you to save reports to a format which can serve several purposes:

- You can further analyze the data in a third party application, such as Microsoft Excel.
- You can share information with users who need the data in different formats for presentation, such as HTML or Microsoft Word.
- You can use the exported data as input data into other applications, such as SAP.

The export functionality allows you to do one-time report exports. If you want to schedule the regular creation of exported reports, use the Subscription functionality. For more information, see Configuring Report Subscriptions on page 38.

Exporting Part of a Report

In addition to exporting an entire report using the Export function on the File menu, you can also export selected portions of a report.

To export selected portions of a report

1. Click and drag to select the rows or columns in the displayed report.
2. Right-click and select **Export Selection**.
3. Select the format you want.
4. Navigate to the location where you want to save the file, enter a name in the File Name field, and click **Save**.

You can click to select a chart or graph and right-click to use the Export option to export the graph. If you select a format such as Excel or text, the raw data used to create the graph is exported.

Setting Filter Defaults

Use the Set Filter Defaults functionality to set the default operator and values for Date, and Organization filters. The values that you set for these filters will appear on all reports that have Date and Organization filter options.

To set filter defaults

1. Select the **MessageStats Reports** node.
2. Select **File | Set Filter Defaults**.
3. Set the default value for the following filter options:

Table 4. Default filter options for all reports.

Option	Description
Date	The Date option allows you to set a default date parameter (such as This Week) for all reports that contain a Date filter. It is recommended that you do not set absolute dates.
Organization	You can set the default Exchange organization for all reports that contain an Organization filter.

4. Click **OK** to apply the defaults.

The filter defaults appear in the filters page for all reports. Default filters do not apply to saved Custom Reports.

Browsing Reports

There are several ways to navigate and access the reports:

- Toolbar buttons provide navigation functionality, as well as edit and preview custom reports, access the File menu, and print the current report. For information, see Using the Toolbar Buttons on page 9.
- Treeview is used to navigate through report branches. For information, see Using the Treeview on page 13.
- Listview displays a description of all the reports within a folder. For information, see Using the Listview on page 13.
- Linked reports allow you to drill down from summary report into a detailed report based on a link on a data result. For information, see Using Linked Reports on page 14.
- Parts are standard report components containing text-based information and graphs that you can include in certain reports. For information, see Configuring Report Parts on page 15.
- The Information button allows you to view the groupings, filters, and field descriptions for your selected report. For information, see About MessageStats Reports on page 16.

Using the Treeview

MessageStatsReports uses a treeview as its main navigational tool. The treeview contains folders that expand to reveal subfolders and reports.

When you select a folder from the treeview, descriptions and links to the reports in the folder are displayed in the right pane in a file-based format. If you expand the treeview, you can also select a report directly.

Folders are used to group the reports about different aspects of your Exchange environment and messaging traffic.

When you click on a report, the contents appear in the right pane.

Depending on your security role, you may not be able to see some of the branches of the treeview.

Using the Listview

MessageStats Reports uses a listview model to display the available reports. When you select a folder from the treeview, the contents of the folder are displayed in the right pane in a file-based format.

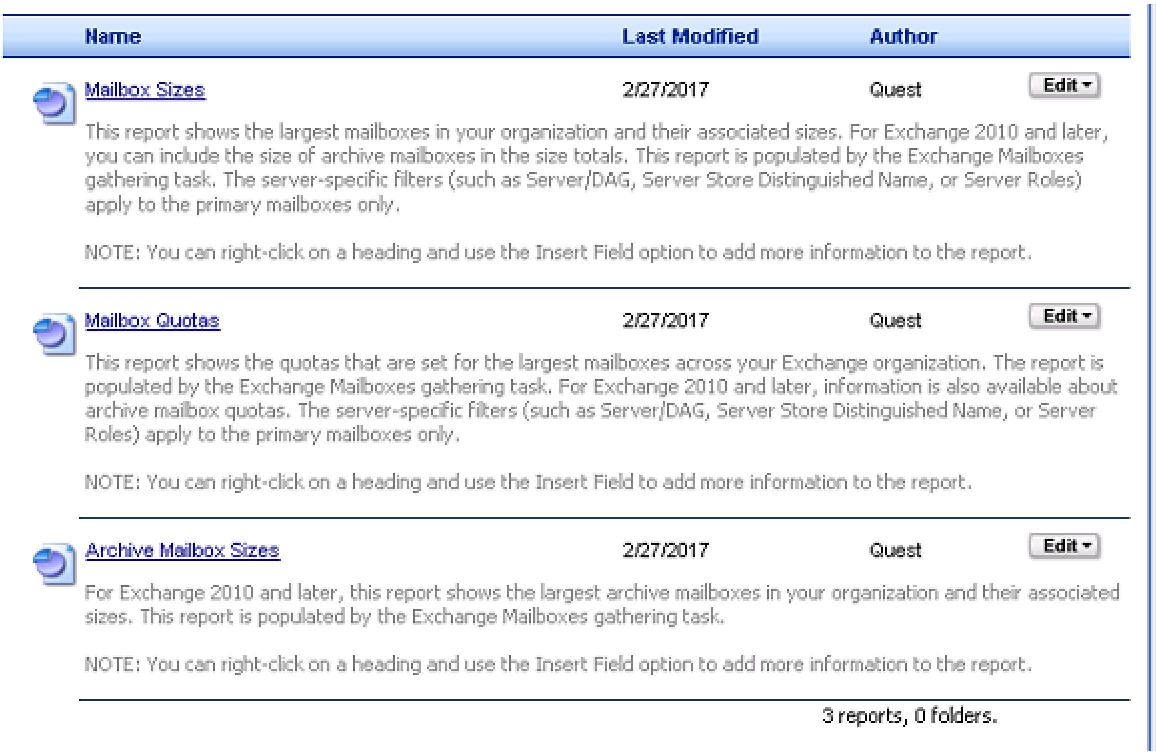


Table 5. What Information Is displayed on the reports listview?

Element	Description
Folder Icon	Reveals the subfolders and files contained within the folder.
Report Icon	Displays the report in the right pane.
Name	Displays the title of the report. The title is a hyperlink that you can click to display the report in the right pane.
Last Modified	Displays the date stamp of the last time the report was modified.
Author	Displays the name of the report author. For reports that are supplied with the MessageStats application, the Author is blank. For Custom reports that you create, the report author is displayed.
Report Description	Displays a description of the report, if applicable.
n reports, n folders.	Indicates the number of reports and subfolders in the main folder.
Edit	Displays the Edit menu. For information, see Using the Edit Button on page 31.

Using Linked Reports

There are hyperlinks on some pages that allow you to penetrate deeper into the report content. Some links join two reports in the treeview, while other links move from a report in the treeview to a report that does not appear in the navigation tree.

To access a linked report

1. Select a report from the navigation tree.
2. Select the filters and click **Apply Filters**.
3. Review the rendered report to determine if there are links to more detailed information.
4. If links are available, click the link you want.

Viewing Report Information

Located at the lower-right of each report, there is an Information button. Select the button to view the filters, report parts, and data sources that are used in the report.

The following illustration shows an example of report information:

The following information is available:

- **Report Options** include default filters and sort keys, as well as any quick filters and sort keys you selected using the Quick Filter options.
- **Report Details** include a list of the report parts (tables and graphs) that comprise the report. This section also shows a list of the data sources and all the fields (and the field descriptions) that are used.

By determining the parts and data sources that comprise a standard report, you can use the information to create custom reports or custom graphs that show similar information, but with changes or additions to meet your own needs.

For information about custom reports, see Creating Custom Reports on page 17. For information about custom graphs, see Creating Custom Graphs on page 23.

Configuring Report Parts

Parts are report components that contain either text-based tabular information (tables) or graphs that you can include in certain reports. You can select the parts that you want to include in a report and the order in which they appear.

To configure report parts

1. Select the **My Reports** node in the treeview, and click **Configure Parts**.
2. Select the report parts you want in the Part Library pane and click **Add**.

When you select a report part, the part definition is displayed below the Part Library pane. The parts you add are displayed in the Configured Parts pane. Rearrange the parts in the Configured Parts list by selecting a part and clicking the Up or Down button.

3 Select a part in the Configured Parts pane and click **Configure** to select the settings for each part.

   a To have each part separated by a blue header line that contains the part name and description, select **Show Part Header**.

4 Enter the settings for the part and click **OK**.

5 Click **OK** to generate your report.

To remove report parts

1 Select the **My Reports** node from the treeview, and click **Configure Parts**.

2 Select the report part in the Configured Parts pane and click **Remove**.

3 Click **OK** to generate your report.

About MessageStats Reports

MessageStats Reports provide a series of stock reports that provide a view of your Exchange messaging environment. The reports are grouped as follows:

- **My Reports** contain the custom reports that you have created and saved. For information, see My Reports and Corporate Reports on page 46.
- **Corporate Reports** contain reports that provide a high-level overview of your messaging environment such as Exchange. For information, see My Reports and Corporate Reports on page 46.
- **Executive Summaries** contain high-level reports that can flag information that you may want to investigate. For information, see Exchange Executive Summaries Reports on page 48.
- **Organizations** contain organization-level information such as message subject auditing and department-level information. For information, see Exchange Organizations Reports on page 53.
- **Servers** contain reports that show email usage in your Exchange organization from a server perspective. For information, see Exchange Server Reports on page 57.
- **Content Analysis** contain reports that show detailed item count and volume information for the items in public folder databases and mailbox databases. For information, see Exchange Content Analysis Reports on page 64.
- **Mailboxes** contain reports that show the email usage in your Exchange organization from a mailbox perspective. For information, see Exchange Mailboxes Reports on page 70.
- **Mail Contacts** contain reports about the users who use mail contacts most often in your organization. For information, see Exchange Mail Contacts Reports on page 81.
- **Distribution Groups** contains reports about distribution group usage. For information, see Exchange Distribution Groups Reports on page 83.
- **Public Folders** contains reports that provide information about public folder infrastructure and usage. For information, see Exchange Public Folders Reports on page 85.
- **Storage** contains reports that show the free space and storage space in your Exchange environment. For information, see Exchange Storage Reports on page 87.
- **Internet** contains reports that show information about activities between your Exchange environment and the Internet. For information, see Exchange Internet Reports on page 89.
- **Inventory** contains reports that allow you to review the components of your Exchange environment. For more information, see Exchange Inventory Reports on page 93.

- **Migration** contains reports that can be useful when you are planning to migrate mailboxes to a newer version of Exchange, or from a different messaging platform to Exchange. For more information, see Migration Reports on page 103.
- **MessageStats** contains reports about MessageStats configuration and gathering status. For information, see MessageStats Gathering Reports on page 111.

Creating Custom Reports

MessageStats also allows you to create new custom reports to supplement the existing MessageStats Reports. The Web Reports Wizard facilitates the creation of custom reports.

You must have the appropriate security role, Report Author or higher, to create new reports. For more information, see Setting Security on page 35.

The Web Report Wizard consists of several pages. You do not have to access the pages in order. To access a specific page, select it on the list of pages on the left side of the Web Report Wizard

To access the Web Report Wizard

- Select **File | New | Custom Report**.

  \- OR -

  Right-click in the treeview and select **New Custom Report**.

  The Web Report Wizard home page is displayed.

  From this page, you can select the information that you want to include on your report. When creating a custom report, you can select the following options:

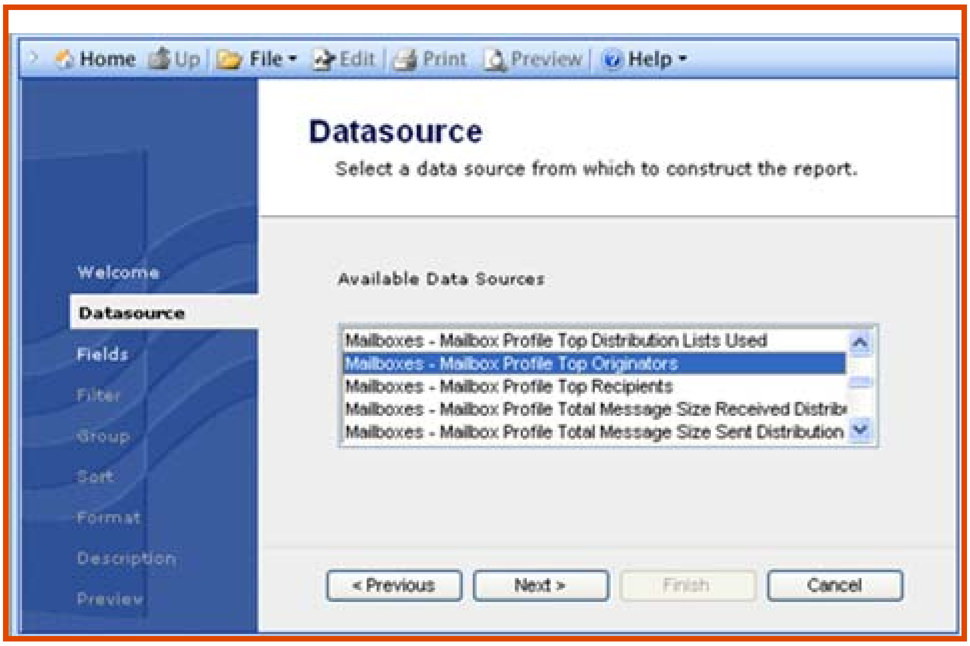
  - Datasource
  - Fields
  - Filter
  - Group
  - Sort
  - Format
  - Description

Selecting a Data Source

First you select the source of the data for the report.

To access the Datasource page

- Click **Next** on the Welcome page of the Web Report Wizard.



When you select a data source, the description of the data source appears under the Available Data Sources list.

Determining Which Data Sources You Want

If you are creating a report that is similar to one of the standard reports, you can view the data sources for a standard report and incorporate them into your custom report.

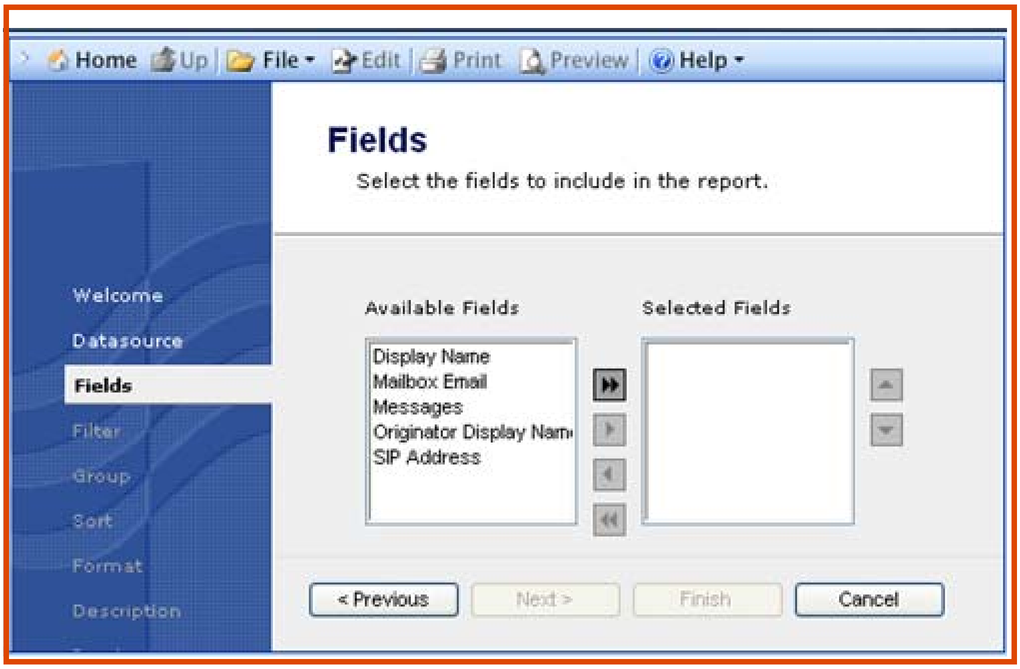
To view the data sources in a standard report

- Display the report and click the Information button in the bottom right corner.

Selecting Fields

To access the Fields page

- Click **Next** on the Datasource page of the Web Report Wizard.



To select fields for your custom report

1. Select the fields you want to include from the Available Fields list.
2. Click the arrow button to move the fields to the Selected Fields list.
3. Click **Next** to proceed to the Filter page.

   \- OR -

   Select the page you want to use from the list on the left side of the page.

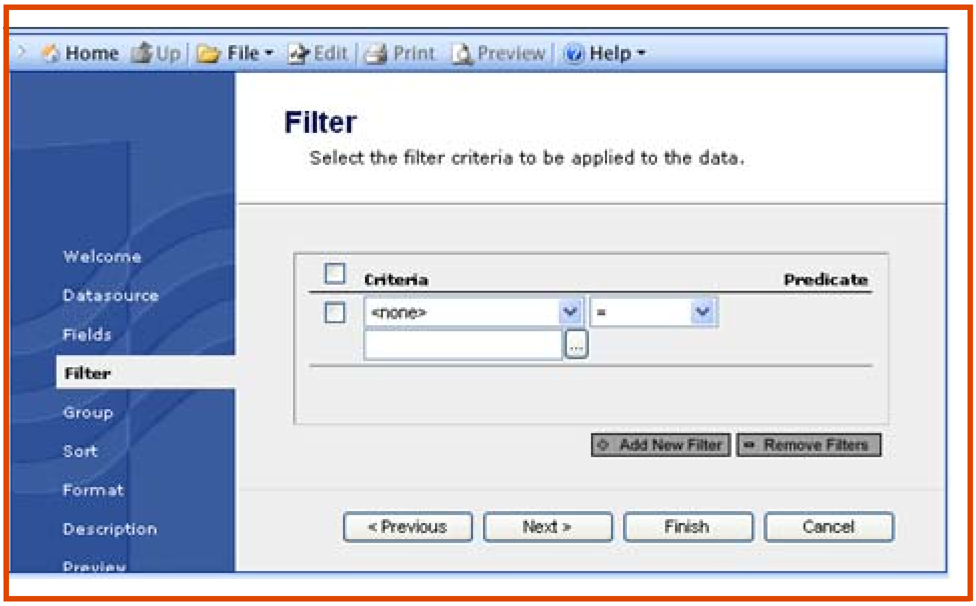
   \- OR -

   Click **Finish** to create the custom report.

Specifying the Filters to Apply

To access the Filter page

- Click **Next** on the Fields page of the Web Report Wizard.



To select filter criteria for your custom report

1 Select a field from the list.

By default, this field is <none>.

2 Select a parameter from the list.

Parameters appear in the list based on the field that you select.

3 Select a value from the list.

4 Click **Add New Filter** to define additional filters.

5 Indicate the predicate using the list.

6 Repeat steps 1 through 5 as applicable.

To remove filter criteria from your custom report

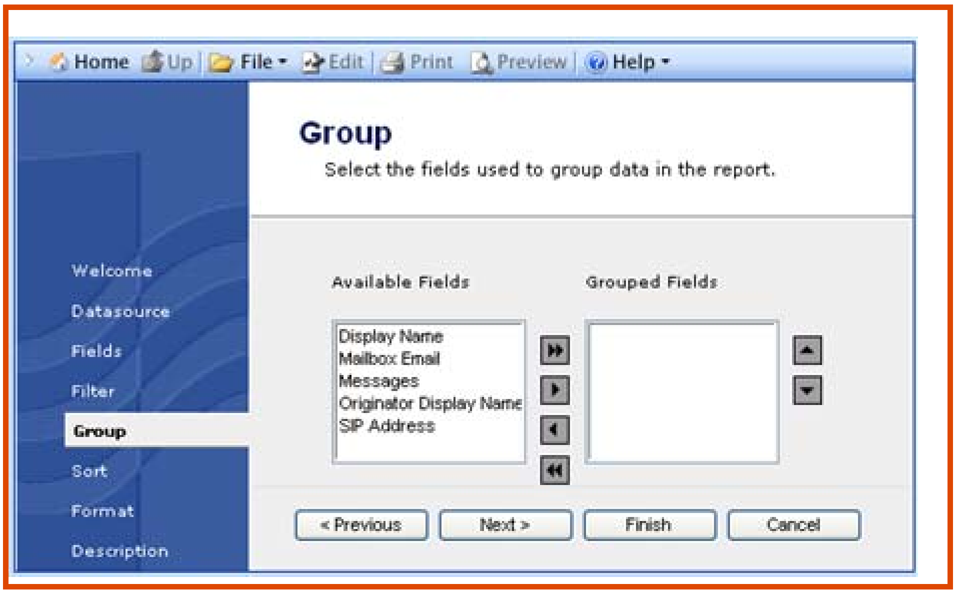
1 Select the check box beside the filter you want to remove.

2 Click **Remove Filters**.

Grouping the Data

To access the Group page

- Click **Next** on the Filter page of the Web Report Wizard.



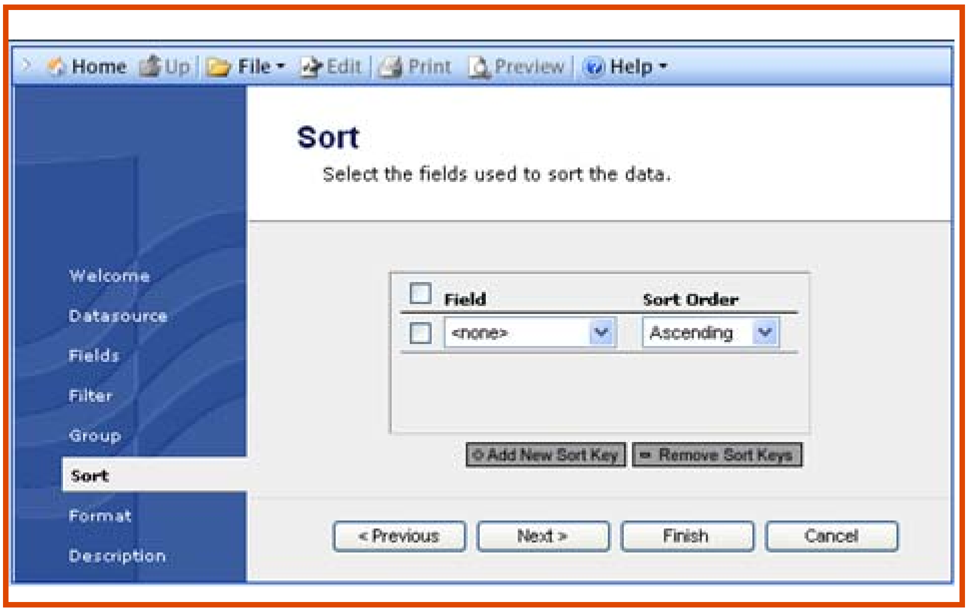
To select grouping options for your custom report

1. Select the fields you want to use for grouping from the Available Fields list.
2. Click the arrow button to move the fields to the Grouped Fields list.

Specifying the Sort Order

To access the Sort page

- Click **Next** on the Group page of the Web Report Wizard.



To sort your custom report

1. Select the field you want to use as your sort key from the list.
2. Select the sort order from the list.
3. Click **Add New Sort Key** to define additional sort keys.

4 Repeat steps 1 through 3 as applicable.

To remove sorting from your custom report

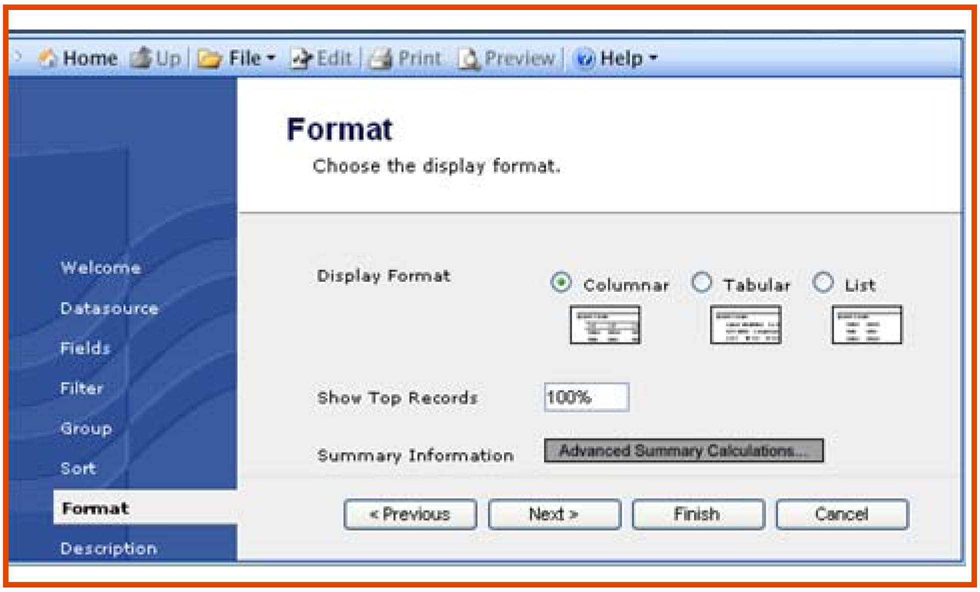
1 Select the check box beside the sort key you want to remove.

2 Click **Remove Sort Keys**.

Selecting the Report Format

To access the Format page

- Click **Next** on the Sort page of the Web Report Wizard.



To format your custom report

1 Select the appropriate Display Format.

2 Click **Advanced Summary Calculations** to have summary information on your report.

See the section that follows for information about using advanced summary calculations.

3 Select **Paginated** to paginate the report.

Paginated reports display faster than nonpaginated reports.

4 Select the Date/Time Display.

5 Select the **Show quick filter bar** check box to display quick filters at the bottom of the custom report.

Using Advanced Summary Calculations

The Advanced Summary Calculations option allows you to select appropriate summaries for your report. You can only select summary calculations that are appropriate to the selected field type.

For example, you cannot select Total for a date field type, nor can you select Average for an alpha-numeric field type.

To set Advanced Summary Calculations

1 Click **Advanced Summary Calculations** on the Format page.

2 Select the appropriate summary calculation check boxes.

3 Click **OK**.

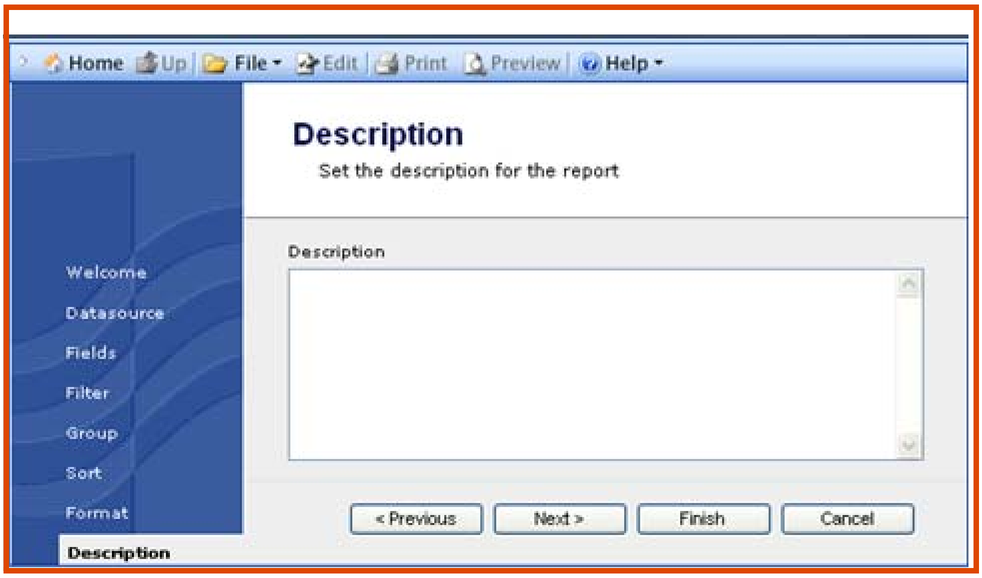
To view a detailed report, select the **Show detail records** check box. Otherwise, the result is a summary report.

Entering a Report Description

The report description should be meaningful so that the report can be easily identified when it is listed under My Reports.

To access the Description page

- Click **Next** on the Format page of the Web Report Wizard.



To enter a description for your custom report

- Enter a report description in the box.

Previewing the Report

To access the Preview page of the Web Report Wizard

- Click **Next** on the Description page of the Web Report Wizard.

You can preview the way your report looks at any time during the creation of the report. Preview information changes depending on the criteria and formatting you select for your report.

Creating Custom Graphs

You can use the MessageStats Graph Wizard to create custom graphs to supplement the graphs and charts available in the existing MessageStats reports.

The Graph Wizard allows you to create bar charts and stacked bar charts, pie charts, XY graphs, and XY stacked area graphs. You select the data source and choose the fields that are used for the statistical data values, the category labels, and the series labels.

The Graph Wizard contains several pages that support selection of the graph type, data source, and fields to be used to create the custom graph. You can also apply filters and select sorting options. Follow the wizard pages by selecting the Next button, or select the pages you need from the list in the left pane.

The Preview page is useful to show what the graph will look like. To make adjustments, you can return to various wizard pages by selecting the Previous button or selecting the specific page from the left pane. The Preview page then shows the updated graph.

When you are satisfied with the graph, select the Finish button to create the final version. Save the graph using the File | Save command.

Bar Charts

Bar charts are useful for comparing data. They are also used to compare values across categories or to compare the contribution of each value to a total across categories (for example, stacked bars).

Pie Charts

Pie charts are useful for viewing proportions or percentages. They visually represent the contribution of each value to a total sum of data, or the component parts of a whole. A pie chart is used to show how a part of something relates to the whole.

XY or Line Graphs

A line graph is used to show continuing data; how one thing is affected by another. This kind of graph is used to show the effect of an independent variable on a dependent variable. Line graphs are useful for determining trends.

For more information, see the following sections:

Using the MessageStats Graph Wizard on page 24

Guidelines for Creating Bar Graphs on page 26

Guidelines for Creating Pie Charts on page 27

Guidelines for Creating XY Graphs on page 29

Using the MessageStats Graph Wizard

The Graph Wizard consists of several pages. Primarily you select the graph type, the data source, and the fields that are used to create the graph. You do not have to access the pages in order. To access a specific page, select it on the list of pages on the left side of the Graph Wizard.

To create a custom graph, you can select the following options:

- Datasource
- Graph Type
- Fields
- Filter
- Sort
- Format
- Description

For date-based data sources, you must select a filter to limit the date range (or leave the default value). You set a filter for date-based data sources to improve performance when creating a graph.

Determining Which Data Sources You Want

If you are creating a graph that is similar to a graph in one of the standard reports, you can view the data sources for the standard report and incorporate them into your custom graph.

To view the data sources in a standard report

- Display the report and click the Information button in the bottom right corner.

To access the Graph Wizard

- Select **File | New | Custom Graph**.

  - OR -

  Right-click in the treeview and select **New Custom Graph**.

To create a custom graph

1. Select the type of graph that you want:
   - Bar chart
   - Stacked bar chart
   - Pie chart
   - XY graph
   - XY stacked graph
2. Select the data source for the graph.
3. Select the fields that should be used as data values, category labels, or series labels to generate data for the graph.

   After you have selected the data sources and fields, you do not have to click **Next**. Optionally, you can
   - Select the page you want to use from the list on the left side of the page.

     - OR -
   - Click **Finish** to create the custom report.
4. Optionally, select filter criteria to limit the results that are used to create the graph.
   - To add a filter, click **Add New Filter**.
   - To remove a filter, select the check box beside the filter and click **Remove Filters**.

   The Date filter is always selected. The default value is “last week”. You can override the Date default value to select a different time period but you cannot remove the date filter.
5. Select the order in which the data should be displayed.
6. Specify the format details, such as the axis titles and whether the data used in the graph is also included as a table. To include a table with the graph, select **Show Data**.
7. Enter a description for the graph.
8. Click **Preview** to display the resulting graph.
9. If there are no changes, click **Finish**.
10. Select **File | Save**.
11. Enter a name for the report and save it to the My Reports folder.

Guidelines for Creating Bar Graphs

The following guidelines apply when creating bar graphs and stacked bar graphs using the Graph Wizard.

To plot a bar graph, you must, at a minimum, select fields for the following:

- One data value and one category label

  - OR -

- Two or more data values

General Rules for Bar Graphs

The following are general rules that apply when you create a bar graph:

- Fields selected as category labels are used to label the bars on the vertical axis.
- Fields selected as series labels are used to determine the color of the bar and the caption in the graph.
- Data values determine the size of a particular bar. The fields that you select should reflect statistical values.
- You can select one data value and one series label, or you can select two or more data values. However, you cannot select multiple data values and a series label.

Examples of Valid Axis Selections for Bar Graphs

In the first three examples, the selected data source is Servers - Server Activity Totals. In the fourth example, the data source is Storage - Exchange Database Summary.

Table 6. Examples of valid selections for bar charts.

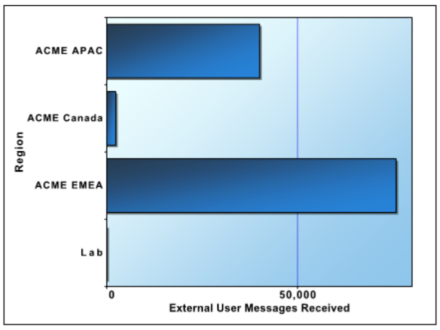
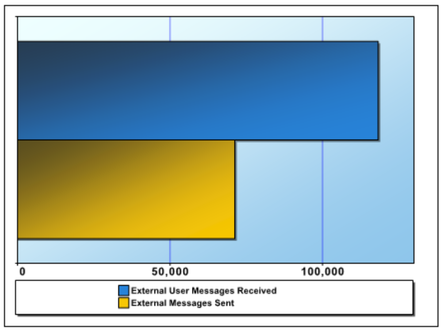
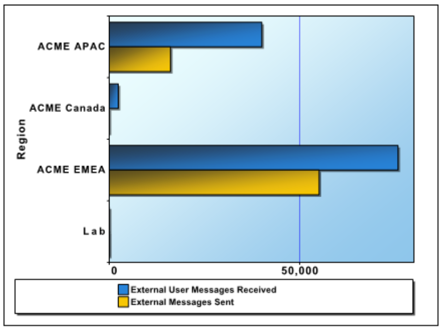
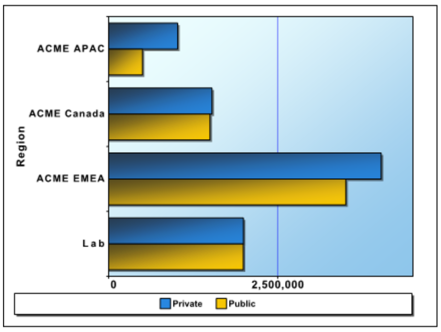
Axis Selection	Results	
One data value One category label	The values of field selected for the category label is used to label each bar in the bar graph. In this example, the following data source and fields (values) were used: **Datasource:** Servers - Server Activity Totals **Data Values:** External User Messages Received **Category Labels:** Region	
Two or more data values	Each field selected provides data for a bar. In this example, the following data source and fields (values) were used: **Datasource:** Servers - Server Activity Totals **Data Values:** External User Messages Received External Messages Sent	

Table 6. Examples of valid selections for bar charts.

Axis Selection	Results	
Two or more data values One or more category labels	The fields selected as the category labels are used to categorize the values on the vertical axis. Each category has a bar for each data value. The legend title contains the field display-name. In this example, the following data source and fields (values) were used: **Datasource:** Servers - Server Activity Totals **Data Values:** External User Messages Received External Messages Sent **Category Labels:** Region	
One data value One category label One series label	The value of the category label determines the groups of bars. The value of the series label determines the color of the bar, and the legend label. The following data source and fields (values) were used: **Datasource:** Storage - Exchange Database Summary **Data Values:** Database Size (MB) **Category Labels:** Region **Series Labels:** Database Type All the blue bars are mailbox databases, and yellow are public folder databases.	

Guidelines for Creating Pie Charts

The following guidelines apply when creating pie charts and multi-pie charts using the Graph Wizard.

To create a pie chart, you must, at a minimum, select fields for the following:

- One data value and one category label

  - OR -

  Two or more data values

General Rules for Pie Charts

The following are general rules that apply when you create a pie chart:

- Data values determine the relative size of wedges in each pie.
- Fields selected as series labels determine the color of the pie wedge, and what information is displayed in the legend of the pie chart.

- You can display multiple pies within a pie chart by selecting a Multi-Pie Selection field, or by selecting two or more data values and at least one series label. The values of the Multi-Pie Selection field determine to which pie a particular data value belongs.

Examples of Valid Axis Selections for Pie Charts

In the first three examples of pie charts, the selected data source is Mailboxes - Mailbox Activity Details. In the fourth example, the data source is Storage - Exchange Database Summary.

Table 7. Examples of valid selections for pie charts.

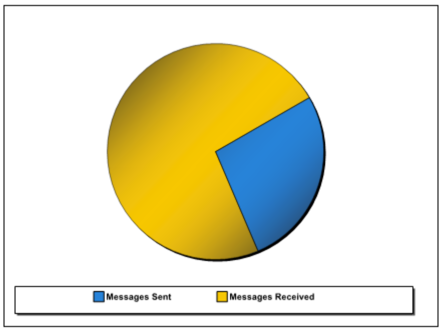
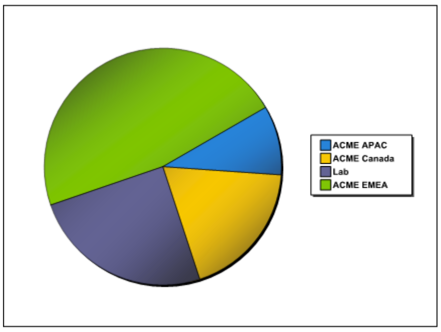
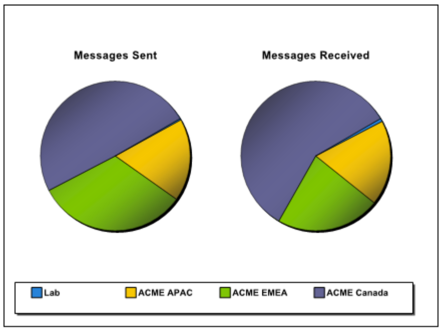
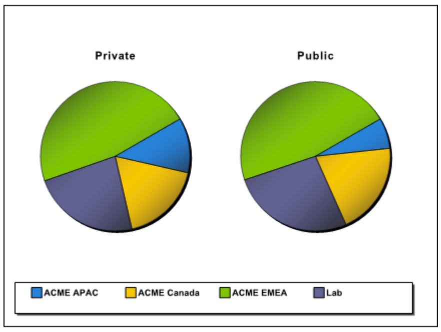
Axis Selection	Results	
Two or more data values	Each field provides data for a pie wedge. The value of the data labels determine the color of the wedge, and the legend label. The following data source and fields (values) were used: **Datasource:** Mailboxes - Mailbox Activity Details **Data Values:** Messages Sent Messages Received	
One data value One series label	The value of the series label is used to associate data values with a particular pie wedge. There is one pie wedge for each series value. The following data source and fields (values) were used: **Datasource:** Mailboxes - Mailbox Activity Details **Data Values:** Messages Sent **Series Labels:** Region	

Table 7. Examples of valid selections for pie charts.

Axis Selection	Results
Two or more data values One series label	The value of the series label is used to associate values with a particular pie wedge. There is one pie for each data value. The following data source and fields (values) were used: **Datasource:** Mailboxes - Mailbox Activity Details **Data Values:** Messages Sent Messages Received **Series Labels:** Region 
One data value One series label One Multi-Pie Select field	The values of the Multi-Pie Select field determine on which pie to plot the values. The value of the series label determines with which pie wedge the data values are associated. In this example, the following data source and fields (values) were used: **Datasource:** Storage - Exchange Database Summary **Data Values:** Database Size (MB) **Series Labels:** Region **Multi-Pie Select:** Database Type 

Guidelines for Creating XY Graphs

The following guidelines apply when creating XY graphs and XY stacked area graphs using the Graph Wizard.

To generate an XY or stacked area graph, you must, at a minimum, select fields for the following:

- one X-axis (horizontal) value
- one Y-axis (vertical) value

General Rules for XY Graphs

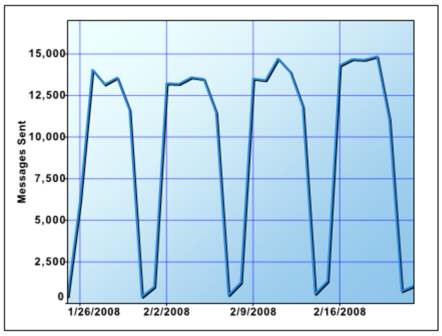
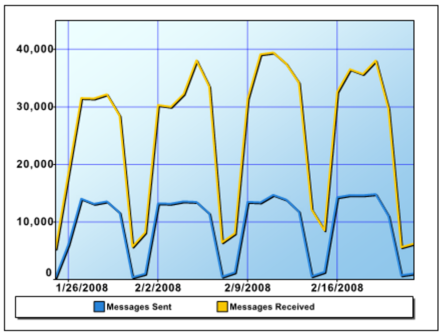
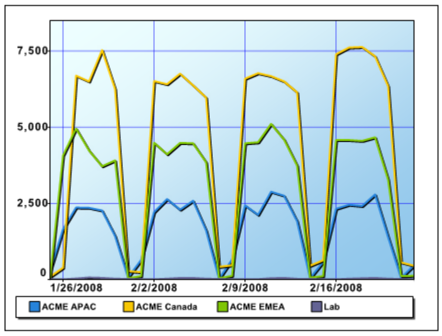
The following are general rules that apply when you create a XY graph:

- The X and Y values determine successive points on a line.
- In most cases, the X-axis value is a date or time field.
- The series label values determine with which line the point is associated.

Examples of Valid Axis Selections for XY Graphs

In the XY graph examples, the data source is Mailboxes - Mailbox Activity Details.

Table 8. Examples of valid selections for XY graphs.

Axis Selection	Results	
One X-axis value One Y-axis value	The X-Y data points plot successive points on a line. The following data source and fields (values) were used: **Datasource:** Mailboxes - Mailbox Activity Details **X-axis Values:** Date **Y-axis Values:** Messages Sent (The data is filtered for last month.)	
One X-axis value Two or more Y-axis values	Each Y-axis value is plotted on a separate line, against the supplied X-axis value. The following data source and fields (values) were used: **Datasource:** Mailboxes - Mailbox Activity Details **X-axis Values:** Date **Y-axis Values:** Messages Sent Messages Received (The data is filtered for last month.)	
One X-axis value One Y-axis value One series label	The X-Y values are plotted as lines. The value of the series label determines with which line a point is associated. The following data source and fields (values) were used: **Datasource:** Mailboxes - Mailbox Activity Details **X-axis Values:** Date **Y-axis Values:** Messages Sent **Series Labels:** Region (The data is filtered for last month.)	

Editing Reports

You can modify both the configured MessageStats Reports and any custom reports that you create using edit and grouping functionality. You can edit reports in the following ways:

- Using the Edit button on the report listview
- Selecting filters before rendering a report
- Using the Quick Filter Bar at the bottom of the report

- Using Save Report Settings to retain the filters, sort and grouping options, and any other modifications that you have made to a report, to facilitate the creation of subsequent reports with the same settings.
- Using the column headers on the reports to change grouping and sorting options
- Using the Edit menu on the toolbar to launch the MessageStats Reports Wizard

The following table describes the extent of editing for each type:

Table 9. Editing Options for Reports.

Type	Description
Edit Button	Allows you to copy the report to a different destination folder, move the report to a different location, rename or delete the report, or edit the report description.
Filters	Allows you to restrict the report content to specific information before the report is rendered.
Quick Filter Bar	Allows you to change filter options and regenerate the report. For more information, see Using Quick Filters on page 32.
Column Header	Allows you to add or remove fields in the report, and change group and sort options. For more information, see Changing Grouping OptionsChanging Grouping Options on page 34.
Edit Menu	Opens the Web Report Wizard to allow you to customize or modify an existing report.

Using the Edit Button

An Edit button is located at the right side of each folder and report in the file-based model. The commands available on the Edit button differ depending on whether the Edit button is accessed from a folder or a report.

For folders, the following commands are available:

Table 10. Folder-Level Edit Options.

Command	Description
Copy To	Opens a dialog box for you to define the destination of the copied folder.
Move To	Opens a dialog box for you to define the destination of the moved folder. After the report is moved to the new location, the original is deleted.
Rename	Opens a dialog box for you to rename the selected folder.
Delete	Prompts you to verify that you want to delete the folder.
Edit Description	Opens a dialog box for you to edit the description of the folder.

For reports, the following commands are available:

Table 11. Report-Level Edit Options.

Command	Description
Copy To	Opens a dialog box for you to define the destination of the copied report.
Move To	Opens a dialog box for you to define the destination of the moved report. After the report is moved to the new location, the original is deleted.
Rename	Opens a dialog box for you to rename the selected report.
Delete	Prompts you to verify that you want to delete the report.
Modify Report	Opens the Web Report Wizard to allow you to make any changes to the selected report, and save your custom report.

Selecting Report Filters

When you select the report you want to view from the treeview, you can select filters before MessageStats renders the report. After the report is rendered, there are two ways to change the filter options:

- Select the **Show Filters** bar at the beginning of the report to change multiple filters.
- Use the Quick Filter bar at the bottom of the report to further select specific data within the resulting dataset.

If you want to save a report query with specific filters applied, select the Save Report Settings option.

To select filters for a report

1. Open the report you want to view.
2. Define a period for the report (if applicable).
3. Identify operands and criteria for the filters you want to use.

   - OR -

   Leave the default filter values.
4. Click **Apply Filters**.

To change filter settings

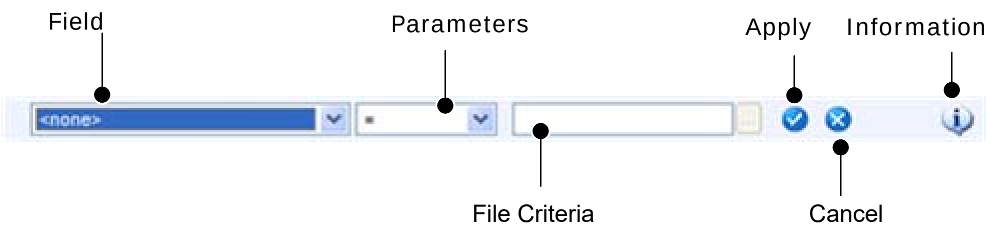
1. Click **Show Filters** at the beginning of the rendered report.
2. Delete the criteria from a filter option to remove the filter.

   - OR -

   Identify other operands and criteria for new filters you want to use.
3. Click **Apply Filters**.

Using Quick Filters

Each report can have a Quick Filter bar at the bottom of the page. This bar does not scroll with the report.



This section explains how to create a quick filter for a report. For details about the Information button, see Viewing Report Information on page 15.

When you are using the DateTime filters, time is based on UTC, not local time.

To use Quick Filters

1. Select a field from the list.
2. Select a parameter from the following list:

Table 12. Parameters available for the report quick filters.

Parameter	Available IN	Description
=	All	The field value equals the criteria value.
<>	All	The field value is not equal to the criteria value.
>	All	The field value is greater than the criteria value.
<	All	The field value is less than the criteria value.
<=	All	The field value is less than or equal to the criteria value.
>=	All	The field value is greater than or equal to the criteria value.
like	All	The field value is like the criteria value.
is NULL	All	There is no value for the criteria field.
is not NULL	All	There is any value except NULL for the criteria value.
between	All	The field value falls between the two criteria that you define.
is in	All	The field value is in the criteria that you define. When using the is in operator, you can multi-select in the Select a Value dialog box by holding down the CTRL key and clicking the items you want. The selected items appear in the edit box as a list separated by semi-colons.
not in	All	The field value is not in the criteria that you define.
last	Date, DateTime	This operator allows you to select a time interval in the form nn uu, where nn is a number and uu is a unit of time. (For example, Last 5 Weeks, Last 3 days, and so on). The time interval is based on the current time.
most recent	Date, DateTime	This operator queries the database for the most recent entry for the specified field and then uses that value to find all records with a matching value. The value depends on the content of the database and is independent of the current time. “Most recent” could potentially mean a time long past, and remain unchanged until the database is changed.
today	Date, DateTime	Today = from 12:00 AM to the current time.
yesterday	Date, DateTime	Yesterday = from 12:00 AM to 11:59 PM yesterday.
this week	Date, DateTime	Start = Sunday of current week, End = today.
last week	Date, DateTime	Start = Sunday of previous week, End = Saturday of previous week.
this month	Date, DateTime	Start = 1st day of current month, End = today.
last month	Date, DateTime	Start = 1st day of previous month, End = last day of previous month.
this quarter	Date, DateTime	Start = 1st day of current quarter, End = today.
last quarter	Date, DateTime	Start = 1st of previous quarter, End = last day of previous quarter.
Quarters start January 1, April 1, July 1, and October 1.		
year to date	Date, DateTime	This operator selects records with dates from January 1 of the current year to the current date.
contains	Description	The field value contains the specified criteria.
does not contain	Description	The field value does not contain the specified criteria.
starts with	Description	The field value starts with the specified criteria.
ends with	Description	The field value ends with the specified criteria.
does not start with	Description	The field value does not start with the specified criteria.
does not end with	Description	The field value does not end with the specified criteria.

3 Define the filter criteria.

- OR -

Define both criteria if you have selected Between as your report parameter.

4 Click .

Using Save Report Settings

Use Save Report Settings to retain the filter settings, sort and grouping options, and any other modifications that you have made to a report. You can then easily create subsequent reports with similar settings.

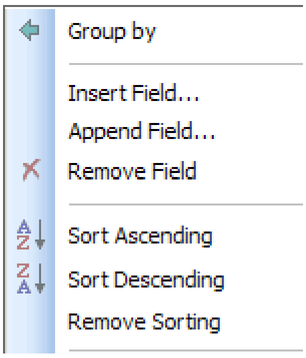
You can use the Set Filter Defaults to specify default filter parameters that apply to all MessageStats Reports. You can then modify a report to more closely meet your specific needs by setting additional filters, adding or removing report fields, and changing filter or grouping options.

When you have finished modifying a report, you can use the Save Report Settings option to save the report settings. Each time you run the report, the query uses the settings that you have identified for that report.

Changing Grouping Options

After a report is generated, you can change the grouping options for the report. Each column header provides the facility to change grouping options.

The following illustration shows the grouping options that appear when you right-click the column header. The options that appear depend on the current settings.



Initially, the same options appear regardless of which column header you select. After you change the grouping options, the list changes to reflect your current settings.

Table 13. Available options when you right-click a column heading.

Option	Description
Group By	Groups the report by the selected field.
Ungroup	Removes the grouping of the report by the selected field.
Insert Field	Adds a new field to the left of the selected field. When you select this option, a scrolling list appears for you to select the new field.
Append Field	Adds a new field to the right of the selected field. When you select this option, a scrolling list appears for you to select the new field.
Remove Field	Removes the selected field from the report.
Sort Ascending	Sorts the field in ascending order.

Table 13. Available options when you right-click a column heading.

Option	Description
Sort Descending	Sorts the fields in descending order.
Remove Sorting	Removes the sorting that you have indicated from the report.

Grouping changes you make to the sorting options for column headers are automatically reflected in the Report Information dialog box.

Setting Security

MessageStats Reports includes a flexible solution for report security which allows you to assign certain permissions to users, and enable different views of the reporting tree depending on user needs and security requirements.

MessageStats Reports supports two types of security:

- Role-based security which is inherent in MessageStats Reports. For more information, see Role-based Security on page 35.
- File-based permissions security which requires NTFS manipulation of your network. For more information, see File-System Based Security on page 37.

Role-based Security

Role-based security provides an initial layer of security for your reports. Three local security groups, each with specific permissions, are created when MessageStats Reports is installed:

- Web Report Administrators
- Web Report Authors
- Web Report Users

TAll three security groups have access to the report site and to all reports. The roles (Administrator, Author, User) provide different permissions that can restrict the ways reports can be manipulated.

The default membership to these security groups puts administrators in the Web Report Administrator role, and all other users in both the Web Report Authors and Web Report Users roles.

To customize the memberships, you can add or remove users from the default groups. You can specify which users belong to which roles by modifying their membership in these local groups. The role-based security scheme is easier to manage than the file-system permissions security scheme, as the changes to these security groups immediately affect all reports.

The following table shows the actions associated with each role:

Table 14. Security roles and associated actions.

Action	**User**	**Author**	**Administrator**
Accessing the site	✓	✓	✓
Exporting reports	✓	✓	✓
Saving report settings in My Reports folder	✓	✓	✓
Saving report settings in any folder			✓

Table 14. Security roles and associated actions.

Action	User	Author	Administrator
Creating Custom Reports		✓	✓
Saving Custom Reports in My Reports folder		✓	✓
Saving Custom Reports in any folder			✓
Creating new folders in My Reports folder	✓	✓	✓
Creating new folders in any folder			✓
Copy folders or report within My Reports folder	✓	✓	✓
Copy folders or reports to and within My Reports folder		✓	✓
Copy folders or reports to and within any folder			✓
Move folders or reports within My Reports folder	✓	✓	✓
Move folders or reports from any folder to My Reports folder			✓
Move folder to and within any folder			✓
Rename folders or reports in My Reports folder	✓	✓	✓
Rename folders or report in any folder			✓
Delete folders or reports in My Reports folder	✓	✓	✓
Delete folders or reports in any folder			✓
Edit folder descriptions in My Reports folder	✓	✓	✓
Edit folder descriptions in any folder			✓
Enable subscriptions for reports in My Reports folder	✓	✓	✓
Enable subscriptions for reports in any folder	✓	✓	✓
Set Filter Defaults	✓	✓	✓

File-System Based Security

In addition to the Web Report security roles, you can set an additional level of security using a file-based permissions scheme. At minimum, the role-based security scheme allows all roles to view all reports.

Alternately, a file-based permission scheme can restrict the available reports to some users. Explicit permissions are applied on a per-group or per-user basis, and assigned to individual files, folders, and reports. You can configure the settings so that different groups, such as executive management, the help desk, and Exchange administrators can see different report nodes and reports.

You can create more sophisticated security schemes by modifying the file permissions for reports and folders in the file system on the web server. Report files and folders are normally located in the following path: c:\inetpub\wwwroot\MessageStatsReports\Reports.

By restricting the reports that are available to all users, you can protect sensitive analytical data from users that do not require that information.

Users connecting through a web browser see only report files and folders for which they have read access permissions, and folders for which they have list permissions in the file system.

Security Scenarios

Though permission-based security provides more detailed control than role-based security, it requires action on an administrator's part. MessageStats does not provide the functionality to manipulate the permissions on files and folders. You must use native Microsoft tools to create the Windows NTFS security changes.

Refer to Microsoft Windows native tools procedures for more detailed information about implementing NTFS security scenarios.

Table 15. Possible security implementations.

Implementation	Details
Restricting access to standard report folders	Using native Microsoft Windows tools, remove the Web Reports Administrators, Authors, and Users roles from the folder you want to restrict. Create new security groups and add the members to those groups. Add your newly-created security groups and their access rights to the report folder you want to restrict.
Restricting access to newly-created report folders	Create a new report folder in the treeview. For more information, see File Menu Commands on page 10. Using native Microsoft Windows tools, remove the Web Reports Administrators, Authors, and Users roles from the folder you want to restrict. Create new security groups and add the members to those groups. Add your newly-created security groups and their access rights to the report folder you want to restrict.
Restricting access to individual standard reports	Using native Microsoft Windows tools, remove the Web Reports Administrators, Authors, and Users roles from the report you want to restrict. Create new security groups and add the members to those groups. Add your newly-created security groups and their access rights to the report you want to restrict.
Restricting access to individual Custom Reports	Create a Custom Report. For more information, see Creating Custom Reports on page 17. Using native Microsoft Windows tools, remove the Web Reports Administrators, Authors, and Users roles from the report you want to restrict. Create new security groups and add the members to those groups. Add your newly-created security groups and their access rights to the report you want to restrict.

Configuring Report Subscriptions

The MessageStats Reports subscription service generates specific reports on a regular schedule. You can define subscriptions that embed a link to a report location in an email message, that embed the report in an email, or that send a message with an attachment that contains the report. You can also publish the reports to a file share, to an FTP site, or to a web site. Use the Subscription Wizard to set up and schedule the report subscriptions.

If the password for an account that was used to create a subscription is changed, the subscription will stop working. There are no error messages but the subscription will not be sent. You must select and modify the subscription and update the password for the subscription to begin to work again.

Specifying the SMTP Relay Server for Subscriptions

If you did not specify the SMTP relay mail server to be used for subscriptions during installation, you must do so before you create and run subscriptions. You can access the dialog in which you specify the server in one of two ways.

To specify the SMTP relay mail server through Administrative Options

1. Select **File | Administrative Options**.
2. In the Email Server Configuration section, click **Settings**.
3. Enter the server name for the SMTP relay mail server to be used for report subscriptions.

To specify the SMTP relay mail server from the Subscriptions page

1. Select **File | Subscriptions**.
2. On the Subscriptions page, select **Subscriptions | Configure Subscriptions**.
3. Enter the server name for the SMTP relay mail server to be used for report subscriptions.

Prerequisites for Publishing Reports to a Web Site

Web-based Distributed Authoring and Versioning (WebDAV) must be enabled on the IIS server if you are publishing a subscription to a web site. Also, both read and write permissions must be set on the virtual directory for the subscription.

For a Windows server with IIS 6 installed, you may also have to install WebDAV since it is not installed by default. To install WebDAV on an IIS 6 server, select Add or Remove Programs in the Control Panel and run the Windows Components Wizard. You can find WebDAV under Application Server | Internet Information Services | World Wide Web Service | WebDAV Publishing.

Once WebDAV is installed, ensure that it is enabled. Check the WebDAV option under the Web Services Extensions node in IIS Manager.

Verify that the correct permissions are set on the target virtual directory. Select the Virtual Directory tab on the Properties sheet for the virtual directory. Ensure the following options are selected:

- Read
- Write
- Log visits

Configure the NTFS permissions for the content folder on your web server to ensure that the user account that is used to create the subscription has adequate permissions. Open Windows Explorer, open the Properties sheet for your content directory, and select the Security tab.

In addition to write permissions, the user account must also have the following permissions:

- Create Files/ Write Data
- Create Folders/ Append Data

Creating and Changing Report Subscriptions

Use the Subscription Wizard to set up and schedule the report subscriptions.

To access the Subscriptions page

- In the folder view, select **File | Subscriptions**.

  This opens the Subscriptions page.

From the Subscriptions page you can

- Click **Add** to access the Subscription Wizard.
- Click **Modify** to modify an existing subscription.
- Click **Remove** to delete a subscription from your subscription list.
- Click **Run Now** to run a subscription earlier than its scheduled time.
- Click **Refresh** to refresh the list of displayed subscriptions.

The Show subscriptions for all users check box is available only to administrators. To access the Configuration dialog box using the Configuration button, you must have administrator privileges and be the administrator of the computer where MessageStats Reports is installed.

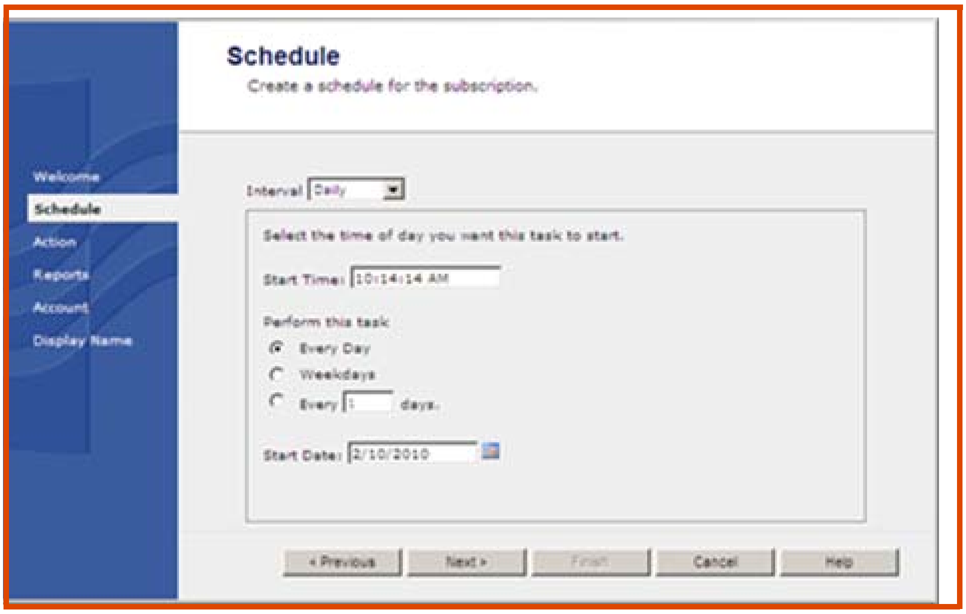
To initiate a new report subscription

1. On the Subscriptions page, click **Add**.

   This opens the Subscription Wizard Welcome page. From this page, you can configure the report subscription service.
2. Click **Next** to access the Schedule page.

Scheduling the Subscription Service

You can schedule the interval, start date, and exact time at which you want the subscription to run.



Subscriptions can be run on the following intervals: Now, Once Only, Daily, Weekly, Monthly, and Quarterly.

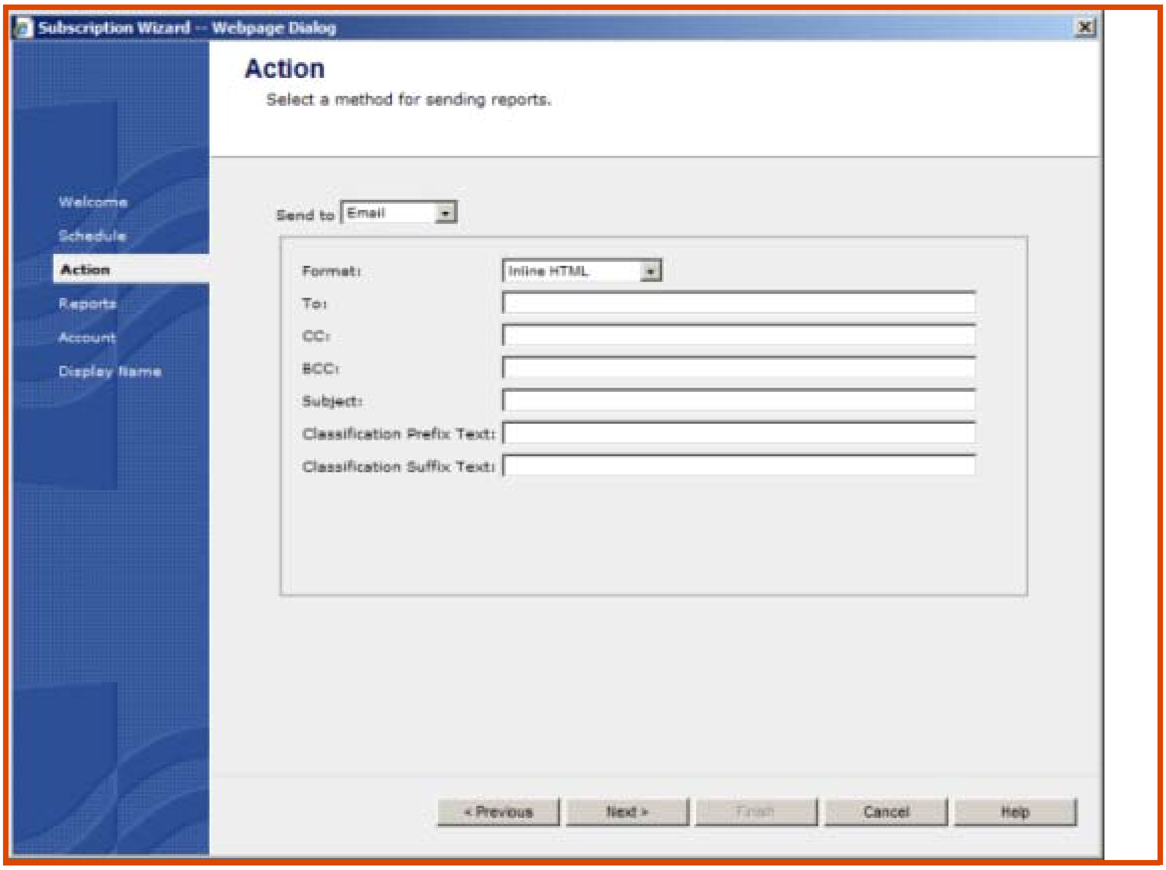
If you select Daily, you have the option to specify whether you want the subscription to run every day, weekdays, or every specified number of days. If you select Weekly, you can specify the days of the week you want the subscription to run, and the number of weeks apart. If you select Monthly, you can specify which months, and which date during the month.

To schedule the subscription

1. Select the interval.
2. Enter the time of day you want the subscription to run in the Start Time box.
3. Enter the date you want the subscription to start in the Start Date box.
4. Click **Next**.

Sending the Subscription

You can specify the method for sending the report subscription on the Action page. Reports can be sent by email, or can be copied to a file location, to an FTP site, or to a web site.



To send a subscription by email

1 Select **Email** in the Send to box.

2 Select the format in the Format box.

You can specify Inline HTML, HTTP Link, MHTML Attachment, Excel Attachment, Word Attachment, CSV Attachment, CSV Inline, TSV Attachment, TSV Inline, or XML Attachment.

When sending a subscription by email, the SMTP From address cannot contain spaces.

3 Enter the recipients' email addresses in the To: line.

You may also specify other recipients in the CC: and BCC: lines.

4 Enter a subject, usually the report title, for the Subject line.

5 For Inline HTML and HTTP link, if you want the body of the email to contain specific text, such as for email classification, you can enter the text in the Classification Prefix Text and/or the Classification Suffix text fields. For attachment formats, you can specify specific text in the Classification Text field.

6 Click **Next.**

To send a subscription to a file location

1 Select **File Location** in the Send to box.

2 Select the format in the Format box.

You can specify HTML, MHTML, Excel, Word, CSV, TSV, or XML.

3 Enter the UNC File Path for the file location.

You may also choose to overwrite old copies of reports or include the date and time in the filename of generated reports.

4 Click **Next**.

To send a subscription to an FTP site

1. Select **FTP Site** in the Send to box.
2. Specify the format in the Format box.

   You can specify HTML, MHTML, Excel, Word, CSV, TSV, or XML.
3. Enter the name of the FTP server, user name, password, and directory.

   The default FTP user name is “anonymous”. You must re-enter the password to confirm it. You may also choose to overwrite old copies of reports or include the date and time in the filename of generated reports.
4. Click **Next**.

   FTP passwords are neither stored nor transmitted securely. Valuable passwords should not be used for this purpose.

To send a subscription to a web site

1. Select **Web Site** in the Send to box.
2. Specify the format in the Format box.

   You can specify HTML, MHTML, Excel, Word, CSV, TSV, or XML.
3. Enter the URL for the web site.

   You may also choose to overwrite old copies of reports or include the date and time in the filename of generated reports.
4. Click **Next**.

   To send subscriptions to file locations, FTP, and web sites, you must have write privileges for these directories/virtual directories. This setting must be set manually, as write privileges are not granted by default.

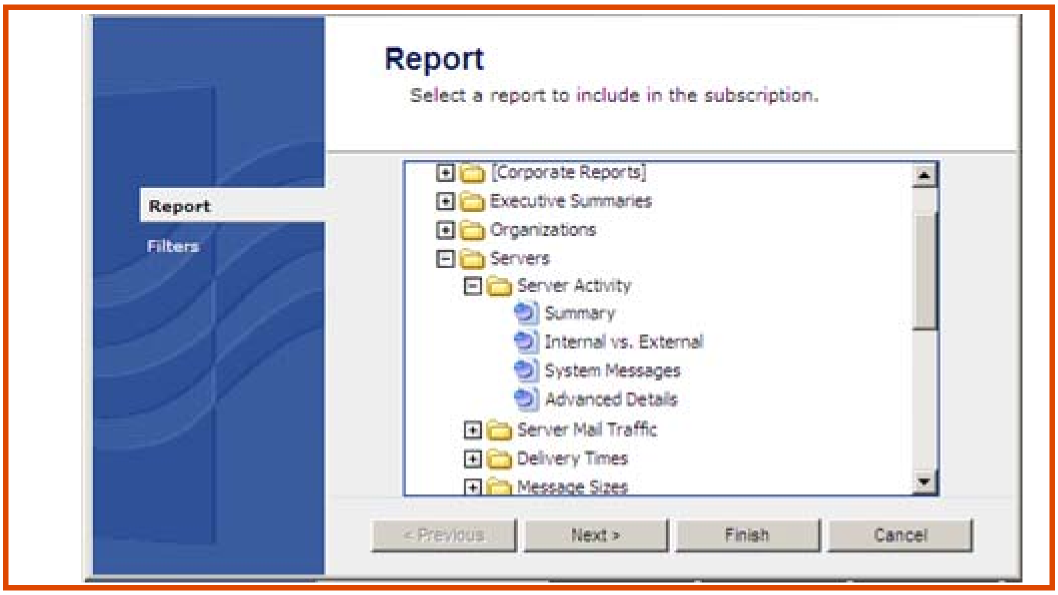
Selecting Reports for the Subscription

You select reports from the available list to include in the subscription.

To select reports to be included in the subscription

1. Click **Add**.

   The MessageStats Reports treeview is displayed.



2 Click **Finish** to use the default filters that were set using the Set Filter Defaults function.

- OR -

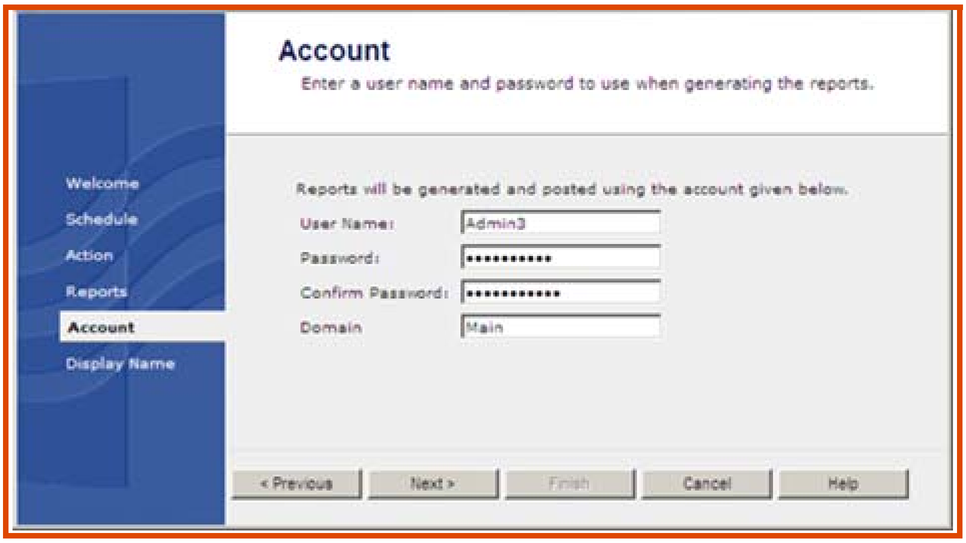
Click Next to set filters and then click **Finish**.

3 Click **Next**.

Specifying the User Account

The reports in your subscription are generated under a specific user account. This account is the run-as account for the Windows task that is generated.

If the password for an account that was used to create a subscription is changed, the subscription will stop working. There are no error messages but the subscription will not be sent. You must select and modify the subscription and update the password for the subscription to begin to work again.



To select a user account for the subscription

1 Enter the user name, password, and domain for the user account you want to use.

2 Click **Next**.

Naming Subscriptions

You can specify a display name to identify the subscription.

To name the subscription

1 Enter a display name for the subscription in the Display Name box.

2 Click **Finish**.

This name is displayed in your list of current subscriptions.

Changing the SMTP Mail Server or From Display Name

When you install MessageStats Reports, you can specify the SMTP mail server to be used to send subscription notifications and the originator display name. If you did not enter this information during installation, you can use the Configure Subscriptions option on the main Subscriptions dialog. You can edit the mail server name or display name.

To change configuration settings for subscriptions

1 Select the **MessageStats Reports** node.

2 Click **File | Subscriptions | Configure Subscriptions**.

3 Edit the SMTP Server and SMTP From Address.

Performance Considerations for MessageStats Reports

The configured reports found in the MessageStats Reports treeview are optimized for performance against a number of standard usage scenarios and date periods. However, due to the volume of data in the MessageStats database and complexity of reports, report performance may slow in some scenarios.

To address slow running reports, there are a number of steps that report consumers and MessageStats administrators can undertake:

- You can ensure fast-running reports by reducing the number of Parts in an At A Glance report or a custom report.
- You can increase report rendering by using shorter date periods.

MessageStats administrators can ensure that MessageStats Reports run quickly by performing routine maintenance on the MessageStats database. Maintenance activities include reindexing and defragmenting the database on a regular basis. For information about reindexing and defragmenting data, see the *MessageStats Administrator Guide*.

When report consumers require long running and complex reports, you could set up report subscriptions that use a delivery method other than Send as Link. This method allows MessageStats Reports to process a report offline for delivery to a web site or within an email body. For information about report subscriptions, see Configuring Report Subscriptions on page 38.

Best Practices for reports

To ensure optimal performance, the following best practices are recommended:

- Install MessageStats Reports on a separate computer to avoid the impact on memory and processor usage due to report rendering.
- Use filter options to reduce dataset queries. Select specific filter options or a specific date range to ensure that a smaller result set is searched, resulting in quicker results.
- Carefully define the mailboxes, Internet domains, message subjects and message delivery times that you audit. Performance is affected if you have extensive auditing information in the MessageStats database since the report queries must scan a larger dataset to produce audit reports. For information about auditing, see the *MessageStats Administrator Guide*.
- Run statistical reports at the same frequency as the gathering recurrence for the report content. For example, if you configure MessageStats to collect distribution group information on the first day of each month but you create a report subscription for distribution groups to be sent every Friday, only the first Friday of the month contains new information. Each subsequent Friday of the month the report does not contain any new information. The memory and processor time used for subsequent reports could be better used by another process.
- Create subscriptions only for reports that are useful to oversee and monitor your Exchange organizations. For example, set subscriptions for summary reports to identify anomalies and trends. Based on those the summary reports, create additional reports to investigate any unexpected results.
- Select the report that best that best suits your needs. Several reports can present the same data organized in different ways (such as Top Senders by Messages and Top Senders by Volume). Determine if one report satisfies the reporting need instead of duplicating the effort.

2

My Reports and Corporate Reports

Introduction to Corporate Exchange At A Glance

The default Corporate Exchange at a Glance report provides an enterprise-level view of your Exchange network. Additionally, the [My Reports] and [Corporate Reports] nodes of the MessageStats Reports tree contain the reports that you have customized or created using the MessageStats Web Report Wizard.

When you open MessageStats Reports, the Corporate Exchange at a Glance page appears as the default home page. The Corporate Exchange at a Glance page delivers a single view that provides a high-level overview of your Exchange environment and includes the following metrics:

- The total number of physical messages sent to the organization, the total messages received and sent (both as a number and as a percent of the total), and internet messages sent and received (both as a number and percent of the total). For details, see What is the Definition of Physical and Logical Messages? on page 113.
- A graph of the total internal and external messages sent and received. For details, see How Does MessageStats Determine Internal and External Messages? on page 115.
- The total size of storage for an organization, including the volume and percentage of used space and free space.
- A pie chart representing the private storage space, public storage space, other space, and free volume.
- A table that describes the number of servers, connectors, mailboxes, mail contacts, distribution groups, and public folders for the Exchange organization. Each report result is a linked report to a detailed Inventory report. For information about Inventory reports, see Exchange Inventory Reports on page 93.

In addition to the default Corporate Exchange At A Glance metrics, you can customize the view using MessageStats parts. For more information, see Configuring Report Parts on page 15.

You can include or remove specific MessageStats parts to create a report that aligns with your business needs, priorities, and direction. By tailoring the report to your needs, you can save time navigating through various reports to view frequently-required information.

About My Reports

The [My Reports] node serves two purposes:

- It provides access to the My Exchange at a Glance page.
- It contains any custom reports that have been saved by a specific user account for personal viewing.

When you click the [My Reports] node, the My Exchange at a Glance page renders on the right pane of the reporting console. If you have created any new reports or saved any report settings on existing reports, the new or customized reports are listed under the [My Reports] folder in alphabetical order.

Depending on your Web Reports security role, you may not be able to create new Custom reports. For more information, see Role-based Security on page 35.

My Exchange at a Glance

You can use the My Exchange at a Glance page to create your own personalized “At a Glance” report. Initially, you click the Configure Parts button to create a report that contains customized composite report parts that are relevant to your particular area of responsibility.

Each MessageStats user can include report parts that are specific to individual interests and roles in the company. For example, an Exchange operations manager could include parts that contain information about traffic flow through the Exchange system, while migration teams might include parts that identify unused public folders in an Exchange organization.

When you create an initial My Exchange At A Glance report, you can remove the Introduction to My Exchange At A Glance part before you add any relevant parts to your report.

To create a personalized My Exchange at a Glance report

1. Select the **My Reports** node and click **Configure Parts**.
2. Select the report parts you want to add to the report in the Part Library pane and click **Add**.

   When you select a report part, the description of that part is displayed below the Part Library pane. The parts you add are displayed in the Configured Part pane. You can rearrange the parts in the Configured Parts pane by selecting a part and clicking the Up or Down button.
3. Select a part in the Configured Parts pane and click **Configure**.

   If you select the Show Part Header option, all parts are separated by a blue header line containing the Part name and description.
4. Enter the settings for the part and click **OK**.
5. Click **OK** to generate your report.

   For information about configuring your My Exchange at a Glance page, see Configuring Report Parts on page 15.

About Corporate Reports

The Corporate Reports node is an empty folder in which MessageStats administrators can store reports to which filters have already been applied. Administrators can perform the following actions in the Corporate Reports node:

- Configure filter values for a report and save the parameters using the Save Report Settings command.
- Create and save a series of configured corporate reports using the Custom Reports functionality. The reports can be saved into the Corporate Reports node and can be viewed by the entire organization

For information about creating reports, see Creating Custom Reports on page 17.

For information about saving report settings, see File Menu Commands on page 10.

3

Exchange Executive Summaries Reports

Introduction to Executive Summaries Reports

The Executive Summaries node contains composite reports that highlight key Exchange management disciplines in line with standard operational best practices. The four core disciplines of Usage, Service Delivery, Capacity, and Financials align to the IT Service Management framework (ITSM) service delivery disciplines and other ITIL-based best practice disciplines such as Microsoft Operations Framework (MOF) and BS 15000 Code of Practice for IT Service Management.

Executive Summary reports provide an “at a glance” view of the current usage, service delivery, capacity, and financial metrics from your Exchange organizations.

Exchange Executive Summaries Reports

Prerequisites

The following sections describe the prerequisites for the executive summary reports. In most cases, the required gatherings are part of the Default Gathering task which should be run on a daily basis.

In the case of the Exchange Organization Structure gathering, it is not part of the Default Gathering task but it runs automatically once a day (at midnight, local time).

For information about how to create gathering tasks and for a list of gathering task dependencies, see the *MessageStats Administrator Guide*.

Gathering the Server Traffic Usage Data

For the Server Traffic Usage Summary report to contain information, ensure that the following gatherings have successfully run.

Table 1. Required gatherings for the Server Traffic Usage Summary.

Gathering name	Required for
Exchange Organization Structure	The organization structure gathering ensures that the Exchange organization information in the database is current. Current structure ensures that traffic metrics can be accurately calculated.
Exchange Tracking Logs	The Tracking Log gathering ensures that current message traffic data is available.

Gathering the Recipient Traffic Usage Data

For the Recipient Traffic Usage Executive Summary report to contain information, ensure that the following gatherings have successfully run:

Table 2. Required gatherings for the Recipient Traffic Usage Summary.

Gathering	Required for
Exchange Organization Structure	The Organization Structure gathering ensures that the Exchange organization information in the database is current. Current structure ensures that traffic metrics can be accurately calculated.
Exchange Mailboxes	The Mailbox gathering ensures that mailbox statistics in the database are current.
Exchange Mail Contacts	The Mail Contact gathering ensures that the relevant metrics are available for the Top Mail Contacts by Messages this Period graph.
Exchange Distribution Groups	The Distribution Group gathering ensures that the relevant data exists in the database to aggregate for the Top Distribution Groups by Messages graph.
Exchange Tracking Logs	The Tracking Log gathering ensures that current message traffic data is available for use in all sections of this report.

Gathering the Service Delivery Data

For the Service Delivery Data report, ensure that the following gatherings have successfully run:

Table 3. Required gatherings for Service Delivery Data.

Gathering	Required for
Exchange Organization Structure	The organization structure gathering ensures that the Exchange organization information in the database is current. Current structure ensures that traffic metrics can be accurately calculated.
Exchange Tracking Logs	The Tracking Log gathering ensures that current message traffic data is available for use in the report.
Server Uptime	The Server Uptime gathering ensures that the current server uptime metrics exist in the database.

Gathering Financials Data

MessageStats facilitates the calculation of data storage and resource usage costs incurred by an organization. You must identify a base cost for storing messages and sending internal or internet email.

Identifying Base Costs

Chargeback amounts are the data and resource costs that are incurred by an organization, distributed back to the departments or teams that incurred the expenses.

To set chargeback amounts

1 Right-click the **Tasks** node of the navigation tree and select **Properties**.

2 Click the **Financials** tab.

3 Enter a value in the **Cost per MB Stored** box.

4 Enter a value in the **Cost per Internal MB Sent** box.

5 Enter a value in the **Cost per Internet MB Sent** box and click **OK**.

For the Exchange Financials Executive Summary report to contain relevant information, information from the following gatherings must be available:

Table 4. Required gatherings for the Exchange Financials Executive Summary.

Gathering	Required for
Exchange Tracking Logs	Tracking logs provide the traffic metrics that are used to calculate the costs for email sent and Internet email sent.
Exchange Mailboxes	Mailbox statistics provide the size of each mailbox, which is used to calculate the costs associated with storing messages.

Executive Summary Report Descriptions

The following reports comprise the executive summary reports, providing an overview of your Exchange organization:

Table 5. Executive Summary reports.

Report	Description	Filters
Server Traffic Usage Executive Summary	This report provides executive-level information about the email traffic in and through a Microsoft Exchange organization from a server perspective. The report also provides relevant usage metrics from a server perspective. Use this report to identify the usage trends for capacity planning, for load balancing, and for successful service delivery. To enable the gatherings required to provide content for this report, see Gathering the Server Traffic Usage Data on page 48. **NOTE:** When comparing the graphs that show messaging traffic this period and last period, remember that the current period graph will not include the same number of days in the calculations as the previous month. The growth rate for the current period can fluctuate from day to day.	• This Period • Last Period • Organization (mandatory)

Table 5. Executive Summary reports.

Report	Description	Filters
Recipient Traffic Usage Executive Summary	This report provides executive-level information about the email traffic in and through a Microsoft Exchange organization from the perspective of the senders and recipients. The data can also provide relevant usage metrics from a mailbox perspective, and can identify usage trends. Usage trends are critical in capacity planning, load balancing, and successful service delivery. The graphs can contain partial information for the period since the report includes metrics for the current period-to-date. As a result, some graphs appear differently each day of the current period as the messages for the top users are aggregated. **Presence Icons** If you right-click a status icon, you can communicate with the mailbox owner. For information about presence icons in reports, see Viewing Presence Information on page 71.	• This Period • Last Period • Organization (mandatory)
Exchange Service Delivery Executive Summary	This report provides executive-level information about average delivery times for messages and server uptime across your Exchange organizations. Use the data in this report to define Service Level Agreements and to measure the success of adhering to the agreement. To enable the gatherings required to provide content for this report, please see Gathering the Service Delivery Data on page 49. **NOTE:** The server uptime graph shows only the last complete UTC day. It does not present aggregated records over the period you selected.	• Period • Organization (mandatory) **NOTE:** The period is for period-to-date so information will change from day to day.
Exchange Capacity Executive Summary	This report provides executive-level information about the components of an Exchange environment that can affect storage, including mailbox and quota metrics. An overview of storage capacity is critical to understanding how service levels are measured against usage patterns, and ensuring that service level expectations are met. The Storage Snapshot graph is not dependent on the period that you selected. The graph is a snapshot of the most recent storage statistics.	• This Period • Last Period • Organization (mandatory)

Table 5. Executive Summary reports.

Report	Description	Filters
Exchange Financials Executive Summary	This report provides executive-level information about financial metrics related to an Exchange environment. The report can help you calculate operational costs, including the cost of sending and receiving Internet email messages and storing data. You can also use this report to identify chargeback amounts to departments. For more information, see Gathering Financials Data on page 49. These reports can answer the following questions: How much does it cost to store message data? How much does it cost to deliver email for my organization? What part of my messaging costs are for Internet email? What chargeback amounts can I assign to individual departments or teams?	• Period • Organization (mandatory) **NOTE:** The period is for period-to-date so information will change from day to day.

4

Exchange Organizations Reports

Introducing the Organizations Reports

The organization-level reports provide information on the objects at the top level of the Exchange organization. These reports are valuable for enterprises that have more than one Exchange organization.

You can use the reports to identify issues that are apparent at an organizational-level, and you can use other MessageStats Reports to focus on the issues.

Subject Auditing Reporting

Auditing allows you to specify message header details such as the originator, receiver, subject line, and message identifier to be checked for matches. Message subject auditing allows you to search for text strings that are contained in message subject lines.

The Subject Auditing reports show the messages that were captured by comparing text from a defined list of text search criteria and the message subjects of all messages contained in the tracking logs for a selected server.

Setting Auditing for Subject Text in Messages

You can define the message subject auditing criteria using the Message Subject Auditing property page in the MessageStats Console.

To add subject line text to the audit list

1. Select **Exchange Organizations** from the navigation tree.
2. Select an Exchange organization, right-click and select **Properties**.
3. Select the **Message Subject Auditing** tab and click **Add**.
4. Enter the subject text and click **OK**.

   When identifying the audit text, be specific. The less explicit you are, the greater the number of captured messages. As the number of captured messages increases, the time it takes to complete the gathering also increases.

Table 1. Subject Audit reports.

Report	Description	Filters
Subject Sent Audits	This report lists the relevant message header information for messages that originated in the Exchange organization that match the defined list of subject audit criteria.	• Date • Date/Time Display • Subject Keyword • Originator • Recipient
Subject Received Audits	The Subject Received Audits report lists the relevant message header information for messages that originated outside the Exchange organization that match the defined list of subject audit criteria.	• Date • Date/Time Display • Subject Keyword • Originator • Recipient

Departmental Reporting

The Departmental Reporting reports provide a high-level overview of traffic and storage within your Exchange organization, grouped by the Department field. The Department attribute is set for mailboxes in Active Directory.

The Departmental reports provide a tool that you can use to determine how your departments use Exchange resources. Departmental reporting can be a key component in understanding overall departmental productivity and the associated costs.

When you view report data, you can see which departments generate the most email traffic or use the most storage. You can view trends to see how departmental usage changes over time.

Table 2. Departmental reports.

Report	Description	Filters
Mailbox Sizes by Department	This report provides a graphical view of the storage used by mailboxes with the same Department attribute. This report is valuable in understanding the overall usage of storage by departments in your organizations. This report provides links to more detailed information: • Click a name in the Department column to view the Mailbox Sizes by Department report. • On the Mailbox Sizes by Department report, click a mailbox name in the Display Name column to view the Mailbox Activity Summary report for the selected mailbox. • On Mailbox Activity Summary report, click a name in the Display Name column to view the Mailbox Sizes report for the mailbox.	• Date • Select Top • Display Options • Mailbox Size • Department • Organization
Mailbox Activity by Department Summary	This report provides a view of the traffic generated by mailboxes with the same Department attribute. This report is valuable in understanding the usage of email by departments in your organizations. This report provides links to more detailed information: • Click a name in the Department column to view the Internal vs. External Activity by Department report.	• Date • Detail Level • Display Options • Department • Organization

Region Activity Reporting

Once you have enumerated your Exchange organization topology, you can group Exchange servers into more meaningful groups called regions using the Regions node in the MessageStats console. Regions allow you to sort and group MessageStats usage reports based on a logical structure that more closely matches that of your enterprise. For example, you can create regions that contain Exchange servers that are located in a specific geographical area.

The Region Activity reports provide a high-level view of the physical messages handled by the servers in your defined regions.

Table 3. Region Activity reports.

Report	Description	Filters
Region Activity Summary	This report shows the physical messages that are handled by all the Exchange servers in a user-defined region. It provides a comparison of mailbox-generated activities with system-generated activity. Graphs allow you to isolate the user traffic from system overhead. You can see the percentage of user activity compared to the percentage of system overhead traffic for the servers in the region. You can use the Insert Field option to include information about the external and internal messages sent and received by servers in the region	• Date • Detail Level • Display Options • Region • Organization
Region Internal vs. External Activity	This report shows Exchange activity from a server perspective for all the servers in a user-defined region. It provides the number of mail messages created and received by each mailbox on each server in a region. Region activity is separated into internal traffic and external traffic. The report includes SMTP-submitted traffic that is identified as internal or external to an Exchange organization. You can identify the IP Subnets and SMTP Namespaces that should be reported as internal traffic when you set the properties for an Exchange organization in the MessageStats console. For more information, see the section about Setting Properties for an Exchange Organization in the *MessageStats Administrator Guide*. For more information about how to read this report, see Viewed from a Server Perspective on page 115. You can use the Insert Field option to include information about the user and system messages sent and received by servers in the region.	• Date • Detail Level • Display Options • Region • Organization

Organizational Traffic Reporting

The Organizational Traffic report is a high-level report that includes inbound and outbound usage statistics across multiple Exchange organizations. It shows the breakdown of internal and external traffic sent from an organization.

Table 4. Organizational Traffic reports.

Report	Description	Filters
Organizational Traffic	The report presents a graph and a table that provides a high-level view of the flow of email in and out of an Exchange organization. The Total row displays the sum of all columns, and the Average row divides the total for each column by the number of Exchange organizations. If you do not select an Organization on the filters page, a Message Distribution Summary graph is displayed. The report provides links to view more detailed information: • Click an organization name to view the Organizational Traffic Daily Details report that shows the daily traffic trend for the date period you selected. • From the Organizational Traffic Daily Details report, click a date in the Date column to view the hourly details.	• Date • Detail Level • Display Options • Date/Time Display • Organization

Organizational Storage Reporting

The Organizational Storage report is a high-level report that includes total volumes, total database sizes, and the percentage of volume used across multiple Exchange organizations.

Table 5. Organizational Storage reports.

Report	Description	Filters
Organizational Storage	This report includes a graph and a table that you can use for a high-level view of Exchange organization storage usage. For each day in your date range, the table provides the total sizes of volumes and databases in the organization, and the amount and percentage of the storage space that is used.	• Date • Display Options • Total Volumes (MB) • Total Database Size (MB) • Volume % Used • Organization

5

Exchange Server Reports

Introducing Server Reports

Server reports provide information about the physical messages handled by Exchange servers, email usage, and message traffic. For more information about how MessageStats reports on messages, see What is the Definition of Physical and Logical Messages? on page 113 and How Does MessageStats Determine Internal and External Messages? on page 115.

Server reports are grouped into categories that provide both summary and detailed views of the information:

Table 1. Server report categories.

About Server Activity Reports	These reports show the flow of messages through an Exchange server, and break down the message counts and volume into the different types of messages processed by an Exchange server.
About Server Mail Traffic Reports	These reports provide information on the flow of physical email messages between Exchange servers and between custom groups (regions) of servers.
About Delivery Times Reports	These reports provide data to support Service Level Agreement compliance.
About Message Sizes Reports	These reports provide summary information about the distribution of message sizes for messages that were created and received by users in the organization
About the Server Uptime Report	This report shows the results of a daily gathering of the Uptime performance counters on Exchange servers.

About Server Activity Reports

The Server Activity reports are divided into four views. Each view provides a different aspect of an Exchange server's workload. Server Activity reports present the actual flow of messages through an Exchange server, and break down the message counts and volume into the different types of messages processed by a specific Exchange server.

The Server Internal vs. External Activity report shows external (Internet) traffic on an Exchange server that routes or accepts SMTP messages. Traffic is typically from Hub Transport or Edge Transport servers.

Prerequisites

Since Exchange servers can receive messages from SMTP clients in addition to MAPI-based clients, MessageStats can report on messages submitted through SMTP.

To correctly report information about internal and external messages, you must identify your internal IP Subnets. In the MessageStats console, use the IP Subnets property page to identify your internal IP Subnets so that SMTP-submitted messages are correctly reported as internal to your Exchange organization.

For details about identifying your internal IP addresses, see the chapter titled Setting Exchange Organization Properties in the *MessageStats Administrator Guide*.

Report Descriptions

In the Server Activity reports, these messages are categorized to identify how many messages are coming in from or going out to non-Exchange servers in your Exchange organization. You can right-click on a column heading and insert fields (that include Internal Exchange, Internal Other) to show this information.

Table 2. Exchange Server Activity reports.

Report	Description	Filters
Server Activity Summary	This report shows the physical messages on an Exchange server by comparing mailbox-generated activities with system-generated activity. Graphs allow you to isolate the user traffic from system overhead. You can determine the percentage of time consumed by user activity compared to the percentage of time used for system overhead work. The comparison can then be used to balance services throughout the organization. This report provides links to more detailed information. • Click a name in the Server column to view the Server Activity Summary Daily report. • From the Server Activity Summary Daily report, select a date from the table to link to the Server Activity Hourly Details report.	• Date • Detail Level • Display Options • Trend and Forecast Options • Display Threshold • Date/Time Display • Server • Server Roles • Region • Organization

Table 2. Exchange Server Activity reports.

Report	Description	Filters
Server Activity Internal vs. External	This report shows Exchange activity from a server perspective. It provides the number of mail messages created and received by each mailbox on a server. Server activity is separated internal traffic and external traffic. The report includes SMTP-submitted traffic that is identified as internal or external to an Exchange organization. You can identify the IP Subnets that should be reported as internal traffic when you set properties for an Exchange organization. For more information, see the section about Setting Properties for an Exchange Organization in the *MessageStats Administrator Guide*. For more information about how to read this report, see Viewed from a Server Perspective on page 115. This report provides links to more detailed information. • Click a name in the Server column to view the Server Internal vs. External Activity detailed report. • From the Server Internal vs. External Activity detailed report, select a date from the table to link to an hourly detail report for internal and external messages that were sent and received.	• Date • Detail Level • Display Options • Trend and Forecast Options • Display Threshold • Date/Time Display • Server • Server Roles • Region • Organization
Server Activity - System Messages	This report shows the physical system messages sent and received by a server, detailing the types of system activities. Physical messages indicate the number of messages that are created by an originator, regardless of the number of recipients. The data provides the total messages and volume of system attendant, directory replication, and public folder replication messages. Additionally, Health Mailbox and inbound proxy messages, for Exchange 2013 and later, are reported under Managed Availability. This report provides links to more detailed information. • Click a name in the Server column to view the Server System Messages Daily report. • From the Server System Messages Daily report, select a date to display the Server System Messages Hourly Details report.	• Date • Detail Level • Display Options • Trend and Forecast Options • Display Threshold • Date/Time Display • Server • Server Roles • Region • Organization

Table 2. Exchange Server Activity reports.

Report	Description	Filters
Server Activity Advanced Details	This report shows activities of an Exchange server related to message flow through the server. The report aggregates the transmission, transfer, delivery, and creation events undertaken by a selected Exchange server. The report indicates the number and volume of messages that originate in an Exchange server and are submitted for delivery. These are messages created by mail clients such as Outlook. System messages are not included in this report. The Message Transfer Out and Volume Transfer Out columns indicate the number and volume of messages transferred out of the server. This information shows the number of “hops” that a message takes between the originator and recipient. The Message Transfer In and Volume Transfer In columns indicate the number and volume of messages transferred to the server. This information shows the number of “hops” that a message takes between the originator and recipient. This report provides links to more detailed content. • Click a name in the Server column to view the Server Advanced Details report. • From the Server Advanced Details report, select a record from the Date column to link to the Server Advanced Hourly Details report.	• Date • Detail Level • Display Options • Trend and Forecast Options • Date/Time Display • Server • Server Roles • Region • Organization

About Server Mail Traffic Reports

The Server Mail Traffic reports show the flow of messages from an Exchange server to another Exchange server, or to user-defined regions in a specific Exchange organization. Unlike Server Activity reports, this report does not categorize messages into message types.

The Server Mail Traffic reports reveal the historical flow of messages throughout the Exchange organization. The reports provide the necessary data for troubleshooting message flow and performance issues, or for creating new topologies in response to business demands.

The difference between Server Mail Traffic and Server Activity reports is the perspective. Server Activity reports look at each server individually. Server Mail Traffic reports look at two Exchange servers (initial source/final destination) and can aggregate data to compare groups of servers at the region level.

Table 3. Exchange Server Mail Traffic reports.

Report	Description	Filters
Server to Server	This report provides a record of the mail traffic sent from the originating Exchange server to the Exchange server that contains the recipient mailbox. It shows the starting-point Exchange server and the end-point Exchange server. **NOTE:** MessageStats determines the originating Exchange server from the message-id field the Exchange tracking log.	• Date • Originating Server • Destination Server • Originating Server Roles • Destination Server Roles • Originating Region • Destination Region • Originating Organization • Destination Organization
Region to Region	This report provides a record of server mail traffic sent from one user-defined region to another user-defined region. For information about regions, see the *MessageStats Administrator Guide*.	• Date • Originating Region • Destination Region • Originating Organization • Destination Organization

About Delivery Times Reports

The Delivery Times reports provide the data to support Service Level Agreement (SLA) compliance by documenting average message delivery times between and within Exchange servers.

The information can be used to assess the performance of the Exchange organization to meet client and business expectations and contractual demands.

To calculate accurate delivery times, Exchange server clocks must be synchronized. In Exchange, server clock synchronization is part of the security level, so the server clocks are usually synchronized.

Table 4. Server Delivery Times reports.

Report	Description	Filters
Delivery Times By Server	This report presents a summary of the average delivery times for messages between servers during a specific period of time, and includes the number, volume, and percentage of that were messages delivered under the Organization Delivery Time threshold.	• Date • Detail Level • Originating Server • Destination Server • Originating Server Roles • Destination Server Roles • Originating Region • Destination Region • Originating Organization • Destination Organization

Table 4. Server Delivery Times reports.

Report	Description	Filters
Message Delivery Audit	This report shows a the number and volume of messages that were over the audit threshold value for the delivery time of messages. You can use this report to identify messages that take an unusual amount of time to be delivered to the recipient. ***To set a delivery time audit threshold*** 1 Expand the **Exchange Organizations** in the treeview and select an Exchange organization. 2 Right-click and select **Properties**. 3 Select the **Delivery Time Audit** tab. 4 Select **Enable auditing for delivery message times** and enter a value for the threshold. 5 Click **OK**. When a message takes longer to deliver than the audit threshold that you defined, MessageStats records the message details including the originator, recipients, subject, delivery time, and message-id. **NOTE:** This report assumes that all server clocks are synchronized. If there are server clocks that are asynchronous, the Message Delivery Audit report does not determine the time offset.	• Date • Date/Time Display • Originating Server • Destination Server • Originating Server Roles • Destination Server Roles • Originating Region • Destination Region • Originating Organization • Destination Organization

About Message Sizes Reports

The Message Sizes reports provide summary information on the distribution of message sizes created and received by users in your Exchange organization. The information in these reports is useful in assessing the appropriateness of user email habits. This information can provide opportunities to educate users about sending smaller links or compressing files.

This report presents the message sizes sent and received from the perspective of each server in the Exchange organization. You can easily determine which servers are handling the largest messages.

Table 5. MessageSize Distribution reports.

Report	Description	Filters
Sent Distribution of Message Sizes	This report provides a breakdown of the distribution of message sizes sent by Exchange mailboxes, and summarizes this information at the Exchange organization level. This report answers the question, “On average, what size messages do my users send?”	• Date • Detail Level • Display Options • Server • Region • Organization

Table 5. MessageSize Distribution reports.

Report	Description	Filters
Received Distribution of Message Sizes	This report provides a breakdown of the distribution of message sizes received by Exchange mailboxes, and summarizes this information at the Exchange organization level. This report answers the question "On average, what size messages do my users receive?"	• Date • Detail Level • Display Options • Server • Server Roles • Region • Organization

About the Server Uptime Report

The Server Uptime report displays the relationship between the amount of time over which gatherings have occurred and the portion of that time when the server and its services were inaccessible. The report data provides information about how often interruptions are occurring on an Exchange server, as interruptions indicate server downtime.

Prerequisite

For MessageStats Reports to render this report, MessageStats must have administrative access to the Exchange server, and it must be able to query the Performance Monitor counters on that server.

Table 6. Server Uptime Report.

Report	Description	Filters
Server Uptime	This report measures the time an Exchange server and associated service was available and running on the network. The report data provides information about how often interruptions are occurring on an Exchange server, as interruptions indicate server downtime. **NOTE:** MessageStats polls the Performance Monitor counters in Exchange to gather information for this report. If an Exchange server is very busy, Microsoft Windows can disable some performance counters. It is possible that the counters used to measure server and service uptime can be disabled without warning.	• Date • Server • Server Roles • Region • Organization

6

Exchange Content Analysis Reports

Introducing Content Analysis Reports

The content analysis reports provide item count and volume information for the items in public folder databases and mailbox databases. You can audit the information using specific criteria.

These reports are typically used to perform a detailed investigation on a few mailboxes. Due to MAPI limitations, it is not recommended that you include a large volume of mailboxes for Content and Attachment gatherings.

Prerequisites

To see data in Content Analysis reports, you must have run a Content and Attachments gathering to collect information about the email or public folder content and attachments. The Content and Attachments gatherings can consume a large amount of processing and memory resources, and can use a large amount of database space to store data, so they are not included in the Default Gathering task.

To create the gatherings required to provide content for these reports, see the *MessageStats Administrator Guide*.

About Mailbox Content Reports

The Mailbox Content reports provide detailed item count and volume information for items in mailboxes. You can also use the reports to identify message header details including originator, recipients, subject line, and message identifier for mailbox items that meet specified audit criteria.

In the reports, you can right-click on a heading and use the Insert Field option to add additional information. You can insert user details such as mobile telephone number, or mailbox information such as the object GUID in Active Directory.

Prerequisites

To see data in Mailbox Content reports, you must have run an Exchange Mailbox Content and Attachments gathering to collect information about the mailbox content.

Table 1. Mailbox Content reports.

Report	Description	Filters
Mailbox Content - Item Count by Folder	This report provides a detailed item count and volume information for each mailbox folder, broken down by items, deleted items, unread items, and total items. The mailbox folders include the system-generated or Outlook-generated folders (such as Inbox, Outbox, Deleted Items, Contacts, Calendar, Tasks, Notes, Journal, Junk mail, Drafts) and user-generated folders (such as Project 1, Project 2, My stuff). The report provides the actual item count and volume information per mailbox and mailbox folder at the time that the data was gathered, regardless of the content filters that were enabled during the gathering.	• Folder • Display Name • Database Distinguished Name • Server/DAG • Region • Organization
Mailbox Content - Item Count by Class	This report provides an item count per mailbox and volume information for each message class (such as IPM.Post, IPM.Task, IPM.Note, and IPM.Schedule.Meeting.Request). The report only includes message classes that were found in the mailboxes from which content was gathered.	• Item Class • Display Name • Database Distinguished Name • Server/DAG • Region • Organization
Mailbox Content - Audit Items by Subject Keyword	This report provides message header details including the originator, recipients, subject line, and message-id for mailbox items that meet the specified subject keyword criteria. You can specify the words in the message subject to be audited when you create the Content & Attachment gathering, using the Content Filters page.	• Display Name • Subject Keyword • Originator • Recipient • Organization
Mailbox Content - Audit Items by Body Keyword	This report provides message header details including originator, recipients, body context, and message-id for mailbox items that meet the specified body keyword criteria. You must specify the words in the message body to be audited when you create the Content & Attachment gathering, using the Content Filters page.	• Display Name • Body Keyword • Originator • Recipient • Organization
Mailbox Content - Audit Items by Size	This report provides message header details, including originator, recipients, size, and message-id, for mailbox items that meet the specified size criteria. You can use this report to find large items in mailbox databases.	• Display Name • Size (KB) • Originator • Recipient • Organization
Mailbox Content - Audit Items by Number of Recipients	This report provides message header details, including the originator, recipients, and message-id, for mailbox items that meet the specified recipient count criteria. You can use this report to find items sent to a large number of recipients.	• Display Name • Total Recipients • Originator • Recipient • Organization

Table 1. Mailbox Content reports.

Report	Description	Filters
Mailbox Content - Audit Items by Date	This report provides message header details, including the originator, recipients, item date, and message-id, for mailbox items that meet the specified date criteria. You can use this report to find items that have been stored for long periods of time.	• Display Name • Item Date • Originator • Recipient • Organization

About Public Folder Content Reports

The Public Folder Content reports provide the item count and volume information for items in public folders and can identify message header details including originator, recipients, subject line, and message identifier for public folder items that meet specified audit criteria.

In the public folder content reports, you can right-click on a heading and use the Insert Field option to add additional information. You can insert information such as the creator of the folder, custom attributes, folder age limits (expiration), and any storage quota limit details.

If a public folder is not mail-enabled, MessageStats cannot collect certain attributes from Active Directory such as custom attributes.

Prerequisites

To see data in Public Folder Content reports, you must have run a Exchange Public Folder Content and Attachments gathering to collect information about the public folder content.

Table 2. Public Folder Content reports.

Report	Description	Filters
Public Folder Content - Item Count by Class	This report provides an item count per public folder and volume information for each message class (such as IPM.Post, IPM.Note, IPM.Schedule.Meeting.Request). The report only includes the message classes that are found in the public folders from which content was gathered.	• Item Class • Public Folder • Database • Server/DAG • Region • Organization
Public Folder Content - Audit Items by Subject Keyword	This report provides message header details including originator, recipients, subject line, and message-id for public folder items that meet the specified subject keyword criteria.	• Public Folder • Subject Keyword • Originator • Recipient • Organization
Public Folder Content - Audit Items by Body Keyword	This report provides message header details, including the originator, recipients, body context, and message-id, for items in the public folder that meet the specified body keyword criteria.	• Public Folder • Body Keyword • Originator • Recipient • Organization

Table 2. Public Folder Content reports.

Report	Description	Filters
Public Folder Content - Audit Items by Size	This report provides message header details, including the originator, recipients, size, and message-id, for the items in public folders that meet the specified size criteria. You can use this report to find large items in public folder databases.	• Public Folder • Size (KB) • Originator • Recipient • Organization
Public Folder Content - Audit Items by Date	This report provides message header details, including originator, recipients, item date, and message-id, for the items in public folders that meet the specified date criteria. You can use this report to find items stored for long periods of time.	• Public Folder • Item Date • Originator • Recipient • Organization

About Mailbox Attachments Reports

The Mailbox Attachment reports provide item counts and volume information for the attachments inside mailboxes. You can identify message header details, including originator, recipients, subject line, and message identifier, for the attachments that meet specified audit criteria.

In the reports, you can right-click on a heading and use the Insert Field option to add additional information. You can insert user details such as mobile telephone number, or mailbox information such as the object GUID in Active Directory.

Prerequisites

To see data in Mailbox Attachments reports, you must have run a Exchange Mailbox Content and Attachments gathering to collect information about the mailbox attachments.

Table 3. Mailbox Attachments reports.

Report	Description	Filters
Mailbox Attachments - Attachment Count by File Extension	This report provides item count and size information for attachments found in mailboxes, grouped by file extension. The report includes only attachments that were found in mailboxes from which content was gathered	• Display Name • File Extension • Database • Server/DAG • Server Roles • Region • Organization
Mailbox Attachments - Attachment Count by File Name Keyword	This report provides item count and size information for attachments found in mailboxes, grouped by file name keywords. The report only includes the file name keywords that are specified in the task configuration and were found in the attachment file names in the mailboxes from which content was gathered.	• Display Name • File Name Keyword • Database • Server/DAG • Server Roles • Region • Organization

Table 3. Mailbox Attachments reports.

Report	Description	Filters
Mailbox Attachments - Attachment Count by Size	This report provides a count of attachments for each mailbox, grouped by size. The sizes are defined as small (less than 100 KB), large (100 KB to 500 KB), very large (500 KB to 1 MB), huge (1 MB to 5 MB), and enormous (greater than 5 MB). This report provides the actual attachment counts per mailbox at the time that the data was gathered, regardless of the attachment filters that were enabled during the gathering.	• Display Name • Database • Server/DAG • Server Roles • Region • Organization
Mailbox Attachments - Audit Attachments by File Extension	This report provides message header details, including the originator, recipients, file extension, and message-id, for mailbox items with attachments that meet the specified file extension criteria.	• Display Name • File Extension • Recipient • Organization
Mailbox Attachments - Audit Attachments by File Name Keyword	This report provides message header details, including the originator, recipients, file name, and message-id, for mailbox items with attachments that meet the specified file name keyword criteria.	• Display Name • File Name Keyword • Recipient • Organization

About Public Folder Attachments Reports

The Public Folder Attachment reports provide item count and volume information for attachments located inside public folders. You can identify message header details including originator, recipients, subject line, and message identifier for the attachments that meet specified audit criteria.

In the public folder attachment reports, you can right-click on a heading and use the Insert Field option to add additional information. You can insert information such as the creator of the folder, custom attributes, folder age limits (expiration), and any storage quota limit details.

If a public folder is not mail-enabled, MessageStats cannot collect certain attributes from Active Directory such as custom attributes.

Prerequisites

To see data in Public Folder Content reports, you must have run a Exchange Public Folder Content and Attachments gathering to collect information about the public folder attachments.

Table 4. Public Folder Attachments reports.

Report	Description	Filters
Public Folder Attachments - Attachment Count by File Extension	This report provides item counts and volume information attachments in public folders, grouped by file extension. The report only includes attachments that were found in public folders from which content was gathered.	• Public Folder • File Extension • Database • Server/DAG • Server Roles • Region • Organization

Table 4. Public Folder Attachments reports.

Report	Description	Filters
Public Folder Attachments - Attachment Count by File Name Keyword	This report provides item counts and volume information for attachments in public folders, grouped by file name keywords. The report only includes the file name keywords that were specified in the task configuration and that were found in file names of attachments in the public folders from which content was gathered.	• Public Folder • File Name Keyword • Database • Server/DAG • Server Roles • Region • Organization
Public Folder Attachments - Attachment Count by Size	This report provides item counts for attachments in public folders, grouped by size. The sizes are defined as small (less than 100 KB), large (100 KB to 500 KB), very large (500 KB to 1 MB), huge (1 MB to 5 MB), and enormous (greater than 5 MB). You can use the report to identify large attachments located in public folders. This report provides the actual attachment counts per public folder at the time that the data was gathered, regardless of the attachment filters that were enabled during the gathering.	• Public Folder • Database • Server/DAG • Server Roles • Region • Organization
Public Folder Attachments - Audit Attachments by File Extension	This report lists the relevant message header details, such as the originator, recipients, file extension, and message-id for public folder items with attachments that meet the specified file extension criteria.	• Public Folder • File Extension • Originator • Recipient • Organization
Public Folder Attachments - Audit Attachments by File Name Keyword	This report lists the relevant message header details, such as the originator, recipients, file name, and message-id for attachments found in public folders that meet the specified file name keyword criteria.	• Public Folder • File Name Keyword • Originator • Recipient • Organization

7

Exchange Mailboxes Reports

Introducing Mailbox Reports

MessageStats provides valuable reporting capabilities for mailboxes across your organization. You can create reports to view the largest mailboxes across the entire Exchange organization, or across a single department.

> **TIP:** To include hidden mailboxes in the Mailbox Sizes, Mailbox Quotas, and Mailbox Size Distribution reports, you must enable the **Allow hidden mailboxes in Mailbox Reports** check box on the Delivery Time Threshold property page. To access the Delivery Time Threshold property page, right-click the **Tasks** node in the treeview and select **Properties**.

You can also view information about archive mailboxes as well as information about primary mailboxes.

Table 1. Mailboxes reports.

• Mailbox Sizes	• Mailbox Quotas
• Archive Mailbox Sizes	• Top Senders and Receivers By Messages
• Top Senders and Receivers By Volume	• Top Internet Senders and Receivers By Messages
• Top Internet Senders and Receivers By Volume	• Mailbox Activity Summary
• Mailbox Activity Internal vs. External	• About the Mailbox Profile
• Mailbox Sent Audits	• Mailbox Received Audits
• Message Sizes - Sent Distribution	• Message Sizes - Received Distribution
• Mailbox Security - Mailbox Delegates	• Mailbox Security

Identifying Internal SMTP-Submitted Messages

The following reports use IP subnets to identify whether SMTP-submitted messages are internal or external to an organization:

- Mailbox Top Senders and Receivers

- Mailbox Activity
- Mailbox Profile
- Mailbox Sent Audits
- Mailbox Sizes Sent Distribution

In the MessageStats console, use the IP Subnets property page to identify your internal IP Subnets so that SMTP-submitted messages are correctly reported as internal to your Exchange organization. For details about identifying internal IP addresses, see the chapter titled Setting Exchange Organization Properties in the *MessageStats Administrator Guide*.

Viewing Presence Information

Reports that contain information about individual mailboxes can also show icons that provide the presence status for the mailbox owner.

Prerequisites

You can see the presence icons if you have Microsoft Outlook and Microsoft Office Communicator installed, configured, and running on the computer on which you are viewing the report.

Table 2. Presence status Icons.

Icon	Status
	Online
	Busy—Similar presence statuses such as In a meeting, or Do Not Disturb also appear as a Busy status.
	Do Not Disturb—Displayed when a user has set the status to Do Not Disturb.
	Away—Similar presence statuses such as Be Right Back also appear as an Away status.
	Offline

If you right-click a status icon, you can communicate with the mailbox owner. If the mailbox owner has Outlook installed and Office Communicator installed and running, you can send an email or reply with an instant message.

If you and the mailbox owner are both set up to send and receive telephone calls over the Internet through your computer, options for making a call can also appear on the menu when you right-click the icon.

About Size and Quotas Reports

The Mailbox Sizes and Quotas reports allows you to view and analyze mailbox size and quota information across the entire Exchange organization.

The reports show information about both the primary mailbox and the archive mailbox, if it exists. For a user, you can see the individual size or each type of mailbox, and the aggregated total size for both the primary and archive mailbox.

If you have defined Mailbox Exclusions in the MessageStats Console, information for the excluded mailbox is still included in statistical reports, such as the Mailbox Sizes report.

Table 3. Mailbox Sizes and Quotas reports.

Report	Description	Filters
Mailbox Sizes	This report shows the largest mailboxes in your organization and their associated sizes. You can include the size of archive mailboxes in the size totals. **NOTE:** Server-specific filters, such as Server/DAG or Database DN, apply to the primary mailbox only. You can right-click on a heading and use the Insert Field option to add additional information to the report. You can insert custom attributes, user information such as mobile telephone number, or mailbox information such as the object GUID in Active Directory. The Mailbox Sizes report provides links that allow you to drill down to more detailed information. Click a name in the Display Name column to display the Mailbox Profile report.	• Date • Select Top • Display Options • Mailbox Size • Show Mailboxes • Display Name • Department • Office • Company • Distribution Group • Database Distinguished Name • Organizational Unit • Server/DAG • Server Roles • Region • Organization
Mailbox Quotas	The Mailbox Quotas report provides information about the quotas that are set for the largest mailboxes across your Exchange organization. **NOTE:** Server-specific filters, such as Server/DAG or Database DN, apply to the primary mailbox only. The report provides links that allow you to drill down to more detailed information. Click a name in the Display Name column to display the Mailbox Profile report.	• Date • Select Top • Display Options • Mailbox Quota • Show Mailboxes • Date/Time Display • Display Name • Department • Office • Company • Distribution Group • Database Distinguished Name • Organizational Unit • Server/DAG • Server Roles • Region • Organization

Table 3. Mailbox Sizes and Quotas reports.

Report	Description	Filters
Archive Mailbox Sizes	This report shows the largest archive mailboxes in your organization and their associated sizes. You can right-click on a heading and use the Insert Field option to add additional information to the report.	• Date • Select Top • Display Options • Show Mailboxes • Display Name • Department • Office • Company • Distribution Group • Database Distinguished Name • Organizational Unit • Server/DAG • Server Roles • Region • Organization

About Top Senders and Receivers Reports

The Top Senders and Receivers reports provide data about the top email senders and receivers, focused on internal traffic between Exchange servers within your organization. Information on the top senders and receivers by quantity and volume allows you to monitor usage of the email system by focusing on the patterns of the biggest resource consumers.

Table 4. Top Senders and Receivers reports.

Report	Description	Filters
Top Senders and Receivers By Messages	This report provides data about the top email senders and receivers over a specific period of time, grouped by the total number of messages sent or received. You can right-click on a heading and use the Insert Field option to add additional information. You can insert user details such as mobile telephone number, or mailbox information such as the object GUID in Active Directory.	• Date • Select Top • Display Options • Department • Office • Company • Distribution Group • Database Distinguished Name • Organizational Unit • Server/DAG • Server Roles • Region • Organization

Table 4. Top Senders and Receivers reports.

Report	Description	Filters
Top Senders and Receivers By Volume	This report provides data about the top email senders and receivers over a specific period of time, grouped by the total volume of messages sent or received. You can right-click on a heading and use the Insert Field option to add additional information. You can insert user details such as mobile telephone number, or mailbox information such as the object GUID in Active Directory.	• Date • Select Top • Display Options • Department • Office • Company • Distribution Group • Database Distinguished Name • Organizational Unit • Server/DAG • Server Roles • Region • Organization

About Top Internet Senders and Receivers Reports

The Top Internet Senders and Receivers reports provide data on the top email senders and receivers. The report is focused on the traffic between the Exchange organization and the Internet.

You can use information on the Internet Top Senders and Receivers report to monitor the appropriateness of email use between the corporation and external organizations. For example, a researcher or sales person might normally have a high volume of internet mail. However, it might be unusual for a quality control analyst to have a high volume of internet mail.

Although mail contacts are internal to your Exchange environment, they point to external SMTP addresses. As such, mail contacts are marked as external on the Top Internet Users reports.

Determining Which Messages are from External Internet Sites

MessageStats uses an internal SMTP namespaces list to determine if a domain is an internal site. You can specify additional internal SMTP namespaces to the internal namespaces list using the SMTP Namespaces property page. For information about how internal namespaces are determined, see About the Internal SMTP Namespace list on page 116.

Table 5. Top Internet Senders and Receivers reports.

Report	Description	Filters
Top Internet Senders and Receivers By Messages	This report provides the top Internet mail senders or receivers over a specific period of time, determined by the total number of messages sent or received. It shows the mailbox users in your organization who send the most email messages to internet addresses. It also show the mailbox users who receive the most email messages from internet addresses. You can right-click on a heading and use the Insert Field option to add additional information. You can insert user details such as mobile telephone number, or mailbox information such as the object GUID in Active Directory.	• Date • Select Top • Display Options • Department • Office • Company • Distribution Group • Database Distinguished Name • Organizational Unit • Server/DAG • Server Roles • Region • Organization
Top Internet Senders and Receivers By Volume	This report provides the top Internet email senders or receivers over a specific period of time, determined by the total volume of messages sent or received. It shows the mailbox users who send the largest volume of email messages to internet addresses. It also shows the mailbox users who receive the largest volume of email messages from internet addresses. You can right-click on a heading and use the Insert Field option to add additional information. You can insert user details such as mobile telephone number, or mailbox information such as the object GUID in Active Directory.	• Date • Select Top • Display Options • Department • Office • Company • Distribution Group • Database Distinguished Name • Organizational Unit • Server/DAG • Server Roles • Region • Organization

About Mailbox Activity Reports

The Mailbox Activity reports show Exchange server activity from a mailbox perspective. These reports detail the user (mailbox) activities in an Exchange organization, such as sending and receiving messages. The Internal vs. External report expands the information include detail about where the traffic originates.

In the Mailbox Activity reports, MessageStats breaks down the number of internal and external messages sent either through MAPI or SMTP-based clients. You can right-click on a column heading and insert fields (that include Internal Exchange, Internal Other) to show this information.

Table 6. Mailbox Activity reports.

Report	Description	Filters
Mailbox Activity Summary	This report provides mailbox usage data, showing the users who have sent and received the most physical messages during the specified date range. This report answers the question, “How many physical email messages did my users receive in their mailboxes, and how many new messages did those users create?” **NOTE:** This report does not indicate whether the message source is internal or external, nor does it record or specify the number of intended recipients. This report counts the number of times the user clicks Send. You can right-click on a heading and use the Insert Field option to add additional information such as the manager name or the mailbox object GUID in Active Directory.	• Date • Detail Level • Display Options • Display Name • Department • Office • Company • Distribution Group • Organizational Unit • Server/DAG • Server Roles • Region • Organization
Mailbox Activity Internal vs. External	This report provides a day-to-day account of sent and received messages for a mailbox, but includes the following advanced details: • Details of internal message traffic • Details of external message traffic MessageStats uses an internal SMTP namespaces list to determine if messages are internal. To add additional SMTP namespaces to the internal namespaces list, use the SMTP Namespaces property page. For information about how internal namespaces are determined, see About the Internal SMTP Namespace list on page 116. You can right-click on a heading and use the Insert Field option to add additional information such as the manager name or the mailbox object GUID in Active Directory. Click a name in the Display Name column to display the Mailbox Sizes report.	• Date • Detail Level • Display Options • Display Name • Department • Office • Company • Distribution Group • Organizational Unit • Server/DAG • Server Roles • Region • Organization

About the Mailbox Profile

The Mailbox Profile report provides a composite and graphical view of the activity of a single mailbox over a weekly or monthly period. You can use the information to understand how each Exchange user in an organization is using email resources.

Mailbox Profile reports are valuable in understanding usage patterns. The report displays high-level summary information concerning a specific mailbox, including the display name, SMTP address, traffic, top distribution groups, known local Exchange data files, top senders to this mailbox, and top recipients from this mailbox.

Table 7. Mailbox Profile Report.

Report	Description	Filters
Mailbox Profile	**Prerequisites** The Top Recipients and Originators graphs contains data only if the mailbox is selected for audit. For information about configuring mailbox audits, see To add mailboxes to the audit list on page 77. **Description** This report presents high-level summary information about a particular mailbox. After you select the filters, the Mailbox Profile report cannot be edited. If you hover over the line, bar, or pie segment, you see the actual value. If you hover over the plotted point on a line graph, you see both x-axis and y-axis values.	• Period • Display Name (mandatory)

About Mailbox Auditing Reports

The Mailbox Auditing reports allow you to track messages sent to Exchange from an audited mailbox and sent to an audited mailbox from Exchange.

You can use auditing to track the sending and receiving of email messages, the email targets, and email subjects for a defined list of mailboxes. You configure MessageStats to gather auditing information using the Mailbox Auditing option in the MessageStats Console.

To include subject line auditing, you must also enable subject line logging on your Exchange servers.

To add mailboxes to the audit list

1. Select **Exchange Organizations** from the navigation view.
2. Select an Exchange organization from the list, then right-click and select **Properties**.
3. Select the **Mailbox Auditing** tab and then click **Add**.
4. Click **Select Mailbox** to select one or more mailboxes from the browser list and click **OK**.

   - OR -

   Click **Enter Mailbox Detail** to select a specific mailbox, enter the information, and then click **OK**.

After you have selected the mailboxes to be audited, the information does not appear in the reports until after an Exchange Tracking Logs gathering task has run successfully. The Exchange Tracking Logs task is part of the Default gathering task, but it can also be run separately.

Due to the way that Microsoft Exchange logs information to the tracking logs, the Mailbox Audit reports display the recipients list as it is created by the mailbox user. Any distribution groups that are included in the Recipients List are not expanded to include all members of the distribution group.

If the mailbox being audited receives a message sent to a distribution group, the Received Messages list does not indicate that the message was sent to a distribution group, rather than to the mailbox directly.

Table 8. Mailbox Audit reports.

Report	Description	Filters
Mailbox Sent Audits	This report shows the messages submitted to the Exchange server by the audited mailbox. **NOTE:** You can insert additional columns such a department and office by clicking a column head, right-clicking and selecting Insert Field. **Prerequisites** You must have selected the mailboxes to be audited in the Mailbox Auditing tab on the Exchange organization properties page. Also, an Exchange Tracking Logs gathering task must have completed successfully.	• Date • Date/Time Display • Company • Department • Organizational Unit • Office • Mailbox DN • Originator
Mailbox Received Audits	This report presents the messages delivered to the audited mailbox. **NOTE:** You can insert additional columns such a department and office by clicking a column head, right-clicking and selecting Insert Field. **Prerequisites** You must have selected the mailboxes to be audited in the Mailbox Auditing tab on the Exchange organization properties page. Also, an Exchange Tracking Logs gathering task must have completed successfully.	• Date • Date/Time Display • Company • Department • Organizational Unit • Office • Mailbox DN • Recipient

About Message Size Reports

The Message Sizes reports provide summary information about the distribution of message sizes created or received by users in a specific Exchange organization. The information provided in these reports is useful in assessing the appropriateness of user email habits, and provides opportunities to educate users on sending smaller messages.

These reports present the message sizes sent and received from the perspective of each mailbox in the Exchange organization, allowing you to determine who is sending the largest messages.

Table 9. Message Size reports.

Report	Description	Filters
Message Sizes - Sent Distribution	This report provides a breakdown of the distribution of message sizes sent by Exchange mailboxes and summarizes the information at the mailbox level. This report answers the question, “On average, how big are the messages that my users send?” You can right-click on a heading and use the Insert Field option to add additional information to the report. You can insert information such as the object GUID in Active Directory.	• Date • Detail Level • Display Name • Department • Office • Company • Distribution Group • Organizational Unit • Database • Server/DAG • Server Roles • Region • Organization

Table 9. Message Size reports.

Report	Description	Filters
Message Sizes - Received Distribution	This report provides a breakdown of the distribution of message sizes received by Exchange mailboxes and summarizes this information at the mailbox level. The report answers the question, “In average, how big are the messages that my users receive?” You can right-click on a heading and use the Insert Field option to add additional information to the report. You can insert information such as the object GUID in Active Directory.	• Date • Detail Level • Display Name • Department • Office • Company • Distribution Group • Organizational Unit • Database • Server/DAG • Server Roles • Region • Organization

About Mailbox Security Reports

The Mailbox Security node provides reports about the access control lists (ACLs) on each mailbox and shows any delegates that are assigned to a mailbox.

Table 10. Mailbox Security reports.

Report	Description	Filters
Mailbox Security - Mailbox Delegates	This report lists the mailboxes that have one or more assigned delegates. The report lists any user account that has been added to the delegates for a mailbox, regardless of the permissions that are granted to the account. You can right-click on a heading and use the Insert Field option to add additional information. You can insert user details such as mobile telephone number, or mailbox information such as the object GUID in Active Directory.	• Show Mailboxes • Display Name • Department • Distribution Group • Database Distinguished Name • Organizational Unit • Server/DAG • Server Roles • Region • Organization

Table 10. Mailbox Security reports.

Report	Description	Filters
Mailbox Security	This report provides a list of mailboxes and their assigned access control lists (ACLs). The report shows the Send-As and Receive-As permissions from the Active Directory user ACL, and the permissions from the mailbox ACL. Only Receive-As permissions that are granted through the AD user object are shown. The Receive-As permissions that are granted through the mailbox database, or through the DAG that contains the mailbox, are not shown. Right-click on a heading and use the Insert Field option to add additional information. **Prerequisites** You must run a Mailbox Security gathering task to collect mailbox security information. The Mailbox Security gathering task is not part of the Exchange Mailbox gathering and is not included in the Default Gathering task. **NOTE:** This report does not contain inherited permissions in the ACLs unless Exchange System Manager (ESM) is installed.	• Show Mailboxes • Display Name • Department • Office • Company • ACE Account Name • ACE Inherited • Distribution Group • Database Distinguished Name • Server/DAG • Server Roles • Region • Organization

8

Exchange Mail Contacts Reports

Introducing the Mail Contacts Reports

The Mail Contacts reports provide data on the top mail contacts, and the users who use mail contacts most often in your organization.

Mail contacts are organization-level objects in the Microsoft Exchange server directory that represent users of foreign mail servers. A foreign email address is associated with every mail contact, and mail sent to a mail contact is redirected to a gateway capable of delivering mail to the foreign mail system.

In Exchange, a user who is not hosted by Exchange can be added to Active Directory as a mail contact, a Windows user, or a user whose Windows account is disabled. In any case, the user is mail-enabled, but not mailbox-enabled, because the mailbox is hosted on another messaging system.

Although mail contacts are internal to your Exchange environment, they point to external SMTP addresses. As such, mail contacts are marked as external on the Mailbox Activity, Top Internet Users reports, and Internet Domain Audits reports.

Prerequisites

The Mail Contacts gathering task and the Mail-Enabled Objects gathering task must run successfully to provide content for these reports. These gatherings are included in the Default Gathering task.

Inserting Additional Information into Reports

You can right-click on a heading and use the Insert Field option to add additional information to the reports.You can insert custom attributes (Extension Attributes 01-15) or attributes such as Department, Telephone Number, and Postal Address to the reports.

About the Presence Icons

For the reports that show the top users of mail contacts, you can view the presence status icons for the users if you have Outlook and Office Communicator installed and running on the computer on which you view the reports.

If you right-click a status icon, you can communicate with the mailbox owner. For more information about presence information in reports, see Viewing Presence Information on page 71.

Table 1. Mail Contact reports.

Report	Description	Filters
Top Mail Contacts By Messages	This report presents the mail contacts that are used most often over a specific period of time, sorted by the total number of messages.	• Date • Select Top • Display Options • Mail Contact • Organizational Unit • Organization
Top Mail Contacts By Volume	This report presents the mail contacts which are used most often over a specific period of time in your enterprise, sorted by the total volume of messages.	• Date • Select Top • Display Options • Mail Contact • Organizational Unit • Organization
Top Users of Mail Contacts By Messages	This report presents the users that most often use mail contacts, over a specific period of time, grouped by the number of messages sent.	• Date • Select Top • Display Options • User • Mail Contact • Organizational Unit • Organization
Top Users of Mail Contacts By Volume	This report presents the users that most often use mail contacts based on the period of time that you select, sorted by the total volume of messages.	• Date • Select Top • Display Options • User • Mail Contact • Organizational Unit • Organization

9

Exchange Distribution Groups Reports

Introducing Distribution Group Reports

MessageStats provides valuable information about the distribution groups in your organization, including usage, access, and traffic. A distribution group is a group of email users represented by one name that you can use to send email to entire groups of email accounts.

Prerequisites

The Distribution Group gathering task, Mail-Enabled Objects gathering task, and the Exchange Tracking Log gathering task must run successfully to provide content for these reports. These gatherings are included in the Default gathering task.

By default, the gathering task stores and reports on Distribution Group membership information. You can determine whether you want to gather membership information using the Distribution Group Membership option on the Organization Properties dialog box. For more information, see the chapter titled “Setting Exchange Organization Properties” in the *MessageStats Administrator Guide*.

Inserting Additional Information into Reports

You can right-click on a heading and use the Insert Field option to add additional information to the reports. You can insert custom attributes (Extension Attributes 01-15) or attributes such as Description or Notes to the reports.

About the Presence Icons

For the reports that show the top users of distribution groups, you can see presence status icons for each user if you have Outlook and Office Communicator installed and running on the computer from which you view the reports.

If you right-click a status icon, you can communicate with the mailbox owner. For more information about presence information in reports, see Viewing Presence Information on page 71.

Table 1. Distribution Group reports.

Report	Description	Filters
Inactive Distribution Groups	This report shows the distribution groups which have not been used over a specific period of time, specifically noting the date of last use.	• Date • Show Groups • Distribution Group • Organizational Unit • Organization
List Access By Distribution Group	This report shows the last time a distribution group was used during a specific period of time. The report lists all distribution groups and the date on which they were last accessed.	• Date • Show Groups • Distribution Group • Organizational Unit • Organization
Top Distribution Groups By Messages	This report lists the distribution groups that receive the most messages over a specific period of time in your enterprise, sorted by the total number of messages. Message totals include auto-redirected messages.	• Date • Select Top • Display Options • Show Groups • Distribution Group • Organizational Unit • Organization
Top Distribution Groups By Volume	This report lists the distribution groups that receive the highest volume of messages over a specific period of time in your enterprise, sorted by the total volume of messages. Message totals include auto-redirected messages.	• Date • Select Top • Display Options • Show Groups • Distribution Group • Organizational Unit • Organization
Top Users of Distribution Groups By Messages	This report lists the users who send the most messages, sent directly and auto-directed, to the distribution groups in your organization.	• Date • Select Top • Display Options • Show Groups • User • Distribution Group • Organizational Unit • Organization
Top Users of Distribution Groups By Volume	This report lists the users who sent the biggest volume of messages, sent directly and auto-directed, to the distribution groups in your organization.	• Date • Select Top • Display Options • Show Groups • User • Distribution Group • Organizational Unit • Organization

10

Exchange Public Folders Reports

Introducing the Public Folder Reports

You can use the Public Folder reports to drill down into your Exchange public folder infrastructure and analyze size, usage, permissions, and replication throughout your enterprise.

In the public folder reports, you can right-click on a heading and use the Insert Field option to add additional information. You can insert information such as the creator of the folder, custom attributes, folder age limits (expiration), and any storage quota limit details.

If a public folder is not mail-enabled, MessageStats cannot collect certain attributes from Active Directory such as custom attributes.

Prerequisites

MessageStats does not gather public folder information in the Default Gathering task. As a result, the public folder reports do not contain content until you create and run an Exchange Public Folder gathering task.

To collect public folder permission and owner information for Exchange 2013 and later, you must also create and run the Exchange Public Folder Security gathering task.

For information about how to create a gathering task, see the *MessageStats Administrator Guide*.

Table 1. Public Folder reports.

Report	Description	Filters
Public Folder Root Summary	This report displays summary information about the public folders in your Exchange organization. Use links to drill down to detailed information for specific public folders. Any unused folders or subfolders are considered active if there is a live folder or document in the directory path. You can navigate through several unused folders to locate an active subfolder or document. **NOTE:** The Total Items and Total Item Size (KB) values can be larger than seen in Outlook or ESM since these values also include the items from public folder replicas.	• Date • Show Public Folders • Public Folder • Organization

Table 1. Public Folder reports.

Report	Description	Filters
Public Folder Details	This report displays detailed information about the public folders in your Exchange organization. From this report, you can drill down into folder permissions and folder replica reports.	• Date • Show Public Folders • Public Folder • Server • Server Roles • Region • Organization
Public Folder Permissions	This report displays information about the permissions on the public folders in your Exchange organization. **NOTE:** To populate the report for Exchange 2013 and later, you must run the Exchange Public Folder Security gathering task.	• User Name • Role • Public Folder • Server • Server Roles • Region • Organization
Public Folder Replicas	This report displays information about the public folder replicas in your Exchange organization. For Exchange 2013 and later, the public folder mailbox information is included.	• Show Public Folders • Public Folder • Folder Path • Organization • Replica Servers • Public Folder Mailbox • Replicas

11

Exchange Storage Reports

Introducing Storage Reports

MessageStats provides an enterprise view of all physical storage use and free space in your Exchange organization:

Table 1. Storage reports.

Report	Description	Filters
Storage - Servers Summary	This report lists the Exchange servers in the organization with the database information aggregated to the server level. The report provides two graphs: • Aggregate size of the databases by server. • Percentage of space used at the server level. If the selected period is greater than one day, the graphs show a trend of the databases or the percentage used over time. The Server link allows you to drill down to the Databases Summary report.	• Date • Display Options • Trend and Forecast Options • Total Volumes (MB) • Total Database Size (MB) • Volume % Used • Server • Server Roles • DAG • Region • Organization
Storage - Database Summary	This report lists the Exchange servers in the organization, the databases on each server, the database size, and the number of mailboxes in each database. The report identifies whether the database is the active database copy in the Database Availability Group (DAG). The report also provides graphs for mailbox and public folder databases. The graphs aggregate the data across all databases to the server level. If the period is one day, the graphs provide a comparison of the servers. If the period is greater than one day, then the graph presents trends over the period. The Database link allows you to drill down to the Server Details report.	• Date • DAG • Number of Mailboxes • Display Options • Trend and Forecast Options • Server • Server Roles • DAG • Region • Organization

Table 1. Storage reports.

Report	Description	Filters
Storage - Servers Details	This report provides the details underlying an Exchange server, reporting on the number of databases for every volume on a server. The report identifies the Database Availability Group (DAG) to which the server belongs. By default, the report provides the database, database path, and size.	• Date • Volume Size (MB) • Volume % Used • Volume • Server • Server Roles • DAG • Region • Organization
Storage - Database Copy Distribution	This report shows the location and size of all the physical copies of the mailbox databases and public folder databases. It provides details such as whether the database copy is the active copy, identifies the server that hosts each copy of a database, and shows the number of mailboxes that each database contains.	• Date • Database Size (MB) • Number of Mailboxes • Server • Server Roles • DAG • Region • Organization

12

Exchange Internet Reports

Introducing Internet Reports

The Internet reports provide information about the way your Exchange organization interacts with the Internet. The reports contain the following information:

- The top Internet domains as observed in the tracking logs
- The users that most frequently send messages to and receive messages from Internet domains
- Domains that MessageStats has been configured to audit
- Distribution of the messages sent from internal namespaces to your Exchange organization

About the Presence Icons

If you have Outlook and Office Communicator installed and running on the computer on which you view these reports, you can view presence status icons for the mailboxes in these reports.

If you right-click a status icon, you can communicate with the mailbox owner. For more information about presence information in reports, see Viewing Presence Information on page 71.

About Top Internet Domain Reports

The Top Internet Domains branch of the reports tree contains reports that reveal the top Internet domains that have been observed in the gathered tracking logs. The reports list the incoming (received) mail traffic, and the outgoing (sent) mail traffic.

Table 1. Top Internet Domain reports.

Report	Description	Filters
Top Internet Domains By Messages	This report provides a list of the Internet domains that most often appear in originator or recipient lists, grouped by total number of messages. The report includes messages from or to a system mailbox such as journaling messages.	• Date • Select Top • Display Options • Organization

Table 1. Top Internet Domain reports.

Report	Description	Filters
Top Internet Domains By Volume	This report provides a list of the Internet domains that most often appear in the originator or recipient lists, grouped by the total volume of messages. The report includes messages from or to a system mailbox such as journaling messages.	• Date • Select Top • Display Options • Organization

About Top Internet Domain Users Reports

The reports in the Top Internet Domain Users branch of the reports tree show the users that most often send messages to and receive messages from Internet domains over a specific period of time. The reports show the user mailboxes and Internet domains, which are grouped by the number of messages sent or by the volume of messages sent.

Table 2. Top Internet Domain User reports.

Report	Description	Filters
Top Internet Domain Users by Messages	This report shows the mailboxes that send the most messages to and receive the most messages from Internet domains. You can select the period of time and select users in a specific organization, Exchange server, or organizational unit (OU). You can click a user name in the table to display the user details in the Mailbox Activity Summary report.	• Date • Display Name • Server/DAG • Organization • Select Top • Display Options • Organizational Unit • Server Roles • Region
Top Internet Domain Users by Volume	This report shows the mailboxes that send the largest volume of messages to and receive the largest volume from Internet domains. You can select the period of time and select users in a specific organization, Exchange server, or organizational unit (OU). You can click a user name in the table to display the user details in the Mailbox Activity Summary report.	• Date • Display Name • Server/DAG • Organization • Select Top • Display Options • Organizational Unit • Server Roles • Region

About Internet Domain Auditing Reports

The Internet Domain Auditing branch of the reports tree contains the reports for any domain audits you have defined in the MessageStats Console. Internet domain audits are used to track the sending and receiving of Internet email messages, their intended targets, and subject lines against a defined list of email domains.

Although mail contacts are internal to your Exchange environment, they point to external SMTP addresses. As such, mail contacts are marked as external on the Internet Domain Auditing reports.

Prerequisites

You must configure MessageStats to gather audit information using the Internet Domain Auditing property page.

To add Internet domains to the audit list

1 Select **Exchange Organizations** from the navigation tree.

2 Select an Exchange organization, then right-click and select **Properties**.

3 Select the **Domain Auditing** tab and click **Add**.

4 Enter the name of the domain you want to add to the list.

  Enter the domain names as close as possible to the actual domain name to ensure that the correct information is audited.

  For example, if you enter DomainA.com, MessageStats captures ChildDomain.DomainA.com and DomainA.com. If you enter ChildDomain.DomainA.com, MessageStats does not capture DomainA.com.

5 Click **OK**.

Table 3. Domain Auditing reports.

Report	Description	Filters
Domain Inbound Audits	This report presents the messages submitted to the Exchange server by the audited domain.	• Date • Date/Time Display • Domain
Domain Outbound Audits	This report presents the messages delivered to the audited domain from your Exchange organization.	• Date • Date/Time Display • Domain

About the Internal Namespace Distribution Report

MessageStats collects the namespaces that are most likely used by a company. Namespace information is gathered from the SMTP Address recipient policy. However, these may not represent all of your internal SMTP namespaces.

You can manually identify additional internal namespaces. When all internal namespaces are identified, email traffic to those namespaces is correctly reported as internal email.

To identify additional internal namespaces

1 Select **Exchange Organizations** from the treeview.

2 Select an Exchange organization.

3 Right-click and select **Properties**.

4 Select the **SMTP Namespaces** tab.

5 Click **Add**.

6 Enter the namespace in the **Add New Internal Namespace** dialog box and click **OK**.

7 Click **OK**.

Table 4. Internal Namespace Distribution Report.

Report	Description	Filters
Internal Namespace Distribution	This report details the distribution of messages sent from the Internet to an Exchange organization against the different SMTP domains supported by that Exchange organization. **NOTE:** This report contains no information if you do not gather against a server that interacts with the Internet outside of your Exchange organization.	• Date • Internal Namespace • Total Received (MB) • Total Received • Organization

13

Exchange Inventory Reports

Introducing Inventory and Chargeback Reports

Inventory reports automate much of the work that is needed for planning changes or migrations in an Exchange environment. The reports can also simplify much of the ongoing management of Microsoft Exchange.

Whether you are reviewing your Exchange organization to tune message transport or are cleaning up unneccessary overhead, inventory reports add significant value.

You can define scope to a single object and determine the steps that should be taken to increase the productivity of your environment. For pre-migration assessments, you can create regions to model the server and storage consolidations based on actual metrics.

About Chargeback Reports

Using the Chargeback reports, you can calculate charges based on usage of the system. The Chargeback reports apply the definitions to your data storage and resource usage statistics.

To see cost information in the Chargeback reports, you must define the storage and usage costs in the MessageStats console. The chargeback amounts can then be distributed back to the departments or groups that incurred the expenses.

To set chargeback amounts in the MessageStats console

1. Right-click the **Tasks** node in the treeview and select **Properties**.
2. Click the **Financials** tab.
3. Enter a value in the **Cost per MB Stored** box.
4. Enter a value in the **Cost per Internal MB Sen**t box.
5. Enter a value in the **Cost per Internet MB Sen**t box.

Chargeback Report Descriptions

The following reports are found in the Chargeback folder:

Table 1. Inventory Chargeback reports.

Report	Description	Filters
Chargeback by Mailbox Sizes	This report is similar to the Mailboxes - Mailbox Sizes report, providing a list of mailboxes and their associated sizes. The Chargeback Mailbox Sizes report also contains a Cost field that contains the storage cost incurred by the specific mailbox. **Linked Reports** Click the Display Name field to view the Mailbox Activity Summary report. The Mailbox Activity Summary report contains a graph of the physical messages sent and received, and the total physical messages associated with that mailbox. In the Mailbox Activity Summary report, click the Display Name field to view the Top Mailbox Sizes report.	• Date • Show Mailboxes • Display Name • Department • Office • Company • Distribution Group • Database Distinguished Name • Organizational Unit • Server/DAG • Server Roles • Region • Organization
Chargeback by Senders	This report is similar to the Mailbox Senders report, providing a list of email senders over a specific period of time. The report also contains a Cost field that contains the usage cost incurred by the specific mailbox. You can right-click on a heading and use the Insert Field option to add additional information. You can insert user details such as mobile telephone number, or mailbox information such as the object GUID in Active Directory.	• Date • Department • Office • Company • Distribution Group • Database Distinguished Name • Organizational Unit • Server/DAG • Server Roles • Region • Organization
Chargeback by Internet Senders	The Chargeback by Internet Senders report is similar to the Mailboxes Top Internet Senders and Receivers report, listing Internet email senders over a specific period of time. The Chargeback by Internet Senders report also contains a Cost field that contains the usage cost incurred by the specific mailbox. You can right-click on a heading and use the Insert Field option to add additional information. You can insert user details such as mobile telephone number, or mailbox information such as the object GUID in Active Directory.	• Date • Department • Office • Company • Distribution Group • Database Distinguished Name • Organizational Unit • Server/DAG • Server Roles • Region • Organization

About Inventory Reports

MessageStats provides inventory information so that you can review the components of an Exchange environment. The Inventory reports include information from the most recent MessageStats gatherings, and provide an up-to-date view of your Exchange environment.

You can view summary information about your Exchange organizations, or specific region, server, databases, mailbox, public folder, or distribution group inventory information.

TIP: To include hidden mailboxes in the Mailbox Inventory reports, you must enable the **Allow hidden mailboxes** in Mailbox Reports check box on the Delivery Time Threshold property page. To access the Delivery Time Threshold property page, right-click the Tasks node in the treeview and select **Properties**.

You can also view information about archive mailboxes as well as information about primary mailboxes.

About the Presence Icons

If you have Outlook and Office Communicator installed and running on the computer on which you view reports, you can view presence status icons in any inventory report that shows the individual mailboxes.

If you right-click a status icon, you can communicate with the mailbox owner. For more information about presence information in reports, see Viewing Presence Information on page 71.

Inventory Report Descriptions

The following reports are found in the Inventory report folder and subfolders:

Table 2. Inventory reports.

Report	Description	Filters
Inventory - Mailboxes - Primary Mailboxes	This report provides a list of the primary mailboxes that exist within an organization, and provides details about each mailbox. You can choose to include or exclude orphaned (disconnected) mailboxes. You can right-click on a heading and use the Insert Field option to add additional information to the report. You can insert information such as custom attributes, user details such as mobile telephone number, or mailbox information such as the object GUID in Active Directory. You can view the server on which the mailbox copy is mounted by inserting the Mounted on Server field. You can also view archive mailboxes.	• Show Mailboxes • Show Orphaned Mailboxes • Display Name • Department • Office • Company • Distribution Group • Database Distinguished Name • Organizational Unit • Servers • Server Roles • DAG • Region • Organization • SMTP Domain
Inventory - Mailboxes - Archive Mailboxes	This report provides a list of the archive mailboxes within an organization and provides details about each mailbox. You can right-click on a heading and use the Insert Field option to add additional information to the report.	• Show Mailboxes • Display Name • Department • Office • Company • Distribution Group • Database Distinguished Name • Organizational Unit • Servers • Server Roles • DAG • Region • Organization

Table 2. Inventory reports.

Report	Description	Filters
Inventory - Mailboxes - Public Folder Mailboxes	For Exchange 2013 and later, this report provides a list of the public folder mailboxes that exist and shows whether the mailbox is a primary or secondary hierarchy mailbox. Public folder mailboxes contain hierarchy information and the content for public folders. The primary hierarchy mailbox contains the only writable copy of the hierarchy. Additional public folder mailboxes are secondary mailboxes, which contain a read-only copy of the hierarchy. You can right-click on a heading and use the Insert Field option to add additional information to the report such as Account, Last Logon Date, Mailbox Email, and other details.	• Name • Database Distinguished Name • Organizational Unit • Servers • Server Roles • DAG • Department • Office • Company • Region • Organization
Inventory - Mailboxes Exceeding Quotas - Primary Mailboxes Exceeding Quotas	This report provides a central place where you can view the primary mailboxes that have reached their size quota. You can use information to determine if mailbox size quotas should be changed. You can right-click on a heading and use the Insert Field option to add additional information to the report. You can insert information such as custom attributes, user details such as mobile telephone number, or mailbox information such as the object GUID in Active Directory.	• Show Mailboxes • Show Archive Mailboxes • Display Name • Department • Office • Company • Distribution Group • Database Distinguished Name • Organizational Unit • Server/DAG • Server Roles • Region • Organization
Inventory - Mailboxes Exceeding Quotas - Archive Mailboxes Exceeding Quotas	This report provides a central place where you can view the archive mailboxes that have reached their size quota. You can use information to determine if mailbox size quotas should be changed. You can right-click on a heading and use the Insert Field option to add additional information to the report.	• Show Mailboxes • Display Name • Department • Office • Company • Distribution Group • Database Distinguished Name • Organizational Unit • Server/DAG • Server Roles • Region • Organization

Table 2. Inventory reports.

Report	Description	Filters
Inventory - Summary	This report provides summarized information for each Exchange organization. You can see information about the number of servers. Information also includes mailbox databases, public folder databases, primary and archive mailboxes (excluding orphaned mailboxes), distribution groups, and public folders. Each result permits you to drill down to a more detailed Inventory report. This report provides links from each field to more detailed information.	• Organization
Inventory - DAGs	This report shows the number of servers in each Database Availability Group (DAG). It provides the number of databases, mailboxes (primary and archive), and public folders in a DAG. The mailbox statistics do not include orphaned (disconnected) mailboxes.	• DAG • Organization
Inventory - Servers	This report provides a list of the servers in an organization and DAG (if applicable), and provides information about the server, including Exchange version, and the number of mailboxes (primary and archive), public folder databases, and mailbox databases. The report shows the number of mailboxes in the active databases only but shows the databases in both the active and inactive database on the server. Orphaned (disconnected) mailboxes are not included in the report. Links from some fields can be used to drill down to more detailed information.	• Server • Server Roles • DAG • Organization
Inventory - SMTP Virtual Servers	This report provides a list of the SMTP virtual servers that are configured on the Exchange servers in your organization.	• Server/DAG • Server Roles • Organization
Inventory - Deleted Mailboxes	This report allows you to see the number of mailboxes that have been deleted during the specified date range. You can click on the number link to see a detailed report about the deleted mailboxes. **NOTE:** MessageStats can only report on deleted mailboxes for which information was previously gathered.	• Server/DAG • Organization
Inventory - Connectors	This report lists the connectors that are configured in your Microsoft Exchange environment such as SMTP Receive Connectors.	• Connector • Organization

Table 2. Inventory reports.

Report	Description	Filters
Inventory - Databases	This report provides a list of the logical databases or the mailbox databases found in an Exchange organization, indicating the number of mailboxes (excluding orphaned mailboxes) and the database type for each.	• Total Number of Mailboxes • Servers • Server Roles • DAG • Organization
Inventory - Mailbox Growth	The Mailbox Growth report allows you to view trends and to project growth over time for the number of mailboxes (primary and archive) in an Exchange organization. If you select the Detail option (Detail Level), you can view the information by Exchange server or Database Availability Group (DAG). This report consists of a graph and a table. The graph shows the number of mailboxes in an organization plotted over time. You can hover over the line to see the number of mailboxes on a specific date. The table shows the number of mailboxes on a specified date, for the organization (summary) or by server/DAG (detail).	• Date • Mailbox Growth • Detail Level • Display Options • Trend and Forecast Options • Database Distinguished Name • Server/DAG • Server Roles • Region • Organization
Inventory - Mailbox Duplicate Names	This report provides a list of the duplicate names and aliases for mailboxes that exist in your Exchange organization.	• Display Name • Distribution Group • Server/DAG • Server Roles • Region • Organization
Inventory - Mailboxes with Disabled Accounts	This report provides a list of the mailboxes with disabled accounts. You can right-click on a heading and use the Insert Field option to add additional information to the report. You can insert information such as custom attributes, user details such as mobile telephone number, or mailbox information such as the object GUID in Active Directory.	• Show Mailboxes • Display Name • Department • Office • Company • Distribution Group • Database Distinguished Name • Organizational Unit • Server/DAG • Server Roles • Region • Organization

Table 2. Inventory reports.

Report	Description	Filters
Inventory - Inactive Mailboxes	This report identifies mailboxes from which no messages were sent during the specified period. By default, the report shows mailboxes that sent no messages in the last 30 days. You can right-click on a heading and use the Insert Field option to add additional information to the report.	• Date • Display Name • Last Logon Date (UTC) • Show Mailboxes • Distribution Group • Database • Server/DAG • Server Roles • Region • Organization
Inventory - Orphaned Mailboxes	This report provides a list of the orphaned mailboxes that exist in your Exchange organization. For each orphaned mailbox, the report table lists the display name, NT account, last logon date, the number and volume of messages in the mailbox, and the server and department to which the orphaned mailbox belongs. An orphaned mailbox consumes space in a given directory database, but there is no associated object in the Active Directory.	• Show Mailboxes • Display Name • Department • Office • Company • Distribution Group • Database Distinguished Name • Organizational Unit • Server/DAG • Server Roles • Region • Organization
Inventory - Mailbox Owners	This report verifies the owners of mailboxes, and includes the display name and the Windows account, mailbox size, number of messages, and server. You can right-click on a heading and use the Insert Field option to add additional information to the report such as user telephone numbers, manager, and custom attributes.	• Show Mailboxes • Display Name • Department • Office • Company • Distribution Group • Database Distinguished Name • Organizational Unit • Server/DAG • Server Roles • Region • Organization
Inventory - Mail Contacts	This report provides a list of the mail contacts in your Exchange environment. You can right-click on a heading and use the Insert Field option to add additional information to the reports. You can insert custom attributes (01-15) or attributes such as Display Name, Department, Telephone Number, and Postal Address to the reports.	• Show Contacts • Mail Contact • Department • Office • Company • Organization

Table 2. Inventory reports.

Report	Description	Filters
Inventory - Public Folders	This report provides a list of public folders that exist in your Exchange organization, and provides links to public folder replica and public folder permission details. You can right-click on a heading and use the Insert Field option to add additional information. You can insert information such as the creator of the folder, custom attributes, folder age limits (expiration), and any storage quota limit details.	• Show Public Folders • Server/DAG • Server Roles • Region • Organization
Inventory - Empty Public Folders	This report provides a list of inactive public folders that contain no files or folders. You can right-click on a heading and use the Insert Field option to add additional information. You can insert information such as the creator of the folder, custom attributes, folder age limits (expiration), and any storage quota limit details.	• Show Public Folders • Server/DAG • Server Roles • Region • Organization
Inventory - Public Folder Owners	This report provides a list of the public folders and the user who owns each folder. By default, this report is grouped by public folder. You can right-click on a heading and use the Insert Field option to add additional information. You can insert information such as the creator of the folder, custom attributes, folder age limits (expiration), and any storage quota limit details. **NOTE:** To populate the report for Exchange 2013 and later, you must run the Exchange Public Folder Security gathering task.	• User Name • Public Folder • Server/DAG • Server Roles • Region • Organization
Inventory - Distribution Groups	This report provides a list of the distribution groups that exist in each Exchange organization. You can right-click on a heading and use the Insert Field option to add additional information to the reports. You can insert custom attributes (01-15) and attributes such as Notes and Description.	• Show Groups • Distribution Group • Organization

Table 2. Inventory reports.

Report	Description	Filters
Inventory - Distribution Group Membership **Prerequisite** To store and report on membership details, ensure the Distribution Group Membership option is enabled in the Organization Properties. See the chapter titled “Setting Exchange Organization Properties” in the *MessageStats Administrator Guide*.	This report provides a list of the members and other mail-enabled objects within each distribution group. Other mail-enabled objects can include nested distribution groups. For each distribution group, MessageStats gathers the name of the mailboxes, distribution groups, and other Exchange-enabled objects that are directly part of each distribution group. For each distribution group, the report lists the members, member SMTP address, and member type. If MessageStats encounters a mail-enabled object (including mail contacts, public folders, or distribution groups) and cannot determine the object type, the object is recorded as a mailbox by default. If MessageStats later correctly determines that the object is not a mailbox, the MessageStats database is updated to reflect that all statistics are attributed to the correct object type.	• Show Groups • Distribution Group • Organization

14

Migration Reports

- About the Migration Reports
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About the Migration Reports

When you are planning to migrate to a newer version of Exchange, or from a different messaging platform to Exchange, you can use the migration reports to assess the progress of your mailbox migration.

Many of these reports can also be found under other nodes in the reports tree. The reports that are useful for pre-migration assessment, migration management, and post-migration analysis are grouped under the Migration node for your convenience.

Inventory Reports

As part of pre-migration planning, use the inventory reports to determine the scope of the migration from the source platform. During and after migration, use the inventory reports to evaluate whether the migration to the target Exchange organization is complete.

The following reports are found in the Inventory folder:

Table 1. Migration Inventory reports.

Report	Description	Filters
Exchange Inventory Summary	Use this report as an inventory overview of your existing Exchange organizations. The report shows the number of servers, primary and archive mailboxes, private and public folder databases, distribution groups, and public folders in each organization. To drill down to the inventory details for each object, click a result.	• Organization
Exchange Inventory Servers	When analyzing your existing environment, use this report to view each Exchange server in each organization. The report includes the Exchange version for each server, and shows the number of primary and archive mailboxes, public folder and mailbox databases, and public folders.	• Server • Server Roles • DAG • Organization

Table 1. Migration Inventory reports.

Report	Description	Filters
Exchange Mailbox Delegates	This report helps you to monitor access to the target mailboxes by source accounts. It lists mailboxes that have at least one delegate assigned to them and shows all the accounts that have delegate access to each mailbox.	• Show Mailboxes • Display Name • Department • Distribution Group • Database Distinguished Name • Organizational Unit • Server/DAG • Server Roles • Region • Organization
Exchange Public Folders	In preparation for migrating public folders, you can use this report to identify and find all existing public folders in your organization. You can easily identify the servers on which the public folders reside and find all the subfolders contained in each public folder. **NOTE:** Public folder information is not collected by default. To populate fields in a Public Folders report, an Exchange Public Folder gathering task must be run.	• Show Public Folders • Server/DAG • Server Roles • Region • Organization
Exchange ActiveSync Device Inventory	When assessing your existing mobile device users, use this report to see the mobile devices, such as Android, Apple iPhone and iPad, which are used with Exchange ActiveSync within your environment. Each mobile device is listed along user information. If a mobile device has been used by multiple users, it is listed only once with its most recent user. **NOTE:** By default, the Exchange ActiveSync Default gathering does not gather device phone numbers. To enable the gathering of the device phone numbers, use the Exchange ActiveSync Privacy property tab.	• User • Organization • Mailbox Server/DAG
Lync Enabled Users	When migrating to a newer version of Exchange, use this report to identify the users that are enabled for Lync and to ensure that their Lync configuration settings are migrated correctly.	• Display Name • Department • Office • Pool
Lotus Notes Mailbox Delegates	If you are migrating from Lotus Notes, use this report to determine which accounts may require access to the target mailboxes. This report shows the Lotus Notes mailboxes to which additional users are granted access as delegates.	• Mailbox Title • Mailbox Owner • Owner Department • Mailbox Server • Mailbox Domain
Lotus Notes Mailbox Security	If you are migrating from Lotus Notes, use this report to determine the security required for the target mailboxes. This report shows security details about the access control list (ACL) for each Lotus Notes mailbox, including level of access and the specific rights that each trustee (user or group) has to the mail file.	• Mailbox Title • Mailbox Owner • Owner Department • Mailbox Server • Mailbox Domain

Capacity & Storage Reports

These reports allow you to analyze your current storage and capacity needs before and during migration, and to project future requirements.

The following reports are found in the Capacity & Storage folder:

Table 2. Migration Capacity and Storage reports.

Report	Description	Filters
Exchange Capacity Executive Summary	Use this report to understand your existing Exchange capacity and storage usage, and to identify storage trends in your organization. You can view storage growth rates, including public folder and mailbox databases, for the week, month, or quarter.	• Period • Organization (mandatory) • The period is for period-to-date so information will change from day to day.
Exchange Servers Storage Summary	As part of your capacity analysis, use this report to see the amount of used storage and available storage for each server in your existing organization. This report can help you determine the storage requirements for your target Exchange environment.	• Date • Display Options • Trend and Forecast Options • Total Volumes (MB) • Total Database Size (MB) • Volume % Used • Server • Server Roles • DAG • Region • Organization
Exchange Mailbox Sizes	As part of capacity planning, use this report to identify the largest mailboxes in your organization, including any archive mailboxes. You can see the number of messages stored and the volume of messages stored for your top email users. This report provides links that allow you to drill down to more detailed information. Click a name in the Display Name column to display the Mailbox Profile report.	• Date • Select Top • Display Options • Mailbox Size • Show Mailboxes • Display Name • Department • Office • Company • Distribution Group • Database Distinguished Name • Organizational Unit • Server/DAG • Server Roles • Region • Organization

Table 2. Migration Capacity and Storage reports.

Report	Description	Filters
Exchange Mailbox Growth	As part of capacity planning, use this report as an analysis tool to examine the growth trends in the number of mailboxes within your organization over time.	• Date • Mailbox Growth • Detail Level • Display Options • Trend and Forecast Options • Database Distinguished Name • Server/DAG • Server Roles • Region • Organization
Exchange Server Activity Summary	When determining required capacity, use this report to assess your current mail server traffic. The report shows the number of physical messages handled by each server, and compares the mailbox-generated activity with system-generated activity. You can determine the percentage of time consumed by user activity compared to the percentage of time used for system overhead work.	• Date • Detail Level • Display Options • Trend and Forecast Options • Display Threshold • Date/Time Display • Server • Server Roles • Region • Organization
Exchange Top Senders and Receivers by Volume	As a tool used in capacity planning, this report helps you identify the top email senders and receivers in your Exchange organization, grouped by the total volume of messages sent or received.	• Date • Select Top • Display Options • Department • Office • Company • Distribution Group • Database Distinguished Name • Organizational Unit • Server/DAG • Server Roles • Region • Organization

Table 2. Migration Capacity and Storage reports.

Report	Description	Filters
Exchange Top Senders and Receivers by Messages	As a tool used in capacity planning, this report helps you identify the top email senders and receivers in your Exchange organization, grouped by the total number of messages sent or received.	• Date • Select Top • Display Options • Department • Office • Company • Distribution Group • Database Distinguished Name • Organizational Unit • Server/DAG • Server Roles • Region • Organization
Exchange Public Folders Root Summary	When estimating the capacity that is required for your migrated public folders, use this report to determine the size of your existing public folders. The report provides an analysis of total items and total item size, and you can drill down into the folder and subfolders. You can evaluate whether the content in your existing public folders should be distributed among additional public folders to adjust for size limitations in newer versions of Exchange. **NOTE:** Public folder information is not collected by default. To populate fields in a Public Folders report, an Exchange Public Folder gathering task must be run.	• Date • Show Public Folders • Public Folder • Organization
Lotus Notes Mailbox Sizes	When planning a migration from Lotus Notes to Exchange, use this report to evaluate the storage space used by mailboxes across your Lotus Notes environment. You can see which mailboxes are using the most space on your Domino servers and the number of items in each mailbox. You can use the Select Top filter to limit the number of mailboxes shown in the graph. The graph can display a maximum of 50 mailboxes.	• Date • Select Top • Display Options • Mailbox Title • Mailbox Owner • Owner Department • Organization • Domain • Server

Unused Assets Reports

By assessing whether you have inactive or orphaned mailboxes, empty public folders, and inactive or invalid mobile devices in your existing messaging environment, you can clean up unused assets prior to migration.

The following reports are found in the Unused Assets folder:

Table 3. Migration Unused Asset reports

Report	Description	Filters
Exchange Orphaned Mailboxes	When cleaning up unused assets prior to migration, use this report to identify orphaned mailboxes that exist in your Exchange organization. An orphaned mailbox consumes space in a given database, but there is no associated user in Active Directory.	• Show Mailboxes • Display Name • Department • Office • Company • Distribution Group • Database Distinguished Name • Organizational Unit • Server/DAG • Server Roles • Region • Organization
Exchange Inactive Mailboxes by No Messages Sent	When planning the migration, use this report to identify mailboxes in the source Exchange environment from which no messages were sent during the specified period. By default, the report shows mailboxes that sent no messages in the last 30 days.	• Date • Display Name • Last Logon Date (UTC) • Show Mailboxes • Distribution Group • Database • Server/DAG • Server Roles • Region • Organization
Exchange Empty Public Folders	When cleaning up unused assets prior to migration, use this report to identify empty Exchange public folders that contain no files or folders. **NOTE:** To populate fields in a Public Folders report, an Exchange Public Folder gathering task must be run.	• Show Public Folders • Server/DAG • Server Roles • Region • Organization
Exchange Inactive Distribution Groups	When assessing your migration priorities, use this report to identify any distribution groups which have not been used over a specific period of time in your source environment. **NOTE:** If the member count fields are not populated, check the Distribution Group Membership property page in the MessageStats console. Select an Exchange organization, right-click and select Properties. Select the Distribution Group Membership tab and select the check box.	• Date • Show Groups • Distribution Group • Organizational Unit • Organization
Inactive Exchange ActiveSync Devices	As part of pre-migration usage analysis, use this report to identify any mobile devices that use ActiveSync, such as Android or Apple iPhone, that have not been synchronized within the specified number of days. **NOTE:** By default, the Exchange ActiveSync Default gathering does not gather device phone numbers. You can enable the gathering of the device phone numbers using the Exchange ActiveSync Privacy property tab.	• Inactive for this number of days (Required) • User • Organization • Mailbox Server/DAG

Table 3. Migration Unused Asset reports

Report	Description	Filters
Lotus Notes Inactive Mailboxes	When planning a migration from Lotus Notes to Exchange, use this report to identify the Lotus Notes mail files that had no activity during the selected date range. The report specifically identifies when the mailbox was last modified by a user and which user did the modification.	• Date • Mailbox Title • Mailbox Owner • Mailbox File • Server • Domain

Mailbox Migration Progress Reports

The Mailbox Migration Progress node contains reports that are used to evaluate an Exchange migration using Migration Manager for Exchange or Notes Migrator for Exchange. The mailbox migration progress and comparison reports require successful gatherings from both the source and target.

The following reports are found in the Migration Manager for Exchange folder:

Table 4. Mailbox Migration Progress reports.

Report	Description	Filters
Mailbox Migration Progress by Messages	This report lists the mailboxes that are scheduled for migration. The report indicates a progress percentage for the number of messages transferred from the source to the destination mailbox. The report includes the display name of the mailbox being migrated, the number and volume of messages on the source and destination servers, and the quantity and volume of messages transferred.	• Date • Display Name • Department • Organizational Unit • Source Server • Source Region • Source Organization
Mailbox Migration Progress by Volume	This report lists the mailboxes that are scheduled for migration. The report indicates the progress percentage of the volume of messages transferred from the source to the destination mailbox. The report includes the display name of the mailbox being migrated, the number and volume of messages on the source and destination servers, and the quantity and volume of messages transferred.	• Date • Display Name • Department • Source Server • Source Region • Source Organization

The following reports can be found in the Notes Migrator for Exchange folder:

Table 5. Notes Migration Status reports.

Report	Description	Filters
Migration Status per Collection	This report provides a mechanism for reviewing Notes migration results. For each user or resource, it shows how many errors were encountered and the amount of data that was migrated. Use this report to identify the mailboxes and resources that require cleanup, re-migration, or additional actions. You can also use the data to calculate data throughput and to estimate the throughput of subsequent migrations. By adjusting the size of different collections based upon these numbers, you can optimize the migration resources.	• Notes Migrator Database • Operation Type • Collection Name • Collection Label • Display Name • Data Store Type • Work Item Run Start Time • Exchange Server Name • Notes Server Name • Notes Domain Name
Migration Status per Server	This report provides a list of objects for each server and migration information including information about the data store for each object, migration run times, and details about the data that was migrated. Before you shut down a Notes server, it is recommended that you review this report. By ensuring that all desired mailboxes and resources have been migrated, you can prevent the inadvertent “orphaning” of a user.	• Notes Migrator Database • Operation Type • Display Name • Data Store Type • Work Item Run Start Time • Exchange Server Name • Notes Server Name • Notes Domain Name
Mailbox Comparison	This report displays item counts and storage size of corresponding Notes and Exchange mailboxes. Since Lotus Notes and Exchange store data differently, the storage size numbers will not be the same. You can see the percentage progress of the migrated items. Use this report to obtain information on the validity of a migration and to do capacity estimates. **Prerequisite** A MessageStats Exchange Mailbox Gathering task must have completed successfully.	• Notes Migrator Database • Display Name • Department • Notes Server Name • Notes Domain Name • Exchange Server Name • Exchange Organization
Distribution List Provisioning	This report allows you to determine which distribution lists have been provisioned. It indicates not just the creation of new lists but also reports any changes to the previously migrated lists. Using the report, you can use Notes as the authoritative source for a list and periodically re-migrate the list to Exchange. If changes have been made to the list in Notes, the report shows detailed information on how the Notes Migrator has provisioned Active Directory to ensure the Exchange and Notes version of the list are consistent.	• Notes Migrator Database • Display Name • Members • Notes Server Name • Notes Domain Name
NSF Status	This report provides a mechanism to check on the migration status of specific user mailboxes or resource reservation databases. You can report on Notes Storage Format (nsf) files specific to a server or select specific user mailboxes or resource reservation databases and determine if and when they were migrated, error counts, and how much data was migrated.	• Notes Migrator Database • Data Store Title • Data Store Type • Display Name • Exchange Server Name • Notes Server Name • Notes Domain Name

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MessageStats Gathering Reports

Introducing MessageStats Gathering Reports

The MessageStats Gathering node contains reports with an administrative view of the MessageStats database and are not based on any Exchange server data.

These reports provide information on the gathering history of Exchange servers including summary information, status of gatherings, and gathering failures.

MessageStats Gathering Report Descriptions

The MessageStats Gathering report folder contain reports that describe the status of the various MessageStats gathering tasks.

Table 1. MessageStats Gathering Status reports.

Report	Description	Filters
Gathering Summary	This report shows the status of tasks performed by the MessageStats application and by the MessageStats Scheduler Service. The status information also appears in the Gathering Status report that is accessible on the MessageStats Console. For more information, the *MessageStats Administrator Guide*.	• Date • Source • Server/DAG • Server Roles • Organization

Table 1. MessageStats Gathering Status reports.

Report	Description	Filters
Gathering Status	This report presents a more detailed status of the tasks performed by MessageStats and by the MessageStats Scheduler Service. This report aggregates the task entries for each source.	• Date • Source • Server/DAG • Server Roles • Organization
Gathering Failure	The Gathering Failure report provides a list of all the MessageStats gathering and processing tasks with the following statuses: Aborted, Failed, Pending, Processing, Pending Retry, and Warning. For information about gathering and processing task status, see the *MessageStats Administrator Guide*. The report is grouped by status and provides you with a means to monitor and troubleshoot the gathering of data in your Exchange organizations.	• Date • Status • Source • Server/DAG • Server Roles • Organization

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Appendix A: How to Read the Reports

What is the Definition of Physical and Logical Messages?

MessageStats reports show the message values in two categories: logical and physical. In the report column headings, the term *physical* identifies the physical message counts. If messages are not labeled as physical, they are logical messages.

For example, in the Mailbox Activity | Summary report, the message columns are labeled as Physical Messages. The term *physical message* is used to provide message counts in a manner similar to how Exchange handles a message. When a user opens Outlook, creates a message with five recipients and clicks Send, there is one physical message that Exchange tries deliver to each recipient.

Exchange may create copies of the message so that each recipient can receive the message. This process is called bifurcation and is performed when different recipients receive copies of the same message. A *logical message* is a message in which each recipient is counted as a separate message. For example, if a mail message is created in Outlook and is sent to nine recipients, MessageStats would count that as one physical sent message and nine logical sent messages. From a delivery standpoint (received messages), the logical and physical counts are the same since a delivery event can only happen to one mailbox.

Logical message counts make more sense when you categorize messages as internal or external. For example, in the Mailbox Activity | Internal vs. External report, MessageStats needs to determine whether a mailbox is sending internal or external messages. Since a message can have multiple recipients, and the recipients can be both internal and external, reports need to show a message in more granular way.

For information about internal and external messages, see How Does MessageStats Determine Internal and External Messages? on page 115.

Reports that Show Physical Message Counts

Here are the standard reports (using the tree node names) that show physical message counts:

Table 1. Reports that show physical message counts.

Report Folder	Report Name/Part
Top node	Corporate Exchange At A Glance (Message part)
Executive Summary	Server Traffic Usage
	Service Delivery (Delivery Time parts)
Organizations	Subject Auditing (both reports)
	Organizational Traffic
Servers	Server Activity (all reports)
	Server Mail Traffic (all reports)
	Delivery Times (all reports)
	Message Sizes (all reports)
Content Analysis	Mailbox Content (all reports)
	Public Folder Content (all reports)
	Mailbox Attachments (all reports)
	Public Folder Attachments (all reports)
Mailboxes	Mailbox Activity Summary
	Mailbox Profile - Mailbox Profile - For the following parts:
	Message Size Distribution
	Mailbox Auditing (both reports)
	Message Sizes (both reports)
Internet	Internal Namespace Distribution
Migration	Mailbox Migration Progress (both reports)

Reports that Show Logical Message Counts

Here are the standard reports (using the tree node names) that show logical message counts:

Table 2. Reports that show logical message counts.

Report Folder	Report Name/Part
Executive Summary	Recipient Traffic Usage
	Financials (Department Chargeback parts)
Organizations	Departmental Reporting - Mailbox Activity
Mailboxes	Top Senders and Receivers (both reports)
	Top Internet Senders and Receivers (both reports)
	Mailbox Activity Internal vs. External (physical counts are available as insertable fields)
	Mailbox Profile - Mailbox Profile - For the following parts:
	• Top Distribution Groups
	• Mailbox Activity Trend
	• Top Recipients and Originators
Mail Contacts	(all reports)

Table 2. Reports that show logical message counts.

Report Folder	Report Name/Part
Distribution Groups	(all reports)
Internet	Top Internet Domains (both reports)
	Internet Domain Auditing (both reports)
	Top Internet Domain Users (both reports)

Storage reports do not currently reflect the impact of Single Instance Storage (SIS). Therefore, all storage counts for a mailbox are logical counts in the purest sense.

How can I report the Total Physical/ Logical/ Volume of messages (in KB) sent by a department?

If you want to show a summary of physical message counts by department, you would use a Mailbox Activity report (either the standard report or using the Mailbox Activity data source in a custom report) and group the report by the Department field. For the standard report, insert the Department field.

The data contains all the physical messages sent, not just the internal messages. MessageStats does not categorize a physical message at the mailbox level as internal or external since a message can include both internal and external recipients.

The submitted message (which is how physical messages are counted) would be routed accordingly and part of the message might go to internal recipients and part of it might go to external recipients.

How can I see both logical and physical messages in the Mailbox Activity | Summary report?

By default, the Mailbox Activity | Summary report provides physical message counts. To display the total logical messages in the report you can right-click a column heading and select Insert Field. From the Insert Field dialog box, select Messages Sent or Messages Received. These columns count the logical messages rather than physical messages.

How Does MessageStats Determine Internal and External Messages?

In some MessageStats reports, there are fields that are labeled Internal and External. These identifiers are relative, depending on whether the data is viewed from the server perspective or from the mailbox perspective. Messages that are identified as internal or external are logical messages.

For a definition of a logical message, see What is the Definition of Physical and Logical Messages? on page 113.

Viewed from a Server Perspective

The server perspective is shown in the Server Activity reports. Server reports provide message counts and volumes for messages that flow into and out of a specific Exchange server. Each report focuses on the server activity with respect to messages, and not on the specific message destination or origination.

From a server perspective, the internal and external values are based on the servers that send messages to, or receive messages from, a specific Exchange server:

- If the message is sent to (or received from) another Exchange server in the same Exchange organization, the message is categorized as internal.

  If a message was submitted from an IP address that has been manually identified as an internal IP address using the Organization property page called Internal Subnets, it is also categorized as internal.
- If the message is sent to (or received from) another Exchange server that is not in the same Exchange organization, the message is categorized as external.

Viewed in the Delivery Process

A single message flowing through an Exchange organization can be categorized differently for each server, depending on where it is in the delivery process. The following example shows how a message might be counted during this process:

1. A message from an Internet originator is sent to a specific organization. When the message arrives at the main Internet mail server for the organization, MessageStats counts the *received message* as an external message.
2. Once the server locates the recipient mailbox, it sends the message to that Exchange server. MessageStats counts the *sent message* as an internal message.
3. On the Exchange server that contains the mailbox, MessageStats counts the *received message* as an internal message, since the server has received the message from another Exchange server in the same organization.

Viewed from a Mailbox Perspective

The mailbox perspective is captured in Mailbox Activity reports that provide the message counts and volumes of messages that flow into and out of a specific mailbox. Since a mailbox can send a message to multiple recipients (who can be spread across an organization and outside of the organization), MessageStats must use a unit smaller than the message when providing counts of internal and external messages.

For a message, MessageStats treats each recipient as a separate entity for the purpose of counting. Taking the originator/recipient pair as the base information for determining internal and external counts, the message direction determines how MessageStats views an address.

For *sent messages*, MessageStats looks at the recipient. For *received message*s, MessageStats looks at the originator. The determination of whether an address is internal or external is based on two factors:

- If an address in the Exchange tracking log is in the form of a legacy distinguished name, the address is considered internal.
- If an address is in the form of an SMTP address, then an additional check is required. The check retrieves the domain name from the address and looks up the domain in the MessageStats Internal SMTP Namespace list.

About the Internal SMTP Namespace list

The MessageStats Internal SMTP Namespace list is an internal database list of namespaces that is used to determine internal and external messages from the mailbox perspective. The list is maintained automatically through two MessageStats gathering tasks and manually using a property page:

- The Internal Namespace gathering (run at the Exchange organization level) reviews the SMTP Recipient Policies, extracts the domain and adds it to the list. It is assumed that if there is a policy for an SMTP domain, the domain is an internal address.
- The Exchange Mailbox gathering reviews the main SMTP address for a mailbox as well as the additional SMTP address. It takes these domains and adds them to the list. It is assumed that if there is a SMTP address for a mailbox, it is internal.

- You can also manually identify internal SMTP namespaces using the Organization property page titled SMTP Namespaces. In this property page, you add the namespaces that you want to categorize as internal. For details see To identify additional internal namespaces on page 91.

Using the Internal SMTP Namespace list, MessageStats checks a domain address to see if the domain is in the list. If it is, the address is considered internal. If is not in the list, the address is considered external.

For example, suppose a mailbox sends a message that has four recipients. Three of the recipients are other mailboxes in the company and the fourth recipient is the SMTP address for a family member. Assuming that the SMTP address of the family member is not in the Internal Namespace list, MessageStats would count three internal messages and one external message.

Removing SMTP Namespaces from the Internal List

In some cases, domains may be added to the internal SMTP namespace list that actually should be counted as external domains. You can use the SMTP Namespaces property page to remove a domain from the list.

To clear SMTP namespaces from the list

1. In the MessageStats console, expand the **Exchange Organizations** node in the treeview and select an Exchange organization.
2. Right-click and select **Properties**.
3. Select the **SMTP namespaces** tab.
4. Click the column heading to sort the list:
    - in alphabetic order
    - ordered with unchecked namespaces first
    - in reverse alphabetic order
    - ordered with checked namespaces first
5. Select the SMTP namespace and click to clear the check box.
6. Click **OK**.

Other Factors to be Considered

Other factors to be considered are as follows:

- All messages sent to a distribution group are considered internal, regardless of the distribution group membership. MessageStats counts the message as a single message. Since there is significant overhead in distribution group expansion, it is not done a part of the MessageStats tracking log gatherings.
- When a message is sent to a mail contact, MessageStats checks the SMTP address for the mail contact and uses that address when determining whether the message is internal or external.

If an SMTP message is submitted from an *external* IP address but has a “From Address” that matches an *internal* Exchange mailbox, is it counted against the sender in reports?

No. Even though the “From address” matches an Exchange mailbox, since the message was submitted through SMTP from an external IP address, it is assumed that the message is SPAM and it is not counted against the sender’s mailbox.

The message is counted against the recipient mailboxes and recipient distribution groups.

Internal and External Messages - Frequently Asked Questions

The following are frequently asked questions about internal and external messages in MessageStats reports.

What information is provided by the Server Internal vs. External report?

This report shows the number of times that messages that are routed (sent and received) through an Exchange server. By totaling the values at the organization level, MessageStats provides a value that is the sum of the volume of messages that have passed through the Exchange organization.

This report does not take unique messages into consideration. The same message can pass through many Exchange servers in the organization and this routing of the message copies is included in the totals on this report.

What are the definitions of Internal and External in the Server | Server Activity | Internal vs. External report?

The report shows the mailbox activity on a server and the number of messages that are sent to and received by the mailboxes:

- Internal is defined as any messages that are sent within the Exchange organization.
- External is defined as any messages that are sent outside the Exchange organization to the Internet.

How can I see all the external messages sent by an organization?

Using the Server Internal vs. External report, you can view the total of all the physical external sent messages.

Regardless of whether all external mail is going through one Exchange server or several Exchange servers, this total shows all external messages sent by the organization.

How do I create a custom report for All External Messages Sent and Received?

The following steps show you how to create a report for all external messages sent and received. System Messages are not counted in the report, but you can add a field for system messages to the Server Report.

1. On the main page of MessageStats Reports, select **File | New | Custom Report** and click **Next**.
2. Select Datasource = **Servers - Server Activity Details**.
3. Select Fields = **Date | External User Messages Received | External User Messages Sent**.

   If you also want to report on System Attendant Messages & System Messages, add the fields.
4. Select Filter = **Date** and provide the date or date range you want.
5. Select Group = **Date**.
6. You can configure Sorting, if you want, but it is not required.
7. Under the Format page, select **Advanced Summary Calculations**.
8. Clear **Show Detail Records**.
9. Under the Count Column select **External User Messages Received** and **External User Messages Sent** and click **OK**.

10 Click **Finish**.

11 Save the report by selecting the **File | Save As**.

Differences Between Messages Submitted, Delivered, and Transferred In and Out

Why are message counts different for messages delivered and submitted, and for messages transferred-in and transferred-out?

The following definitions explain what the different terms mean:

- **Message Submission** is an operation in which a mail client (such as Outlook) creates new messages and sends them to Exchange to be routed and delivered. In MessageStats, the count is equal to one message each time a user clicks Send on the message.
- **Message Delivery** is an operation in which a routed message is put into the mailbox of a specific recipient. In MessageStats, the count is equal to one message for each recipient of a message.
- **Message Transfer-In** is a routing operation in which a message is received by an Exchange server. The message can come from other Exchange servers or from the Internet. In MessageStats, the count is equal to one message per message received, regardless of the number of recipients.
- **Message Transfer-Out** is a routing operation in which a message is sent out by an Exchange server. The message can be sent to other Exchange servers or to the Internet. In MessageStats, the count is equal to one message per message sent, regardless of the number of recipients.

Exchange minimizes the number of messages that are routed through an Exchange organization by creating a copy of a message only when necessary. This process is called bifurcation.

Sample Scenario: MessageStats Counts

The following scenario describes what happens in Exchange and how MessageStats reports it. A user, using Outlook, sends a message that has three recipients: One recipient is in the same database as the originator (Server 1), while the two recipients are in the same database on a different server (Server 2).

The message is submitted to the Exchange server (Server 1). Exchange determines that one recipient is on the same server and two recipients are on a different server. Exchange delivers the message to the local recipient, and creates a copy of the message and routes it to Server 2, where the message is delivered to the two recipients.

Table 3:

Server 1	Message Submitted: 1
	Message Delivered: 1
	Message Transfer In: 0
	Message Transfer Out: 1

Table 4:

Server 2	Message Submitted: 0
	Message Delivered: 2
	Message Transfer In: 1
	Message Transfer Out: 0

There is no correlation between database events (Submission and Delivery) and routing events (Transfer In and Transfer Out).

Routing events depend on the number of recipients and on the location of the recipients relative to each other and relative to the originator. Delivery events are tied to the number of recipients that are in the same organization. Submission events reflect the number of times that a user clicks Send in Outlook (this is a simplification that describes what is counted).

As of Exchange 2010, all messages are forced through the Hub Transport role, which might not reside on the same server as the mailbox database.

Why Does the Date Filter Always Group Using UTC?

When I set the Date/Time Display setting for a report to local time, the date and time are converted to local time. However, if I set a Date filter for a report, the report data is still filtered according to UTC (Universal Coordinated Time). Why is that?

Basically, reports are generated in two steps.

1. In the first step, the data is queried, sorted, and aggregated.
2. In the second step, the data is formatted. MessageStats converts time from UTC to local time during the second (formatting) step.

The time conversion process adds the appropriate offset to any Date/Time fields. The Date/Time option does not change how MessageStats aggregates the data since the data was aggregated during the first step.

Date fields are not affected because they do not have a time component. Since, the Date field is not affected by the conversion to local time, data is still grouped by UTC.

Report Filter Definitions

This section provides information about the various filter settings that you can use to define the information that appears in reports.

A

ACE Account Name

Allows you to reduce the number of access control entries (ACEs) reported in mailbox access control lists (ACLs) by using the “is in” or “not in” parameter to select or exclude specific user accounts.

ACE Inherited

Allows you to either include or exclude inherited ACEs in mailbox ACLs in security reports.

Administrator Roles

Restricts report content to the users that have the specified administrator roles.

B

Body Keyword

A space-delimited list of keywords used to search the body of items in databases.

C

City

Restricts report content to include users with the specified city.

Company

Restricts the report content to the company name that you specify.

Connector

Restricts the report content to the server connectors that you specify.

D

DAG

For Exchange 2010, limits the report content to objects (such as servers or mailbox databases) in the selected DAG (Database Availability Group).

Database

Restricts the report content to the Exchange database, such as a mailbox database or a public folder database, that you specify.

Database Distinguished Name

Restricts the report content to the distinguished name of the database that you select.

Database Size (MB)

Restricts report content according to the size of the mailbox database or public folder database that you specify.

Date

Restricts the report content to the date range that you specify.

Date/Time Display

Used to determine whether you want date and time data to appear in UTC or local server time.

Department

Restricts the report content to the business department that you specify.

Note: Ensure that the Department attribute is defined for each mailbox account. If the attribute is not defined, null or blank record sets appear in the report and aggregated departmental information may not be accurate. The Department attribute must be defined using Microsoft Exchange.

Destination Organization

Restricts the report content to the destination Exchange organization that you specify.

Destination Region

Restricts the report content to the destination region that you specify.
Note: The Region filter list may contain <NULL> as an option. This is valid option, as some servers in our Exchange organization may not be specifically assigned to a region. If you select <NULL>, the report contains all servers not assigned to a region.

Destination Server

Restricts the report content to the destination server that you specify.

Destination Server Roles

Restricts the report content to the destination servers with the role that you specify.

Detail Level

Restricts the report content to the detail that you select:
Summary indicates that you want to include only aggregated data.
Daily indicates that you want detailed records grouped by day.
Hourly indicates that you want detailed records grouped in hourly increments (where available).

Display Name

Restricts the report content to the Display Name that you specify.

Note: The Mailbox Profile report requires that you select a mailbox display name. If you do not select a name, the report does not render.

Display Options

Display Options define the components you want to include on the report:

Data and Graph presents a graph at the top of the report
followed by a corresponding data table.

Data Only presents data table and suppresses the graph
view.

Graph Only presents a graph and suppresses the corresponding data table.

Display Threshold

Indicates whether you want to include thresholds on your graphs. By default, threshold lines are not included. To enable threshold lines on the graphs, click **Yes**. For information about thresholds, see the *MessageStats Administrator Guide*.

Distribution Group

Restricts the report content to the distribution group that you specify.

Domain

Restricts the report content to the domain that you specify.

F

File Extension

The file extension (such as .doc or .xls) of an attachment to an item in an database.

File Name Keyword

A space-delimited list of keywords used to search the filenames of attachment of items in databases.

Folder

Restricts the report content to the public folder that you specify.

Folder Path

Restricts the report content to the public folder path that you specify.

I

Inactive for this number of days (Required)

Allows you to restrict the report to show only devices that have not been active for the specified number of days.

Internal Namespace

Restricts the report content to the internal namespace that you specify.

Item Class

MAPI-based classification of items contained in an database. Examples include IPM.NOTE, IPM.POST etc.

Item Date

The delivery date for an item in an database.

L

Last Logon Date (UTC)

Restricts the report content to the last logon date (when a user logged on to a mailbox) that you specify.

Last Period

Allows you to specify the date range or time period to compare to the current (This Period) specified date range.

M

Mail Contact

Restricts the report content to the mail contact that you specify.

Mailbox Email

Restricts the report content to the mailbox email address that you specify.

Mailbox DN

Restricts the report content to the mailbox distinguished name that you specify.

Mailbox Growth

Allows you to view mailbox growth trends for primary or archive mailboxes or both.

Mailbox Quota

Allows you to see the quota information for either the primary mailboxes or for the archive mailboxes.

Mailbox Server/DAG

Restricts the report results to the mailbox server or the DAG associated with the mobile device.

Mailbox Size

Allows you to view the total size (primary and archive) of user mailboxes, the size of primary mailboxes only, or (depending on the report) the size of archive mailboxes only.

N

Name

Restricts the report content to the public folder mailbox name that you specify.

Number of Mailboxes

Restricts the report content to databases with the number of mailboxes that you specify.

O

Office

Restricts the report content to mailboxes associated with the specified office.

Organization

Restricts the report content to the Exchange organization that you specify.

Organizational Unit

Restricts the report content to the organizational unit that you specify.

Originating Organization

Restricts the report content to the originating Exchange organization that you specify.

Originating Region

Restricts the report content to the originating region that you specify.

Note: The Region filter list may contain <NULL> as an option. This is valid option, as some servers in our Exchange organization may not be specifically assigned to a region. If you select <NULL>, the report contains all servers not assigned to a region.

Originating Server

Restricts the report content to the originating server that you specify.

Originating Server Roles

Restricts the report content to the originating servers with the role that you specify.

Originator

Restricts the report content to the mail originator.

P

Period

Restricts the report content to aggregations for the period of time that you specify. You can restrict the report content to the most recent week, month, or quarter.
Note: You must have data for at least part of the period you select. The week, month, and quarter periods are absolute, based on the last completed period.

Pool

Restricts the report content to the Skype for Business or Lync Server pool that you specified.

Public Folder

Restricts the report content to the public folder that you specify.

Public Folder Mailbox

Limits the report content to the public folder mailbox that you specify.

R

Recipient

Restricts the report content to the mail recipient.

Recipients

Restricts the report content to the mail recipients.

Region

Restricts the report content to the region that you specify.
Note: Regions must be defined in the MessageStats Console. For information about regions, please see the *MessageStats Administrator Guide*.

Replica Region

Restricts the report content to the specified region where the public folder replica exists.
Note: Regions must be defined in the MessageStats Console. For information about regions, please see the *MessageStats Administrator Guide*.

Replica Servers

Restricts the report content to the replica server that you specify.

Replicas

Restricts the report content to the number of replicas that you specify.

Replica Server Roles

Restricts the report content to the replica server roles that you specify.

Role

Restricts the report to display only users that are assigned the role that you specify. Roles are used with public folders to assign the permission levels that you want.

S

Select Top

Restricts the report content to the number of records that you specify.
Note: When you select a number greater than 50, be aware that MessageStats Reports displays a maximum of 50 records in a graph, but displays unlimited records in a table.

Server

Restricts the report content to the specified Exchange server.

Servers

Restricts the report content to the specified Exchange servers.

Services

Restricts the report content to include only the Microsoft Online services that you specify.

Server/DAG

Restricts the report content to the specified Exchange server or, for Exchange 2010, the Database Availability Group (DAG) associated with the Exchange object.

Server Roles

Restricts the report content to the server roles you specify. By selecting a Server role filter, you can ensure that the reports contain comparable servers or comparable data. The report content is not skewed by a single server that is not comparable to other servers.

Show Archive Mailboxes

Allows you to include archive mailboxes in the displayed report.

Show Contacts

Indicates if you want to show hidden mail contacts on the report.
All includes both hidden and non hidden mail contacts.
Hidden includes only hidden mail contacts.
Non Hidden includes no hidden mail contacts.

Show Groups

Indicates if you want to show hidden distribution groups on the report.
All includes both hidden and non hidden distribution groups.
Hidden includes only hidden distribution groups.
Non Hidden includes no hidden distribution groups.

Show Mailboxes

Indicates if you want to include mailboxes for hidden users on the report.
All includes both hidden and non hidden mailboxes.
Hidden includes only hidden mailboxes.
Non Hidden includes no hidden mailboxes.

Show Orphaned Mailboxes

Indicates if you want to include orphaned (disconnected) mailboxes in the report. Orphaned mailboxes are mailboxes that consume space in a directory database but that do not have an associated user in Active Directory.

Show Public Folders

All includes all public folders, both system and noh-system folders.
Non System filters out all the system public folders.
System filters out all the non-system public folders.
Since the public folder reports show only non-system public folders by default, you can use the Show

Public Folders filter to include both system and non-system public folders, or to show only system or only non-system public folders. You can insert the Is System Folder to indicate which public folders are system and which are not.

Size (KB)

Restricts the report content to the message size that you specify.

SMTP Domain

Restricts the report content to include only the SMTP domains you specify.

Source

Restricts the report content to the data source that you specify.

Source Organization

Restricts the report content to the originating Exchange organization that you specify.

Source Region

Restricts the report content to the originating region that you specify.

Source Server

Restricts the report content to the originating Exchange server that you specify.

Status

Restricts the report content to the gathering status that you specify.

Subject Keyword

Restricts the report content to the audit text that you specify. The Subject Keyword filter lets you narrow the report content to one or more of the text strings that you have identified in using the Subject Audit Management functionality. If you do not select a specific Subject Keyword, the report includes all audited subject text strings, grouped by the text string.

For more information please see the *MessageStats Administrator Guide*.

Subscription Company Name

Limits the report content to users that have the specified subscription company name.

Subscriptions

Allows you to restrict report content to contain only users associated with the specified subscriptions.

T

This Period

Allows you to specify the date range or time period to compare to a previous (Last Period) specified date range.

Total % Volume Used

Restricts the report content to the used volume percentage that you specify.

Total Number of Mailboxes

Allows you to filter the report by the total number of mailboxes.

Total Received

Restricts the report content to the internal namespaces that have received a higher total number of messages than the number that you specify.

Total Received (MB)

Restricts the report content to the internal namespaces that have received a higher total volume of messages than the number that you specify.

Total Recipients

A list of recipients of an item in an database.

Total Database Size (MB)

Restricts the report content to the size of the volume that you specify.

Total Volumes (MB)

Restricts the report content to the volume of the message databases that you specify.

Trend and Forecast Options

Indicate your graph display preference for the report.
Display Neither suppresses both trend lines and forecasts.
Trend Only includes trend lines, but not forecasts.
Trend and Forecast includes both trend lines and forecasts.

U

User

Restricts the report content to the user account that you specify.

User Name

Restricts the report content to the user name that you specify.

V

Volume

Restricts the report content to the volume that you specify.

Volume % Used

Restricts the report content to the volumes with the percentage of used space that you specify.

Volume Size (MB)

Restricts the report content to the volume size that you specify.

Lotus Notes Report Pack Filters

C

Collection Label

Restricts report content in the Notes Migration Status reports to include only the specified collection label. In Notes Migrator for Exchange, labels are used to classify collections, using alphanumeric strings, into subsets of users. For example, a label can be used to group users within a collection by geographic location or administrative level.

Collection Name

Restricts report content in the Notes Migration Status reports to the specified collection of users or groups. The migration feature of Notes Migrator for Exchange is applied to the collections of users and groups, whose members are defined through the Collection Wizard.

D

Data Store Title

Restricts report content for the Lotus Notes Migration Status reports to include only information for the selected data store. The data store title usually reflects the user or group that owns the data store.

Data Store Type

Restricts report content for the Lotus Notes Migration Status reports to include only the selected data store types, such as mail file, personal address book, or archive.

Department

Restricts the report content to the department associated with the user.

Display Name

Restricts the report content to the Display Name that you specify.

Domain

Restricts the report content to the Domino domain that you specify.

E

Exchange Organization

Restricts report content for Notes Migration Status reports to include only the selected Exchange organization.

Exchange Server Name

Restricts report content for Notes Migration Status reports to include only the selected Exchange servers.

M

Mailbox Domain

Limits the report to the Domino domain in which the mail file is located.

Mailbox File

Allows you to limit the report content to specific mail files (.nsf).

Mailbox Owner

Allows you to limit the report content to the specified mail file owners.

Mailbox Server

Restricts the report content to the Domino mail servers that you specify.

Mailbox Title

Allows you to limit the report content to mail files that have the selected mailbox title. By default, the mailbox title is set to the name of user who owns the mail file.

Members

Restricts report content for Notes Migration Status reports to include only the selected distribution list members.

N

Notes Domain Name

Restricts report content for Notes Migration Status reports to include only the selected Domino (Lotus Notes) domains.

Notes Migrator Database

Restricts report content for Notes Migration Status reports to include only information retrieved from the specified Notes Migrator database.

Notes Server Name

Restricts report content for Notes Migration Status reports to include only the selected Domino (Lotus Notes) servers.

O

Operation Type

Restricts the report content in the Migration Status reports to include only the selected Notes Migrator operation type, such as Administrator Driven Migrator or Self-Service Desktop Migrator.

Owner Department

Restricts the report to the department that is associated with the user who has owner rights to the Lotus Notes mail file.

S

Server

Restricts the report content to the Domino servers that you specify.

W

Work Item Run Start Time

Restricts report content in a Notes Migration Status report to include only the information contained in migration tasks with the specified run date and time.

About us

Quest provides software solutions for the rapidly-changing world of enterprise IT. We help simplify the challenges caused by data explosion, cloud expansion, hybrid datacenters, security threats, and regulatory requirements. We are a global provider to 130,000 companies across 100 countries, including 95% of the Fortune 500 and 90% of the Global 1000. Since 1987, we have built a portfolio of solutions that now includes database management, data protection, identity and access management, Microsoft platform management, and unified endpoint management. With Quest, organizations spend less time on IT administration and more time on business innovation. For more information, visit www.quest.com.

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- Engage in community discussions.
- Chat with support engineers online.
- View services to assist you with your product.

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