



# Mailscape®

## ◀ EXCHANGE MONITORING



YOUR GUIDE TO PROACTIVE  
EXCHANGE MONITORING  
WITH MAILSCAPE'S ONE  
LOOK DASHBOARD



## INFORMATION = THE POWER TO MANAGE PROACTIVELY

The success of your business is largely dependent on proper management of your Exchange servers. Accordingly, you have a lot invested in systems and processes to protect the integrity of your messaging environment.

But for optimal Exchange performance, your servers require regular daily maintenance; without it, performance degrades and eventually leads to costly downtime.

Managing Exchange is inherently a high-stakes, high-pressure job in which there is always too much to do and too little time to do it.

This document describes how Mailscape's One Look Dashboard provides Exchange administrators and help desk staff with immediate access to the information they require to keep Exchange happy and healthy.

By automating and simplifying all the repetitive, tedious tasks necessary for proper Exchange management, Mailscape increases the efficiency of your IT team and enables them to focus on contributing to the success of your company's strategic goals.

Mailscape's One Look Dashboard graphically presents real-time data on all the vital information that directly impacts Exchange uptime—think of it as managing Exchange with a quick glance at a single screen.

And if an issue does arise, Mailscape does not just alert you to a problem and then leave you adrift to figure out its cause and its solution; rather, Mailscape's visual presentation of data enables you to resolve the issue before it can negatively impact your users' productivity.

*Mailscape is more than Exchange monitoring—it is a complete Exchange system management solution that combines monitoring, reporting, and administration in a single easy-to-deploy, intuitive-to-use package.*

*For details on Mailscape's reporting module, request a copy of the paper 'Exchange Reporting: Business Value and Technical Benefits'.*

# EXCHANGE MONITORING

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## MANAGE EXCHANGE WITH A QUICK GLANCE AT A SINGLE SCREEN

Mailscape's One Look Dashboard graphically presents real-time data on all the vital information that directly impacts Exchange uptime: Disk Space, Queues, Services, Backup, Resources, and Events. The One Look Dashboard is completely interactive—clicking on any indicator enables you to view more detailed information about that component of your environment.

Your monitored servers are listed down the left of the Dashboard, while the six monitored components are listed across the top. Note that in a clustered environment, certain components are irrelevant to passive nodes; they are grayed out. All other indicators will be green (good), yellow (warning), or red (critical).

In a typical deployment scenario, the One Look Dashboard is displayed on a dedicated monitor prominently positioned in your Operations Center. When a defined threshold is close to nearing the critical point, the indicator will turn yellow. If the critical threshold is either met or exceeded, the indicator will turn red. E-mail alerts are sent automatically when a threshold is reached to make you aware of issues even when you are unable to view the Dashboard.



## PREVENT CRASHES; ELIMINATE HOURS OF MANUAL CALCULATIONS

The Disk Space Monitor reveals the status of all databases on the selected server. It monitors disk space and will alert you when remaining available disk space hits your pre-defined thresholds.

This information prevents crashes caused by databases running out of disk space.

The Disk Space Monitor eliminates the hours of manual calculations that would otherwise be necessary to track disk space. In addition, the white space gauge helps you decide which databases require maintenance.

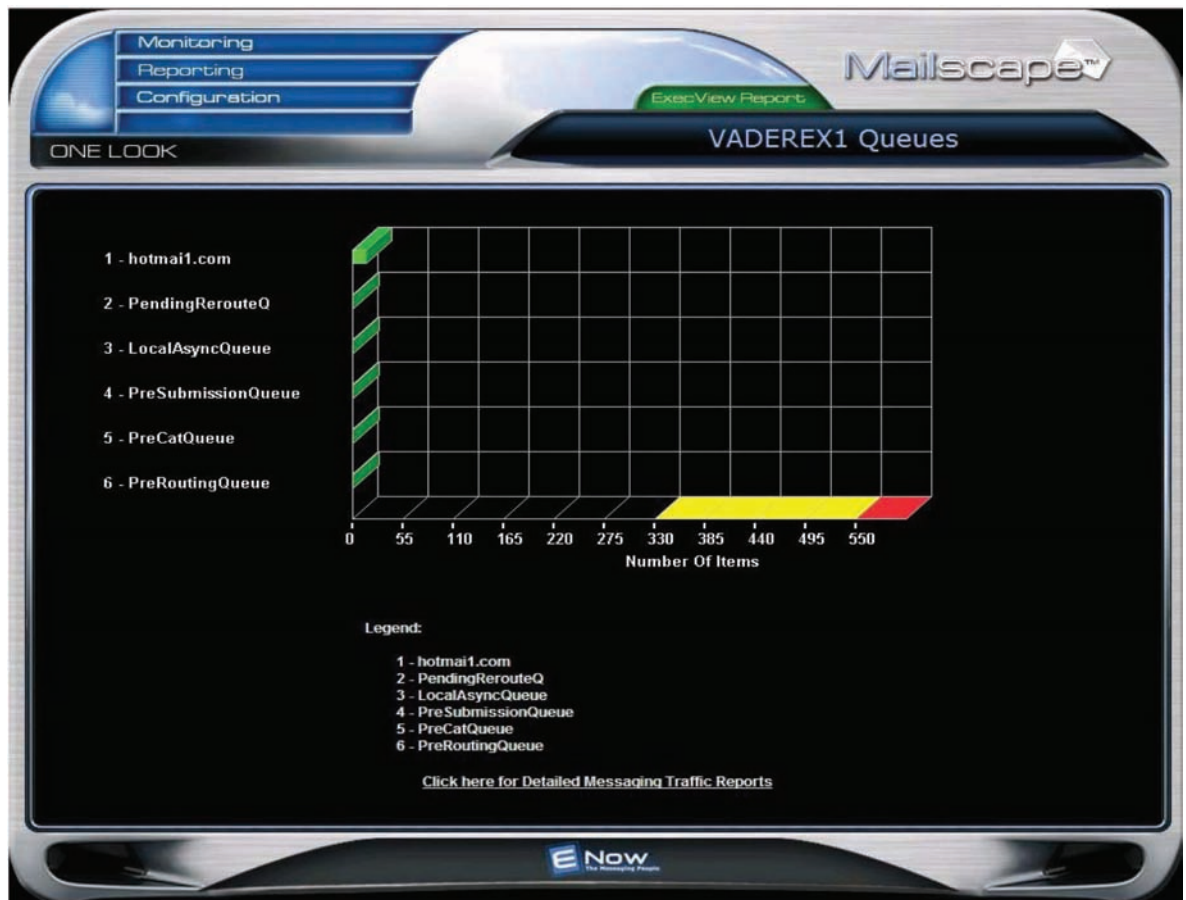


## EARLY WARNING OF MAIL FLOW ISSUES

The Queue Monitor displays the selected server's message queues.

Growing queues are an indicator of trouble (poor server performance, spam attacks, etc) that can cause a server to crash.

Proactively monitoring queues gives you early warning of bottlenecks so you can take corrective action before your end users' productivity is negatively affected.



## MINIMIZE EXCHANGE DOWNTIME

The Services Monitor keeps a constant watch over the critical services on which Exchange depends for proper operation (SMTP, Information Storage, MTA Stacks, System Attendant, Routing Agent, WWPS).

Proactively monitoring services helps you to minimize costly downtime—for if any of these services become unavailable, your Exchange server will stop sending and receiving mail.

Monitoring  
Reporting  
Configuration

ExecView Report

Mailscape™

ONE LOOK

TEST\_ENV1\_EX Services

Service	State	Status
Microsoft Exchange IMAP4	Stopped	Red
Microsoft Exchange Information Store	Running	Green
Microsoft Exchange MTA Stacks	Running	Green
Microsoft Exchange System Attendant	Running	Green
Simple Mail Transfer Protocol (SMTP)	Running	Green
Automatic Updates	Running	Green
Mailscape Agent	Running	Green

[Click here to configure services for monitoring](#)

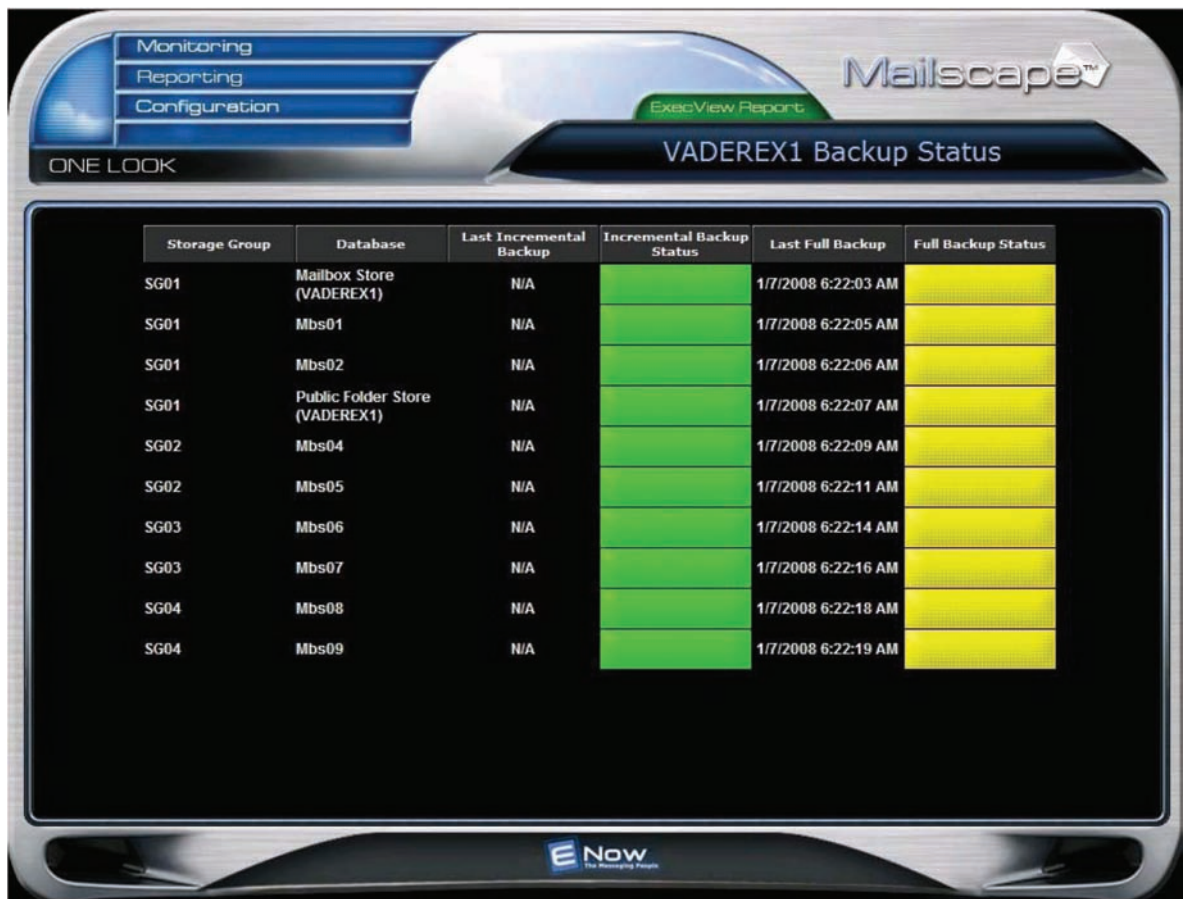
E Now  
The Messaging People

## MINIMIZE RISK OF CATASTROPHIC DATA LOSS

The Backup Monitor displays the backup status (both full and incremental) of each storage group for all databases on the selected server.

You are automatically alerted if a backup process is not completed for whatever reason, thereby minimizing the risk of catastrophic data loss in the event of a system failure.

Note: Incremental backup monitoring can be disabled if you do not perform incremental back-ups.



The screenshot shows the Mailscape Backup Monitor interface. At the top, there are navigation tabs for Monitoring, Reporting, and Configuration. The main title is "VADEREX1 Backup Status". Below the title is a table with the following columns: Storage Group, Database, Last Incremental Backup, Incremental Backup Status, Last Full Backup, and Full Backup Status. The table contains 10 rows of data, all showing "N/A" for the last incremental backup and a green status for the incremental backup. The last full backup times range from 1/7/2008 6:22:03 AM to 1/7/2008 6:22:19 AM. The full backup status is yellow for all entries.

Storage Group	Database	Last Incremental Backup	Incremental Backup Status	Last Full Backup	Full Backup Status
SG01	Mailbox Store (VADEREX1)	N/A	Green	1/7/2008 6:22:03 AM	Yellow
SG01	Mbs01	N/A	Green	1/7/2008 6:22:05 AM	Yellow
SG01	Mbs02	N/A	Green	1/7/2008 6:22:06 AM	Yellow
SG01	Public Folder Store (VADEREX1)	N/A	Green	1/7/2008 6:22:07 AM	Yellow
SG02	Mbs04	N/A	Green	1/7/2008 6:22:09 AM	Yellow
SG02	Mbs05	N/A	Green	1/7/2008 6:22:11 AM	Yellow
SG03	Mbs06	N/A	Green	1/7/2008 6:22:14 AM	Yellow
SG03	Mbs07	N/A	Green	1/7/2008 6:22:16 AM	Yellow
SG04	Mbs08	N/A	Green	1/7/2008 6:22:18 AM	Yellow
SG04	Mbs09	N/A	Green	1/7/2008 6:22:19 AM	Yellow

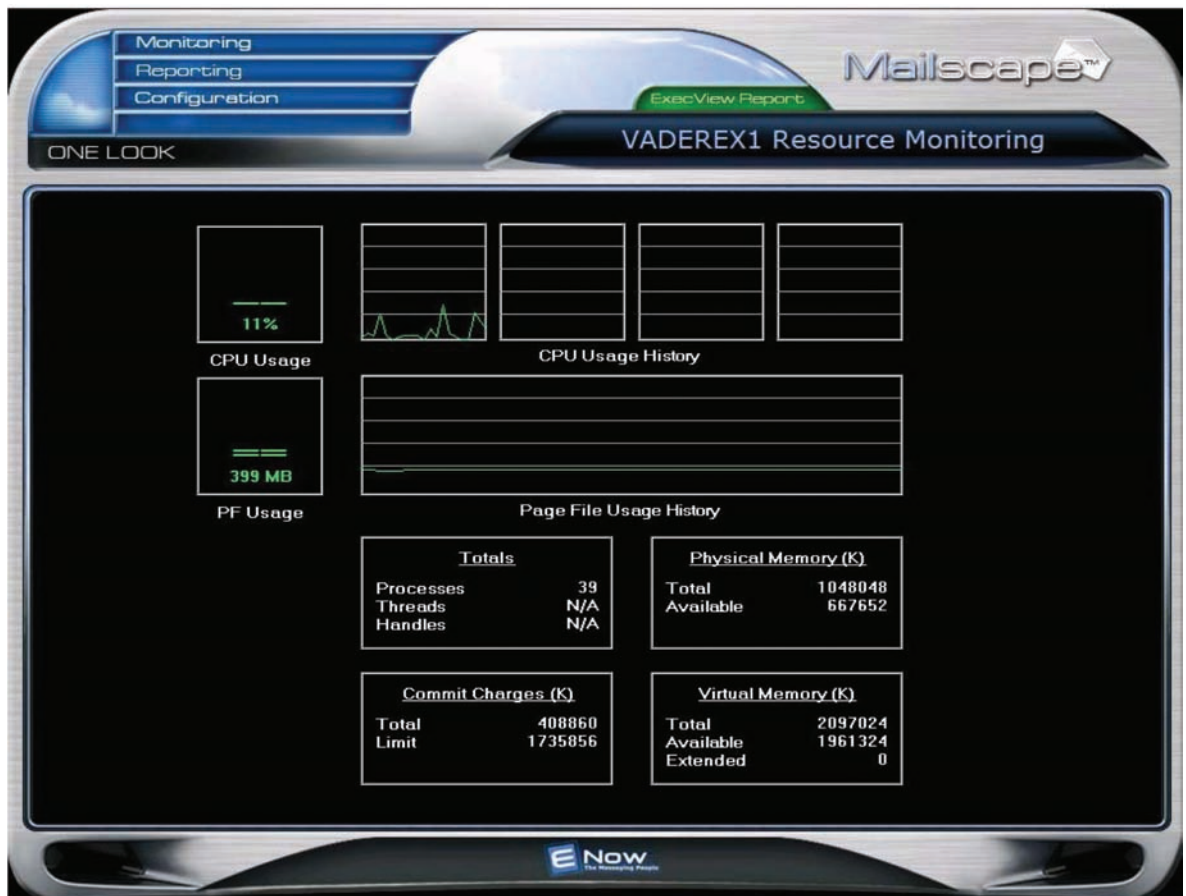


## MAINTAIN OPTIMAL SERVER PERFORMANCE

The Resources Monitor keeps a constant watch over each server's CPU and memory performance.

Degradations in CPU and memory performance have a negative impact on server response times and can be an indication of a threat such as a virus attack.

You are immediately alerted if performance degrades to your defined threshold so you can quickly take corrective action and maintain optimal server performance.



## MINIMIZE DOWNTIME; OPTIMIZE PERFORMANCE

The Events Monitor Streams all warning and critical application and system events to your desktop.

You are instantly alerted to potential issues so you can fix them before your end users are negatively affected by Exchange downtime or poor server performance.

With a single click, the Events Monitor will take you to a site called EventID.net that contains a plain- English description of the event, along with information on how your peers resolved the issue, to help you fix problems quickly.

Monitoring  
Reporting  
Configuration

ONE LOOK

ExecView Report

Mailscape™

VADEREX1 Events

Display application and system events    Display only application events    Display only system events

Type	Date	Time	Source	Category	Event	User
Tuesday, January 08, 2008						
+ ERROR	1/8/2008	7:24 AM	Perflib	Application	<a href="#">1008</a>	N/A
+ ERROR	1/8/2008	7:24 AM	Perflib	Application	<a href="#">1008</a>	N/A
+ WARNING	1/8/2008	7:22 AM	LicenseService	Application	<a href="#">213</a>	N/A
+ ERROR	1/8/2008	7:19 AM	Perflib	Application	<a href="#">1008</a>	N/A
+ ERROR	1/8/2008	7:19 AM	Perflib	Application	<a href="#">1008</a>	N/A
+ ERROR	1/8/2008	7:14 AM	Perflib	Application	<a href="#">1008</a>	N/A
+ ERROR	1/8/2008	7:14 AM	Perflib	Application	<a href="#">1008</a>	N/A
+ ERROR	1/8/2008	7:09 AM	Perflib	Application	<a href="#">1008</a>	N/A
+ ERROR	1/8/2008	7:09 AM	Perflib	Application	<a href="#">1008</a>	N/A
+ WARNING	1/8/2008	7:07 AM	LicenseService	Application	<a href="#">213</a>	N/A
+ ERROR	1/8/2008	7:04 AM	Perflib	Application	<a href="#">1008</a>	N/A
+ ERROR	1/8/2008	7:04 AM	Perflib	Application	<a href="#">1008</a>	N/A
+ ERROR	1/8/2008	6:59 AM	Perflib	Application	<a href="#">1008</a>	N/A
+ ERROR	1/8/2008	6:59 AM	Perflib	Application	<a href="#">1008</a>	N/A
+ ERROR	1/8/2008	6:53 AM	Perflib	Application	<a href="#">1008</a>	N/A

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E Now  
The Managing Future

# EXCHANGE MONITORING CONTINUED

## MANAGE EXCHANGE WITH A QUICK GLANCE AT A SINGLE SCREEN

Mailscape is a unique and innovative systems management tool that combines all the key elements for Exchange monitoring, reporting, and administration in a single solution.

Mailscape's sleek dashboard provides you with vital information about each server's current state and growth rate to facilitate proactive Exchange management.

In the words of one Exchange MVP, "Mailscape is a product every Exchange admin on the planet will want to have." Here is why:

- ENow is first and foremost a messaging company. We understand Exchange at its deepest levels, and we've built over a decade of Exchange experience into Mailscape.
- Mailscape combines all the critical elements necessary to keep Exchange happy and healthy into a single, unique solution—you do not need to cobble together a bundle of point products from multiple vendors.
- Mailscape is easy to deploy and intuitive to use. You will be up and running in minutes rather than days. And with Mailscape's elegant interface, you may never need to open the user manual.

Mailscape will make you more efficient; it will enable you to manage Exchange proactively to optimize system performance and minimize downtime; and it will enable your help desk to improve the level of service you provide to your end users.

Please visit [www.enowinc.com/maillscape/overview.asp](http://www.enowinc.com/maillscape/overview.asp) to find out why these companies (and many more) rely on Mailscape to keep their e-mail flowing. You can download customer case studies, product literature, and request a free trial copy of Mailscape.

**CARA**

**Loblaw**

**VINCI**

**The  
Miami  
Herald**



**twistbox**  
ENTERTAINMENT

*Above are a few of our satisfied customer with available case studies.*

**Microsoft**  
GOLD CERTIFIED  
Partner



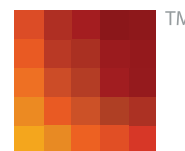
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Alliance Member

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info@enowinc.com  
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### THE CUSTOMER

Twistbox Entertainment is a global producer and publisher of mobile content. Through exclusive licenses with industry-leading brands and direct distribution with over 100 operators in over 40 countries, Twistbox provides an extensive portfolio of award-winning games, WAP sites, and mobile TV channels worldwide.



**twistbox**  
ENTERTAINMENT

### THE CHALLENGE:

Simplify Management of a Global Exchange Environment

“My team is responsible for maintaining systems and servers across offices in the US, the UK, Germany, Poland, and Russia,” says Brian Scott, IT Manager for Twistbox. “The most critical of these is the company’s Exchange system. But because we lacked insight into what was happening in the environment, we were constantly reacting to sudden issues.”

The absence of such insight adversely affected quality of service and server performance, which in turn negatively impacted the IT team’s morale.

“It is very difficult—and unnecessarily stressful—to manage a mission-critical system in an information vacuum,” continues Mr. Scott. “We had no easy way to determine which services were causing issues. Managing the size of our databases required hours of repetitive manual calculations. And to track our users’ mailbox sizes was an administrative nightmare.”

Mr. Scott turned first to Microsoft for help.

“We took a hard look at Microsoft’s Systems Center Operations Manager (formerly Microsoft Operations Manager, or MOM), but it actually increased our overhead,” says Mr. Scott. “And increased complexity was the absolute last thing I wanted.”

Mr. Scott’s next call was to ENow, inc. “We worked with ENow in the past—they always give the most professional service and make us feel really comfortable about approaching them with our Exchange issues. So when they told me about Mailscape, I immediately saw that it offered exactly what I needed.”

### THE SOLUTION

Mailscape is a unique and innovative systems management tool that combines all the key elements for Exchange monitoring, administration, and reporting in a single solution.

Mailscape’s sleek dashboard provides you with vital information about each server’s current state and growth rate to facilitate proactive Exchange management.

“We have a complex environment with users around the world depending on us to enable them to do their jobs,” says Brian Scott, IT Manager at Twistbox. “Mailscape immediately broke the cycle of putting out fires in an endless battle to deliver uptime. It gave us the ability to focus on supporting Twistbox’s business goals.”

## THE RESULT:

### Twistbox Entertainment Gets 'Mailscaped'

"Mailscape's impact was instantaneous," says Mr. Scott. "It dramatically reduced my team's overhead on administration of our Exchange environment. Thanks to Mailscape, we are able to see issues—and resolve them—before they affect our end users.

"In addition, we are able to respond quickly and confidently to requests from management for the data they need for budgetary and policy decisions. All of which makes IT look even better," says Mr. Scott with a smile. "I have made Mailscape the IT policy standard for reporting and monitoring our Exchange servers."

ENow, inc. describes Mailscape as being 'built by Exchange admins for Exchange admins.'

"A decade of Exchange consulting experience was built into Mailscape," says JP Gundotra, ENow's Principal Architect. "We set out to make life easier for administrators and also eliminate a lot of the stress inherent in managing a mission-critical Exchange environment. We appreciate Mr. Scott's feedback because it validates all the thought we put into Mailscape's elegant simplicity."

"I would have to say that Mailscape is the most impressive and intuitive Exchange tool I've ever seen," concludes Mr. Scott. "It's a MUST for any IT team managing Exchange. I can't possibly do without it."



(Version 4.2)

## ABOUT ENOW INC.

ENow is a Microsoft Gold Certified Partner specializing in high-end Exchange consulting and the development of software to simplify Exchange system management. The company's flagship product is an innovative utility called Mailscape that provides administrators with a 'one-look dashboard view' of the entire Exchange environment. ENow is headquartered in Orange, California, and is proudly represented by a world-wide network of resellers and distributors.



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