Quest

Quest® MessageStats® Report Pack for Sendmail® and Postfix 7.4.1

User Guide

Legend

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

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

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

MessageStats Report Pack for Sendmail and Postfix User Guide
Updated - June 2017
Software Version - 7.4.1

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MessageStats for Sendmail and Postfix Overview

Introducing the Sendmail and Postfix Reports

The MessageStats Report Pack for Sendmail and Postfix is an add-on to the core MessageStats product and interface. The report pack allows you to gather statistics from Sendmail and Postfix servers and provides reports for reviewing that data.

To populate data in the Sendmail and Postfix reports, you first create a server group and then you can create gathering tasks for the server group. For information about how to create server groups, see Creating a Server Group on page 9.

To access the Sendmail and Postfix reports

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

  - OR -

  Click **View Reports** on the MessageStats Console.

  - OR -

  Open the web site where MessageStats Reports resides using Internet Explorer.

2 Expand **MessageStats Reports | Report Packs | Sendmail and Postfix** in the treeview.

Data Sources

The report pack retrieves and parses information from the Syslog Mail log file.

Report Categories

The Sendmail and Postfix Report Pack contains the following report categories:

- Servers Reports
- Messages Reports

- Internet Reports

Servers Reports

The Servers reports provide information about email usage in your Sendmail and Postfix servers. Most reports provide both summary and detailed views with an associated graph. Graphs compare servers or display trends over time.

Information is presented from a sending or a receiving perspective, and presents the quantity (number) and volume (overall size) of information observed in the Sendmail and Postfix tracking logs. The Servers Reports category is comprised of the following reports:

- Server Activity
  - Server Activity Summary
  - Internal vs External
  - Internal Hosts
- Server Delay Times
- Server Uptime
- Server Inventory

Messages Reports

The Messages reports provide statistics indicating the number and size of messages received and transmitted by each Sendmail and Postfix server. The Messages Reports folder contains the following reports:

- Message Sizes
  - Sent Distribution
  - Received Distribution
- Distribution of Recipients per Message
- Rule Sets Rejecting Messages

Internet Reports

The Internet reports provide valuable information about the way your Sendmail and Postfix servers interact with the Internet. These reports document the top Internet domains observed in the Sendmail and Postfix tracking logs. The Internet Reports folder contains the following reports:

- Top Internet Domains
  - Top Internal Domains by Messages
  - Top Internal Domains by Volume
- Top Internal Senders and Receivers
  - Top Internal Senders and Receivers By Messages
  - Top Internal Senders and Receivers By Volume
- Top External Senders and Receivers
  - Top External Senders and Receivers By Messages
  - Top External Senders and Receivers By Volume
- External Hosts
- Domains

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Installing the Sendmail and Postfix Report Pack

- Prerequisites
- Types of Installations
- Distributed Installation

Prerequisites

The MessageStats core product must be installed before you can install the report pack. For information about hardware and software prerequisites for MessageStats, see the *MessageStats Quick Start Guide*.

The user account that is used to gather information must have the proper rights and permissions to gather the log files from the Sendmail or Postfix Unix server.

Types of Installations

There are two installation scenarios available for the Sendmail and Postfix Report Pack:

- Complete (all components reside on one server)
- Custom (components are distributed across two or more servers)

If you are installing the report pack in a MessageStats installation in which all the components reside on a single computer, you are performing a complete installation.

To install MessageStats Report Pack for Sendmail and Postfix

1. Log on to your system using MessageStats service account.
2. Double-click the **autorun.exe** file and select the **Install** tab.
3. Select the **Sendmail and Postfix** link.
4. Read the license agreement, select the **I accept the license agreement** check box and click **Next**.
5. Select all the features and click **Next**.
6. Verify the folder in which the report pack is to be installed and click **Next**.
7. Verify the SQL instance (MessageStats database) on which you are installing the report pack database components and click **Next**.
8. Click **Next** to begin the installation.
9. When the installation is complete, click **Finish**.

Distributed Installation

In some situations, you may have a distributed MessageStats installation. For example, you might have the MessageStats Server (console, scheduler service, and task processors) installed on one computer and the MessageStats Reports web site installed on a second computer. Additionally, you might have extra task execution servers where only the task processors are installed.

Each report pack component must be installed on the same server where the corresponding core MessageStats component is installed. For example, you install the report pack database components on the server that host the MessageStats database, and you install the report pack client console component on the server on which the MessageStats console resides.

The following table lists the components in the order in which they must be installed. Different computers can be installed with more than one component.

Table 1. MessageStats core version required.

Component	Minimum Requirement
Report Pack Database Tables	MessageStats Database v7.4.1 or later
Report Pack Reports	MessageStats Reports v7.4.1 or later
Report Pack Task Processors	MessageStats Task Execution Server v7.4.1 or later
Report Pack Client Console Extension	MessageStats MMC Client Console v7.4.1 or later

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Configuring Sendmail and Postfix

Creating a Server Group

To identify the servers from which you want to gather information, you can create server groups and add Sendmail and Postfix servers to the groups. Server groups are used to provide additional report filtering options.

You create gathering tasks to run against the server group. You can also create tasks to run against an individual server in a group.

To create a server group

1. Expand the **MessageStats** node in the treeview.
2. Expand the **Sendmail and Postfix** node and expand the **Server Groups** node.
3. Right-click **Server Groups** and select **Create Server Group**.
4. Enter the name of the server group you want in the Server Group box.

   To delete or rename a server group, select and right-click an existing server group and select the appropriate menu option.

To add a server to a group

1. Expand the **MessageStats** node in the treeview.
2. Expand the **Sendmail and Postfix** node and expand the **Server Groups** node.
3. Right-click an existing server group and select **Add Server to Group**.
4. Enter a display name for the server.
5. Enter the fully qualified domain name or the IP address for the server.
6. Enter a valid user name and password in the Server Credentials box.

   The user account must have the proper rights and permissions to gather the log files from the Sendmail Unix server.
7. Click **Next**.
8. Select the time zone of the server being added from the standard list of time zones in the Server Time Zone box.
9. Enter the log file path in the Server Log File Path box.

   This is the path to the folder on the mail server where the log files reside.
10. In the Server Log File Mask box, enter the log file mask that separates the Sendmail log files from all other files in the folder.

If you leave the Server Log File Mask value as blank, all the files in the folder will be gathered.

11 In the Historical Data Path box, enter the path that identifies the historical files that you want processed.

The Historical Data Path is an optional setting that allows you to specify a folder or a Windows system where historical data can be imported. The path can be entered as a network UNC path, or as a local path.

12 Click **Finish**.

Editing Server Properties

To edit the properties for a specific server, select the server, right-click and select Properties.

For example, to update the time zone setting for a server, select the server in the treeview, right-click and select the Log Files tab.

Identifying Internal Namespaces

The Sendmail and Postfix reports provide information about internal and external email traffic. The report pack uses the hostname of a connected system to identify whether the system is internal to the organization. To correctly identify internal message traffic, you must provide a list internal zones or domain namespaces that are considered internal to your organization.

If a message fails all possible checks for internal hosts, it is considered to be external. Internal Zones is one of these checks, and Internal Namespaces is another check. For correct reporting of internal and external email traffic, if you are unable to configure Internal Zones, you must configure Internal Namespaces.

You can use the Internal Namespace tab to ensure that the report pack can correctly identify internal namespaces are report traffic to these namespaces correctly. Use the Internal Namespace tab to do the following:

- To add internal namespaces to the list
- To edit internal namespaces
- To remove internal namespaces from the list

To add internal namespaces to the list

1 Expand the **MessageStats** node in the treeview and select the **Sendmail and Postfix** node.

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

3 Select the **Internal Namespaces** tab.

4 Click **Add**.

5 Enter the namespace in the Internal Namespace box and click **OK**.

6 Click **OK**.

To edit internal namespaces

1 Expand the **MessageStats** node in the treeview and select the **Sendmail and Postfix** node.

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

3 Select the **Internal Namespaces** tab.

4 Select the domain name you want to edit.

5 Click **Edit** in the Internal Namespaces window.

6 Enter the changes to the internal namespace you want and click **OK**.

7 Click **OK**.

To remove internal namespaces from the list

1. Expand the **MessageStats** node in the treeview and select the **Sendmail and Postfix** node.
2. Right-click and select **Properties**.
3. Select the **Internal Namespaces** tab.
4. Select the internal namespace that you want to remove.
5. Click **Remove** in the Internal Namespaces window.
6. Click **OK**.

Identifying Internal Zones

The Sendmail and Postfix Report Pack allows you to create internal zones that identify ranges of IP addresses that are used internally within your organization. You can use the Internal Zones tab to ensure that the report pack correctly reports email traffic for all internal IP addresses.

The Internal Zones page contains two separate windows:

- Internal Zones
- Exception Addresses (treated as external hosts instead of internal zones)

Use the Internal Zones tab to do the following:

- To add internal zones
- To edit internal zones
- To remove internal zones

To add internal zones

1 Expand the **MessageStats** node in the treeview and select the **Sendmail and Postfix** node.

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

1 Select the **Internal Zones** tab.

1 Click Add in the Internal Zones window.

1 Enter the internal zone you want to add and click OK.

1 Click **OK**.

To edit internal zones

1. Expand the **MessageStats** node in the treeview and select the **Sendmail and Postfix** node.
2. Right-click and select **Properties**.
3. Select the **Internal Zones** tab.
4. Select the internal zones that you want to edit.
5. Click **Edit** in the Internal Zones window.
6. Enter the changes to the internal zones you want and click **OK**.
7. Click **OK**.

To remove internal zones

1. Expand the **MessageStats** node in the treeview and select the **Sendmail and Postfix** node.
2. Right-click and select **Properties**.
3. Select the **Internal Zones** tab.

4 Select the internal zone that you want to remove.
5 Click **Remove** in the Internal Zones window.
6 Click **OK**.

Exception Addresses

You can also enter exception addresses in the Internal Zones property page. The exception addresses are used to identify any internal hosts that should be treated as external.

Use the Internal Zones property page to do the following:

- To add exception addresses
- To edit exception addresses
- To remove exception addresses

To add exception addresses

1 Expand the **MessageStats** node in the treeview and select the **Sendmail and Postfix** node.
2 Right-click and select **Properties**.
3 Select the **Internal Zones** tab.
4 Click **Add** in the Exception Addresses window.
5 Enter the exception address you want to add and click **OK**.
6 Click **OK**.

To edit exception addresses

1 Expand the **MessageStats** node in the treeview and select the **Sendmail and Postfix** node.
2 Right-click and select **Properties**.
3 Select the **Internal Zones** tab.
4 Select the exception address you want to edit.
5 Click **Edit** in the Exception Addresses window.
6 Enter the changes to the exception address you want and click **OK**.
7 Click **OK**.

To remove exception addresses

1 Expand the **MessageStats** node in the treeview and select the **Sendmail and Postfix** node.
2 Right-click and select **Properties**.
3 Select the **Internal Zones** tab.
4 Select the exception address that you want to remove.
5 Click **Remove** in the Exception Addresses window.
6 Click **OK**.

Identifying Process Aliases

While analyzing the Sendmail or Postfix log files, the report pack task processors filter the log entries by using the process name field. However, you can also use the Process Alias tab to configure your server to use whatever process tag you want.

By default, only the log entries which have a process field that starts with the standard Sendmail or Postfix process names (for example, “sendmail”, “postfix/smtpd”, etc) are processed and all others are ignored.

If your system is configured such that Sendmail or Postfix logs events using different process names (for example, “sm-mta” instead of “sendmail”), you must provide a complete list of alternate process names.

Each alternate process name can be entered into the Process Aliases list as a process alias. Each process alias identifies a standard process name along with an alternate process name (or process alias). Once the process alias is registered, the log file parser treats the process alias name the same as the standard process name to which it is linked.

Each standard process can be defined with multiple aliases, but each alias name must be unique within the entire Process Aliases list.

Use the Process Alias tab to do the following:

- To add a process alias
- To edit a process alias
- To remove a process alias

To add a process alias

1. Expand the **MessageStats** node in the treeview and select the **Sendmail and Postfix** node.
2. Right-click and select **Properties**.
3. Select the **Process Aliases** tab.
4. Click **Add** in the Process Aliases window.
5. Enter the process alias you want to add and click **OK**.
6. Click **OK**.

To edit a process alias

1. Expand the **MessageStats** node in the treeview and select the **Sendmail and Postfix** node.
2. Right-click and select **Properties**.
3. Select the **Process Aliases** tab.
4. Select the process alias that you want to edit.
5. Click **Edit** in the Process Aliases window.
6. Enter the changes to the process alias you want and click **OK**.
7. Click **OK**.

To remove a process alias

1. Expand the **MessageStats** node in the treeview and select the **Sendmail and Postfix** node.
2. Right-click and select **Properties**.
3. Select the **Process Aliases** tab.
4. Select the process alias that you want to remove.
5. Click **Remove** in the Process Aliases window.
6. Click **OK**.

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Creating Gathering Tasks

About Gathering Tasks

A task is defined as a collection of gathering activities. When you create a task, the task is listed in the Tasks node of the navigation tree. When you click the Tasks node, the task is displayed in the Tasks Summary View. You can create a task against an individual server or a group of servers.

The report pack contains a gathering task template called the Sendmail and Postfix Log Files task. The task template allows you to specify the types of information you want to gather from the Sendmail or Postfix servers. For more information, see Sendmail and Postfix Task Options on page 15.

About the Create Task Wizard

You use the Create Task Wizard to create and configure gathering tasks.

To access the Create Task Wizard

1. Select a server in your Server Group.

   Tasks can also be created for server groups.

2. Right-click and select **Create Task**.

   The Create Task wizard consists of six pages:

   - Selecting a Task Template
   - Sendmail and Postfix Task Options
   - Selecting the Log File Date Range
   - Selecting the Task Execution Server
   - Scheduling the Task
   - Specifying Task Credentials

Selecting a Task Template

Use the Select Task Template page to select a gathering task template and to name the task.

To select a task template

1. Enter a task name.

   Enter a name that is unique but that reflects the purpose of the task.

2. Select the Sendmail and Postfix Log Files gathering task template.

   Table 1. Options when selecting the gathering task template.

Option	Definition
Name	The name that you enter appears in the task list of the Tasks Summary View. **NOTE:** If you decide to change the task name, right-click the name from the Tasks Summary node, select **Properties**, and edit the name.
Template	The Template box lists templates for all gathering tasks. The gathering task description is displayed under the Template box.

3. Click **Next**.

Sendmail and Postfix Task Options

This page is used to select the techniques used to identify the originating host of received messages and to determine the types of information that are stored.

Table 2. Setting options to identify message hosts and types of data to be stored.

Option	Result
Perform a DNS query to retrieve the fully qualified domain name of unknown IP addresses	Select this check box to enable Sendmail and Postfix to run a DNS query. This query attempts to retrieve and determine the host names of any log file entries that identify the relay IP address but not the host name. Only select this option in occurrences where the log file does not have a large number of entries without a host name. Selecting this option slows down the gathering and can potentially place a significant load on the DNS server.
Assume that messages whose sender email address is encompassed within the internal namespace have been sent from an internal host	Select this check box if the list of internal zones is not configured, and using DNS to identify host names is not practical.
Store data for external users	Select this check box if you want data to be stored for the Top External Senders and Receivers reports.
Store data for external hosts	Select this check box if you want data to be stored for the External Hosts report.

Selecting the Log File Date Range

Use the Log File Date Range page to select and configure the date range for all log file data that you want to gather and process.

To select the log file date range

1. Select the **Most Recent - No Older Than N Days** option and enter the number of days you want to select.

This option does not gather Historical data. The default for this date range is 7 days.

- OR -

Select the **Custom** option and enter the Start Date and Stop Date range of dates in which log file data will be gathered.

The Custom option gathers data from the server and from the historical data folder (if one is defined). The date range cannot span more than 365 days.

2 Click **Next**.

Selecting the Task Execution Server

Use the Task Execution Server page to specify the task execution server to be used to run the task.

To select the task execution server

- Select the server on which you want to run the task.

  - OR -

  Select the **Use Default Configuration** check box to use the default configuration settings.

Scheduling the Task

Use the Task Schedule page to schedule gathering tasks. You can create two types of schedules:

- Schedules that run once (at a specific time such as December 31 or Now)
- Schedules that run regularly at a defined interval (such as daily, weekly, or monthly)

To schedule a gathering task

1 Select the task period (Now, Daily, Weekly, Monthly or Once only).

The Now Task Period automatically appears as the default Task Period.

2 Select the Start Time and the End Time period during which you want to schedule the gathering task.

You do not need to set an End Time for the schedule. If you want to set an end time, click the check box to select it.

3 Enter the frequency of the gathering task in the Perform this task Every N Day(s) box.

4 Enter the Start date on which you want the gathering task to start.

- OR -

Select the **Use Default Configuration** check box to use the default configuration settings.

5 Click **Next**.

Specifying Task Credentials

Using the Task Credentials page, you set the security credentials for the task. Credentials are not verified in this wizard. Ensure that you enter a valid account and password for the gathering tasks.

To specify task credentials

1 Enter the account under which the task will run.

2 Enter the password for the account in the Password box.

3 Enter the password again to confirm it in the Confirm password box.

- OR -

Select the **Use Default Configuration** check box to use the default configuration settings.

4 Click **Next**.

5 Click **Finish** in the Task Wizard Complete dialog box.

Clicking Finish saves the task with the settings you have configured.

Editing Tasks

The Sendmail and Postfix Report Pack contains various task properties tabs that you can view or configure to obtain optimal performance when gathering tasks.

To view and configure tasks

- Select and right-click the Tasks node in the treeview and select **Properties**.

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Using Sendmail and Postfix Reports

Overview of the Sendmail and Postfix Reports

The Sendmail and Postfix report pack provides a collection of stock reports that allow you to view data about your Sendmail or Postfix messaging environment. For more information about the reports, For more information, see Sendmail and Postfix Stock Reports on page 22.

You can change relevant report parameters immediately using Quick Filters. MessageStats also provides a Report Wizard that allows you to create customized reports.

The following features are included in MessageStats reports:

- The Web Report Wizard that 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.

For more information about how to use these features, refer to the *MessageStats Reports User Guide*.

Accessing Sendmail and Postfix Reports

You can access the Sendmail and Postfix reports in the following ways:

- from the reports web site
- through the MessageStats console

To access the reports from the web-based component

1. Click **Start | Programs | Quest | MessageStats | MessageStats Reports.**

   - OR -

   Enter the following address in your browser:

   http://<MessageStatsReportsservername>/MessageStatsReports.
2. Expand **Report Packs** and select the **Sendmail and Postfix** node.
3. From the report list in the navigation pane select the report that you want to view.
4. Adjust the report filters and click **Apply Filter** to view the report.

Types of Reports

The Sendmail and Postfix Reports hosts two types of reports: Stock Reports and Custom Reports.

Stock Reports

Stock reports are delivered with the product. For information about stock reports, For more information, see Sendmail and Postfix Stock Reports on page 22.

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 more information on configuring report subscriptions, see the *MessageStats Reports User Guide*.

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 the MessageStats reports.

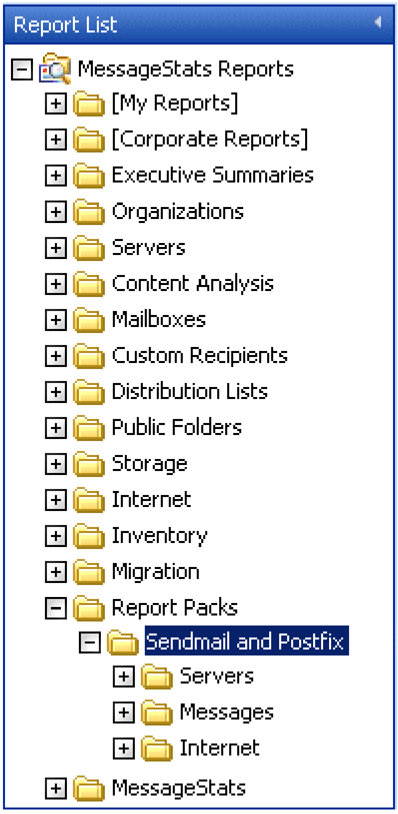
Browsing Reports

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.
- Treeview is used to navigate through report branches. For information, For more information, see Using the Treeview on page 20.
- Listview displays a description of all the reports within a folder. For information, For more information, see Configuring Report Parts on page 20.

- Parts are standard report components containing text-based information and graphs that you can include in certain reports. For information, For more information, see Configuring Report Parts on page 20.
- The Information button allows you to view the groupings, filters, and field descriptions for your selected report. For information, For more information, see Viewing Report Information on page 21.

Using the Treeview



MessageStats Reports 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, the contents of the folder are displayed in the right pane in a file-based format. You can also select a report directly from the treeview.

The illustration shown is an example of what the treeview may look like. Folders indicate a grouping of report information.

Folders may contain subfolders or reports. When you click on a report, the contents are displayed in the right pane.

The illustration shows the Sendmail and Postfix subfolder as part of the Report Packs folder.

Configuring Report Parts

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

To configure report parts

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

2Select 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 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** to select the settings for each part.

   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.

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.

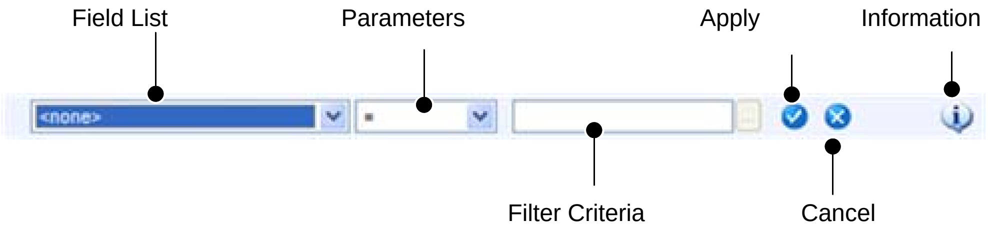
Viewing Report Information

Located at the lower-right of each report, there is an Information button that allows you to view the report options and notes for the selected report.

You can see the filtering and grouping options and the data sources that the report is using.

Using Quick Filters

Each report may have a Quick Filter bar at the bottom of the page. This bar does not scroll with the report; it remains at the bottom of the displayed web page



Selecting Report Filters

When you select the report you want to view from the treeview, you can select filters before the reports are rendered. 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 located 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 Specify operands and criteria for the filters you want to use.

- OR -

Use 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 -

Specify other operands and criteria for new filters you want to use.

3 Click **Apply Filters**.

Sendmail and Postfix Stock Reports

Sendmail and Postfix reports provides a series of stock reports that provide a view of its extensive reporting capabilities:

- Servers node contains reports that provide information about email usage in your Sendmail and Postfix servers. For more information, For more information, see Introducing the Servers Reports on page 23.
- Messages node contains reports that provide statistics indicating the number and size of messages received and transmitted by each Sendmail and Postfix server. For more information, For more information, see Introducing Messages Reports on page 25.
- Internet node contains reports document the Top Internet domains observed in log files. For more information, For more information, see Introducing the Internet Reports on page 26.

The Sendmail and Postfix Report Pack also allows you to create new custom reports to supplement the existing Sendmail and Postfix reports. For more information about creating and modifying reports, refer to the *MessageStats Reports User Guide*.

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Introducing the Servers Reports

The Sendmail and Postfix Servers reports provide information about email usage in your Sendmail and Postfix Group. Most reports provide both summary and detailed views with an associated graph. Use graphs to compare servers or to display trends over time.

Information is presented from a sending or a receiving perspective, and presents the quantity (number) and volume (overall size) of messages as observed in the Sendmail and Postfix tracking logs. Each report provides filters so that you can customize the report.

The Server Activity reports provides an indication of which users within the organization are sending the most emails to the Internet and are receiving the most email from the Internet. You can right-click on a column heading to insert additional fields in the report.

The other reports under the Servers folder provide basic performance and inventory details.

Table 1. Sendmail and Postfix server reports.

Report	Description	Filters
Server Activity Reports		
Server Activity Summary	This report provides an overview of the message traffic handled by each Sendmail server, showing the system-generated traffic and user (mailbox) traffic for individual servers. You can view the server activity for an hourly or daily basis.	• Date • Detail Level • Display Options • Trend and Forecast Options • Date/Time Display • Server Name • Server Process • Server Group Name
Internal vs External	This report presents Sendmail and Postfix server activity from a server perspective. The report breaks down the server activity into quantity and volume of internal traffic and quantity and volume of external traffic. The data can be viewed as a whole or separately showing user or system traffic. You can view activity from an hourly or daily basis.	• Date • Detail Level • Message Types • Display Options • Trend and Forecast Options • Date/Time Display • Server • Server Process • Server Group Name
Internal Hosts	This report provides statistics for internal hosts (such as Exchange servers) that send messages to and receive messages from the internal Sendmail and Postfix servers. You can view data on a summary or daily basis.	• Date • Detail Level • Message Direction • Host Name • Host IP
Server Performance and Inventory Reports		

Table 1. Sendmail and Postfix server reports.

Report	Description	Filters
Server Delay Times	This report provides statistics regarding the average amount of time each Sendmail and Postfix server takes to relay messages. The report lists all the configured Sendmail servers and provides average delay times aggregated daily or as a summary.	• Date • Detail Level • Originating Server • Originating Server Group • Destination Host Name
Server Uptime	This report provides an indication of how long the Sendmail and Postfix servers have been up and running.	• Date • Date/Time Display • Server • Server Group
Server Inventory	This report provides configuration statistics for the Sendmail and Postfix servers from which data is being gathered, such as operating system version, server type, and server version.	• Server • Server Group

7

Introducing Messages Reports

The Sendmail and Postfix Messages reports provide statistics indicating the number and volume of messages received and transmitted by each Sendmail or Postfix server.

The following table provides information about the reports under the Messages node.

Table 1. Sendmail and Postfix message reports.

Report	Description	Filters
Message Sizes Reports		
Sent Distribution	This report provides a breakdown of the distribution of message sizes sent by the selected Sendmail and Postfix servers and summarizes the information at the Server Group level. This report indicates, on average, the size of the messages Sendmail sends.	• Date • Detail Level • Display Options • Server • Server Group
Received Distribution	This report provides a breakdown of the distribution of message sizes received by the selected Sendmail and Postfix servers and summarizes the information at the Server Group level. This report indicates on average, the size of the messages Sendmail receives.	• Date • Detail Level • Display Options • Server • Server Group
Message Statistical Reports		
Distribution of Recipients per Message	This report indicates the distribution of the number of recipients of email messages received by each Sendmail and Postfix server. You can see how many messages had more than one recipient, grouped by the number of recipients.	• Date • Detail Level • Display Options • Server • Server Group
Rule Sets Rejecting Messages	This report provides statistics of the Sendmail rule sets that are used for rejecting messages. It shows the number of messages rejected by each rule set.	• Date • Detail Level • Server • Server Group

8

Introducing the Internet Reports

The Sendmail and Postfix Report Pack provides valuable information about the way your Sendmail and Postfix group interacts with the Internet. The Sendmail and Postfix Internet reports document communication with Internet domains as observed in log files, and provide information sent to and received from internet domains.

- The Top Internet Domains reports provide a list of the Internet domains that most often send or receive messages to or from your Sendmail and Postfix servers.
- The Top Internal Senders and Receivers reports provides an indication of which users within the organization are sending the most emails to the Internet and are receiving the most email from the Internet.
- The Top External Senders and Receivers reports provide an indication of which users external to the organization are sending the most emails to the organization and are receiving the most emails from the organization.

The Internet Reports category is comprised of the following reports:

Table 1. Sendmail and Postfix Internet reports.

Report	Description	Filters
Top Internet Domains		
Top Internal Domains by Messages	This report provides a list of provides a list of the Internet domains that most often appear in originator or recipient lists, sorted by total number of messages.	• Date • Select Top • Display Options • Message Direction
Top Internal Domains by Volume	This report provides a list of the Internet domains that most often appear in originator or recipient lists, sorted by total volume of messages.	• Date • Select Top • Display Options • Message Direction
Top Internal Senders and Receivers		
Top Internal Senders and Receivers By Messages	This report provides an indication of which users within the organization are sending the most emails to the Internet and are receiving the most emails from the Internet, sorted by total number of messages.	• Date • Select Top • Display Options • Message Direction
Top Internal Senders and Receivers By Volume	This report provides an indication of which users within the organization are sending the most emails to the Internet and are receiving the most emails from the Internet, sorted by total volume of messages.	• Date • Select Top • Display Options • Message Direction
Top External Senders and Receivers		
Top External Senders and Receivers By Messages	This report provides an indication of which users external to the organization are sending the most emails to the organization and are receiving the most emails from the organization, sorted by total number of messages.	• Date • Select Top • Display Options • Message Direction

Table 1. Sendmail and Postfix Internet reports.

Report	Description	Filters
Top External Senders and Receivers By Volume	This report provides an indication of which users external to the organization are sending the most emails to the organization and receiving the most emails from the organization, sorted by total volume of messages.	• Date • Select Top • Display Options • Message Direction
External Hosts	The External Hosts report provides daily and summary statistics for external host servers including the number and percentage of messages sent and received, both user and system.	• Date • Detail Level • Message Direction • Host Name • Host IP
Domains	The Domains report provides daily and summary statistics for messages received from external domains including the number and percentage of messages sent and received, both user and system.	• Date • Detail Level • Message Direction • Domain (required)

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Database Management

Managing your Database

The Sendmail and Postfix Report Pack allows you to manage the storage of log files and object data to prevent excessively rapid growth of the database.

Sendmail extends database management functionality to include database management functions specific to Sendmail and Postfix. Using Database Management, you can delete obsolete information and fine-tune your database.

Before you modify your database, ensure that no MessageStats Consoles are currently writing information to the database. If you use Database Management while a MessageStats Console is writing to the database, you risk corrupting your database.

To access the Database Management tool

- Select Database Management from the treeview.

The Database Management tool provides the following functionality:

- Database Aging
- Database Maintenance
- Delete Data

For more information about the Database Aging and Delete Data functions. see the *MessageStats Administrator Guide.*

Database Maintenance

The Database Maintenance node of the navigation tree contains the functionality for defragmenting a database and reindexing the individual database tables.

Using these functions can aid in reducing the time it takes Sendmail and Postfix to read data from and write data to the database.

Reindexing the Database Tables

MessageStats provides functionality to reindex database tables. By reindexing your tables, you can increase performance in the following ways:

- Decreasing the amount of time it takes the Sendmail and Postfix gatherers to write information to the database.
- Decreasing the amount of time it takes Sendmail and Postfix Reports to read information from the database to render your reports.

Defragmenting the Database

MessageStats provides functionality to defragment your database. Defragmenting your database can increase performance in the following ways:

- Decreasing the amount of time it takes the Sendmail and Postfix gatherers to write information to the database.
- Decreasing the amount of time it takes the Sendmail and Postfix Reports to read information from the database to render your reports.

For more information about Database Maintenance, refer to the *MessageStats Administrator Guide*.

Report Filter Glossary

The Report Filter glossary provides information about the various filter settings that you can use to define the information that appears in reports, as well as definitions relating to MessageStats Report Pack for Sendmail and Postfix publications.

D

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.

Destination Host Name

Restricts the report content to the destination host name 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 by the hour.

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.

Distributed Installation

An installation containing various workstations with different roles.

Domain

Restricts the report content to the domain that you specify.

H

Host IP

Restricts the report content to the host IP that you specify.

Host Name

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

M

Message Direction

Selects which mail traffic data is displayed.
Sent indicates outgoing (sent) mail traffic.
Received indicates incoming (received) mail traffic.

Message Types

Selects how message type statistics are displayed.
Summary indicates that you want to include only aggregated data.
Detail indicates that you want to include detailed data.

N

Node

In tree structures, a location on the tree that can have links to one or more items below it.

O

Originating Server

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

Originating Server Group

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

P

Postfix

An open source mail transfer agent (MTA) that routes and delivers mail based on a set of rules defined by the system administrator.

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.

Sendmail

An open source mail transfer agent (MTA) that routes and delivers mail based on a set of rules defined by the system administrator.

Server

Restricts the report content to the servers you specify.

Server Group

Restricts the report content to the server group you specify.

Server Group Name

Restricts the report content to the server group name you specify.

Server Name

Restricts the report content to the server names you specify.

Server Process

Identifies the server process that handled the message transfer.

T

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.

About us

We are more than just a name

We are on a quest to make your information technology work harder for you. That is why we build community-driven software solutions that help you spend less time on IT administration and more time on business innovation. We help you modernize your data center, get you to the cloud quicker and provide the expertise, security and accessibility you need to grow your data-driven business. Combined with Quest's invitation to the global community to be a part of its innovation, and our firm commitment to ensuring customer satisfaction, we continue to deliver solutions that have a real impact on our customers today and leave a legacy we are proud of. We are challenging the status quo by transforming into a new software company. And as your partner, we work tirelessly to make sure your information technology is designed for you and by you. This is our mission, and we are in this together. Welcome to a new Quest. You are invited to Join the Innovation.

Our brand, our vision. Together.

Our logo reflects our story: innovation, community and support. An important part of this story begins with the letter Q. It is a perfect circle, representing our commitment to technological precision and strength. The space in the Q itself symbolizes our need to add the missing piece—you—to the community, to the new Quest.

Contacting Quest

For sales or other inquiries, visit http://quest.com/company/contact-us.aspx or call +1-949-754-8000.

Technical support resources

Technical support is available to Quest customers with a valid maintenance contract and customers who have trial versions. You can access the Quest Support Portal at https://support.quest.com.

The Support Portal provides self-help tools you can use to solve problems quickly and independently, 24 hours a day, 365 days a year. The Support Portal enables you to:

- Submit and manage a Service Request.
- View Knowledge Base articles.
- Sign up for product notifications.
- Download software and technical documentation.
- View how-to-videos.
- Engage in community discussions.
- Chat with support engineers online.
- View services to assist you with your product.

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