Quest® MessageStats® Report Pack for Archive Manager 7.7.2

User Guide

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About the Report Pack for Archive Manager

Quest Archive Manager is an email archival solution that captures, indexes, and stores messaging data. It is designed to help you control message data volumes, reduce the costs associated with storage management, and quickly produce evidence for compliance purposes.

Quest MessageStats is a data collection and reporting application that gathers and analyzes statistics for large Microsoft Exchange enterprises. MessageStats collects and processes Microsoft Exchange tracking logs and Exchange object usage information from Exchange servers, routing groups, and user-defined regions. It stores the information in a database, which provides content for web-based reports.

The MessageStats Report Pack for Archive Manager expands the core capabilities of MessageStats to include relevant statistics for assessing the current Exchange environment for email archiving and analyzing additional content management information from the Archive Manager database.

Figure 1. The report pack gathers data from Archive Manager databases, stores the data in the MessageStats database, and provides reports about archived messages.
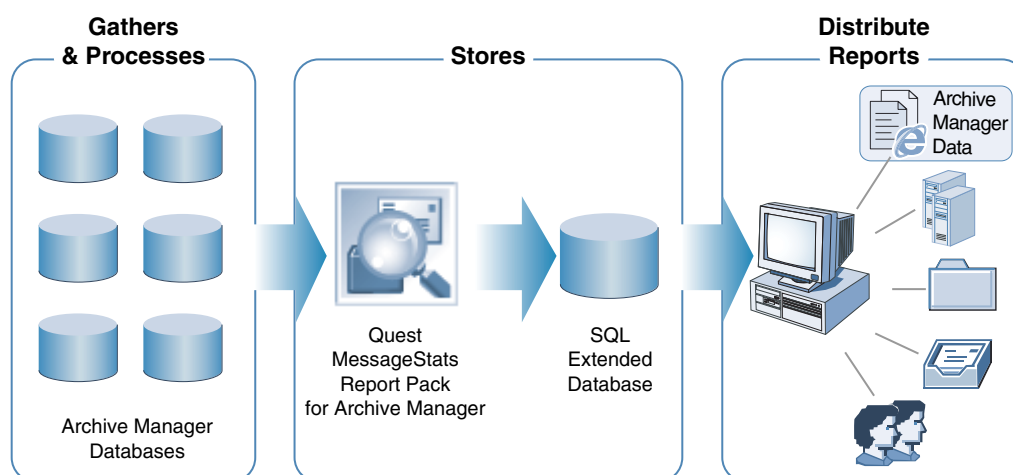
Report Pack Components

The MessageStats Report Pack for Archive Manager is comprised of the following components:

- MMC Console: Extends the MessageStats MMC console to include the Archive Manager node. This component must be installed on the server on which the MessageStats MMC client is installed.

- Task Processor: The Archive Manager task processor is used to execute the Archive Manager gathering task. The component runs queries on the Archive Manager database and stores statistical information in the MessageStats database. It must be installed on a task execution server on which the MessageStats task processors are installed.

- Database: Extends the MessageStats database to store Archive Manager information. This component must be installed on the computer on which the MessageStats database resides.

- Reports: Archive Manager reports provide detailed information about the emails and attachments that are stored in the Archive Manager database. This component must be installed on the IIS Server on which the MessageStats Reports are installed.

Deploying the Report Pack

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Preparing for Installation

When you install the MessageStats, the core MessageStats database is extended to include information that is gathered from Archive Manager. The database is populated with this information when you create and run an Archive Manager gathering task.

The installer also installs the report pack task processor and the new Archive Manager reports, and adds the Archive Manager node to the MessageStats MMC client.

Before you install the report pack, verify that you meet the minimum requirements. You must also have the MessageStats core product installed before you can install the report pack.

Database Collocation Not Recommended

Quest Software does not support the installation of the MessageStats database on the same SQL Server Instance as the Archive Manager database.

Also, Quest does not recommend that you install MessageStats database on the same SQL server as the Archive Manager database. This scenario can result in a performance impact in your Archive Manager SQL environment.

System Requirements

The following tables list the general MessageStats Archive Manager Report Pack system requirements, as well as the specific additional system requirements for each component.

Hardware Requirements

Table 1. The following table contains the hardware requirements for the report pack:

type	minimum
Processor	Pentium 4, running at a minimum speed of 2.4 GHz
RAM	2 GB
Disk	30 MB of free disk space
Other	A monitor capable of supporting a resolution of 1024x768 pixels

Software Requirements

You install the report pack components on servers on which the core MessageStats components are already installed. You must meet the software requirements for MessageStats. See the *MessageStats Release Notes* for the software requirements for the different MessageStats components.

The following table contains any additional requirements for the report pack:

Table 2. Minimum software requirements.

Type	Minimum requirement
IIS	IIS 7.0 or later
	Certain IIS roles services must be enabled. See the *MessageStats Quick Start Guide* for more information.
Other	Quest MessageStats 7.7.2
	At least one server running Quest Archive Manager 5.5 or later.

> **NOTE:** If you are gathering from Japanese or Korean Exchange sources which will write Japanese or Korean characters into the MessageStats database, you must install the East Asian language pack on the computer that hosts the database.

The following table lists the additional software requirements for the MessageStats Archive Manager Report Pack components. If you intend to install two components on one server, that server must meet the requirements for both components.

Table 3. Distributed component requirements.

Component	Minimum requirement
Report pack database schema	MessageStats database 7.7.2
Report pack reports	MessageStats reports 7.7.2
Report pack task processor	MessageStats task processors 7.7.2
	MessageStats scheduler service
Report pack MMC client console	MessageStats MMC client console 7.7.2

Supported Environments

The report pack supports the following environments:

Table 4. Microsoft environment supported by the Archive Manager report pack.

Environment	Versions
Exchange	Exchange 2010, Exchange 2013, Exchange 2016, and Exchange 2019.
Office 365	Exchange Online
Lync/Skype for Business	Lync 2010, Lync 2013, and Skype for Business 2015.

Rights and Permissions

This section lists the rights and permissions required to install the MessageStats Report Pack for Archive Manager, gather appropriate information, and compile reports.

Installation Rights

The following rights are required to install the report pack:

- Local Administrator rights
- MessageStats Admin rights on the server that houses the MessageStats database

Operational Rights

The following rights are required to run gathering tasks using the report pack:

- MessageStats Admin rights on the server that houses the MessageStats database
- Local Administrator rights on the task execution server for task logging

SQL Server Rights

The following rights are required to allow the report pack to gather data from Archive Manage servers:

- SQL Administrator rights on the MessageStats SQL server
- The account that is used to connect to the Archive Manager SQL database must have the following database role memberships:
    - public
    - db_datareader
- SQL Authentication must be enabled on the server on which the Archive Manager report pack is installed and on the Archive Manager SQL server to which you are connecting

Installing the Report Pack

There are three types of installation supported for the report pack:

- a complete installation (all components are on one server)
- a custom installation (MessageStats Console, Database, and MessageStats Reports reside on separate servers)
- a distributed installation (various components are distributed among more than one server)

A distributed installation can involve the following:

- Distributed task processors (Several servers can run specific gathering tasks).
- Distributed MessageStats Console (the MMC client console snap-in, the Scheduler Service, and the task processors reside on separate servers.)

Performing a Complete Installation

Before installing the MessageStats Archive Manager Report Pack components, review the minimum requirements and ensure they are met:

- All the report pack minimum requirements are met. See "Hardware Requirements" on page 6 and Software Requirements on page 7.

- All the report pack rights and permission requirements are granted to the appropriate accounts. See Rights and Permissions on page 7.

To install the report pack

1 Log on to your system using MessageStats service account.

   1 Double-click the **autorun.exe** file and select the **Install** tab.

   2 Select the **Archive Manager** link.

   3 Read the license agreement, select the **I accept the license agreement** check box and click **Next**.

   4 Select the features that you want to install and click **Next**.

   5 Verify the folder in which the report pack is to be installed and click **Next**.

   6 Verify the SQL instance (MessageStats database) on which you are installing the report pack database components and click **Next**.

   7 Click **Next** to begin the installation.

   8 When the installation is complete, click **Finish**.

About Distributed Installations

MessageStats Report Pack for Archive Manager allows you to spread your gathering activity to appropriate geographic locations. The most common scenario is to use a separate MessageStats server and task processor servers.

In this type of deployment, data from the remote Exchange servers is processed by the local task processor. Then the report-ready data is transferred to the MessageStats Database Server and stored in the database. This minimizes network traffic by eliminating the need to copy all the data from the remote servers.

The MMC client console might be installed on a MessageStats administrator's workstation or laptop. The administrator can create tasks and view logs, but task scheduling and gathering are carried out at another location with more robust resources.

The Report Pack for Archive Manager supports MessageStats distributed installations. When you install the report pack, you must install the various components (such as the task processors, reports, and MMC client) on the MessageStats server that performs the corresponding role in MessageStats.

The following table lists the components in the order they are recommended to be installed on the computers with different roles.

Table 5. Components and installation order.

Role	Component
MessageStats Server (complete installation)	MessageStats database
	MessageStats Reports
	MessageStats Console components, including:
	• MMC client console
	• Scheduler service
	• Task processors
	Archive Manager Report Pack task processor
	Archive Manager Report Pack database schema
	Archive Manager Report Pack reports

Table 5. Components and installation order.

Role	Component
MessageStats task processors	MessageStats console components, including: • task processors • Archive Manager Report Pack task processor
MessageStats Client Console	MessageStats console components, including: • MMC client console • Archive Manager Report Pack MMC client console

For more information about distributed installations, see the *MessageStats Quick Start Guide.*

Implementing the Report Pack

- Configuring the Archive Manager Report Pack
- Setting Connections to Archive Manager
- About the Archive Manager Gathering Task
- Managing your Database
- Viewing Archive Manager Reports

Configuring the Archive Manager Report Pack

Before you create your Archive Manager gathering task, you must set up a connection to each of the Archive Manager database instances from which you want to gather information.

As part of the connection definition, you need a user account that has full SQL administrator rights on the Archive Manager SQL database.

After you have created connections to the Archive Manager databases, you create a gathering task to collect information from the databases.

Setting Connections to Archive Manager

As part of the initial configuration for the report pack, you must set up a connection to any Archive Manager SQL database instances from which you want to retrieve data.

When you set up the initial connection to the Archive Manager SQL database, you specify a user account and password. The user account is required for those reports which require direct access the Archive Manager database. The account must have SQL administrator rights to the server that hosts the database.

To connect to an Archive Manager SQL database

1 Navigate to the Archive Manager node, right-click and select **Connect**.

2 Enter the name of the server that hosts the Archive Manager database.

3 Click **...** beside the Archive Manager SQL Connection string box.

The Data Link Properties dialog is displayed.

On this dialog, you define the OLE DB driver type for the data and also specify the user account that is to be used to directly access the Archive Manager database for real-time reports.
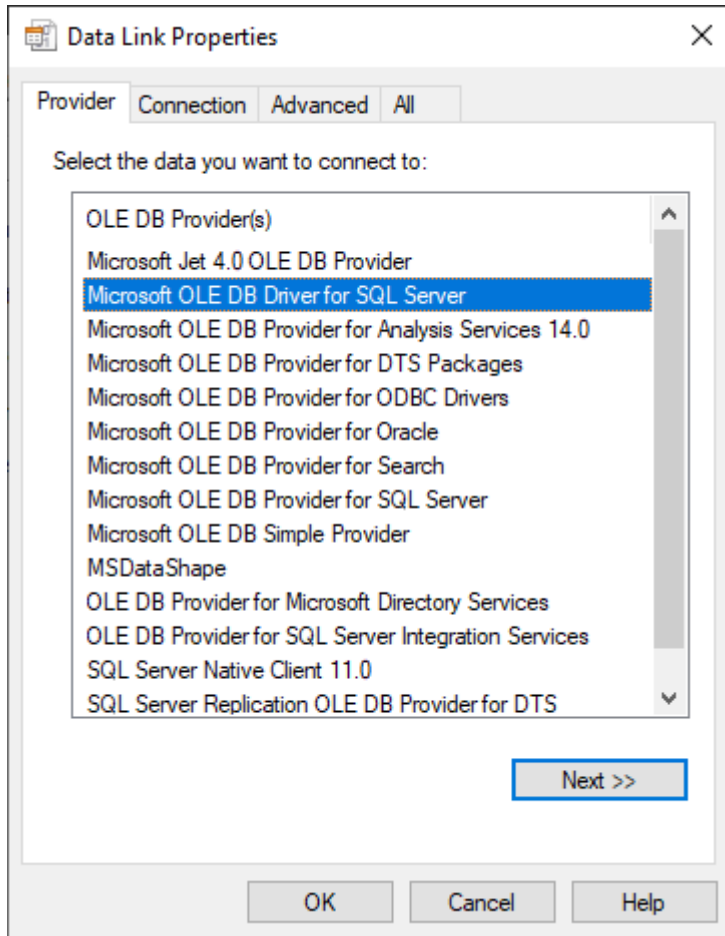
4   Select **Microsoft OLE DB Driver for SQL Server** as the type data to which you are connecting.

5   Click **Next**.
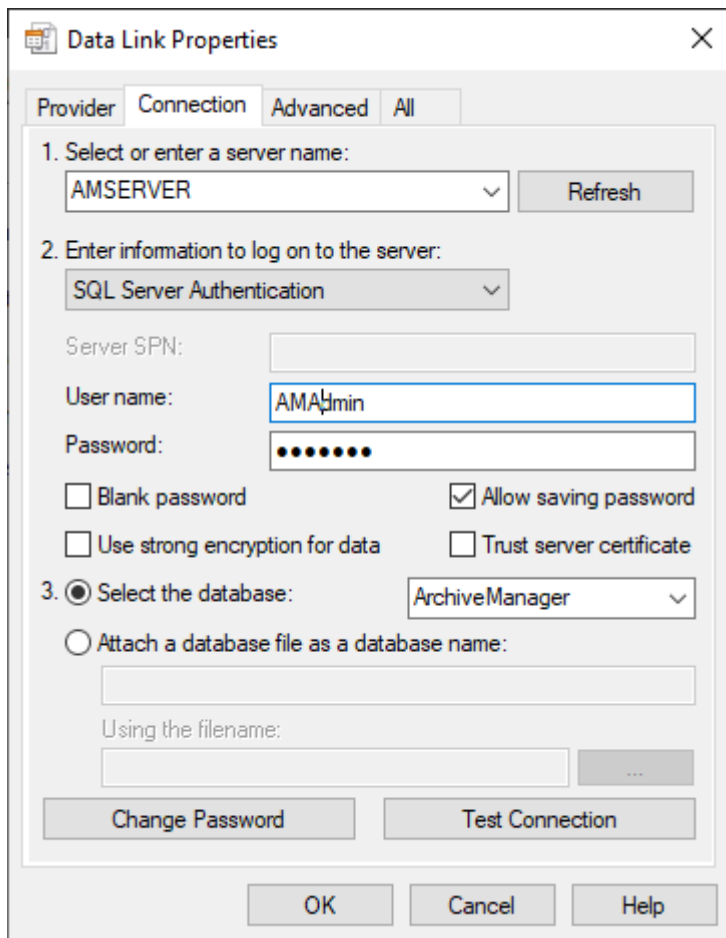
6   Enter the server name for the Archive Manager SQL server.

7   Select **SQL Server Authentication** in the drop-down list.

8   Enter a user name and password for an account that has full SQL administrator rights on the Archive Manager database server.

> **i** | **NOTE:** The account that is used to connect to the Archive Manager SQL database must have the following database role memberships:
>   - public
>   - db_datareader

9   Click **Select the database** and select the Archive Manager SQL database name.

> **i** | **NOTE:** SQL Authentication must be enabled on the server on which the Archive Manager report pack is installed and on the Archive Manager SQL server to which you are connecting.

10 Click **OK**.

  a   If you want, you can change the value for the default Archive Mailbox Quota.

      This value is used by the Archive Mailboxes Over Quota report to identify mailboxes that exceed the value that is specified here.

11 Click **OK**.

The Archive Manager servers to which you are connected are displayed under the Archive Manager treeview in the MessageStats console.
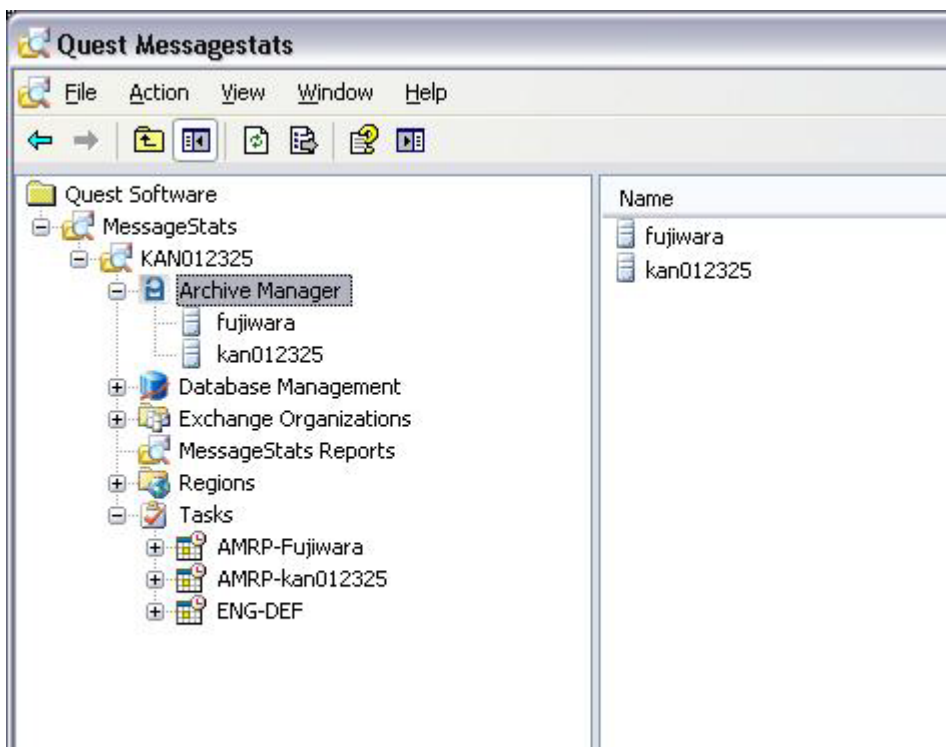
Changing Archive Manager Properties

If, after initial configuration, you need to modify the connection to an Archive Manager server instance, you can use the Archive Manager Server Properties page.

To access the Archive Manager Server property pages

1   Expand the Archive Manager node and select a server in the treeview.

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

3   Select the tab for the properties page that you want.

Changing Archive Manager Server Properties

You can use the Archive Manager Server Properties tab to update the connection string for an Archive Manager database instance, or to change the mailbox quota that is set for Archive Manager reporting purposes.

For more information about the connection string settings for connecting to the Archive Manager database instance, see "Setting Connections to Archive Manager" on page 11.

About the Storage Quotas

The value that you specify in the Archive Mailbox Quota box is used in the Archive Mailboxes Over Quota report. The report lists the archived Exchange mailboxes for which the amount of stored data is greater than the storage quota that you specified for the Archive Manager server.

Viewing Task Membership for a Server

The Task Membership tab shows the gathering tasks to which the Archive Manager server belongs. You can review this list to determine whether you are collecting all the information that you require to produce meaningful reports.

The Task Membership page provides basic information about the task, such as the user credentials that are used to run the task, the regular schedule for the task, and the next scheduled run of the task (in both local and UTC time).

About the Archive Manager Gathering Task

Tasks specify which information is gathered from the Archive Manager database instances and how often the gathering is repeated. To gather the data required for the Archive Manager reports, you must configure an Archive Manager gathering task.

You can create an Archive Manager task only at the individual Archive Manager server level. You cannot create an Archive Manager task at the Exchange organization level.

The report pack requires that a gathering task be run every 24 hours. You can schedule the Archive Manager Data gathering task to run any time you want. The gathering queries the Archive Manager SQL database, and should be scheduled to run when Archive Manager is not busy.

Tips for the Initial Gathering

For the initial task gathering, it is best practice to schedule the task to run on a weekend if your Archive Manager database is large.

You can also use the Task Date Range page to incrementally collect historical data from the Archive Manager database and reduce the initial gathering load. For example, you could create an Archive Manager Data gathering task to gather data for the month of January. After the task has successfully completed, you could modify the date range properties for the task to gather data for the month of February, and then run the task again.

Prerequisites

Before you create an Archive Manager gathering task, the MessageStats Default Gathering task should have completed so there is data available to populate the reports.

To create an Archive Manager gathering task

1   Expand the Archive Manager node and select a server.

    If you have only one Task Execution Server, the server box is read-only.

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

3   In the Template box, select **Archive Manager Data** and click **Next**.

4   Specify the date range for the data to be gathered:

    ▪   To gather the most recent data, select **Most Recent** and enter the number of days back that data should be gathered.

    ▪   To gather data within a specified date range, select **Custom** and select the start and end dates for the range.

5   Ensure that the task execution server that appears is the server on which the Archive Manager task processor is installed and click **Next**.

6   Specify a schedule for the gathering task and click **Next**.

    MessageStats provides two types of schedules: schedules that run once at a specific date and time, and schedules that repeat for a defined period (such as daily, weekly, or monthly).

7   Verify the logging level for the task logs and click **Next.**

8   Specify the account under which the gathering task is to run and click **Next**.

9   Click **Finish** to save the gathering task.

To change the properties of an existing task

1   Browse the tasks in the Tasks Summary View.

2   Right-click the task you want to configure and select **Properties**.

3   Step through the wizard to change the settings.

Managing your Database

During the installation of the MessageStats Report Pack for Archive Manager, additional tables are added to the MessageStats database to store Archive Manager-specific data. MessageStats allows you to manage the storage of Archive Manager data.

In MessageStats, the database management functionality is extended to include database management functions specific to Archive Manager data. Using Database Management, you can delete obsolete information and fine-tune your database.

Before you modify your database, ensure that no MessageStats Consoles or task processors 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.

For the Archive Manager report pack, the Database Management tool allows you to perform the following activities:

•   Configuring an Archive Manager Aging Task. Use this to delete historical data.

•   Deleting Archive Manager Object Data. Use this to delete object data.

•   Deleting Archive Manager Report Data. Use this to delete report data.

For detailed information about using the Database Management tool, see the *MessageStats Administrator Guide*.

Configuring an Archive Manager Aging Task

You can use the Data Aging function to delete the historical data from the Archive Manager tables in the MessageStats database. Use the Archive Manager Configuration option under the Data Aging node to define a regularly scheduled task that deletes old data.

To define a data aging task

1   Expand the **Database Management | Data Aging** nodes in the treeview.

2   Click the **Archive Manager Configuration** node.

3   Select **Delete aged data**.

4   Select the **Age Statistics** check box and select the age (in number of days) at which data is to be deleted.

5   Select a Schedule Type (daily, weekly, or monthly) to indicate how often you want to delete the data.

6   Enter the Start Date and Start Time information.

7   Select the **Limit Job Execution Time** check box if you want to limit the time duration for an aging job, and enter an end time.

8   Enter the recurrence interval:

- Number of days between jobs for Daily schedules
- Day of the week for Weekly schedules.
- Day of the month for Monthly schedules.

9   Click **Deploy**.

Data Aging Job History

After you create an aging job, the interface changes to a three-tab format:

- The Schedule tab contains the same content as the Create Job tab contained before a job was created.
- The Properties tab describes the properties associated with the aging job, and is updated as new information becomes available.
- The History tab contains a log of past aging jobs.

Deleting Archive Manager Object Data

You can use the Delete Data node to delete Archive Manager-specific object data from the MessageStats database. The Archive Manager Object Data option allows you to delete Archive Manager-related data for Exchange objects from the MessageStats database.

To delete Archive Manager object data from the database

1   Expand the **Database Management | Delete Data** nodes in the treeview.

2   Click the **Archive Manager Object Data** node.

3   Select the **Servers** check box and select the Archive Manager server for the object data that you want to delete.

4   Click **Get Range** to view the date range for the object information.

5   Click **Delete Object**.

6   Verify that you want to delete the object information.

Deleting Archive Manager Report Data

You can use the Delete Data node to delete Archive Manager-specific report data from the MessageStats database. The Archive Manager Report Data option allows you to delete a range of statistical data relating to Archive Manager reports.

To delete Archive Manager report data from the database

1   Expand the **Database Management | Delete Data** nodes in the treeview.

2   Click the **Archive Manager Report Data** node.

3   Select the **Servers** check box and select the Archive Manager server for the statistical data that you want to delete.

4   Click **Get Range** to select the date range for the data you want to delete.

5   Indicate the date range for the information you want to delete.

6   Click **Delete Data**.

7   Verify that you want to delete the data.

Viewing Archive Manager Reports

On gathering completion, you can view reports based on the gathered information using the web-based MessageStats Reports component.

To view Archive Manager reports

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

    - OR -

    Select the MessageStats Reports node in the MessageStats Console.

2   Select **Report Packs | Archive Manager** from the report list in the navigation pane.

3   Select the report you want to view from the list.

4   Select any report filters you want and click **Apply Filter** to view the report.

    For information about how to set filters, see the MessageStats Reports User Guide.

Introducing the Archive Manager Reports

- About the Archive Manager Reports
- Executive Level Reporting
- Configuration Reporting
- Archive Server Reporting
- Mailbox and User Reporting
- Messages Reporting
- Attachment Reporting

About the Archive Manager Reports

The MessageStats Report Pack for Archive Manager helps you to manage the storage requirements for your archived messages and to evaluate your Archive Manager activities. Reports provide a view into your current Archive Manager configuration settings, archival performance, and existing archived message and attachment storage.

The Archive Manager Report Pack provides two types of reports:

- Reports that retrieve Archive Manager data from the MessageStats database. The data in the database is collected by an Archive Manager gathering task. The MessageStats database also contains the Exchange data that is collected by the core MessageStats gathering tasks.
- "Real-time" reports that directly retrieve current data from an Archive Manager database instance. Since real-time reports require scanning an entire Archive Manager database, they take longer to render. The date and time fields in all real-time reports shows the local time from the Archive Manager server.

The data from real-time reports is not available for custom reports.

When you render a real-time report, the report performance is directly affected by the speed of your network links and network performance. You can set up subscriptions for real-time reports which allows you to schedule them during less busy times.

Due to performance considerations, Quest recommends that you use the Archive Server filter to limit the results for real-time reports to include only one or two Archive Manager servers.

Prerequisite

You must run an Archive Manager gathering task for the reports to be populated.

How the Reports Are Organized

The Archive Manager reports are grouped in folders that reflect the report content:

- **Configuration Reporting:** Reports in this folder provide basic information about Archive Manager server configuration. Reports identify which Exchange servers are set for archive management, and provide information about mailboxes that are being archived, data loaders in use, and archive and retention policies.

- **Archive Server Reporting:** Reports in this folder provide information about Archive Manager server activities such as top searches. Reports also include performance metrics such as message processing rates, and provide calculated storage savings for messages and attachments.

- **Mailbox and User Reporting:** Reports in this folder include information about archived mailboxes that lets you identify the top storage users, storage usage by mailbox or group, mailboxes that no longer have an Active Directory account, and inactive mailboxes.

- **Messages Reporting:** Reports in this folder allow you to identify message-specific information such as the most frequently accessed messages, messages over a specific size, and old messages.

- **Attachment Reporting:** Reports in this folder allow you to identify attachment-specific information such as the number and the volume of stored attachments, types of attachments, and users who send the most attachments.

Executive Level Reporting

At the root level of the reporting treeview, executive level reports provide a high-level overview of your Archive Manager installation. An executive level report helps you evaluate how each of your Archive Manager servers is being used, and identify areas that may need load balancing.

Executive level reports include the following:

- Archive Manager at a Glance

Archive Manager at a Glance

This report provides summary information about the storage use of your Archive Manager servers.
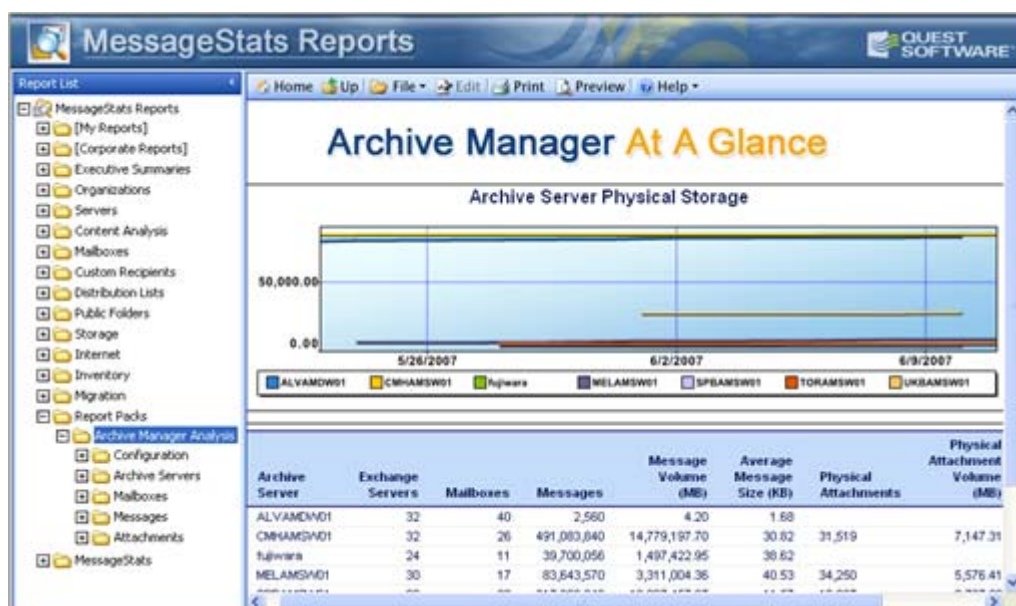
It allows you to compare the amount of physical storage used by each Archive Manager server. The report provides the following aggregated data:

- Number of Exchange mail servers that contain mailboxes that are being archived by each Archive Manager server

- Number of mailboxes being archived

- Number of messages stored for each Archive Manager server

- Total volume of messages stored on an Archive Manager server

- Average message size for messages that are stored in the archive

- Number of physical attachments stored for each Archive Manager server

- Physical volume of the attachments stored for each Archive Manager server

- Average attachment size for attachments stored in the archive

This data is provided for each Archive Manager server. The report does not consolidate the information across multiple servers. You can use the Archive Manager Physical Storage graph to see storage growth on the servers over time.

Configuration Reporting

Several reports provide information about your existing Archive Manager configuration, including information about data loaders and message policy settings.

Table 1. Archive Manager configuration reports.

Report	Description	Filters
Exchange and Lync Servers Being Archived	This report identifies the Exchange servers containing mailboxes and the Lync/Skype for Business containing users that are being archived and have store-management enabled. If an Exchange server appears on the report, it does not mean all mailboxes on the server are being archived. Store management can be set on a mailbox-by-mailbox basis. However, for Lync/Skype for Business, archival status is set at the server level, so if the server is set for archival, all users on the server are being archived. The report does not include non-Exchange servers such as Novell Groupwise servers.	• Archive Server • Show Lists
Exchange Mailboxes Being Archived	This report provides a list of Exchange mailboxes that are currently being archived. The report identifies the Exchange mailbox name, mailbox type, and the associated Exchange server. This list is current as of the last successful Archive Manager gathering task. Archive Manager provides two main types of mailboxes: User—A standard mailbox which corresponds to an individual user email address. User mailboxes are created by the Archive Manager Directory Connector. Virtual—A more flexible mailbox created to provide access using more specific criteria, including external email addresses. The email addresses that comprise a virtual mailbox can be either a combination of specific individual email addresses or a wildcard email address.	• Display Name • Mailbox Database • Exchange Server • Group • Archive Server

Table 1. Archive Manager configuration reports.

Report	Description	Filters
Exchange Mailboxes Not Being Archived	This report identifies the Exchange mailboxes that are not being archived and that do not have store management enabled. This list is current as of the last successful Archive Manager gathering task. Since Archive Manager collects from the mailboxes within a specific context, the Archive Manager SQL database does not contain the built-in mailboxes for an organization. The report identifies the Archive Manager instances for each Exchange mailbox to determine which mailboxes are not set for archival.	• Display Name • Archive Server • Mailbox Database • Exchange Server

Data Loader Configuration	The report identifies the Archive Manager data loaders that are configured. Archive Manager provides several types of data loader services. The data loader configuration controls where the data loading service looks for email messages and when it runs.
	
	Possible data loader services are:
	   • File System
	   • IMAP4
	   • JRDL (Journal Report Data Loader)
	   • MAPI
	   • POP3
		• Archive Server

SQL Server Configuration	This report provides information about the SQL database server that is used for an Archive Manager server. The report shows the Archive Manager server, the associated database, and the connection string to the Archive Manager SQL server database.	• Archive Server
Message Retention Policies	This report provides information about the retention policies that are defined for each Archive Manager instance. Retention rules, or policies, determine how long email messages remain in the archive. This report lists the Archive Manager retention policies and provides details about the retention periods and the message criteria set for each policy.	• Archive Server
Message Archiving Policies	Message archiving policies are used to manage the mail server store and determine how long messages remain on the mail server. In Archive Manager, these policies can be set across the organization or on a user-by-user basis. The report provides the policy details such as the age and size of the message to which the policy is applied, whether unread messages or flagged messages are included in the policy, and what action to take once a message reaches the policy limit. In Archive Manager, a Policy Action can be set to export, delete, stub, or stub attachments.	• Archive Server
Archive Mailbox Security Roles	Security roles group together a set of permissions that define typical user rights (security actions) for Archive Manager. For example, you might have Administrator, Manager, and User security roles. Security roles can be assigned to users in Archive Manager. This report lists the user mailbox display name, the user login name, Archive Manager mailbox type (user or virtual), the associated security role, and the organizational unit.	• Display Name • Mailbox Database • Exchange Server • Group • Archive Server

Archive Server Reporting

The Archive Server reports show the storage usage for Archive Manager servers and also show the calculated storage savings for attachments. The reports provide an overview of Archive Manager activities such as the top searches, and help to identify functional issues through the top unsynchronized mailboxes.

The reports in the Archive Servers folder include the following reports:

Table 2. Archive Manager servers reports.

report	Description	Filter
Storage Usage by Archive Server	This report allows you to see the physical amount of space that is used by Archived Manager over time, grouped by Archive Manager database instance. You can see both the database physical volume and the physical volume of the attachments store. This report provides trend information for report periods greater than a single day. The report allows you to view the growth of the archive including the database and attachment stores so that you can project your storage needs. Dates are shown in the local time of the Archive Manager server.	• Date • Trend and Forecast Options • Display Options • Archive Server
Exchange and Lync Servers	In an environment with many servers and multiple Archive Manager instances, it can be difficult to determine which Exchange or Lync/Skype for Business server is processed by which Archive Manager instance. This report identifies the Exchange servers containing mailboxes and the Lync/Skype for Business containing users that are being archived by specific Archive Manager instances.	• Archive Server • Show Lists
Single Instance Storage Savings	This report shows the disk space on an Exchange mail server that is calculated to be saved by using Archive Manager. The calculated savings are based on the number of duplicate attachments that are stored as a single instance in the Archive Manager database. This report shows the storage savings that the Archive Manager has achieved by eliminating duplicate attachments and archiving a single instance of each. Dates are shown in the local time of the Archive Manager server. The total storage savings is calculated as (Attachment File Size * (Number of duplicates - 1)).	• Date • Trend and Forecast Options • Display Options • Archive Server
Top Searches	This report indicates the top searches that are occurring in the Archive Manager database instance. The report shows the text or keywords that were entered when the email search was performed and the number of results from the search. The report only shows the results from simple text-based searches. It does not include searches that were based on date range, originators or receivers, mailboxes, tags, attachments, or message types.	• Search Criteria • Select Top • Archive Server

Table 2. Archive Manager servers reports.

report	Description	Filter
Last Mailbox Processed	This is a real-time report. This report provides information that shows the mailboxes that were most recently processed by the selected Archive Manager server. The date and time that displays for each processed message is the local time of the Archive Manager server that archived the message. This report helps you determine whether Archive Manager is processing data. If the ESM process ceases to function, this report indicates the mailbox that was last processed. In Archive Manager, the Exchange Store Manager (ESM) runs and exports email from the current Exchange store into Archive Manager. This report collects the last 1000 messages that were processed and displays the messages grouped by user mailbox. It shows the size of the message, and the date and time at which it was processed.	• Archive Server (required)
Message Processing Rate	This is a real-time report. This report provides real-time* performance data about the rate at which Archive Manager is processing messages from Exchange or Lync/Skype for Business servers. It shows the number of messages processed hourly by the Exchange Store Manager (ESM) and the Lync Store Manager in about the past two days, depending on the time zone of the Archive Manager server. The report can be used to determine the peak periods of time during the day when the Archive Manager processing is most active. The report shows the records for the last two days (48 records). If there is no archiving activity within the last 48 hours, this report does not contain any records.	• Archive Server (required)
Top Unsynchronized Mailboxes	This is a real-time report. This report provides a list of user mailboxes, sorted by the oldest date when the last folder was processed. You can use this report to locate mailboxes that have not recently been synchronized with the Archive Manager database. The report is limited to 5000 records.	• Select Top • Archive Server (required)

Mailbox and User Reporting

Reports in the Mailboxes folder provide Exchange mailbox and Lync/Skype for Business storage use information and details about archived mailboxes and users.

Table 3. Archive Manager- based mailboxes.

Report	Description	Filters
Storage Usage by Mailbox	This report shows the amount of archived storage used by an archived Exchange mailbox. It provides information about the physical storage used and the logical volume of the messages and attachments stored for a specific mailbox. Corresponding information about the active Exchange mailbox storage is provided for comparison purposes. You can view trend information for periods greater than one day. Dates are shown in the local time of the Archive Manager server. Though the single instance storage savings for archived attachments are applied for a specific mailbox, if a particular attachment is archived in several mailboxes, the attachment is counted once for each mailbox. The report includes records up to and including the previous full day. It does not report information for the current day. Today's data appears in the report when you run the Archive Manager gathering the following day. **Prerequisites** A MessageStats Exchange Databases gathering and an Exchange Mailboxes gathering must have run successfully for certain report data to be displayed.	• Date • Select Top • Aggregation Options • Display Options • Trend and Forecast Options • Display Name • Group • Mailbox Database • Exchange Server • Archive Server
Storage Usage by Group	This report displays the amount of storage being used by an Archive Manager group. It provides information about the physical storage used and the logical volume of the messages and attachments stored for the group. Corresponding information about the active Exchange storage is shown for comparison purposes. Comparison data is not available for the Lync/Skype for Business user storage. You can view trend information for periods greater than one day. Dates are shown in the local time of the Archive Manager server. **Prerequisites** A MessageStats Exchange Databases gathering and an Exchange Mailboxes gathering must have run successfully for certain report data to be displayed.	• Date • Select Top • Aggregation Options • Display Options • Trend and Forecast Options • Group • Archive Server

Table 3. Archive Manager- based mailboxes.

Report	Description	Filters

Archive Mailboxes Over Quota	This report lists the archived Exchange mailboxes for which the logical volume of stored data is greater than the quota that you specified for the Archive Manager server. This report displays the Exchange mailboxes within the archive that use more than the specified quota. The dates in the report are shown in the local time of the Archive Manager server.
	
	You can set the quota through the Archive Manager Server Properties page.
	
	To set a storage quota for reports
	
	  1 In the MessageStats console treeview, expand the Archive Manager node and select a server in the treeview.
	  2 Right-click and select **Properties**.
	  3 Select the Archive Manager Server Properties tab.
	  4 Enter a value (in MB) in the Archive Mailbox Quota box and click **Apply**.
	  5 Click **OK**.
		• Display Name
		• Mailbox Database
		• Exchange Server
		• Group
		• Archive Server

Archive Mailboxes Without Active Accounts	This report lists the archived mailboxes that no longer have an active account in Active Directory. You can use this report to identify information stored in the archive from accounts that no longer exist and might potentially be removed. The report shows both accounts that were disabled and accounts that were deleted.	• Display Name • Group • Mailbox Database • Exchange Server • Archive Server
Stale Archive Mailboxes	This report identifies mailboxes in Archive Manager for which no new data is being added. The inactive mailboxes are considered stale. By identifying inactive mailboxes that are no longer being updated, you can determine whether the archived mailbox must be maintained.	• No Archiving Since (required) • Group • Archive Server • Display Name • Mailbox Database • Exchange Server

Messages Reporting

The reports in the Messages folder provide details about the messages that are in the Archive Manager database. Messages include the body of the message and any attachments.

Table 4. Archive Manager message reports.

Report	Description	Filters
Storage Usage by Messages	This report shows the amount of physical storage used by the archived messages. Messages are defined as including both the body of a message and any attachments. The report provides information about the amount of storage that is used for messages in an Archive Manager database. It shows the volume and number of messages that are archived. You can view trend information for report periods greater than a single day. Dates are shown in the local time of the Archive Manager server.	• Date • Trend and Forecast Options • Display Options • Archive Server
Messages Larger than X MB	This is a real-time report. This report provides information about messages that are larger than the value that you specify in the report filter. The default value is 10 MB. The message list includes the number of messages and the volume of messages.	• Larger Than (MB) • Archive Server (required)
Top Accessed Messages	This is a real-time report. This report provides a list of the most frequently accessed messages in the Archive Manager database. It provides the message ID, the number of times the message was accessed, and the message size. You can use the report to determine if there are messages that should probably not be archived. The report is limited to 5000 records.	• Select Top • Archive Server (required)
Old Messages	This is a real-time report. This report allows you to identify the logical volume in the archive of messages that are older than the date you specified. Message volume includes both the message body and any attachments. You can also see the number of old messages in the archive.	• Messages Older Than (required) • Archive Server (required)

Attachment Reporting

Reports in this folder provide size and usage information about the attachments that are in the Archive Manager database.

Table 5. Archive Manager attachment reports.

Report	Description	Filters
Storage Usage by Attachments	This report shows the physical amount of storage that is used by attachments on the Archive Manager server. You can see the number of attachments that are stored and the physical amount of space (MB) used by stored attachments for the selected Archive Manager database instance. The report provides a graph that shows attachment physical volume by Archive server and charts the attachment volume trends. Dates are shown in the local time of the Archive Manager server.	• Date • Trend and Forecast Options • Display Options • Archive Server

Table 5. Archive Manager attachment reports.

Report	Description	Filters
Attachment Types Stored	This report provides a breakdown of the attachment file types that are stored in the archive. It provides an item count for each type, the volume amount, and shows what percentage of total attachment storage the specific type represents. The report groups the attachment information by Archive Manager instance.	• Archive Server
Senders of Attachments by Type	This is a real-time report. This report provides a view of the users who are sending files with specific attachment types. Since this report requires searching the Archive Manager database directly, it is recommend that it be run as a subscription.	• Date • File Type • Archive Server (required)
Top Attachment Senders	This report allows you to identify the users who sent the most attachments that are stored in the archive database as of the time of the gathering. You can view storage activity data for a specific day or over a specified period of time. Dates are shown in the local time of the Archive Manager server.	• Date • Display Options • Display Name • Mailbox Database • Exchange Server • Select Top • Trend and Forecast Options • Group • Archive Server

Report Filter Definitions

The report filter definitions provide information about the various filter settings that you can use to define the information that appears in reports.

A	B	C	D	E	F	G	I	L
M	N	O	P	R	S	T	U	V

A

Archive Server

Used to select the Archive Manager Server instance to which the Exchange message information is being archived.

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.

Aggregation Options

Allows you to view the logical volume or the physical storage for the messages and attachments stored on the Archive Manager server:

Logical Volume: Shows the logical volume of messages and attachments. For example, if two messages in a mailbox contain the same attachment, the logical attachment volume would count two attachments but the physical count would show one, since only one instance of the physical attachment is stored in Archive Manager. Logical volume reflects the volume that would be shown in Exchange if the messages and attachments were viewed in a mail client such as Outlook.

Physical Storage: Shows the physical storage used on the Archive Manager server by a specific user mailbox or Archive Manager group. Since Archive Manager stores a single copy of messages and attachments, and uses compression technology to further reduce storage use, physical storage is typically less than logical volume.

B

Body Keyword

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

C

Connector

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

Container/Organizational Unit

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

Custom Recipient

Restricts the report content to the custom recipient that you specify.

D

Date

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

Date/Time Display

Determines 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 Routing Group

Restricts the report content to the destination routing group that you specify.

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.

Display Name

The "friendly" name used to identify the user in Archive Manager. Restricts the report content to the Display Name that you specify.

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 *Quest MessageStats Administrators Guide.*

Distribution List

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

Domain

Restricts the report content to the domain that you specify.

E

Exchange Server

Restricts the report to a specific Exchange server that contains mailboxes that can be archived by Archive Manager.

Exchange/Lync Server

> Restricts the report to a specific Exchange server or a Lync/Skype for Business server that contain either mailboxes or users that can be archived by Archive Manager.

F

File Extension

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

File Name Keyword

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

File Type

> Used to restrict reported data to include only files with the file extension that you specified.

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.

G

Group

> Archive Manager has two types of groups:
> **Directory Groups—**These are automatically generated by the directory service to which Archive Manager is connected (such as Active Directory Security and Distribution Groups).
> **Archive Manager Groups—**These are created within Archive Manager.

I

Item Class

> MAPI-based classification of items contained in a mailbox database. Examples include IPM.NOTE and IPM.POST.

Item Date

> The delivery date for an item in a mailbox database.

Internal Namespace

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

L

Larger Than (MB)

> Filters the size of the messages that are reported.

Last Logon Date (UTC)

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

Login Name

> The email address or user name that the user will use to log into Archive Manager.

M

Mailbox Email

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

Mailbox Database

> Restricts the report contents to mailboxes in the selected Exchange mailbox database.

Mailbox DN

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

Mailbox Server

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

Messages Older Than

Restricts the report results to messages that are older than the date that you specified.

N

No Archiving Since

Used to specify a date from which Archive Manager has not processed any messages for the mailbox.

Number of Mailboxes

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

O

Organization

Restricts the report content to the Exchange organization 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 Routing Group

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

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.

Public Folder

Restricts the report content to the public folder 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 *Quest 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 *Quest MessageStats Administrator Guide*.

Replica Routing Group

Restricts the report to the replica routing group that you specify.

Replica Server

Restricts the report content to the replica server 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.

Routing Group

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

S

Search Criteria

This is the text (keywords) that the user enters when performing an email search in Archive Manager.

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 servers you specify.

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.

You must manually identify server roles in the MessageStats Console using the Server Roles tab of the Server Properties dialog box. For more information, please see the *Quest MessageStats Administrator Guide*.

Server Store Distinguished Name

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

Show Lists

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

Show Mailboxes

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

Show Recipients

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

Size (KB)

Restricts the report content to the message size that 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 Routing Group

Restricts the report content to the originating routing group 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.

Store Size (MB)

Restricts the report content to the store size 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 identified using the Subject Audit Management function. 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 *Quest MessageStats Administrator Guide*.

T

Total % Volume Used

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

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 a mailbox database.

Total Stores (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 stores that you specify.

Trend and Forecast Options

Indicates 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.

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.

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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