Quest® MessageStats® Report Pack for Exchange® Online 7.8.1

User Guide

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1

MessageStats Report Pack for Exchange Online Overview

- About the Exchange Online (Office 365) Report Pack
- Report Pack Components
- Distributed Installation

About the Exchange Online (Office 365) Report Pack

The MessageStats Report Pack for Exchange Online extends the core MessageStats application by adding the ability to gather user and mailbox information about your Exchange Online hosted services.

The report pack stores the information in the MessageStats database, to which additional tables are added when you install the report pack. The database provides content for the web-based MessageStats Reports.

Report Pack Components

When the report pack is installed, new nodes are added to the MessageStats Console. You can collect information about your Exchange Online environment by using new gathering task templates that are added to the MessageStats gathering components library.

For reporting, additional folders are added to the MessageStats Reports. The MessageStats database is extended to include tables for Exchange Online data.

The report pack is comprised of the following components:

- MMC Console: Extends the MessageStats MMC-based client console to include a node for Exchange Online. This report pack MMC component must be installed on the server on which the MessageStats MMC client is installed.
- Task Processor: Runs the MessageStats Exchange Online gathering tasks. The component runs queries about Exchange Online data and stores statistical information in the MessageStats database. You install the report pack task processors on a Task Execution Server on which the core MessageStats task processors are installed.
- Database: Extends the MessageStats database to store Exchange Online information. Install this component on the SQL server on which the MessageStats database resides.
- Reports: Provide detailed information about mailboxes and user configurations. Install this component on the IIS Server on which the MessageStats Reports are hosted.

Distributed Installation

In larger installations, and to experience enhanced performance and scalability, you might choose to have the MessageStats core components installed on separate computers.

In this situation, you must also install the corresponding Exchange Online report pack components on the separate computers. For example, to install the Exchange Online task processors, the destination computer must have the MessageStats task processors installed.

The following table lists the components in the order in which they must be installed on the different servers:

Table 1. Correlation between MessageStats and report pack components.

MessageStats Installation	Installed Components
MessageStats Database	MessageStats Database 7.8.1 Exchange Online Report Pack Database components to extend the MessageStats Database
MessageStats Task Execution Server	MessageStats Task Processors 7.8.1 Exchange Online Report Pack Task Processors
MessageStats Console	MessageStats MMC Client Console 7.8.1 Exchange Online Report Pack MMC Client Console
MessageStats Scheduler	MessageStats Scheduler Service 7.8.1
MessageStats Reports	MessageStats Reports 7.8.1 Exchange Online Report Pack Reports

Preparing for Installation

- Minimum System Requirements
- Required Rights and Permissions
- Installing the Exchange Online Report Pack

Minimum System Requirements

Before you install the MessageStats Report Pack for Exchange Online, you must have MessageStats 7.8.1 installed. The installer extends the MessageStats database to include Exchange Online information. It also installs the report pack task processors, the new Exchange Online reports, and adds the Exchange Online node to the MessageStats console.

You must meet the minimum hardware requirements for MessageStats. For information about the hardware requirements for MessageStats, see the *MessageStats Quick Start Guide*.

Software Requirements

You install the report pack components on servers on which MessageStats components are already installed. See the *MessageStats Quick Start Guide* for hardware and software requirements for the different MessageStats components.

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

Table 1. Software minimum requirements.

Type	Minimum Requirement for connecting to Office 365
On any server that hosts: MessageStats MMC Client Console - OR - MessageStats task processors	Exchange Online PowerShell v2.0 Module

Required Rights and Permissions

This section lists the rights and permissions required to install the report pack, to gather appropriate information, and to 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 by the Windows account under which the MessageStats gathering process is run:

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

The following rights are required by the Windows account that is used to run the MessageStats client console:

- Belong to the MessageStats Admin local group on the server that hosts the MessageStats scheduler service (MessageStats Server)

The following rights are required by the Exchange Online user account that is used to access the Exchange Online data:

- Have Exchange Online administrator rights. To create the connection to Microsoft Exchange Online, the Microsoft account must have the Global Administrator role.

MessageStats Reports Security Settings

For all servers housing the MessageStats Report Pack for Exchange Online Reports web server, ensure the following:

- On the MessageStats Reports virtual directory, ensure that Integrated Windows Authentication is selected.
- The user accessing the web site must be in the Web Report Users local group to view the site. The user can also be in the Web Report Administrators and Web Report Authors local groups, depending on your security hierarchy.

The account must also be in the MessageStats Admin local group (for read and write access) or MessageStats Web local group (for read access only).

Installing the Exchange Online Report Pack

Use the following procedure to install the report pack.

To install MessageStats Report Pack for Exchange Online

1. Log on to your system using MessageStats service account.
2. Go to the Reports Pack folder in installation directory, double click the Exchange Online setup file.
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**.

3

Connecting and configuring for Exchange Online

- Accessing the Exchange Online Data
- Connecting to Exchange Online
- About Exchange Online Connection Properties
    - Viewing or Reconfiguring Connection Properties
    - Identifying Internal Domains
    - Specifying Domain Classifications

Accessing the Exchange Online Data

To collect data about your Exchange Online mailboxes and users, you must create a connection to the Office 365 tenant from which you want to collect the data.

When you create the connection, you are registering the report pack application with the Microsoft Azure portal and configuring permissions to access the Microsoft.Graph API and use Exchange Online PowerShell.

Once you have created the tenant connection, you configure internal and other domain classifications that will be used in the reports. After configuration, you can set up gathering tasks to collect specific types of information.

Prerequisites

The following software must be installed on any server that hosts the task processors (Task Execution Server) or the MessageStats MMC client console:

- Exchange Online PowerShell v2.0 Module is required on any server that hosts the task processors or MessageStats MMC client console.

Connecting to Exchange Online

When you add a new connection to Exchange Online, you must specify your Microsoft tenant. You are automatically routed to the Microsoft Azure portal to register the MessageStats Exchange Online application in Azure AD so the Microsoft identity platform can provide authentication and authorization services for the application.

You must log in to your Microsoft tenant as a Global Administrator user. Then you are redirected to a page that lists the permissions that will be granted. You must click **Accept** and provide admin consent for the MessageStats application. Once the Global Administrator adds a tenant to MessageStats, an application record is created in the tenant indicating that admin consent has been provided.

To create the Exchange Online connection

1 In the console treeview, expand the **Exchange Online** node, right-click and select **Add new connection.**

2 Enter the tenant name for your Microsoft Exchange Online tenant.

  You are routed to the Microsoft Azure portal.

3 Enter your Azure AD Global Administrator credentials and click **Next**.

  A page opens with the list of permissions that you are granting.

4 Click **Accept**.

  MessageStats is registered as an application with all the required permissions and roles in your tenant. A self-signed certificate is created to use the MessageStats application that is valid for two years.

Points to remember

You should be aware of the following points:

- Each Exchange Online connection has its own registered application and certificate.
- The certificate is only used by the MessageStats to access the application in the tenant and it is installed in the current user certificate store of the local machine.
- To use an existing connection/application in a different MessageStats console or on another Task Execution server, you can export the certificate with a private key and install it to another computer in the current user certificate store.

About Exchange Online Connection Properties

After you have added a new Exchange Online tenant connection, the connection appears below the Exchange Online node.

When you right-click a specific Exchange Online tenant connection, the following options are available:

Table 1. Tenant connection node options.

Menu Option	Description
Create Task	Starts the Create Task Wizard so that you can create a gathering task. For information about creating tasks, see About the Create Task Wizard on page 14.
Refresh	Allows you to refresh the console navigation tree.

Table 1. Tenant connection node options.

Menu Option	Description
Export List	This is a default MMC option to export the data displayed in a standard list view to a text file. You can choose to export only specific rows by selecting them.
Properties	You use the properties to: • view the existing tenant connection details • identify internal domains for message traffic reports • identify any specific types of domains
Help	Opens the online help. The MessageStats core online help, the report pack online help and the Microsoft Management Console online help are available.

Viewing or Reconfiguring Connection Properties

Once you have created an Exchange Online connection, you can view the connection properties for more detailed information. For example, the application information can help you identify exactly which application is used.

You can use the certificate information to locate the certificate for export. You can also see if the certificate is not installed, will expire soon, or has already expired. You can use the Reconfigure button to re-establish the connection.

To view Exchange Online connection properties

1. In the console treeview, expand the **Exchange Online** node.
2. Select the specific Exchange Online tenant connection that you want to edit.
3. Right-click and select **Properties**.
4. Select the **Connection Properties** tab.

   The following information is displayed for the connection:

   - Tenant Name
   - Application Name
   - Application ID
   - Certificate Friendly Name
   - Certificate Thumbprint
   - Certificate Expiration Date

   You would use the Reconfigure button to handle a situation such as the certificate will expire soon, a newer version of MessageStats requires additional permissions to gather more data, or your registered application was accidentally deleted.
5. If you need to re-establish the connection, click **Reconfigure**.

   You are routed to the Microsoft Azure portal.
6. Enter your Azure AD Global Administrator credentials and click **Next**.

   A page opens with the list of permissions that you are granting.
7. Click **Accept**.

Microsoft will register a new MessageStats report pack application and create a new certificate (valid for two years). and remove the old certificate and application. If the reconfiguration is successful, the properties page is updated.

Identifying Internal Domains

You must identify domains that are internal to your organization so that the message traffic reports can distinguish between internal and external messages. Add all the domains that should be classified as internal. Clear any domains that should be classified as external.

To identify internal domains

1. In the console treeview, expand the **Exchange Online** node.
2. Select the specific Exchange Online tenant connection that you want to edit.
3. Right-click and select **Properties**.
4. Select the **Internal Domains** tab.
5. Click **Add** and enter the domain name for an internal domain.
6. Click **OK** and click **Apply**.

Specifying Domain Classifications

In the Domain Classification page, you can add domain names that should be classified as a specific type, such as Microsoft, Social, Networking, or Partner. You can use these classifications when grouping or filtering messages in the reports.

To specify domain classifications

1. In the console treeview, expand the **Exchange Online** node.
2. Select the specific Exchange Online tenant connection that you want to edit.
3. Right-click and select **Properties**.
4. Select the **Domain Classification** tab.
5. Click **Add**.
6. Enter the domain name and the classification name that should be used when filtering messages to or from the domain.
7. Click **OK** and click **Apply.**

4

Creating Gathering Tasks

- About Tasks
- About the Create Task Wizard
- Selecting the Task Template
- Editing Tasks
- Exchange Online Gathering Tasks

About Tasks

The following sections explain how to create gathering tasks using the Create Task Wizard.

A task is a collection of gathering activities. When you create a task, it is listed in the Tasks node of the navigation tree. When you click the Tasks node, the task appears in the Tasks Summary View.

The Tasks Summary View shows all the tasks created for the MessageStats Scheduler Server. The Tasks Summary view displays the properties of a task, including the task name, task credentials, schedule, next occurrence, description, and progress.

The account used for the gathering credentials must have administrator rights and must have the global administrator role.

What is a Task Occurrence?

Tasks are scheduled to run an occurrence of that task. Each occurrence has a start date and time. Each occurrence lists the activities and associated properties in the Task Activity view.

What is the Task Activity View?

The Task Activity view displays detailed properties of the activities that comprise an individual task. These properties include activity descriptions, source, status, progress, runtime gathering dependencies, start and finish time, activity duration, and execution server.

About the Create Task Wizard

You create tasks to collect data from Exchange Online. The initial gathering task provides immediate information about your Exchange Online environment.

An initial gathering involves creating a Exchange Online task (or individual Users and Mailboxes gathering tasks). After you have run the initial gathering tasks, you can edit each task to schedule it to run at regular intervals such as daily.

For Office 365, you can create an additional task, using the Exchange Online Mailboxes gathering template, to collect details about your mailboxes. You can also run the Exchange Online Mailbox Statistics gathering to gather statistical information such as the number of items in and the size of the mailboxes.

About the Create Task Wizard

The Create Task Wizard wizard consists of base pages and any additional pages that are specific to the type of gathering task you are creating. For example, to create and schedule a Exchange Online gathering task, you use the wizard pages to perform the following actions:

- Selecting the Task Template
- Specifying Activity Date Range (for Exchange Online Activity)
- Specifying the Task Execution Server
- Scheduling the Task
- Enabling Task Logging
- Specifying Credentials for a Task

To create a new task

1 Expand the **Exchange Online** node and the **Gathering Credentials** node and select specific credentials.

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

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

4 Select a gathering task template.

5 Complete the pages of the Create Task Wizard as required.

Selecting the Task Template

Use the Select Task Template page to select a gathering task template and to name the task. Ensure that the name is unique but reflects the purpose of the task.

Table 1. Options for the Select Task Template page.

Option	Definition
Name	The name that you enter appears in the task list of the Tasks Summary View. 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. The following templates are available for the Exchange Online reports: Exchange Online Exchange Online Users Exchange Online Contacts Exchange Online Groups Exchange Online Mailboxes Exchange Online Mailbox Statistics Exchange Online Mailbox Security Exchange Online Activity For information about task dependencies, see Exchange Online Gathering Tasks on page 19.

Specifying Activity Date Range (for Exchange Online Activity)

If you selected the Exchange Online Activity template, you can specify the date range for which you want to collect message activity. You can select one of the following options:

- Yesterday
- Last 3 days
- Last week
- Custom

If you select Custom, you specify the start and end dates for the date range.

Specifying the Task Execution Server

Use the Task Execution Server page to specify which task execution server you want to use to run the task. If you installed the MessageStats Report Pack for Exchange Online Server through a custom or distributed installation, you had the option of installing additional task processors on separate servers.

On Task Execution Server page, you can identify the Task Execution Server that houses the task processors. If you have only one Execution Server available, the Server box is read-only.

Scheduling the Task

Use the Scheduling Tasks 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 period (such as daily, weekly, or monthly).

Table 2. Scheduling a recurrent task.

Period	Description
Daily	You can set a daily recurrence for the task. By default, the Daily Task Period is configured to perform the gathering task every day. You can change the interval to every two days or at any other appropriate daily period. ***To set a Daily Task Period*** 1 Select the **Start Time** and **End Time** (if applicable). 2 Enter the interval in days. 3 Enter or select a **Start Date** (if applicable).

Table 2. Scheduling a recurrent task.

<table>
<tr><th>Period</th><th>Description</th></tr>
<tr><td>Weekly</td><td>You can set intervals by days of the week. Using the Weekly period, you can set the following types of schedules: gather every second Tuesday; or gather every Monday, Wednesday, and Friday; or any other combination.

To set a Weekly Task Period
1 Select the Start Time and End Time (if applicable.)
2 Enter the frequency in weeks you want to use for this task.
3 Click to select or clear the days of the week.
4 Enter or select a Start Date.</td></tr>
<tr><td>Monthly</td><td>You can set intervals by the days and weeks of the month. Using the Monthly period, you can set the following types of schedules: gather on the first day of each month; gather on the last Friday of March, June, September, and December (each quarter); gather on the fifteenth day of every other month; or any other combination.

To set a Monthly Task Period
1 Select the Start Time and End Time (if applicable).
2 Enter the day of the month when want to schedule the gathering
- OR -
Select the week (First, Second, Third, Fourth, or Last), and the day of the week.
3 Click to select or clear the months of the year.
4 Enter a Start Date.</td></tr>
</table>

Enabling Task Logging

MessageStats Report Pack for Exchange Online creates log entries during several processes. If you contact Quest Support for assistance, Quest Support might request that you change your logging detail level to help troubleshoot technical issues. You can use the Task Logging page to set up logging at the task level.

Table 3. Task Logging options.

Option	Definition
Enable logging for the given Task Processor	Select the box to enable logging for this gathering task. You can identify the detail level the task logs.
Log detail level	Set the level of detail that should be included in the log files.
Record errors in the Windows Application Event Log	Select this option and MessageStats Report Pack for Exchange Online also records errors in Windows Application Event logs.

About Logging Levels

You can define the logging level for your task logs. The following log levels are available, from the most detailed to the least detailed:

Table 4. Logging level settings.

Log Level	Detail
Trace	Trace level logging is extremely detailed logging that includes errors, warnings, and status messages, and also low-level event details.Trace logging is only used with custom components provided by Quest development for diagnostic purposes. This level of logging can generate large log file and can affect system performance.
Debug	Debug level logging includes errors, warnings, and status messages, and also low-level event details. Quest Support might ask you to set logging to the debug level to identify and resolve an issue. Use debug-level logging only at the request of Quest Support, since the log files can grow rapidly and can affect system performance. These logs contain very detailed entries.
Status	Status level logging includes warnings and errors, as well as the regular flow of major events within MessageStats Report Pack for Exchange Online. Use the Status level for a new installation to include more detailed logs.
Warning	Warning level logging includes errors that appear at the Errors level. The Warning level also includes errors that occurred but from which MessageStats Report Pack for Exchange Online recovered and continued gathering. Use this level for established and stable implementations.
Errors	Errors level logging includes errors that caused a gathering task to terminate.

It is recommended that you periodically remove obsolete logs.

Specifying Credentials for a Task

Using the Task Credential page, the Windows security credentials are displayed for the task. By default, this page displays the credentials that you defined for the Task Scheduler Service during installation.

> **NOTE:** In the MessageStats Exchange Online report pack, task credentials are used only for running and scheduling the task. The credentials that are used to access the Exchange Online data are the gathering credentials that you added when you initially configured the Exchange Online report pack.

Credentials are not verified in this wizard. The account must be a valid account and must have sufficient permissions to run the task on the task execution servers or the gathering tasks will fail. If you changed the Task Execution Server, this page automatically displays the credentials that you specified for that server.

Editing Tasks

You can edit tasks in several ways:

- By changing the properties of an existing task
- By setting a schedule for an existing task

To change the property of an existing task

1 Select the task from the Tasks Summary View.

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

3 Step through the wizard and change the properties as required.

To configure an existing task to run on a regular schedule

1 Expand the **Tasks** node and select the task.

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

3 Click **Next** until the Schedule page is displayed.

4 Select the Task Period and then set the schedule and frequency as required.

5 Complete the Task Wizard and click **Finish**.

Exchange Online Gathering Tasks

The Exchange Online gathering template is a composite template that includes several individual gathering tasks. When you run the Exchange Online composite gathering task, all the individual tasks are run in the appropriate order.

The gathering task dependencies are described in the following table:

Table 5. Exchange Online gathering task dependencies.

Gathering Task Name	Description	Dependent on
Exchange Online	This is a composite task that includes the following gatherings: • Exchange Online Azure AD Objects • Exchange Online Users • Exchange Online Contacts • Exchange Online Groups • Exchange Online Mailboxes • Exchange Online Mailbox Statistics • Exchange Online Activity For information about the individual gatherings that comprise the Exchange Online composite gathering, see the descriptions of the individual gatherings.	N/A
Exchange Online individual gatherings	**Exchange Online Azure AD Objects** The Exchange Online Azure AD Objects gathering task collects data about your Azure Active Directory objects such as users, mailboxes, groups, and public folders.	Successful completion of the Exchange Online Mailboxes and the Exchange Online Contacts gathering tasks.
	Exchange Online Users Gathers the data about your Exchange Online users including user details such as the user email address and account information such as creation date.	N/A
	Exchange Online Contacts Collects data about your Exchange Online mail contacts (user contacts and guest user contacts).	N/A
	Exchange Online Groups Collects data about your Exchange Online groups including Microsoft 365 groups, standard and dynamic distribution groups, and security groups.	Successful completion of the Exchange Online Azure AD Objects gathering task.
	Exchange Online Mailboxes Gathers details about your Office 365 mailboxes such as alias, when the mailbox was created, and the last logon date and time.	Successful completion of an Exchange Online Users gathering for the same gathering credentials.

Table 5. Exchange Online gathering task dependencies.

Gathering Task Name	Description	Dependent on
	Exchange Online Mailbox Statistics Gathers statistical data about your Office 365 mailboxes such as the number of items and the size of the mailboxes.	Successful completion of an Exchange Online Mailboxes gathering for the same gathering credentials.
	Exchange Online Mailbox Security Gathers the mailbox security and permissions information about who has access to Exchange Online mailboxes. This is a stand-alone gathering that is not part of the Exchange Online composite task.	Successful completion of an Exchange Online Mailboxes gathering for the same gathering credentials.
	Exchange Online Activity Gathers message traffic from your Exchange Online mailboxes. Shows internal and external message activity, based on your configured internal domains.	Successful completion of an Exchange Online Mailboxes gathering and an Exchange Online Groups gathering for the same gathering credentials.

5

Setting Task Default Properties

- Configuring Task Default Properties
- Changing Task Credentials
- Changing Task Credentials
- Changing the Schedule for a Task
- Enabling Task Logging
- Setting Task Retry Attempts
- About the Default Configuration

Configuring Task Default Properties

If you right-click the Tasks node in the treeview and select Properties, you can view properties that are used as the default values for all tasks.

The following property sheets are available:

- Task Credentials (For more information, see Changing Task Credentials on page 21.)
- Task Schedule (For more information, see Changing the Schedule for a Task on page 21.)
- Task Logging (For more information, see Enabling Task Logging on page 17.)
- Task Retry (For more information see Setting Task Retry Attempts on page 22.)

Changing Task Credentials

The Task Credentials property page allows you to set Windows security credentials under which the gathering process runs. By default, this page displays the credentials that you defined for the Task Scheduler Service during installation.

In the MessageStats Exchange Online report pack, these task credentials are used only for running and scheduling the task. The credentials that are used to access and collect the Exchange Online data are the credentials that you specified when you first adding a new connection to Exchange Online report.

Changing the Schedule for a Task

The Task Schedule property page allows you to schedule your 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 consecutively at a defined period (such as daily, weekly, or monthly)

MessageStats Report Pack for Exchange Online also allows you to run tasks immediately without changing the task schedule. From the Tasks Summary View, right-click a task and select Run Now.

Enabling Task Logging

MessageStats Report Pack for Exchange Online creates log entries during several processes. You can use the Task Logging page to set up logging at the task level. Normally you would change the logging level if you are working with Quest Support to troubleshoot an issue. For more information about logging levels, see Enabling Task Logging on page 17.

Setting Task Retry Attempts

The Task Retry property page lets you specify the number of times you want MessageStats to try to try and run a task. It also lets you specify the number of minutes between each attempt to access the Exchange Online data.

If MessageStats cannot access the data to perform a task, it will continue to attempt to run the task based on the retry parameters you specified

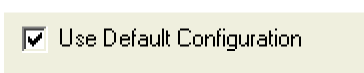
Table 1. Default retry parameters for tasks.

Option	Parameter
Number of time to retry connection	Default value is three times.
Number of minutes between retry attempts	Default value is 10 minutes.

About the Default Configuration

When you first installed MessageStats, certain parameters were used to establish a default configuration. MessageStats records the Service Account setup information and populates the Task Credentials page with the information. MessageStats also lists the Task Execution Server options based on the installation information. The default schedule is defined as Now.

When you create a task, MessageStats automatically populates the pages of the Create Task Wizard with your Default Configuration settings. A check box on the bottom of the wizard pages indicates whether the page is currently set to use the default configuration:



If the check box is selected, the configuration settings on the wizard page are read-only. You must clear the box before you attempt to make changes.

6

Managing your Database

- About Database Management
- Maintaining your Database
- Configuring Data Aging for Office 365 Data
- Clearing the Database

About Database Management

During the installation of the MessageStats Report Pack for Exchange Online report pack, additional tables are added to the MessageStats database in order to store Exchange Online data.

In MessageStats, database management functionality is extended to include database management functions specific to Exchange Online data.

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.

To access the Database Management tool

- Select **Database Management** from the treeview in the MessageStats console.

The Database Management tool provides the following functionality:

- Database Maintenance. Use this to defragment your database and reindex database tables.
- Delete Data. Use this to delete object and report data.

For more information about using these functions, see the *MessageStats Administrator Guide*.

If you need to configure data aging for the Exchange Online report information, there are two stored procedures included that can be used. For more information see Configuring Data Aging for Office 365 Data on page 24.

Maintaining your Database

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

These functions can reduce the time it takes MessageStats to read data from and write data to the database during gatherings and when running reports.

For more information about defragmenting or reindexing the MessageStats database, refer to the *MessageStats Administrator Guide*.

Defragmenting the Database

MessageStats provides functionality to defragment your database. You can increase performance by decreasing the amount of time it takes the MessageStats task processors to write information to the database.

Reindexing the Database Tables

MessageStats provides functionality to defragment your MessagesStats database and to reindex the database tables. You can increase performance by decreasing the amount of time it takes the MessageStats task processors to write information to the database.

The reindex operation applies to all the core MessageStats and report pack database tables.

Configuring Data Aging for Office 365 Data

Two stored procedures are provided with the MessageStats database that can be used for aging the the Office 365 data collected by the report pack gatherings:

- dbo.PR_BPOS_GetConnections
- dbo.PR_BPOS_AgeStatsBefore

Use the following steps to age the Exchange Online report pack data from the MessageStats database.

To age Office 365 data from the MessageStats database

1 Connect to the MessageStats database using SQL Server Management Studio.

2 To obtain the connection GUIDs for the Office 365 connect, run the PR_BPOS_GetConnections stored procedure:

EXEC MessageStats.dbo.PR_BPOS_GetConnections

Results | Messages

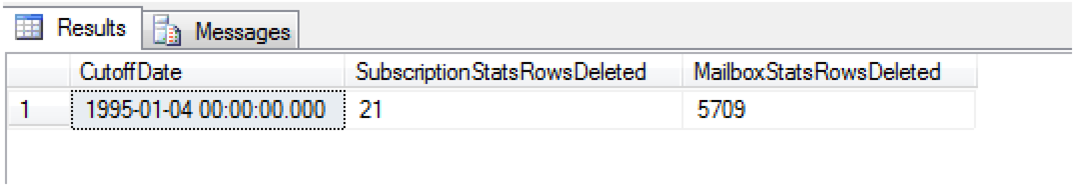
	ConnectionGUID	CompanyName	AdminUserName	DeletedObjectDate
1	4D804D91-81A5-E311-9072-415645000030	Golden Retriever Inc	Dog1	NULL
2	4E804D91-81A5-E311-9072-415645000030	Malamute Inc	Dog2	NULL

3 To age the data, specify the connection GUID of the data to be aged and enter the first day for the data to be kept in the PR_BPOS_AgeStatsBefore stored procedure.

In our example, the following command will delete any Office 365 data for Malamute Inc before January 4, 1995:

EXEC MessageStats.dbo.PR_BPOS_AgeStatsBefore '1995-01-04','4E804D91-81A5-E311-9072-415645000030'

When completed, a result set is returned with the cutoff date and the number of rows deleted:


Results | Messages

	CutoffDate	SubscriptionStatsRowsDeleted	MailboxStatsRowsDeleted
1	1995-01-04 00:00:00.000	21	5709

Clearing the Database

The Clear Database function allows you to delete all the information in your database. The Clear Database function also provides the option of deleting the gathering schedules that you have established.

The Clear Database function cannot be reversed. If you may need any of the information you intend to delete, create a backup of the database.

To delete all data from the database

1. Expand the **Database Management | Deleting Data** nodes in the treeview.
2. Select the **Clear Database** node.
3. Select the **Include Schedules** check box if you want to delete your defined gathering schedules.
4. Click **Clear Database**.
5. Verify that you want to delete the data.

7

Using the Reports Console

- Introducing the Reports
- Viewing the Exchange Online Reports
- Types of Exchange Online Reports
- Editing Reports
- Configuring Report Subscriptions

Introducing the Reports

The MessageStats reports are a collection of reports that are accessible from the MessageStats web-based reports console. When you collect data with the Exchange Online report pack, the data is stored in separate tables in the MessageStats database. The reports provides you with a tool to report on the use of your Exchange Online users and mailboxes.

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* and *MessageStats Administrator Guide*.

Viewing the Exchange Online Reports

After Exchange Online gathering tasks have run successfully, you can view reports using the web-based MessageStats Reports component.

To access Exchange Online reports

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

   - OR -

   Enter the following in your web browser:

   http://<MessageStatsReportsservername>/MessageStatsReports
2. In the reports treeview, select **Report Packs** | **Exchange Online**.
3. Select the report that you want to view.
4. Select report filters, if necessary, and click **Apply Filter** to view the report.

   For most reports which do not have any required filters, you can click Apply Filter without selecting any specific filters to display the report.

Types of Exchange Online Reports

When you click When you click Exchange Online folder in the report treeview, the available reports are displayed.

The Exchange Online reports are grouped in the following types of reports:

- User Report Descriptions
- Mailbox Report Descriptions
- Mailbox Security Report Descriptions

Inserting Additional Information in Reports

For many reports, you can insert additional information. For example, for user reports, such as User Activity, you can insert additional user information including the mobile telephone number or manager.

To insert additional information in a report

1. When viewing a report, right-click a column heading and select **Insert Field**.
2. Select a field from the list of additional fields that are available.

Editing Reports

You can modify both the configured MessageStats Report Pack for Exchange Online Reports and any custom reports that you create. You can edit reports in the following ways:

- Using the Edit button on the report listview
- Selecting filters before rendering a report
- Using the Quick Filter Bar at the bottom of the report
- Using Save Report Settings to retain the filters, sort and grouping options, and any other modifications that you have made to a report, to facilitate the creation of subsequent reports with the same settings.

- Using the column headers on the reports to change grouping and sorting options
- Using the Edit menu on the toolbar to launch the MessageStats Report Pack for Exchange Online Reports Wizard

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

Table 1. Editing options for reports.

Type	Description
Edit Button	Allows you to copy the report to a different destination folder, move the report to a different location, rename or delete the report, or edit the report description.
Filters	Allows you to restrict the report content to specific information before the report is rendered.
Quick Filter Bar	Allows you to change filter options and regenerate the report. For more information, see Using Quick Filters on page 29.
Column Header	Allows you to add or remove fields in the report, and change group and sort options. For more information, see Changing Grouping OptionsChanging Grouping Options on page 30.
Edit Menu	Opens the Web Report Wizard to allow you to customize or modify an existing report.

Using the Edit Button

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

For folders, the following commands are available:

Table 2. Edit options at the folder level.

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

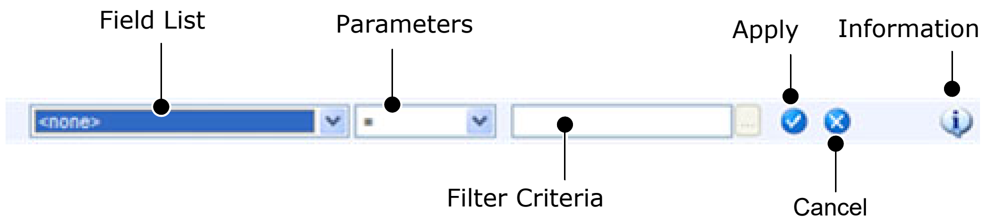
For reports, the following commands are available:

Table 3. Edit options at the report level.

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

Using Quick Filters

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



To use Quick Filters

1 Select a field from the list.

2 Select a parameter from the following list:

Table 4. Quick filter parameters.

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

Table 4. Quick filter parameters.

Parameter	Available in	Description
last week	Date, DateTime	Start = Sunday of previous week, End = Saturday of previous week.
this month	Date, DateTime	Start = 1st day of current month, End = today.
last month	Date, DateTime	Start = 1st day of previous month, End = last day of previous month.
this quarter	Date, DateTime	Start = 1st day of current quarter, End = today.
last quarter	Date, DateTime	Start = 1st of previous quarter, End = last day of previous quarter.
NOTE: Quarters start January 1, April 1, July 1, and October 1.		
year to date	Date, DateTime	This operator selects records with dates from January 1 of the current year to the current date.
contains	Description	The field value contains the specified criteria.
does not contain	Description	The field value does not contain the specified criteria.
starts with	Description	The field value starts with the specified criteria.
ends with	Description	The field value ends with the specified criteria.
does not start with	Description	The field value does not start with the specified criteria.
does not end with	Description	The field value does not end with the specified criteria.

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

3 Define the filter criteria.

- OR -

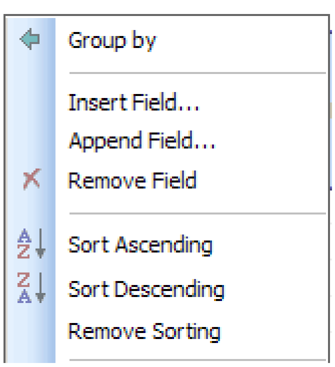
Define both criteria if you have selected Between as your report parameter.

4 Click .

Changing Grouping Options

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

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



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

Table 5. Options to group data in reports.

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

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

Configuring Report Subscriptions

The MessageStats Report Pack for Exchange Online Reports subscription service generates specific reports on a regular schedule. You can define subscriptions that embed a link to a report location in an email message, that embed the report in an email, or that send a message with an attachment that contains the report. You can also publish the reports to a file share, to an FTP site, or to a web site.

You can use the Subscription Wizard to set up and schedule the report subscription service.

Prerequisites for Publishing Reports to a Web Site

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

For a Windows 2003 server with IIS 6 installed, you may also have to install WebDAV since it is not installed by default. To install WebDAV on an IIS 6 server, select Add or Remove Programs in the Control Panel and run the Windows Components Wizard. You can find WebDAV under Application Server | Internet Information Services | World Wide Web Service | WebDAV Publishing.

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

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

- Read
- Write
- Log visits

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

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

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

Creating and Changing Report Subscriptions

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

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

To access the Subscriptions page

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

  This opens the Subscriptions page.

From the Subscriptions page you can

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

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

To initiate a new report subscription

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

   This opens the Subscription Wizard Welcome page. From this page, you can configure the report subscription service.

2. Click **Next** to access the Schedule page.

For more detailed information about creating and modifying subscriptions, see the *MessageStats Reports User Guide.*

8

Exchange Online Report Descriptions

- Introducing the Exchange Online Reports
- User Report Descriptions
- Mailbox Report Descriptions
  - Mailbox Security Report Descriptions
- Domain Report Descriptions
- Mail Contacts Report Descriptions
- Traffic Usage Overview
- Top Internet Domain Users
- Inactive Groups by Group
- Top Contacts Users
- Group Access by Group
- At A Glance
- Distribution of Message Size by Mailboxes

Introducing the Exchange Online Reports

The reports show information about customers with subscriptions to Exchange Online services in Microsoft Office 365. The Exchange Online reports are located in the folder titled Report Packs. The following sections provide information about the reports in the different report subfolders.

The Tenants report folder contains the following reports:

- Tenant Traffic

The Users report folder contains the following reports:

- Users Inventory
- Deleted Users
- Contacts
- Top Groups
- Top Group Users
- Groups
- Group Members

The Mailboxes report folder contains the following reports:

- Mailbox Owners
- Mailboxes with Disabled Accounts
- Deleted Mailboxes
- Mailbox Inventory
- Mailbox Quotas
- Mailbox Growth
- Mailbox Duplicate Names
- Mailbox Sizes
- Inactive Mailboxes
- Mailbox Activity Summary
- Mailbox Activity - Internal vs. External Activity
- Mailbox Activity - Top Senders and Receivers
- Mailbox Activity - Top Internet Senders and Receivers

The Mailbox Security folder contains the following reports:

- Mailbox Delegates

The Contacts folder contains the following reports:

Top Mail Contacts - Received Messages

The Activity folder contains the following reports:

- Traffic Usage Overview
- Top Internet Domain Users
- Inactive Groups by Group
- Top Contacts Users
- Group Access by Group
- At A Glance
- Distribution of Message Size by Mailboxes

For information about how to use the Quick Filter bar, see Using Quick Filters on page 29.

The report parts that are displayed depend on the report filter settings you select.

Tenants Report Descriptions

The following table contains the descriptions for the Exchange Online reports in the Tenants folder:

Table 1. Exchange Online Tenant reports.

Report	Description	Filters
Tenant Traffic	This report presents an overview of Exchange Online inbound and outbound message statistics across multiple tenants.	• Date • Detail Level • Display Options • Date/Time Display • Tenant Name

User Report Descriptions

The following table contains the descriptions for the Exchange Online reports in the Users folder:

Table 2. Exchange Online User reports.

Report	Description	Filters
Users Inventory	This report lists the Exchange Online users and provides basic information about each user such as email address and assigned licenses. You can insert additional user details, such as address and telephone numbers, by right-clicking on a column heading and using the Insert Field option	• Block sign in • Display Name • Department • Office • City • Manager • Job Title • When Changed • When Created • User Type • Company • Tenant Name
Deleted Users	This report provides a list of Exchange Online users that were deleted and provides information such as when the user was deleted. **NOTE:** MessageStats can only report on deleted users for which information was previously gathered.	• Block sign in • Display Name • Job Title • Department • Office • City • Manager • User Type • Company • Tenant Name • User Deletion Date
Contacts	This report lists your Exchange Online mail contacts, and provides basic information about each contact such as the contact type (mail contact, guest mail user, or mail user) and the corresponding SMTP address.	• Show Contacts • Contact Type Name • Display Name • Department • Office • Company • City • Tenant Name
Top Groups	This report shows the Exchange Online mail-enabled groups that are used most often over a specific period of time in your enterprise, sorted by the total number of messages or the total volume of messages. The totals include messages that are auto-redirected to groups.	• Date • Select Top • Display Options • Show Groups • Group Name • Tenant Name

Table 2. Exchange Online User reports.

Report	Description	Filters
Top Group Users	This report shows the users that sent the most messages or the greatest volume of messages to your Exchange Online mail-enabled groups over a specific period of time, sorted by the number of messages or the volume of messages, sent directly or auto-redirected.	• Date • Select Top • Display Options • Show Groups • User • Group Name • Tenant Name
Groups	This report lists your Exchange Online mail-enabled groups, including Microsoft 365 groups, standard and dynamic distribution groups, and security groups. It shows the SMTP address for each group and the group type.	• Show Groups • Group Type • Group Name • Tenant Name
Group Members	This report lists the members of your Exchange Online mail-enabled groups, including Microsoft 365 groups, standard and dynamic distribution groups, and security groups. It provides basic information about each member such as member type and the corresponding SMTP address.	• Show Groups • Group Type • Group Name • Member Type • Member Name • Tenant Name

Mailbox Report Descriptions

For Exchange Online, you can view mailbox inventory information You can also see information about your mailbox sizes.

The following table contains the report descriptions for the Exchange Online Mailbox reports:

Table 3. Exchange Online Mailbox reports.

Report	Description	Filters
Mailbox Owners	This report verifies the owners of your Exchange Online mailboxes. Ownership information is also available for archive mailboxes. You can right-click on a heading and use the Insert Field to add more information to the report.	• Show Mailboxes • Mailbox Email • Display Name • Department • Office • Company • Country • Tenant Name
Mailboxes with Disabled Accounts	Provides a list of mailboxes for which the user accounts are disabled (Block Sign-in). You can insert additional mailbox information by right-clicking on a column heading and using the Insert Field option.	• Show Mailboxes • Display Name • City • Company • Department • Office • Mailbox Type • Tenant Name

Table 3. Exchange Online Mailbox reports.

Report	Description	Filters
Deleted Mailboxes	This report shows the number of mailboxes that have been deleted during the specified date range. You can view specific information about both hard-deleted and soft-deleted mailboxes. Soft-deleted mailboxes can be restored within 30 days after deletion. Click a value in the Hard-Deleted Mailboxes or the Soft-Deleted Mailboxes column to view the details for these types of mailbox deletions. For more information about hard-deleted and soft-deleted mailboxes, see this Microsoft article.	• Mailbox Deletion Date • Tenant Name
Mailbox Inventory	This report provides a list of your Exchange Online mailboxes, grouped by tenant and department. It includes information such as mailbox size, item count, alias, and the last logon date and time. You can insert additional mailbox information, such as SMTP addresses and enabled protocols, by right-clicking on a column heading and using the Insert Field option.	• Show Mailboxes • Display Name • City • Company • Department • Office • Mailbox Type • Tenant Name
Mailbox Quotas	This report shows the quotas that are set for the largest Exchange Online mailboxes across your Office 365 tenant. Information is also available about archive mailbox quotas. You can insert additional mailbox information by right-clicking on a column heading and using the Insert Field option.	• Show Mailboxes • Date • Select Top • Display Options • Mailbox Quota • Date/Time Display • Display Name • City • Company • Department • Office • Tenant Name
Mailbox Growth	This report allows you to see growth trends in the number of Exchange Online mailboxes, both primary and archive, on your specified tenants over time. The report can be useful when migrating from on-premises Exchange to Exchange Online.	• Date • Mailbox Growth • Display Options • Trend and Forecast Options • Tenant Name
Mailbox Duplicate Names	This report provides a list of the duplicate names and aliases for mailboxes that exist in your Exchange Online environment. The report shows mailboxes that have different display names but the same aliases and mailboxes that have same display names but the different aliases. You can right-click on a heading and use the Insert Field to add more information to the report.	• Show Mailboxes • Display Name • Company • Department • Office • City • Mailbox Type • Tenant Name

Table 3. Exchange Online Mailbox reports.

Report	Description	Filters
Mailbox Sizes	This report shows the largest Exchange Online mailboxes in your Office 365 tenant and their associated sizes. You can also include the size of archive mailboxes in the size totals. You can easily identify the mailboxes that are using the most space.	• Show Mailboxes • Date • Select Top • Display Options • Mailbox Size • Display Name • City • Company • Department • Office • Tenant Name
Inactive Mailboxes	This report shows the Exchange Online mailboxes from which no messages were sent during the specified time period. By default, the report shows the mailboxes that sent no messages in the last 30 days.	• Show Mailboxes • Date • Display Name • Department • Office • Company • City • Tenant Name • Last Logon Time
Mailbox Activity Summary	This report provides mailbox usage data including the user activity details. These reports answer the question, "How many physical email messages did my users receive in their mailboxes, and how many new messages did those users create?" This report does not indicate whether the message source is internal or external and does not include the number of intended recipients.	• Date • Detail Level • Display Options • Display Name • Department • Office • Company • City • Tenant Name
Mailbox Activity - Internal vs. External Activity	Provides a day-to-day account of the sent and received messages for a mailbox. The report includes details about internal and external message traffic. Internal traffic is traffic that is identified as internal to your Exchange Online organization. NOTE: You must identify domains that are internal to your organization so that the message traffic reports can distinguish between internal and external messages. To identify your internal domains, select the Exchange Online tenant in the console treeview, right-click and select Properties, and select the Internal Domains tab. Add all your internal domains.	• Date • Detail Level • Display Options • Display Name • Department • Office • Company • Country • Tenant Name

Table 3. Exchange Online Mailbox reports.

Report	Description	Filters
Mailbox Activity - Top Senders and Receivers	Provides a list of the users who sent the most email and users who received the most email over a specific period of time, grouped by the total number of messages or the message volume sent or received.	• Date • Select Top • Display Options • Department • Office • Company • Country • Tenant Name
Mailbox Activity - Top Internet Senders and Receivers	Provide data about users who send the most email to Internet domains and users who receive the most email from Internet domains for your tenant. Information about the top Internet senders and receivers, sorted by message totals and volume, allows you to monitor email usage by focusing on the patterns of largest email users.	• Date • Select Top • Display Options • Department • Office • Company • Country • Tenant Name

Mailbox Security Report Descriptions

The Mailbox Security folder contains reports that show you who has access to the Exchange Online mailboxes.

To see data in the Mailbox Security reports, you must have successfully run an Exchange Online Mailbox Security gathering task.

Table 4. Exchange Online Mailbox Security reports.

Report	Description	Filters
Mailbox Delegates	This report provides a list of the primary Exchange Online mailboxes for which different users and groups have been assigned delegate permissions and lists the user and groups that are delegates for the mailbox. If you click a user delegate in the report, you can view the mailbox information for that user. NOTE: You can right-click on a heading and use the Insert Field to add more information to the report.	• Show Mailboxes • Display Name • City • Company • Department • Office • Tenant Name
Mailbox Security	This report provides information about the users and groups that have access permissions to your Exchange Online mailboxes. The report shows the access rights, access control types, and whether permissions are inherited or assigned directly. NOTE: You can right-click on a heading and use the Insert Field to add more information to the report.	• Show Mailboxes • Display Name • Department • Office • Company • Account Name • Is Inherited • Tenant Name

Domain Report Descriptions

The Internet folder contains reports that show you the Internet domains to which messages are sent by your users.

Table 5. Exchange Online Internet reports.

Report	Description	Filters
Top Internet Domains	This report shows the Internet domains to which your users sent the most messages (or greatest volume of messages) and from which your users received the most messages (or greatest volume of messages) over a specific period of time.	• Date • Select Top • Display Options • Domain Name • Domain Classification • Tenant Name

Mail Contacts Report Descriptions

The Contacts folder contains reports about your mail contacts and traffic to the contacts. Mail contacts are mail-enabled objects that contain information about people who exist outside your tenant. Each mail contact has an external email address.

Table 6. Exchange Online Internet reports.

Report	Description	Filters
Top Mail Contacts - Received Messages	This report shows the Exchange Online mail contacts that received the most messages, or the greatest volume of messages, from mailboxes in your tenant, over a specified period of time.	• Date • Select Top • Display Options • Mail Contact • Tenant Name

Traffic Usage Overview

This report provides an overview of the Exchange Online message traffic in your Microsoft 365 tenant over a specific period of time.

Table 7. Exchange Online traffic usage reports

Report	Description	Filters
Departmental Reporting By Mailbox Activity	This report shows the aggregated graphical view of traffic created by mailboxes on a department-by-department. This is based on the "department" attribute in Active Directory. This report is valuable in understanding overall traffic by department.	• Date • Detail Level • Display Options • Department • Tenant Name
Top Senders And Receivers By Messages	This report shows the top email senders and receivers over a specific period of time, grouped by the total number of messages or message volume that was sent or received.	• Date • Select Top • Display Options • Department • Office • Company • Country • Tenant Name

Table 7. Exchange Online traffic usage reports

Report	Description	Filters
Top Internet Senders And Receivers By Messages	This report shows the email senders and receivers who sent or received the most messages to or from the Internet over a specific period of time, grouped by the total number of messages or message volume that was sent or received.	• Date • Select Top • Display Options • Department • Office • Company • Country • Tenant Name
Top Contacts By Messages Graph	This report shows the Exchange Online mail contacts that received the most messages from mailboxes in your tenant over a specific period of time. The total number of messages includes messages sent directly to mail contacts and messages sent to distribution groups of which the mail contact was a member.	• Date • Select Top • Display Options • Mail Contact • Tenant Name
Top Groups By Messages	This report shows the Exchange Online mail-enabled groups which are used most often over a specific period of time in your organization, sorted by the total number of messages. The totals include messages that are auto-redirected to groups.	• Date • Select Top • Display Options • Show Groups • Group Name • Tenant Name

Top Internet Domain Users

This report provides an overview of the users that send and receive messages frequently to and from Internet domains over a specific period of time.

Table 8. Exchange Online top internet domain user reports

Report	Description	Filters
Exchange Online - Top Internet Domain Users By Sent And Received Messages	This report shows the mailboxes that most often use Internet domains over a specific period of time, grouped by the number of messages sent in your tenant.	• Date • Detail Level • Display Options • Department • Tenant Name
Exchange Online - Top Internet Domain Users By Sent And Received Volume	This report shows the mailboxes that most often use Internet domains over a specific period of time, grouped by the volume of messages sent in your tenant. .	• Date • Select Top • Display Options • Display Name • Domain Classification • Tenant Name

Inactive Groups by Group

This report provides an overview of the unused Exchange Online mail-enabled groups over a specific period of time.

Table 9. Exchange Online inactive group reports.

Report	Description	Filters
Exchange Online - Inactive Groups Table	This report shows the table of Exchange online groups which have not been used over a specific period of time in your tenant.	• Date • Show Groups • Group Name • Tenant Name

Top Contacts Users

This report provides the list of the users who frequently use mail contacts, over a specific period of time..

Table 10. Exchange Online top contacts users reports.

Report	Description	Filters
Exchange Online - Top Contact Users By Messages	This report displays the list of users that most often use mail contacts, over a specific period of time, grouped by the number of messages sent. .	• Date • Select Top • Display Options • User • Contact Name • Department • Tenant Name
Exchange Online - Top Contact Users By Volume	This report displays the list of users that most often use mail contacts, over a specific period of time, grouped by the volume of messages sent. .	• Date • Select Top • Display Options • User • Contact Name • Department • Tenant Name

Group Access by Group

This report shows the last use of a distribution group over a specific period of time.

Table 11. Exchange Online group access reports.

Report	Description	Filters
Exchange Online - Group Access By Group	This report indicates the last use of a group over a specific period of time. It displays all groups and the date on which they were last accessed.	• Show Groups • Group Type • Group Name • Tenant Name

.

At A Glance

This report shows the summarized view of messages sent for a time period “yesterday” and a top level graphical and descriptive view of the used storage of mailboxes in your Exchange online.

Table 12. Exchange Online at a glance reports.

Report	Description	Filters
Exchange Online Messages at a Glance	This provides a summary of the number of messages sent and received for the specified tenant for the time period “Yesterday”.	• Date • Display Options • Tenant Name
Exchange Online Storage at a Glance	This provides a top level view of the used storage of mailboxes in your Exchange online providing a descriptive and graphical view.	• Date • Display Options • Tenant Name

Distribution of Message Size by Mailboxes

This report shows the summary information on the distribution of message sizes created and received by users in your tenant.

Table 13. Exchange Online distribution of message size by mailboxes reports.

Report	Description	Filters
Exchange Online Messages at a Glance	This provides a summary of the number of messages sent and received for the specified tenant for the time period “Yesterday”.	• Date • Detail Level • Display Options • Department • Tenant Name

Table 13. Exchange Online distribution of message size by mailboxes reports.

Report	Description	Filters
Exchange Online - Received Distribution of Message Size	This provides a breakdown of the distribution of message sizes received by mailboxes in your tenant and summarizes this information at the Mailbox level.	• Date • Detail Level • Display Options • Department • Tenant Name

Report Filter Definitions

A

Account Name

Restricts the report to the specified account names associated with the mailboxes.

Administrator Roles

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

B

Block sign in

Restricts report content to those users that are set for sign in to be blocked.

C

City

Restricts report content to include users with the specified city.

Company

Restricts report content to include users with the specified company.

Contact Name

Lets you filter the report by the contact name.

Contact Type Name

Lets your restrict the report by the contact type such as mail contact, mail user, or guest mail user.

Country

Restricts the report content to include users with the specified country.

Creation Date

Shows the users or mail files with the specified creation dates.

D

Date

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

Date/Time Display

Determines whether you want date and time data in the report to appear in UTC or local server time.

Department

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

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 indicated that you want detailed records grouped by the hour.

Display Name

Restricts the report content to the user 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.

For the Migration Status report, you can select:

Percentage to show the percentage of mailboxes that have been migrated.

Mailbox Count to show the number of mailboxes that have been migrated.

Distribution Resolution

Restricts the report content to the size resolution that you specify:

0.1 GB which provides a total range of 0 – 2.5 GB with a top group of “Over 2.5 GB”.

1 GB which provides a total range of 0 – 25 GB with a top group of “Over 25 GB”.

Domain Classification

Restricts the report content to the domains with the domain classifications that you specify. Domain classifications can be configured for an Exchange Online tenant when you right-click and select **Properties** and click the **Domain Classification** tab.

Domain Name

Restricts the report content to the domains that you have specified.

G

Group Name

Allows you to restrict the report results to the group names that match the group name filters that you specify.

Group Type

Allows you to restrict the report results to the group types that match the group type filters that you specify.

I

Is Inherited

Allows you to limit the report contents to mailbox permissions that are inherited only.

J

Job Title

Restricts the report the users with the specified job title.

L

Last Logon Time

Restricts the report results to the mailboxes that have the last logon time range that you specify.

M

Mail Contact

Restricts the report content to include only the mail contacts that you specify.

Mailbox Deletion Date

Lets you restrict the report results to include only mailboxes that were deleted on the specified date.

Mailbox Email

Lets you restrict the report results to include only the specified mailbox email addresses/

Mailbox Growth

Lets you restrict the report results to show all mailboxes, only primary mailboxes, or only archive mailboxes.

Mailbox Quota

Lets you restrict the report results to show mailboxes that meet the selected quota criteria.

Mailbox Type

Specifies the type for the mailbox. Values can be as follows: Regular, Room, Equipment, or Shared.

Mailbox Size

Allows you to select whether you want to see sizes for all mailboxes, primary mailboxes only, or archive mailboxes only.

Manager

Restricts the report to include only users with the specified manager.

Member Name

Restricts the report results to the group member names that match the filter that you specified.

Member Type

Restricts the report results to the group member types that match the filter that you specified.

Message Sent

Allows you to view the total number of messages sent.

O

Office

Restricts the report content to include only users associated with the specified office.

P

Package Name

Restricts report content to contain only information for the specified Exchange Online subscriptions.

Password Expiration Date

Restricts the report content to include only those users with password expiration dates for date range that you specified.

S

Select Top

Restricts the report graph and table content to the top number of mailboxes or groups that you specify. (If you leave the filter blank, the table will contain all the records.)
Note: If you select a number greater than 50, the report displays a maximum of 50 mailboxes in a graph.

Services

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

Service Name

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

Show Contacts

Lets you restrict the report to show only hidden contacts or non-hidden contacts.

Show Enabled Users

Lets you show users with expired passwords or all enabled users and their password expiration information.

Show Groups

Lets you restrict the report to show only hidden groups or non-hidden groups.

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 Size of

Allows you to show the size of primary mailboxes only, archive mailboxes only, or both primary and archive mailboxes.

Size Resolution

Allows you to select the size resolution that should be reported:

MB shows the sizes in megabytes.

GB shows the sizes in gigabytes.

State

Restricts the report content to include only subscriptions in the specified state such as Deleted, Disabled, Enabled, Warning, Pending, or Warning.

Subscription Company Name

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

Subscriptions

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

T

Tenant Name

Restricts the report content to users in the specified Microsoft tenant.

Trend and Forecast Options

Indicate your graph display preference for the report.

Display Neither suppresses both trend lines and forecasts.

Trend Only includes trend lines, but not forecasts.

Trend and Forecast includes both trend lines and forecasts.

U

User

Allows you to select the specific users to include in the report.

User Deletion Date

Allows to restrict the report content to users deleted on the specified date.

Users

Allows you to select whether to include only enabled user accounts, only disabled user accounts, or all users.

User Type

Allows you to show users by type, member or guest.

W

When Changed

Restricts report to include users that have been modified for the specified date and time.

When Created

Restricts report to include users that were created during the specified date and time.

About us

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

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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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