

Nimsoft Monitor for Exchange

Ensure Peak Performance and Availability

Features

- Client and server-based monitoring.
- Monitors key system and Microsoft Exchange application components.
- Trend reporting for Microsoft Exchange server performance and resource utilization.
- Automatically creates Exchange performance dashboards for each server.
- Web-based performance, trend, and SLA reporting.

Benefits

- Short time to value.
- Preempt outage and degrading conditions through heightened proactive awareness.
- Increase end-user productivity and response time.
- Helps to isolate and resolve possible service outages.

Introduction

In an age of instant communication, e-mail has become a mission-critical application and requires proactive monitoring to ensure quality of service (QoS) and service level agreement (SLA) compliance. To achieve this requirement, it is crucial to monitor end-to-end performance of all components for improved quality of service and problem diagnosis.

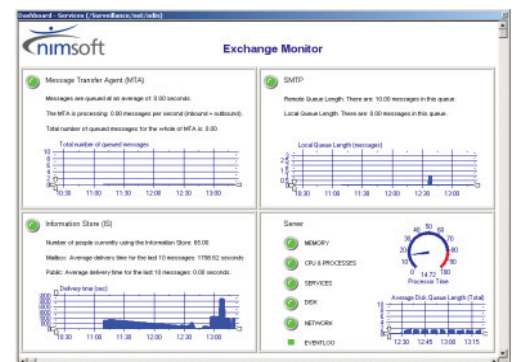
The Solution

Exchange Server Monitoring

Nimsoft Monitor for Exchange provides easy-to-use, comprehensive monitoring of a Microsoft Exchange environment, without requiring the user to be an Exchange expert. The solution monitors, collects, and analyzes key Exchange components, including services and events, processes, the message transfer agent (MTA), the Information Store, SMTP, and more. Real-time dashboards are automatically generated for each Exchange Server, enabling you to drill down to view detailed status and historical performance data.

Exchange Client Monitoring

Nimsoft Monitor for Exchange tracks end user e-mail response time using an Outlook client. The solution sends e-mail through the Exchange environment, and monitors the average send/receive and round-trip response time. The solution can run from various geographical locations to provide end user experience monitoring from multiple vantage points.



Part of the Nimsoft Monitor Family

Nimsoft Monitor provides a comprehensive solution to improving the end-user experience. From monitoring the application response time at the desktop through to monitoring the performance and availability of the entire IT infrastructure, Nimsoft Monitor is the only product that can give you a complete 360 degree view of business critical services. All Nimsoft Monitor information is correlated to business service dashboards and measured against pre-defined service level agreements (SLA) to warn you against SLA threatening conditions.

In addition to Nimsoft Monitor for Exchange, modules exist for other applications such as Citrix, Lotus Notes, and more. Nimsoft Monitor also monitors a wide variety of platforms such as Windows, UNIX, Linux, IBM Power Systems (formerly AS/400 and iSeries), and Novell Open Enterprise Server (formerly NetWare). These are complemented by database monitoring modules for all common databases, other widely deployed applications and full management of your network infrastructure, including routers, switches, firewalls, and more.

Nimsoft Monitor is a rapidly deployed solution that requires minimal customization and administration.

Monitoring Coverage

Nimsoft Monitor for Exchange Monitoring includes the following out-of-the-box monitors:

Message Transfer Agent (MTA)

- Average Queue Time(s)—Average seconds messages are queued before they are sent.
- Messages/Second—Number of inbound/outbound messages being processed.
- Total Queue Length—Number of messages in the queue.
- Total Queue Length for each Work Queue.

Information Store (IS)

- User Count—Number of users using the IS.
- Average delivery time for the last 10 messages both mailbox and public.
- Open Folders/Second—Monitors number of open folders per

second both Mailbox and Public.

- Message Opens/Second—Monitors how often users are opening messages both Mailbox and Public.
- Send and Receive Queue Size—Total messages outbound and inbound both Mailbox and Public from the IS to the MTA.

SMTP

- Local and Remote Queue Length—Monitors total messages in the queue(s).
- Messages Delivered and Received per second.

Server

- Memory—Available Bytes (MB), Pool Non-paged Bytes (MB), Virtual Bytes, Pages per second, Page Faults per second, VM Largest Block Size.
- CPU and Processes—% Processor Time (Total), STORE.EXE, INETINFO, SYSTEM, MAD.EXE, EMSMTA.EXE and LSASS.EXE.

Services

- System Attendant, Information Store, MTA Stacks, Routing Engine, SMTP.

Disk

- Average Total Queue Length, Average Disk Read/Write Queue Length, Average Disk Read/Write (sec), Average Disk Bytes (transfer), % Disk Time.

Network

- Current Bandwidth, Bytes Total (sec), Bytes Sent/Received (sec), Bytes Total (sec), and Network Errors (sec).

Event Log

- Monitors all Exchange events and notifies accordingly.

Internet Protocols monitored

- POP, SMTP, and IMAP

Alerts

The solution generates alerts:

- When not able to send to a designate user/mailbox.
- On send/receive timeout conditions.
- Upon receipt of 'lost email message' (i.e. messages sent, but never returned).
- For critical Microsoft Exchange events in the application log.

Additional alert monitoring and performance reporting support for:

- Send, receive, round-trip response times.
- Send, receive success/failure.
- Microsoft Exchange mailbox and folder sizes.
- Disk, database capacity.
- Number of mailboxes per server, mailbox limit.
- Mail queue performance.
- Mail traffic analysis—mail count and size.

Customizable alert messages and flexible alert notification (i.e. cell, SMS, pager, e-mail, and more).



About Nimsoft

Nimsoft is a global leader in IT Management-as-a-Service. The company's lightweight ITMaaS solutions make it easy for enterprises and service providers to implement comprehensive, adaptable monitoring and service desk capabilities essential for managing today's dynamic computing environments. Learn more at www.nimsoft.com.

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