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# **bv-Control<sup>®</sup> for Microsoft<sup>®</sup> Exchange v3.0**

Comprehensive Administration, Security, and  
Availability Management for Microsoft Exchange

**Evaluator's Guide**

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## For more information

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# Contents

<b>Introduction</b> .....	<b>3</b>
<b>Key Features Overview</b> .....	<b>4</b>
<b>Features and Functionality</b> .....	<b>7</b>
Exchange 5.5 and 2000 Support .....	7
Advanced Management .....	7
ActiveAdmin Functionality .....	8
Exchange Organization Browsing .....	8
<b>Before You Begin</b> .....	<b>9</b>
Installing the Product .....	9
Configuring the Product .....	9
<b>Configuration Management</b> .....	<b>10</b>
MS-Exchange Server Property Scenario .....	10
<b>Task Status Monitoring</b> .....	<b>13</b>
<b>Displaying Query Results</b> .....	<b>14</b>
Using Grid Pop-up Windows .....	14
<b>Mailbox (Mail-Enabled User) Management</b> .....	<b>15</b>
MS-Exchange Mailbox Property Scenario .....	15
<b>Advanced Management Features</b> .....	<b>18</b>
Move Mailbox Scenario .....	18
Using ActiveAdmin to Modify Mailbox Properties Scenario	20
Setting the Mixed-Mode (Exch 5.5) or Native-Mode (Exchange 2000) Viewer .....	23

<b>Security Management</b> .....	<b>25</b>
Adding Filters to a Query .....	25
Public Folder Permissions Scenario .....	25
Sorting the Data .....	28
Charting .....	33
<b>Availability and Performance Management (IntelliPACS)</b> ...	<b>36</b>
Modifying an Existing Script .....	37
Creating Scripts .....	38
Create a Data Script Using the Script Wizard .....	39
Creating a Group of Scripts .....	42
<b>Conclusion</b> .....	<b>44</b>
<b>Contacting BindView</b> .....	<b>45</b>

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## Introduction

This Evaluator's Guide was designed to help you experience some of the valuable features incorporated into bv-Control® for Microsoft® Exchange and bv-Control® IntelliPACS®. Throughout this evaluation, you'll discover new and valuable insights into the wealth of information within the bv-Control products.

One challenge that administrators face is constantly monitoring the health and efficiency of the Microsoft Exchange environment. Using bv-Control for Microsoft Exchange, administrators are well equipped to pinpoint performance issues and correct the problems before users experience system downtime.

Another challenge that administrators face is how to effectively ensure high availability and performance of Windows NT®/Windows® 2000 operating systems and Microsoft® BackOffice® applications. Constantly tracking the health and efficiency of critical operating systems and Microsoft BackOffice application functions, bv-Control IntelliPACS will automatically alert administrators before users experience problems. While it is impossible to discuss every feature of bv-Control for Microsoft Exchange and bv-Control IntelliPACS in this document, we believe that this tour will offer you an overview of the easiest way to administer and secure your Microsoft Exchange and Windows NT/2000 environments.

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## Key Features Overview

The following chart provides a quick overview of the key features of bv-Control for Microsoft Exchange and bv-Control IntelliPACS and how it can meet the needs of today's ever-changing Exchange environment.

<b>Features</b>	<b>Benefits</b>	<b>Product</b>
Exchange Configuration Management	bv-Control for Microsoft Exchange provides comprehensive reporting on security and critical aspects of the Private Information Store, Public Folders, Directory, Exchange Server configuration, and Tracking Logs in Exchange 5.5 and Exchange 2000 mixed-mode and native-mode environments. With information provided by bv-Control for Microsoft Exchange, administrators can accurately view the current state of their Exchange environment and compare the current state with previous configuration through baselining.	bv-Control for Microsoft Exchange
Move Mailbox Functionality (using Drag-and-Drop)	bv-Control for Microsoft Exchange saves time by providing Exchange administrators the ability to quickly move a mailbox by dragging and dropping across site, containers and organizations in Exchange 5.5 and across Exchange 5.5 and Exchange 2000 boundaries.	bv-Control for Microsoft Exchange
ActiveAdmin Functionality (Find-and-Fix)	bv-Control for Microsoft Exchange provides management capabilities by giving you the ability to edit, delete, move, or copy field values displayed in a grid's dataset.	bv-Control for Microsoft Exchange
"Ready-to-Go" Reports	bv-Control for Microsoft Exchange comes with over 145 pre-configured Query Binders that identify key issues such as Private and Public Store utilization and usage, server integrity, security, message tracking, and Web storage management along with pre-migration predefined reports. With a simple point-and-click interface that can get you up and running in a matter of minutes, bv-Control for Microsoft Exchange will allow you to quickly and proactively determine the state of your Exchange environment.	bv-Control for Microsoft Exchange

<b>Features</b>	<b>Benefits</b>	<b>Product</b>
Query Based Analysis	In addition to providing “Ready-to-Go” reports out of the box, bv-Control for Microsoft Exchange also provides full-featured query-based capabilities allowing Exchange administrators to easily build custom queries for issues specific to their Exchange environments. Results from queries can be saved for trend analysis and capacity planning. bv-Control for Microsoft Exchange provides ultimate flexibility through advanced capabilities which allow report information to be graphed, compared to an established baseline, and exported into a variety of data formats such as Microsoft Excel or Microsoft Word. bv-Control for Microsoft Exchange allows query-based analysis on over 2100 MAPI, DAPI and ADSI fields.	bv-Control for Microsoft Exchange
Analysis of the Message Tracking Logs	bv-Control for Microsoft Exchange analyzes the utilization of messages that are delivered through Microsoft Exchange Server. This provides the means to analyze message delivery times along with public folder and directory replications to spot trends and proactively plan for change.	bv-Control for Microsoft Exchange
Distribution List Management	bv-Control for Microsoft Exchange includes the “Create Distribution List” feature that allows Distribution List population from a current list of all mailboxes, regardless of where they are located in the Exchange Organization. The “Create Distribution List” feature allows the ability to create distribution lists by using click-and-drag functionality from the Global Address List and server browsers.	bv-Control for Microsoft Exchange
Enforcement of Corporate Policy	bv-Control for Microsoft Exchange provides the ability to search mailboxes, public folders and streaming files that may contain language or attachments that may be in violation of corporate policies. Once located, messages can be copied, moved, or deleted from the user’s mailbox.	bv-Control for Microsoft Exchange



<b>Features</b>	<b>Benefits</b>	<b>Product</b>
Availability and Performance Management	Intelligent, packaged scripts called IntelliPACS® provide 24/7 monitoring of the Exchange environment at the operating system and applications layer. The metrics gathered from Exchange services, event logs and performance counters are analyzed and alerts are generated when any meet the set threshold levels. Monitoring can be performed remotely so that agents are not required on every managed server. An alert is issued when the agent discovers a problem. Alerts are issued through various methods: distributed directly to the console, a Windows NT network broadcast message, a pager or an e-mail address. In addition, alerts may be configured to launch other applications, or sent to other management consoles via SNMP traps. Users may also view and sort alerts through the console presentation.	bv-Control IntelliPACS
Customized Alerting	IntelliPACS can be customized by using a wizard interface that requires no programming skills. The user can easily create new alerts, alter the trigger levels of alerts, or change the notification method. Further, the user may choose to create an entirely new IntelliPACS component in order to manage additional components within Windows NT and Microsoft Exchange event logs, services and performance counters.	bv-Control IntelliPACS

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# Features and Functionality

## Exchange 5.5 and 2000 Support

bv-Control for Microsoft Exchange provides Advanced Reporting on the following:

- Mail-Enabled User Properties
- Exchange 5.5 and Exchange 2000 Server Properties
- Active Directory Connector Configuration, Settings and Agreements
- Public Folders Properties and Contents
- Web Storage Folder Properties
- Mailbox Contents
- Mailbox Properties
- Tracking Logs
- Tracking Log Summary
- Event Logs
- Services
- Message Delivery Times

## Advanced Management

- Drag-and-Drop Move Mailboxes from Exchange 5.5 to Exchange 2000 within an Administrative group
- Drag-and-Drop Move mailboxes across sites, containers and organizations
- Specify location of PST files for Move Mailbox
- Move mailboxes by GAL listing and right-click menu option
- Move multiple mailboxes at one time by drag-and-drop or menu option
- Advanced Distribution List Management
- Addition of display names for mailbox content scanning
- Addition of Message Read and Message Flag fields to content scanning
- New recipient field in tracking log summary for improved filtering and recipient analysis
- New field that reports on specific tracking log that the tracking log data is being extracted from
- Originator/Recipient Inbound/Outbound Traffic reporting
- Pre-filtering for improved content scanning query performance
- Well-known folder capability which provides the ability to scope mailbox scanning to specific folders (example: inbox and outbox)

## **ActiveAdmin Functionality**

- Modify mailbox properties
- Modify public folder properties
- Delete mailbox contents
- Delete public folder contents
- Move/Copy Public Folder and Mailbox messages
- Create/Modify distribution lists

## **Exchange Organization Browsing**

- Persistent cache for improved application performance
- Convenient Exchange 5.5 or Exchange 2000 Viewer
- Global Address List Browser
- Organizational Browser
- Server Alias

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## Before You Begin

In order for you to run the BindView RMS™ Console, your workstation and enterprise network must meet specific minimum requirements. Refer to the *bv-Control for Microsoft Exchange User Guide*.

## Installing the Product

This exercise is designed to provide you with a basic understanding of how to install bv-Control for Microsoft Exchange.

1. Install the BindView RMS Console and bv-Control for Microsoft Exchange. Refer to the bv-Control for Microsoft Exchange Quick Start Card.

## Configuring the Product

After the installation of the BindView RMS Console and bv-Control for Microsoft Exchange is complete, you must perform the following steps:

1. Create a Credential Database. Refer to the bv-Control for Microsoft Exchange Quick Start Card.
2. Configure the Product. Refer to the bv-Control for Microsoft Exchange Quick Start Card.

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## Configuration Management

Included with bv-Control for Microsoft Exchange are over 145 pre-configured sample reports that can help you audit and assess your Exchange environment. All of the pre-configured reports can be customized, which allows you to modify the default settings to whatever is appropriate for your Exchange environment. The information gathered in these reports can be used for various purposes from documenting the Exchange server setup to configuration policy assessment and enforcement.

### MS-Exchange Server Property Scenario

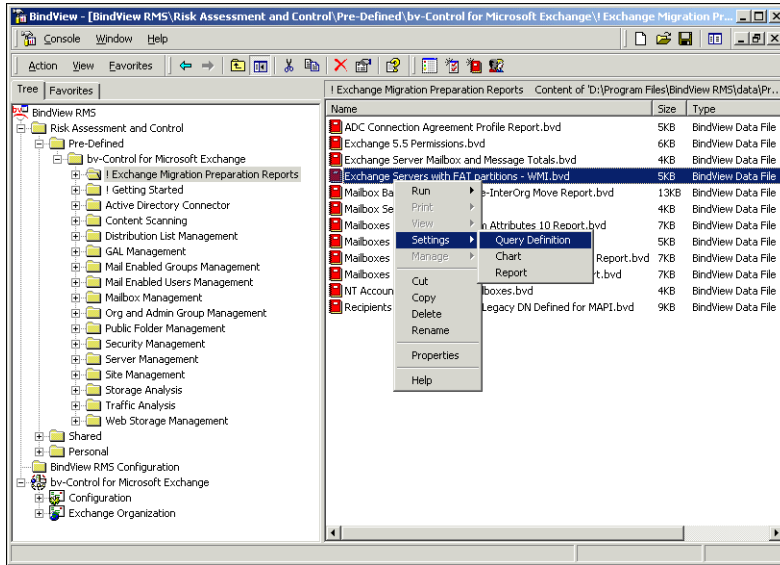
SCENARIO DESCRIPTION: As part of the pre-migrating upgrade planning for Exchange 2000, the Administrator needs to determine which Exchange 5.5 Servers have FAT partitions. This will allow the Administrator to plan properly for partition upgrades prior to the installation of Windows 2000 and Exchange 2000. To accomplish this task we will use a pre-defined query.

1. From the console tree pane, navigate to the **bv-Control for MS-Exchange** folder by using the following path:  
`\BindView RMS\Risk Assessment and Control\Pre-Defined\bv-Control for Microsoft Exchange.`

Under the **bv-Control for Microsoft Exchange** folder, you will see a list of folders that contain the various predefined reports for bv-Control for MS-Exchange.

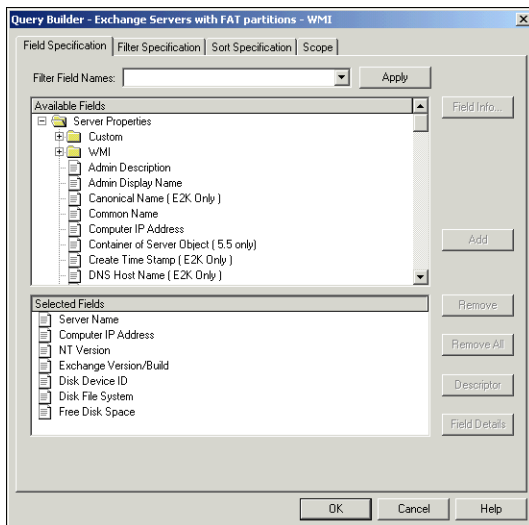
2. Double-click the **! Exchange Migration Preparation Reports** folder to expand the list of predefined Query Binders for this category appearing in the right-hand column.

- From the list of query binders on the details pane, right-click on the **Exchange Servers with FAT partitions - WMI.bvd** file.



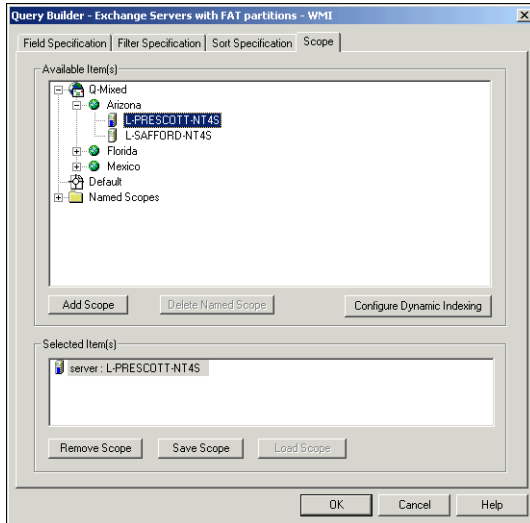
- From the **Settings** shortcut menu, select **Query Definition** (as shown above).

The **Query Builder** dialog appears.



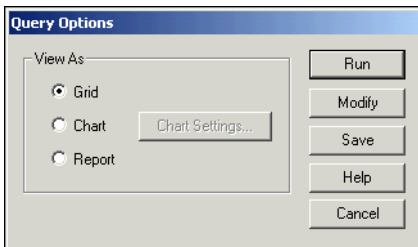
- From the **Query Builder** dialog, select **Scope**.

6. On the **Scope** tab of the Query Builder dialog, drill down to the area where you want the query to begin its search.



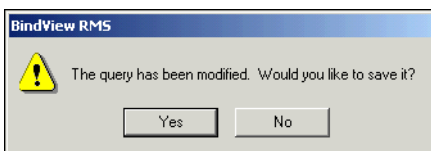
7. Select the server or servers you want to query.
8. Click **Add Scope**.
9. Click **OK**.

The **Query Options** dialog appears.



10. Select **Run**.

The BindView RMS message appears.




11. Click **No**. The Console will begin the query process.

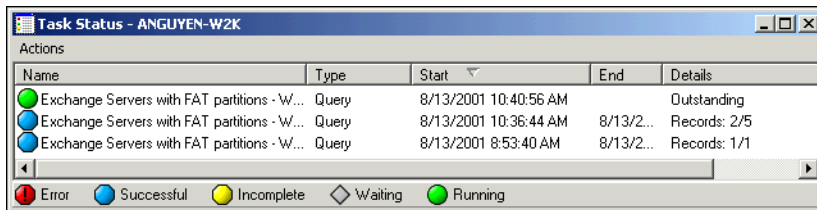
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## Task Status Monitoring

Now we're going to check the status of the query we have just run. The **Task Status** dialog will automatically pop up after query is launched (this can be set in User Manager), or it can be accessed by clicking on the Task Status  icon.

The **Task Status** dialog offers you a quick and easy way to monitor and manage your tasks while they are running. For example, while waiting for your query results, you may want to open the **Task Status** dialog to view the status of your query. The dialog will tell you if the query is still processing, or if it did not process due to an error.



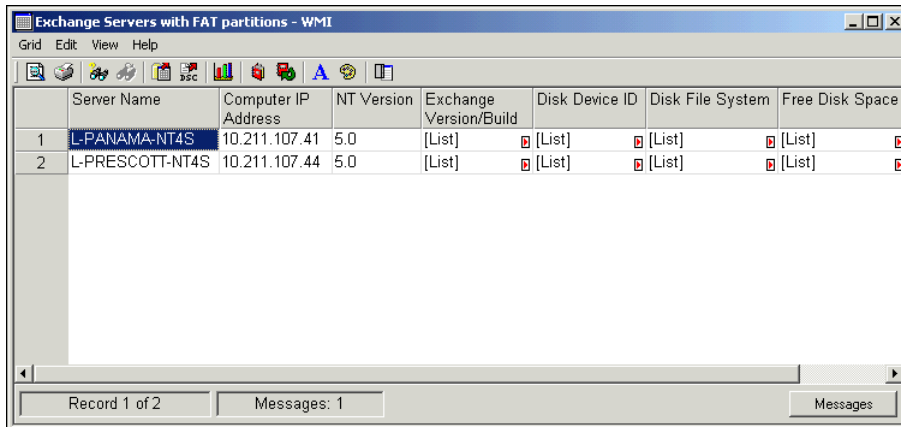


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## Displaying Query Results

When the **Exchange Servers with FAT partitions – WMI.bvd** report finishes running, you will receive a dataset in a **Grid** format that looks something like the following:



The screenshot shows a window titled "Exchange Servers with FAT partitions - WMI". It contains a grid with the following data:

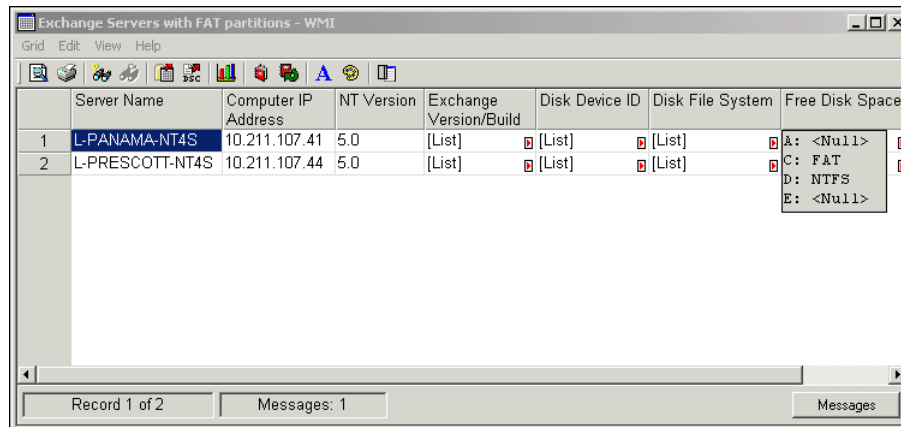
	Server Name	Computer IP Address	NT Version	Exchange Version/Build	Disk Device ID	Disk File System	Free Disk Space
1	L-PANAMA-NT4S	10.211.107.41	5.0	[List]	[List]	[List]	[List]
2	L-PRESCOTT-NT4S	10.211.107.44	5.0	[List]	[List]	[List]	[List]

At the bottom of the window, it displays "Record 1 of 2" and "Messages: 1".

In the Grid, you will see the name of the MS Exchange server(s) that you selected in the **Scope** option, along with information about the server partition information

## Using Grid Pop-up Windows

If a record length exceeds the column width, a red arrow will appear in the record row. When you place the cursor over the **Red** arrow, it will invoke a pop-up window.



The screenshot shows the same window as before, but with a pop-up window over the "Free Disk Space" column for the first record. The pop-up window displays the following information:

A:	<Null>
C:	FAT
D:	NTFS
E:	<Null>

When the grid is printed, the items listed under the **Red** arrows are listed completely in each field for easy viewing.

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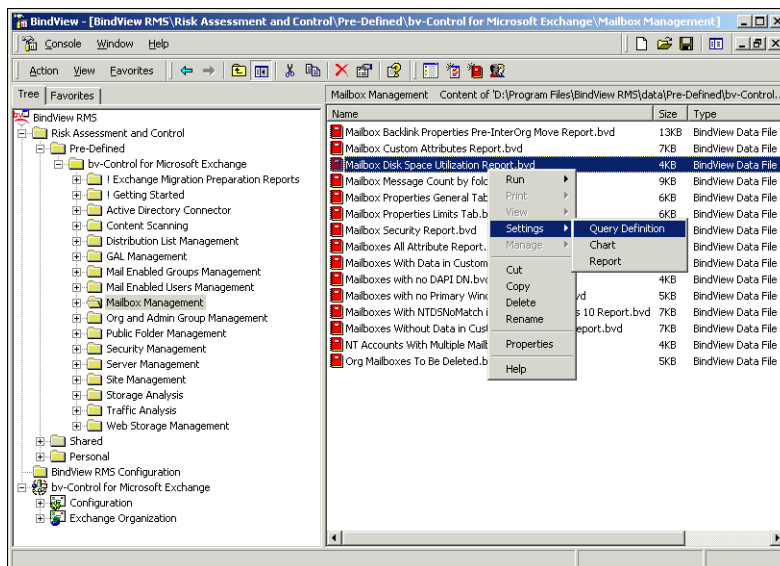
## Mailbox (Mail-Enabled User) Management

The bv-Control for Microsoft Exchange product enables reporting on over 2100 fields which include all mailbox and mail-enabled user properties. The application reports on MAPI/DAPI and ADSI fields.

### MS-Exchange Mailbox Property Scenario

SCENARIO DESCRIPTION: As part of a new corporate policy enforcement, the Administrator needs to determine which mail-enabled users are using the most disk space per server. This information will allow the Administrator to move mailboxes to better utilize disk space across the servers. We will use a pre-defined query to accomplish this task. Once the query has run, notice that the mailboxes are listed according to their total mailbox size.

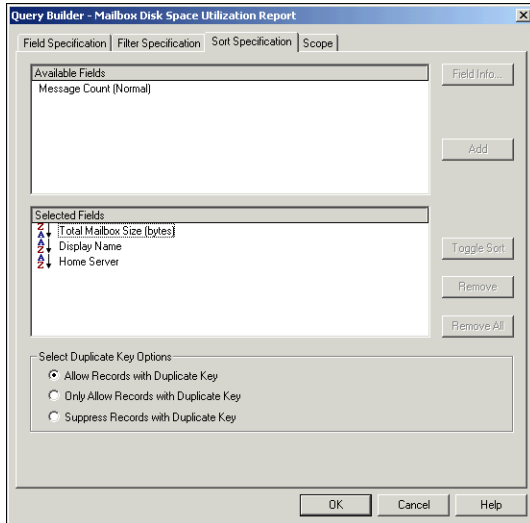
1. From the console tree pane, navigate to the **Mailbox Management** folder by using the following path:  
    \BindView RMS\Risk Assessment and Control\Pre-Defined\bv-Control for Microsoft Exchange\Mailbox Management.
2. From the list of query binders on the details pane, right-click on the **Mailbox Disk Space Utilization Report.bvd** file.



3. From the **Settings** shortcut menu, select **Query Definition** (as shown above).

The **Query Builder** dialog appears.

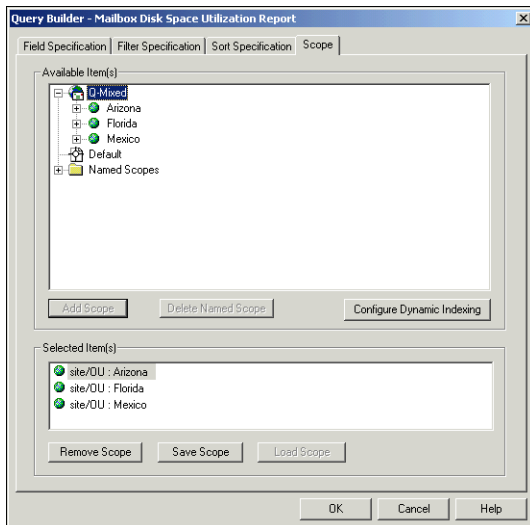
- From the **Query Builder** dialog, Select the **Sort Specification** tab. Confirm that the **Total Mailbox Size (bytes)** field is in the top position in the **Selected Fields** window.



- Select the **Scope** tab.

The **Scope** tab allows you to select the Exchange servers that will be contained in the report.

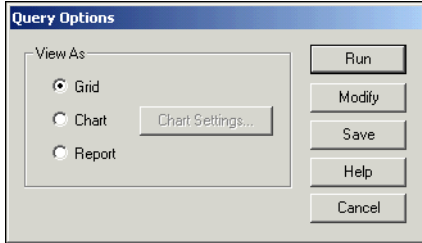
- Select the server(s) to be included in the report.



- Click **Add Scope**.

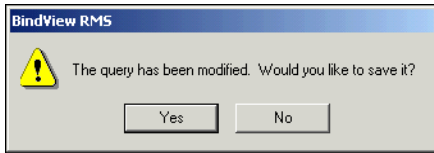
- Click **OK**.

The **Query Options** dialog appears.



9. Select **Run**.

The BindView RMS message appears.



10. Click **No**.

The Console will begin the query process.

When the **Mailbox Disk Space Utilization Report.bvd** report finishes running, you will receive a dataset in a **Grid** format that looks something like the following:

	Display Name	Home Server	Message Count (Normal)	Total Mailbox Size (bytes)
1	MB-MONDO, XENOS	L-SAFFORD-NT4S	32,788	49,291,523
2	MB-MONDO, IVO	L-PANAMA-NT4S	444	22,713,034
3	MB-MONDO, JOANNA	L-PANAMA-NT4S	444	22,713,034
4	MB-MONDO, KALISTA	L-PANAMA-NT4S	444	22,713,034
5	MB-MONDO, LARISSA	L-PANAMA-NT4S	444	22,713,034
6	MB-MONDO, SEPTEMBER	L-PANAMA-NT4S	444	22,713,034
7	MB-MONDO, NIKITA	L-SAFFORD-NT4S	443	22,702,065
8	MB-MONDO, ZULEMA	L-PANAMA-NT4S	443	22,658,658
9	MB-BEACOU, AILEEN	L-PANAMA-NT4S	443	22,647,899
10	MB-BEACOU, BROOK	L-PUEBLA-NT4S	443	22,512,842
11	MB-BEACOU, CARL	L-PUEBLA-NT4S	443	22,415,269
12	MB-BEACOU, DARRYN	L-PUEBLA-NT4S	443	22,415,269
13	MB-BEACOU, ENRIQUE	L-PUEBLA-NT4S	443	22,415,269
14	MB-BEACOU, FORREST	L-PUEBLA-NT4S	443	22,415,269
15	MB-BEACOU, GRIFFIN	L-PUEBLA-NT4S	443	22,415,269
16	MB-BEACOU, HANNAH	L-PUEBLA-NT4S	443	22,415,269

Record 1 of 421      Messages: 0

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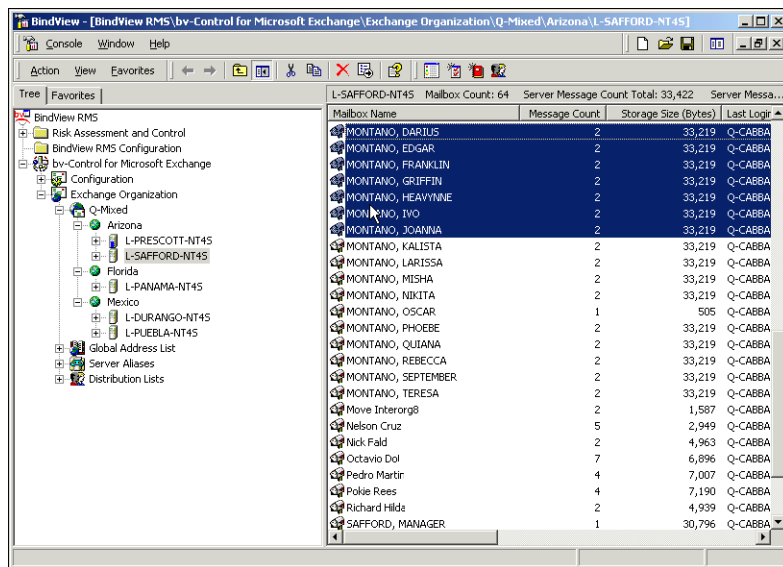
## Advanced Management Features

bv-Control for Microsoft Exchange provides the capability to perform several administrative functions from within the BindView application. This functionality includes Mailbox Moves (Drag-and-Drop) and Find-and-Fix capabilities to fields in the following data sources: Mailbox, Mail-Enabled Users, Mail-Enabled User Groups, Distribution Lists, Server, and Public Folders (Web Storage). The Find-and-Fix functionality can be used from within your query results. This feature is called ActiveAdmin®. We will now look at an example of Move Mailbox and ActiveAdmin, and look at the settings for Exchange 5.5 and Exchange 2000.

### Move Mailbox Scenario

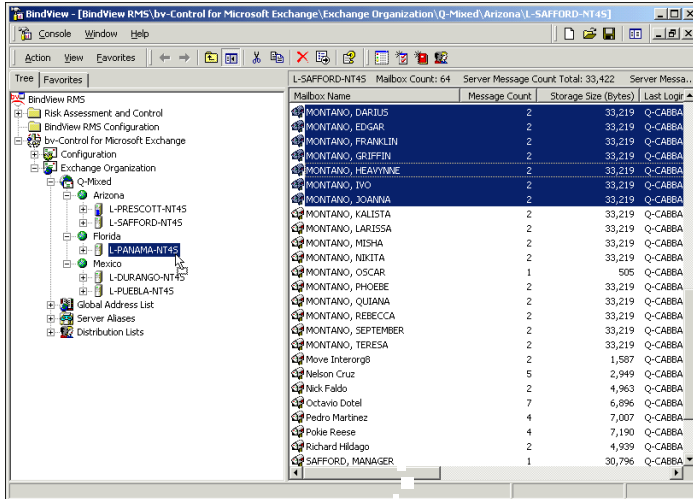
SCENARIO DESCRIPTION: The Administrator needs to move several mailboxes that consist of a Department within the Organization that is moving to a new site. The Administrator wants to relocate these users' mailboxes to a server in their new site location.

1. Using the **Server Browser**, select the users to be moved to the new server.



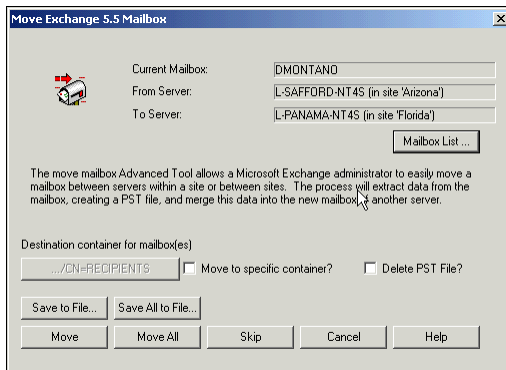
*TIP:* This can be accomplished by holding down the **Shift** key, and **clicking on the first and the last mailbox** (in consecutive order) that you want to select. Or, mailboxes that are not listed in consecutive order may be selected by holding down the **Control** key, and clicking on each mailbox that you want to select.

2. **Drag-and-Drop** the mailboxes to the new destination server.



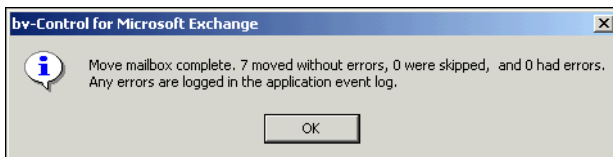
Once the mailbox move is initiated, the Administrator has various options during the move. For detailed information, refer to the *bv-Control for Microsoft Exchange User Guide*.

The **Move Exchange Mailbox** dialog appears.



3. Select **Move All**, to complete the Move Mailbox operation.

Once the Move Mailbox operation has completed, a confirmation message will appear with information on all mailboxes moved, those with errors, and mailboxes that did not move successfully. A detailed log file is also created for further tracking of the mailbox moves.



4. Click **OK** to close the message.

# Using ActiveAdmin to Modify Mailbox Properties Scenario

SCENARIO DESCRIPTION: We will use the ActiveAdmin feature to update a list of users' address information after a recent relocation to another building. This will ensure that users remain in compliance with company policy to maintain updated information on all employees in the Global Address List (GAL).

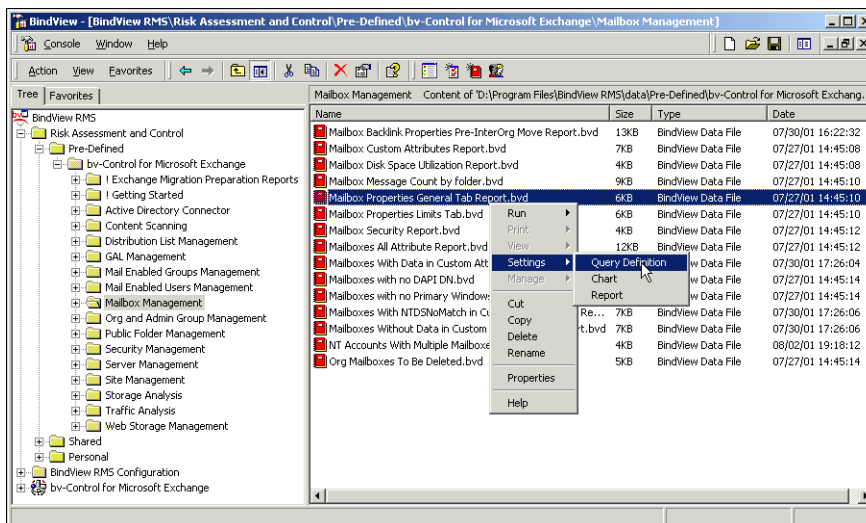
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## Note

ActiveAdmin can be used on over 160 fields spanning the Mailbox, Mail-Enabled Users, Server, and Distribution List.

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1. From the console tree pane, navigate to the **Mailbox Management** folder by using the following path:  
\\BindView RMS\\Risk Assessment and Control\\Pre-Defined\\bv-Control for MS-Exchange\\Mailbox Management.
2. From the list of query binders in the details pane, right-click on the **Mailbox Properties General Tab Report.bvd** file.



3. From the **Settings** shortcut menu, select **Query Definition** (as shown above). The **Query Builder** dialog appears.
4. Complete the query building process and launch the query.

5. Using the dataset generated from the **Mailbox Properties General Tab Report**, scroll to the **Address** field, and highlight all Address fields that are populated with a specific value (that you desire to change). This can be accomplished by holding down the **Shift** key and clicking on each department field that you want to select.
6. Right-click on one of the highlighted fields and select **Edit**.

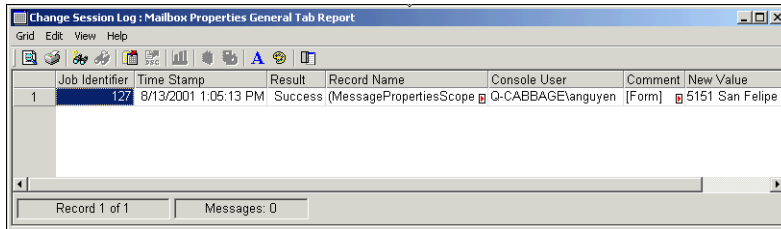
	First Name [Editable]	Middle Initials [Editable]	Address	City	State Or Province Name	Zip Code
1	A O'Dowd	[Empty]	2526 Bindview Way	aaaa	[Empty]	[Empty]
2	ALAN	[Empty]	1707 Panama Drive	Edk...	FL	79424
3	BELANA	[Empty]	1707 Panama Drive	Col	FL	79424
4	CATHERINE	[Empty]	1707 Panama Drive	Panama	FL	79424
5	DARIUS	[Empty]	1707 Panama Drive	Panama	FL	79424
6	EDGAR	[Empty]	1707 Panama Drive	Panama	FL	79424
7	FRANKLIN	[Empty]	1707 Panama Drive	Panama	FL	79424
8	GRIFFIN	[Empty]	1707 Panama Drive	Panama	FL	79424
9	HEAVYNNE	[Empty]	1707 Panama Drive	Panama	FL	79424
10	IVO	[Empty]	1707 Panama Drive	Panama	FL	79424
11	JOANNA	[Empty]	1707 Panama Drive	Panama	FL	79424
12	KALASTA	[Empty]	SMDJVANRLCYOIM	[Empty]	[Empty]	[Empty]
13	KALISTA	[Empty]	1707 Panama Drive	Panama	FL	79424
14	LARISSA	[Empty]	1707 Panama Drive	Panama	FL	79424
15	MISHA	[Empty]	1707 Panama Drive	Panama	FL	79424
16	NIKITA	[Empty]	1707 Lubbock Drive	Lubbock	TX	79424
17	NIKITA	[Empty]	1707 Panama Drive	Panama	FL	79424
18	OSCAR	[Empty]	1707 Panama Drive	Panama	FL	79424
19	PHOEBE	[Empty]	1707 Panama Drive	Panama	FL	79424
20	QUIANA	[Empty]	1707 Panama Drive	Panama	FL	79424
21	REBECCA	[Empty]	1707 Panama Drive	Panama	FL	79424

An **ActiveAdmin** dialog appears.

7. In the **Address Field Value** box, enter a new site address. For this example, enter **5151 San Felipe**.
8. Select **OK**.
9. Select **OK** a second time to confirm the attribute change.



Wait for the status window to appear, once the ActiveAdmin operation has completed. This window will confirm a **Successful** or **Failed** status for each record that was changed.



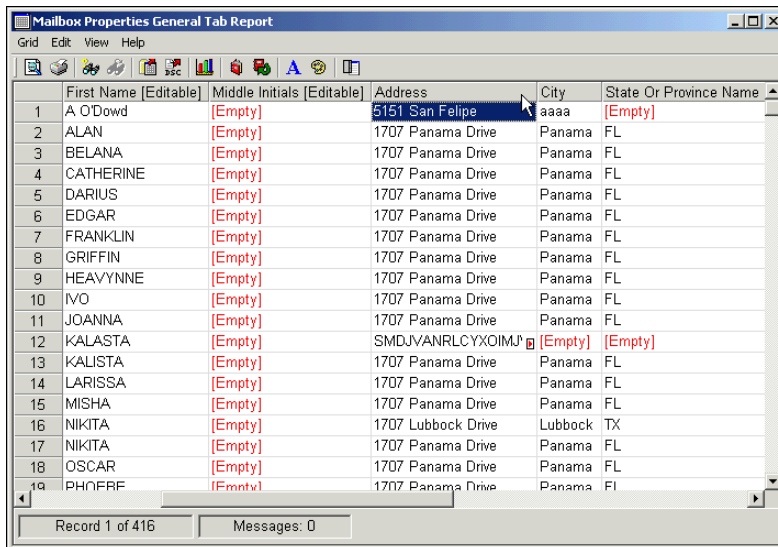
10. **Close** this status window to return to the **Mailbox Properties General Tab Report** dataset.

**Note**

At this point, the new values are not reflected in the current dataset. Rerunning the query will refresh the values displayed in the dataset.

11. From the Grid toolbar, select the **Re-run Query**  icon.

The dataset will be updated with the new Address listed in the fields that were changed.



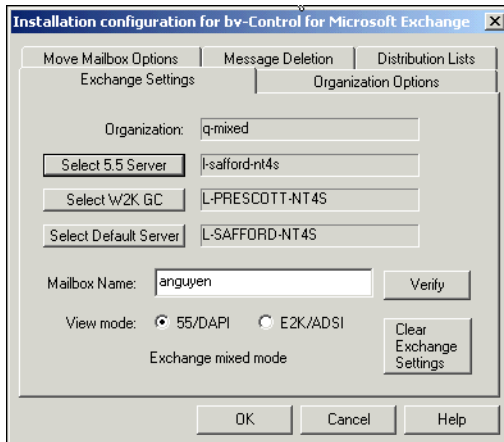
## Setting the Mixed-Mode (Exch 5.5) or Native-Mode (Exchange 2000) Viewer

Another feature of the bv-Control for Microsoft Exchange 2000 Support is the ability to view the Exchange organization in either Exchange 5.5 (MAPI/DAPI) view, or in Exchange 2000 Native (E2K/ADSI) view. The view selector is part of the configuration settings and can be modified at any time.

The following example is based on an Exchange organization that is in mixed-mode.

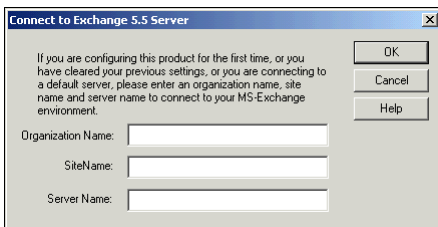
1. From the console tree pane, navigate to the bv-Control for Microsoft Exchange **Configuration** container by using the following path:  
`\BindView RMS\bv-Control for Microsoft Exchange\Configuration.`
2. From the details pane, right-click on **Configured View Type**.
3. Select **Configure**.

The **Installation configuration for bv-Control for Microsoft Exchange** dialog appears.



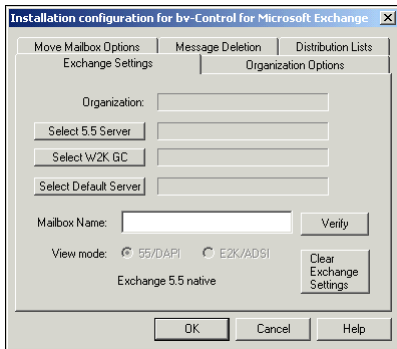
4. From the **Exchange Settings** tab, click the **Select 5.5 Server** button.

The **Connect to Exchange 5.5 Server** dialog appears.

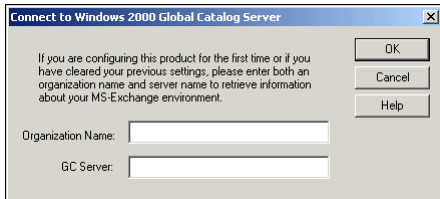


5. In the **Organization Name** box, enter the Exchange organization name.

6. In the **Site Name** box, enter the site name that contains the Exchange server.
7. In the **Server Name** box, enter the Exchange 5.5 server name, or you can type the full distinguished name for the server.
8. Click **OK**.
9. From the **Exchange Settings** tab, click the **Select W2K GC** button.



The **Connect to Windows 2000 Global Catalog Server** dialog appears.



10. In the **Organization Name** box, enter the Exchange organization name.
11. In the **GS Server** box, enter the name of the Windows 2000 Global Catalog, or you can type the full distinguished name for the Global Catalog.

The configured server must be a Global Catalog in the Windows 2000 environment. BindView recommends that you select the Global Catalog server that serves as the central repository for information about all objects in the forest.

12. Click **OK**.
13. Select your **View Mode**.
14. Select **OK** to save your settings.

Your Exchange Organization will now view in the mode selected.

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# Security Management

The bv-Control for Microsoft Exchange product provides advanced reporting and Find-and-Fix functionality to quickly and easily provide Administrators with Security Management information to identify exceptions to policies that can be identified for mailboxes, distribution lists, public folders, and server configuration and settings. And once those exceptions are located, the Administrator can fix the exceptions from within the query results, regardless of where the object is located in the Exchange organization.

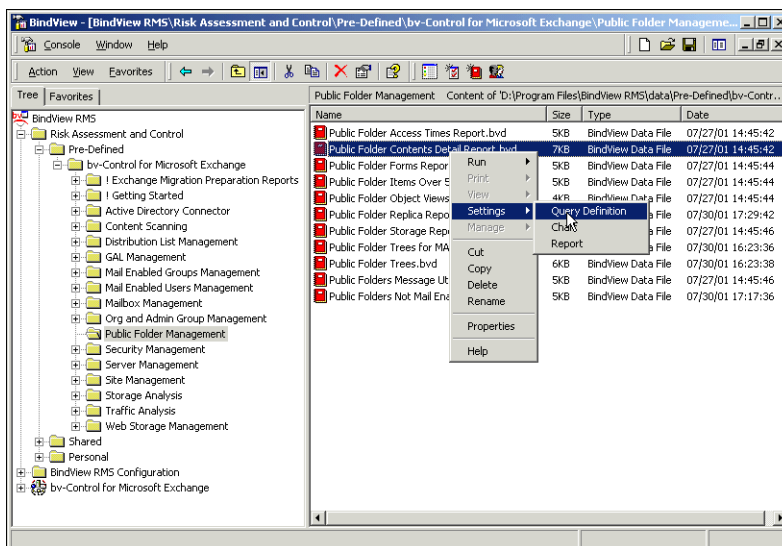
## Adding Filters to a Query

Now we're going to filter the data using the **Additional Settings** dialog to make it more useful to you. In this exercise, we will demonstrate the ability to filter the information from the **Public Folder Contents Detail Report**.

## Public Folder Permissions Scenario

SCENARIO DESCRIPTION: The Administrator needs a report on which Public Folders may have inappropriate content saved in them, based on company standards. Company Standards warn against posting items in Public Folders for "Fun" purposes. Therefore, the Administrator will locate all Public Folders with messages that contain "Fun" in the subject line.

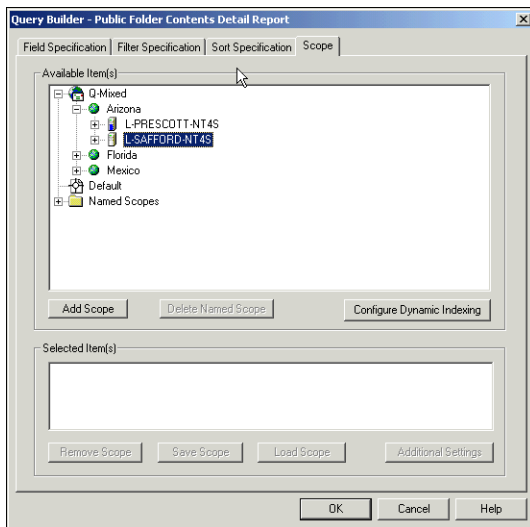
1. From the console tree pane, navigate to the **Public Folders Management** folder by using the following path: `\BindView RMS\Risk Assessment and Control\Pre-Defined\bv-Control for MS-Exchange\Public Folders Management`.



2. From the details pane, right-click on the **Public Folder Contents Detail Report**.
3. From the **Settings** shortcut menu, select **Query Definition**.

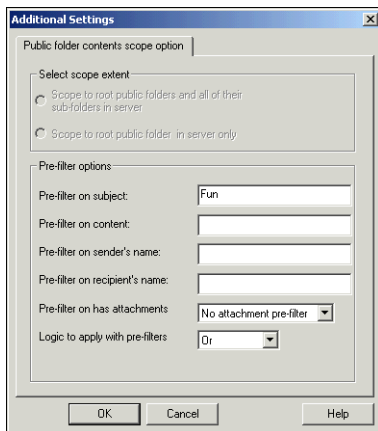
The **Query Builder** dialog appears.

4. Select the **Scope** tab.
5. Select the server(s) or public folder(s) to be included in the report.



6. Click **Add Scope**.

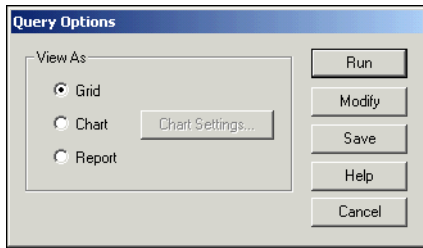
The **Additional Settings** dialog appears.



7. In the **Pre-filter on subject text** box, enter the word **“FUN,”** as shown above.

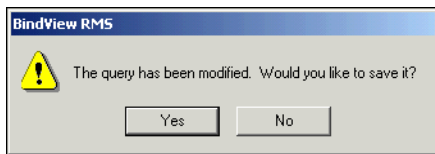
8. Click **OK** to close the **Additional Settings** dialog.
9. Click **OK** again to close the **Query Builder** dialog.

The **Query Options** dialog appears.



10. Select **Run**.

The BindView RMS message appears.



11. Click **No**.

The Console will begin the query process.

When the **Public Folder Contents Detail Report.bvd** report finishes running, you will see only Public Folders that contain messages with “Fun” in the Subject line, along with information about the Folder Path and Name and Folder Last Modified Date/Time.

	Server Name	Folder Display Name	Folder Path	Subject	Importance	Last Modification Time	Time Message Created	Time Message Sent
1	L-PANAMA-NT4S	KW-PRESCOTT Level 1	\KW-PRESCOTT Level 1	FUN	Normal	8/15/2001 12:30:06 PM	8/15/2001 12:29:41 PM	8/15/2001 12:29:41 PM
2	L-PANAMA-NT4S	KW-PRESCOTT Level 1	\KW-PRESCOTT Level 1	FUN	Normal	8/15/2001 12:30:07 PM	8/15/2001 12:29:41 PM	8/15/2001 12:29:41 PM
3	L-SAFFORD-NT4S	KW-PRESCOTT Level 1	\KW-PRESCOTT Level 1	FUN	Normal	8/15/2001 12:30:06 PM	8/15/2001 12:29:41 PM	8/15/2001 12:29:41 PM
4	L-SAFFORD-NT4S	KW-PRESCOTT Level 1	\KW-PRESCOTT Level 1	FUN	Normal	8/15/2001 12:30:07 PM	8/15/2001 12:29:41 PM	8/15/2001 12:29:41 PM

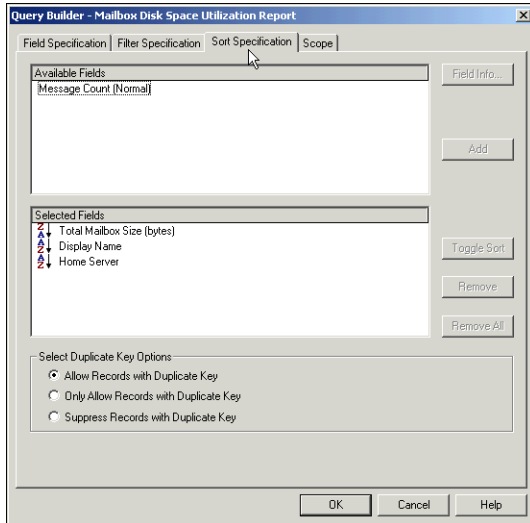
Record 1 of 4      Messages: 2      Messages

## Sorting the Data

Now we're going to sort the data to make it more useful to you. In this exercise, we will demonstrate the ability to sort the information from the **Mailbox Disk Space Utilization Report**.

1. From the console tree pane, navigate to the **Mailbox Management** folder by using the following path:  
    \BindView RMS\Risk Assessment and Control\Pre-Defined\bv-Control for Microsoft Exchange\Mailbox Management.
2. From the details pane, right-click on the **Mailbox Disk Space Utilization Report**.
3. From the **Settings** shortcut menu, select **Query Definition**.

The **Query Builder** dialog appears.

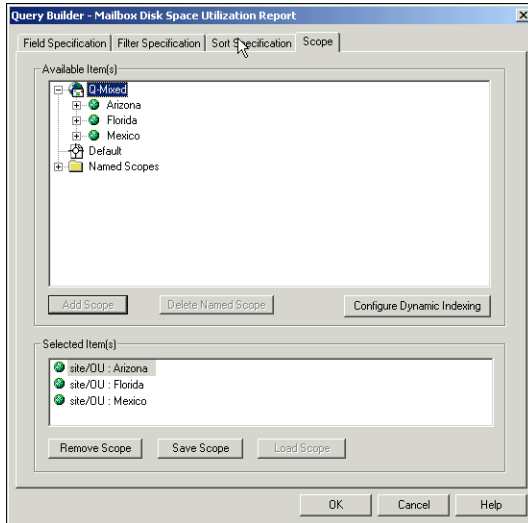


4. Select the **Sort Specification** tab in the **Query Builder** definition dialog box. It is necessary to select the fields that you want to be sorted on the output grid.

Confirm that the **Total Mailbox Size (bytes)** field is listed in the **Selected Fields** box located at the bottom of the dialog. *If not*, double-click on the **Total Mailbox Size (bytes)** field in the **Available Fields** box to add it to the **Selected Fields**.

5. Since we want the data to appear in descending order, you will need to double-click on the **Total Mailbox Size (bytes)** field.
6. Select the **Scope** tab.

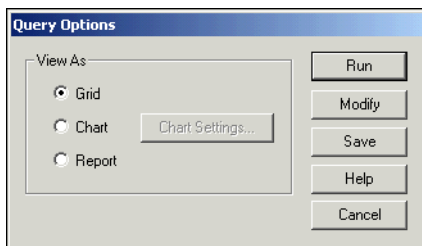
7. Select the Site/OU to be included in the report.



8. Click **Add Scope**.

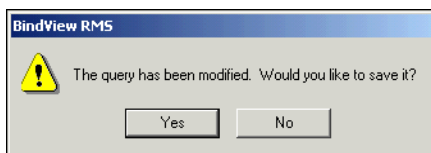
9. Click **OK**.

The **Query Options** dialog appears.



10. Select **Run**.

The BindView RMS message appears.



11. Click **No**.

The Console will begin the query process.



When the report finishes you will receive a **Grid** that looks something like the following:

Display Name	Home Server	Message Count (Normal)	Total Mailbox Size (bytes)
1 MB-MONDO, XENOS	L-SAFFORD-NT4S	32,790	49,293,031
2 MB-MONDO, IVO	L-PANAMA-NT4S	444	22,713,034
3 MB-MONDO, JOANNA	L-PANAMA-NT4S	444	22,713,034
4 MB-MONDO, KALISTA	L-PANAMA-NT4S	444	22,713,034
5 MB-MONDO, LARISSA	L-PANAMA-NT4S	444	22,713,034
6 MB-MONDO, SEPTEMBER	L-PANAMA-NT4S	444	22,713,034
7 MB-MONDO, NIKITA	L-SAFFORD-NT4S	443	22,702,065
8 MB-MONDO, ZULEMA	L-PANAMA-NT4S	443	22,658,658
9 MB-BEACOU, AILEEN	L-PANAMA-NT4S	443	22,647,899
10 MB-BEACOU, BROOK	L-PUEBLA-NT4S	444	22,514,338
11 MB-BEACOU, DARRYN	L-PUEBLA-NT4S	444	22,416,765
12 MB-BEACOU, ENRIQUE	L-PUEBLA-NT4S	444	22,416,765
13 MB-BEACOU, FORREST	L-PUEBLA-NT4S	444	22,416,765
14 MB-BEACOU, GRIFFIN	L-PUEBLA-NT4S	444	22,416,765
15 MB-BEACOU, HANNAH	L-PUEBLA-NT4S	444	22,416,765
16 MB-BEACOU, ILO	L-PUEBLA-NT4S	444	22,416,765
17 MB-BEACOU, JANINE	L-PUEBLA-NT4S	444	22,416,765
18 MB-BEACOU, KALISTA	L-PUEBLA-NT4S	444	22,416,765
19 MB-BEACOU, LENORE	L-PUEBLA-NT4S	444	22,416,765

In the grid, you will see the display name of the MS Exchange user along with information about the **Home Server**, **Message Count (Normal)**, and **Total Mailbox Size (bytes)**.

You also have the option to sort the data once it has been displayed in the grid. To accomplish this, right-click on the column header that you wish to sort and then select the appropriate sorting method.

Display Name	Home Server	Message Count (Normal)	Total Mailbox Size (bytes)
1 MB-MONDO, XENOS	L-SAFFORD-NT4S		,031
2 SystemMailbox(F5F671BC-8507-470)	L-PRESCOTT-NT4S		,469
3 Giant Wittrock	L-PUEBLA-NT4S		,597
4 MB-BEACOU, DARRYN	L-PUEBLA-NT4S		,765
5 MB-MONDO, CATHERINE	L-PUEBLA-NT4S		,765
6 MB-MONDO, BELANA	L-PUEBLA-NT4S		,765
7 MB-BEACOU, QUENTIN	L-PUEBLA-NT4S		,765
8 MB-MONDO, QUIANA	L-PUEBLA-NT4S		,765
9 MB-MONDO, DARIUS	L-PUEBLA-NT4S		,765
10 MB-MONDO, REBECCA	L-PUEBLA-NT4S	444	22,416,765
11 MB-BEACOU, FORREST	L-PUEBLA-NT4S	444	22,416,765
12 MB-BEACOU, SEPTEMBER	L-PUEBLA-NT4S	444	22,416,765
13 MB-BEACOU, TRACEY	L-PUEBLA-NT4S	444	22,416,765
14 MB-MONDO, TERESA	L-PUEBLA-NT4S	444	22,416,765
15 MB-BEACOU, URIEL	L-PUEBLA-NT4S	444	22,416,765
16 MB-MONDO, PHOEBE	L-PUEBLA-NT4S	444	22,416,765
17 MB-BEACOU, VAUGHN	L-PUEBLA-NT4S	444	22,416,765
18 MB-MONDO, ALAN	L-PUEBLA-NT4S	444	22,416,765
19 MB-BEACOU, WALTER	L-PUEBLA-NT4S	444	22,416,765

**Note**

Do not close the **Mailbox Disk Space Utilization Report** dataset. It will be included as part of our next example. If you have already closed this dataset, simply re-run the query.

## Exporting the Data

Now we're going to export a query's result to make the information more useful to you. The BindView RMS Console allows you to export a query from Grids, and graphic images of charts.

You can export a dataset or session log in the following formats. Text-based formats are represented by an asterisk (\*).

Character-separated values*	Lotus 1-2-3 (WK1)
Microsoft® Access 2000 (MDB)	Lotus 1-2-3 (WK3)
Comma-separated values (CSV)*	Microsoft SQL Server
Crystal Reports® (RPT)	Paginated Text*
dBase IV®	Record style (columns of values)*
Excel 5.0 (XLS)	Rich text format (RTF)*
Excel 7.0 (XLS)	Tab-separated values*
Excel 8.0 (XLS)	Text*
HTML 3.2*	Word for Windows® (DOC)*
Lotus® 1-2-3 (WKS)	

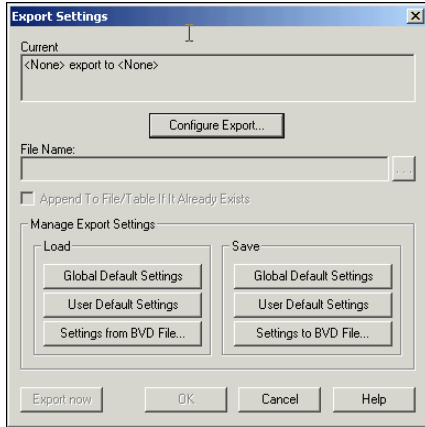
For detailed information on these formats, refer to the BindView RMS Console and Information Server Online help.

In this exercise, we are going to export the current Grid results into an HTML formatted document.

### To export a file:

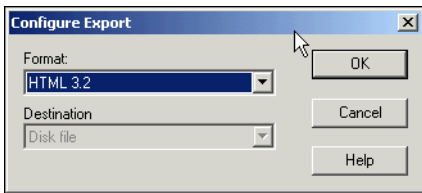
1. From **Mailbox Disk Space Utilization Report** grid, click the **Export**  icon.

The **Export Settings** dialog appears.



2. Click **Configure Export**.

The **Configure Export** dialog appears.



3. From the **Format** drop-down list, select **HTML 3.2**.
4. In the **Destination** box, ensure that **Disk file** is selected.
5. Click **OK**.

The **Export Settings** dialog reappears.

6. In the **File Name** box, click the **Browse** button.
7. Enter the desired name and location for the export file.
8. Click the **Export Now** button.

When the export has completed, a confirmation message appears.

9. Click **OK**.
10. Click **OK** to close the **Export Settings** dialog.

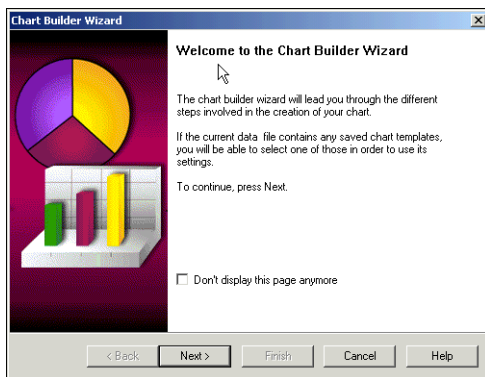
You have just exported your query results to an HTML document. To export to a Microsoft Excel file, follow the same instructions but select Microsoft Excel as the Format.

# Charting

Now we're going to create a chart from a query's result to make the information more useful to you.

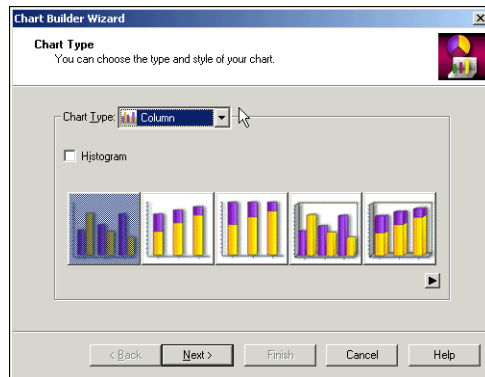
Charting allows you to graphically display query results. This example shows you how to customize a chart's appearance to display information in the most meaningful way possible.

1. From **Mailbox Disk Space Utilization Report** grid, click the **Chart Builder**  icon. The **Chart Builder Wizard** dialog box appears.



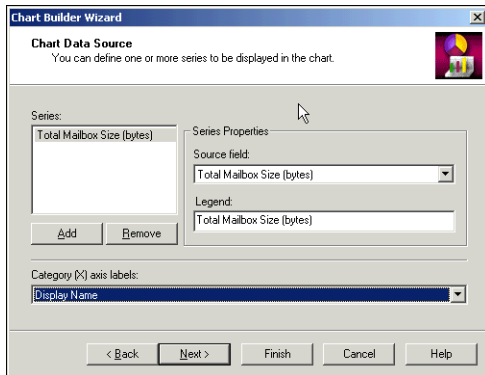
2. Click **Next**.

The **Chart Builder Wizard - Chart Type** panel appears.



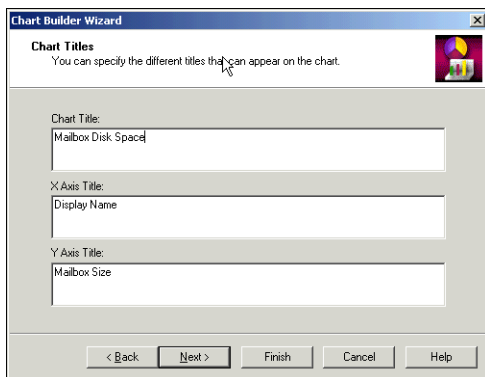
3. Select the desired chart type. For our example, select the **Column** chart type and the first column display type.
4. Ensure that **Histogram** is cleared.
5. Click **Next**.

The **Chart Builder Wizard - Chart Data Source** panel appears. You use this panel to define the data that is displayed on the chart.



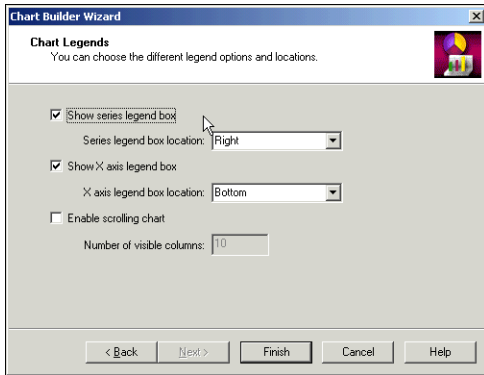
6. From the **Source Field** drop-down list, select the **Total Mailbox Size**. This information will appear on the Y-Axis of the chart.
7. From the **Category (X) axis labels** drop-down list, select the **Display Name**. This information will appear along the X-Axis.
8. Click **Next**.

The **Chart Builder Wizard - Chart Titles** panel appears. You use this panel to define the titles that appear on the chart.



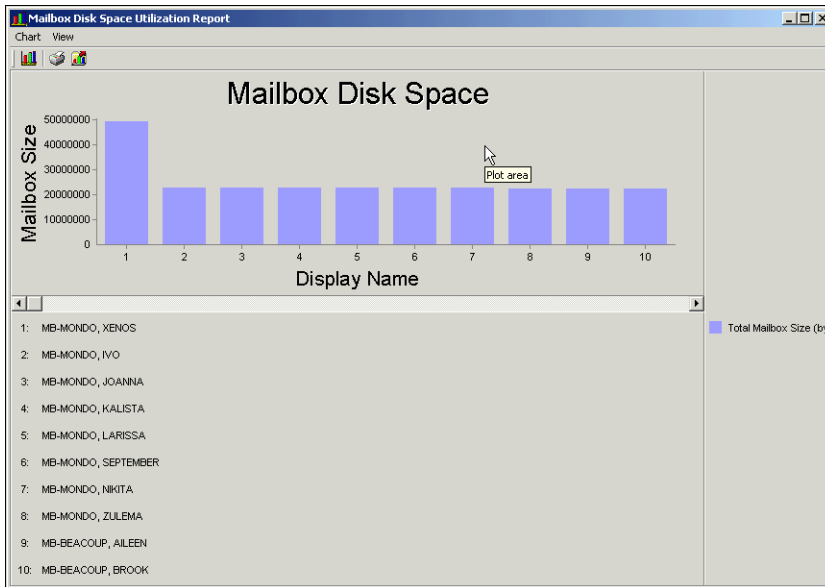
9. Enter the desired titles for your chart in the appropriate boxes. For our example, in the **Chart Title** box, enter **Mailbox Disk Space**.
10. In the **Y-Axis Title** box, enter **Mailbox Size**.
11. Click **Next**.

The **Chart Builder Wizard - Chart Legends** panel appears. You use this panel to define the legends that appear on the chart.



12. Select the desired legend check boxes.
13. Select the desired position for the selected chart legends.
14. Add a scroll bar, if desired, and enter the number of series displayed on the chart at one time.
15. Click **Finish**.

A series chart appears, similar to the one shown below.



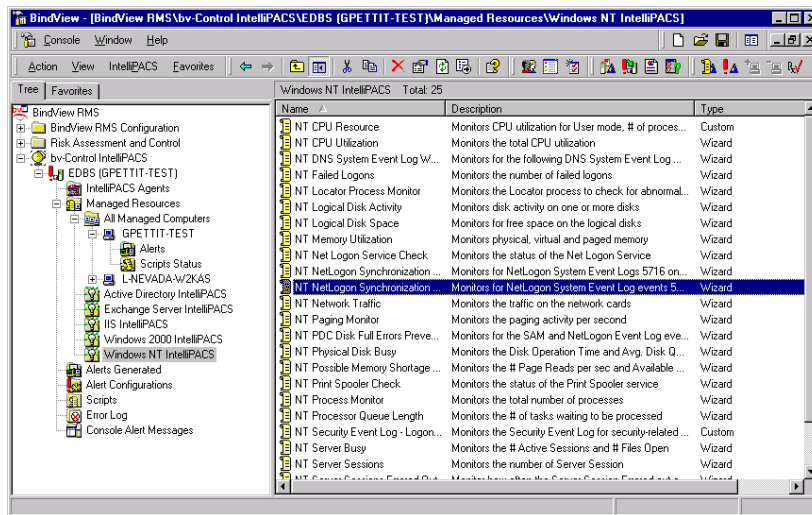
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## Availability and Performance Management (IntelliPACS)

Included with bv-Control® IntelliPACS® are many pre-configured scripts that can be applied to any of your monitored machines. Most of these scripts can be customized as well, which allows you to change the default settings to whatever is appropriate for your network configuration.

1. Navigate to the **Scripts** folder from the **BindViewRMS Console** by using the following path:  
\\BindView RMS\\bv-Control IntelliPACS\\EDBS\\Scripts
2. Select the **Scripts** folder in the console tree. When you select the **Scripts** folder, all the scripts available on the EDBS appear in the detail pane to the right. The detail pane lists the name, description, and whether or not it is “custom” or “wizard” for each script. You can also select an IntelliPACS folder to display the pre-configured scripts designed for specific systems. The IntelliPACS scripts for Windows NT are shown below.



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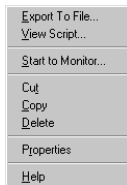
### Note

Custom type scripts were made by BindView, and cannot be altered. Wizard type scripts can be modified.

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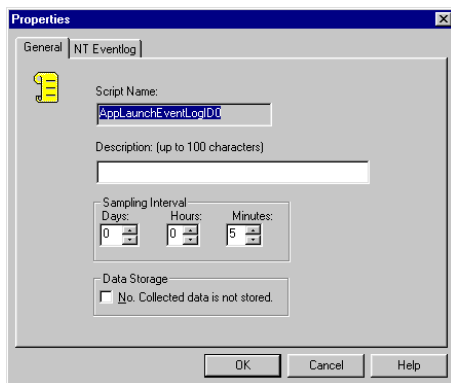
## Modifying an Existing Script

1. Select a “wizard” script in the detail pane.
2. **Right-click** on it to bring up the action menu.



3. Select **Properties** to bring up the details about the selected script.

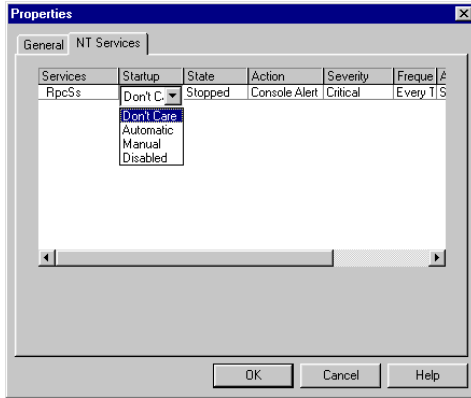
The **Properties** dialog has two tabs: a **General** tab that contains the same information for all types of scripts, and a **Details** tab that changes, depending on what the script monitors. The **General** tab is shown below:



On the **General** tab, you can change the name and description of a script. On the **Details** tab, you can change how often it checks for data, and whether or not the data is stored in the database. The **Details** tab also contains different specific information for each type of script, but the structure for all of them is the same.



Shown below is the **Details** tab for an NT Services script.



4. Select any of the fields listed, and a drop-down menu will appear, offering different choices for that category. In the example above, the drop-down list shows the options available for the startup state.
5. Once you have made the desired changes, click **OK** and the script will be saved with your modifications.

## Creating Scripts

You can also create your own scripts to use and modify according to your system's needs. Although the scripts are written in VBScript, it is not necessary to know or understand this language in order to create a script. The Script Generation Wizard will quickly and simply take you through the process of creating a script. The following section will show you how to create a Performance Data script.

## Create a Data Script Using the Script Wizard



1. Click on the **Script Generation Wizard** button on the tool bar to start the wizard.

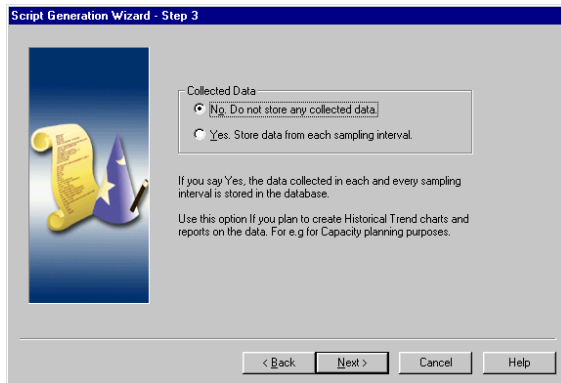
The first step in creating a new script is to name it. Type **“Logical Disk Space Low”** as the name for this script. You may also enter a description for the script. Type **“Notifies when the Logical Disk Space available goes below 25 MB”** in the description box, then click **Next**.

A screenshot of the 'Script Generation Wizard - Step 1' dialog box. The title bar reads 'Script Generation Wizard - Step 1'. The main text asks 'What do you want this script's Name and Description to be?'. There are two input fields: 'Name:' and 'Description:'. The 'Name:' field is empty. The 'Description:' field is empty. At the bottom, there are four buttons: '< Back', 'Next >', 'Cancel', and 'Help'. On the left side, there is a decorative graphic of a yellow scroll and a blue wizard hat.

2. In the next step you will choose what type of script you are creating, and how often it will poll the computer for data. Select **Performance Data** from the drop-down menu, and specify your **Windows System**.
3. You can change the frequency by clicking the arrow buttons on each side of the number fields for the different time intervals. Leave it at five minutes, click **Next**.

A screenshot of the 'Script Generation Wizard - Step 2' dialog box. The title bar reads 'Script Generation Wizard - Step 2'. The main text asks 'Choose the type of NT System Resources\Data that you want to monitor.'. There is a drop-down menu with 'Performance Data' selected. Below that, it asks 'How often do you want to monitor this System Resources \ Data ?'. There are three spinners for 'Days', 'Hours', and 'Minutes'. The 'Days' spinner is set to 0, the 'Hours' spinner is set to 0, and the 'Minutes' spinner is set to 05. At the bottom, there are four buttons: '< Back', 'Next >', 'Cancel', and 'Help'. On the left side, there is a decorative graphic of a yellow scroll and a blue wizard hat.

4. The next step asks if you would like to store the data in the database. It is necessary to store data in order to run reports, but for this script we will not store the data. Click **Next** to continue.



The next step is specific to the Performance Data type of script. The topmost box displays a computer name on which the rest of the boxes will base their information. The default is the computer you are currently working on, but you may select any machine on the network if it has different counters you would like to monitor.

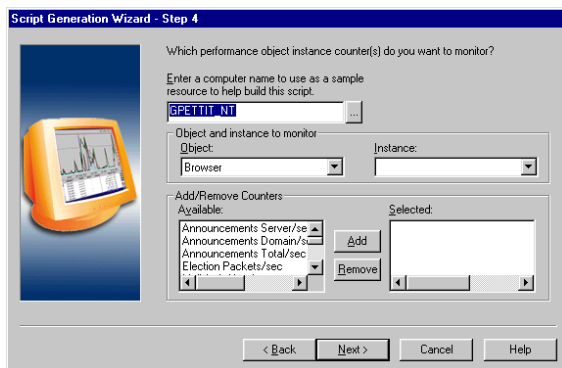
5. This is NOT the machine the script will run on. In the **Object** field, select **LogicalDisk** from the drop-down list. You may also need to select an Instance of the logical disk.

At the bottom of the screen are performance counters that are available, depending upon what object you have selected. For a complete list of the counters and objects, consult Windows NT documentation.

6. Select **% Free Space** in the **Available** box, then click **Add**.

This will move it to the **Selected** box.

7. Click **Next** to continue.



The last step allows you to set the parameters for the performance counter you will be monitoring. All the counters you have chosen will appear in the box in the middle of the dialog. In this case, only **% Free Space** is shown. In the **Trigger** box, there is a drop-down list that displays common operators, such as greater than, equal to, and less than.

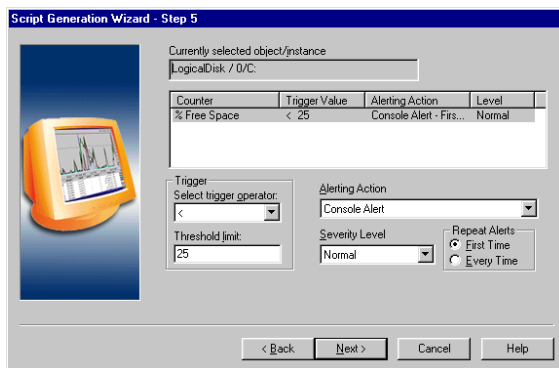
8. Select the **less than** operator.

Below the operator box is the threshold box. This is the number that will be used with the operator to trigger the alert. In this case, we have entered **25**. At the bottom right are the options for sending alerts.

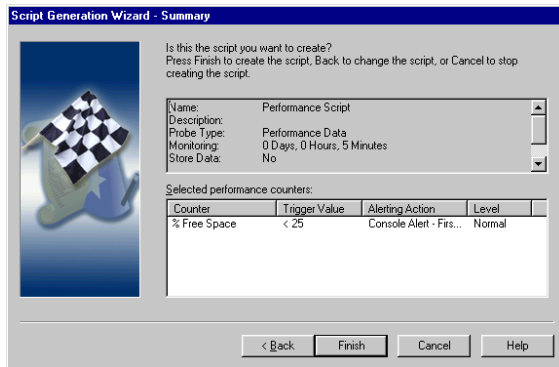
The **Alerting Action** determines what type of alert is sent. The drop-down menu will list all available alerts that are configured. You may only have the console alert, which comes with the product. The **Severity Level** is a drop-down list of seven different levels, which allows you to quickly pick out important alerts in a long list. We will keep this one at **Normal**.

The **Repeat Alerts** box determines whether the alert will be sent just once, when it first occurs, or every time the data is polled. Since we are polling every five minutes, we will select **First Time** so that we do not receive an alert every five minutes.

9. Click **Next** to continue.



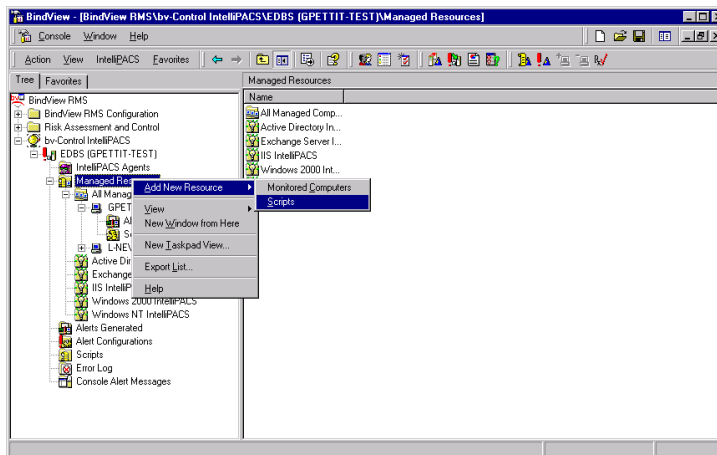
10. The last dialog shows a summary of all the choices you have made while creating the script. Double check to make sure everything is set the way you wanted, then click **Finish** to create the script.



## Creating a Group of Scripts

Once you have created several scripts, you may want to organize them so that you can easily remember what type of scripts you have. For example, you may want to put all the scripts that monitor disk space in a script group called Disk Space Scripts.

1. Right-click on the **Managed Resources** folder. This will bring up an action menu.
2. Select **Add New Resource**. This will expand to determine what type of resource you will create.
3. Select **Scripts**.



The **Add New Scripts Group** dialog appears.

The **Name** box allows you to name this group of scripts. In the **Description** box, you can enter a short description of the group of scripts. The **Available** box displays a list of all the scripts that are on the EDBS.

4. Select the script you would like to add to this group, and then click **Add**.

The script will move to the **Selected** box. You can add as many scripts as you would like.

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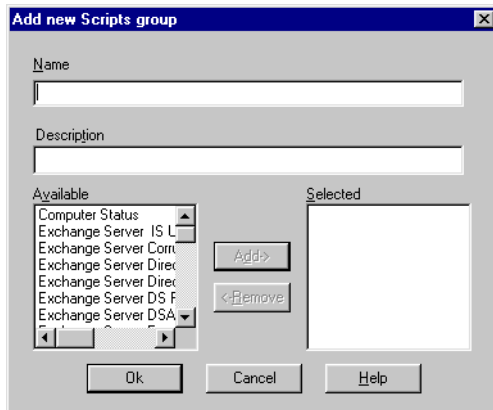
**Note**

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If you mistakenly add one that you do not want in the group, select it in the **Selected** box and click **Remove** to return it to the **Available** box.

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5. When you have selected all the scripts you want in this group, click **Ok** to create the group.



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## Conclusion

These quick examples barely scratch the surface of what bv-Control for Microsoft Exchange and bv-Control IntelliPACS can provide. By using bv-Control products, it allows you to make the most of each administrator's time and skills by sorting through gigabytes of data to find the few items that meet the specific criterion you are looking for with each report. Unlike other reporting tools, the bv-Control for Microsoft Exchange product then allows Find-and-Fix functionality from within the query results, and click-and-drag Move Mailbox functionality throughout the Microsoft Exchange organization.

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## Contacting BindView

BindView has sales and support offices around the world. For information on contacting BindView, please refer to the information below or to the BindView Web site:

- [www.bindview.com](http://www.bindview.com)

Technical Support is available Monday through Friday from 7:00 a.m. to 7:00 p.m. Central Time. Normal working hours for all other departments are 9:00 a.m. to 6:00 p.m.

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