



Microsoft® Exchange Server works with client applications to manage network emails, calendars, and instant messaging.

Email messages are sent and received via “client devices,” such as personal computers or mobile devices. These client devices connect to a central email server where their network email mailboxes are stored. The central email server connects to the Internet and other private networks where emails are sent to and received from other email users.

Microsoft’s messaging and collaboration server, Exchange Server, is an application that runs on network servers and allows you to send and receive email. Along with this function, Exchange also manages shared calendars and tasks, provides full support for mobile and Web-based access to information, and can support very large amounts of data storage. It was designed to work along-side software client applications such as Microsoft Outlook.

Network administrators should keep a close watch on their network’s Exchange Server to know when there are issues with the server so problems can be resolved quickly.

You can monitor Exchange through a number of its parameters with a network monitoring tool, like WhatsUp Professional, allowing you to get an early warning of degradation in performance. For example, you can monitor the SMTP queues, which transfer mail messages between servers, to see if performance is within an expected range and if not, you can intervene before the SMTP service fails.

Along with SMTP queues, you can monitor and receive reports on other important parameters including:

- the state of the Exchange host CPU
- the host’s free memory
- the host’s free disk space

Custom thresholds can be configured to monitor a number of additional parameters reported by Microsoft Exchange.

Through a network monitoring tool like WhatsUp, you can also monitor and report the status of the standard services associated with any mail server, such as SMTP, POP3, and IMAP. If any of these services fail, your users will be unable to send or receive mail.

For more information regarding Microsoft’s Exchange Server, please visit Microsoft.com: <http://www.microsoft.com/exchange/default.mspx>.

WhatsUp Gold Premium Edition’s Exchange Monitor

The Exchange monitor is a module of network monitoring tool: WhatsUp Gold Premium Edition. This application lets you monitor your network’s Microsoft Exchange Server parameters and services and provides you with real-time information about its state and health.

The Exchange monitor supports the monitoring of Microsoft Exchange Server 2000 or later versions, installed on any machine in your network.

Getting Started with the Exchange Monitor

Before configuring your Exchange monitor(s), you should determine which Exchange parameters and services you want to monitor. You should also consider whether you want to create a single monitor with multiple parameters, several monitors with one parameter or service, or a combination of the two.

To start, it may be simpler to create a separate Exchange monitor for each parameter you or service you want to monitor. For example, a single Exchange monitor to check disk space, named ExchangeDisk, is reported in logs with this name. If ExchangeDisk is reported down, you know it’s a disk space problem.

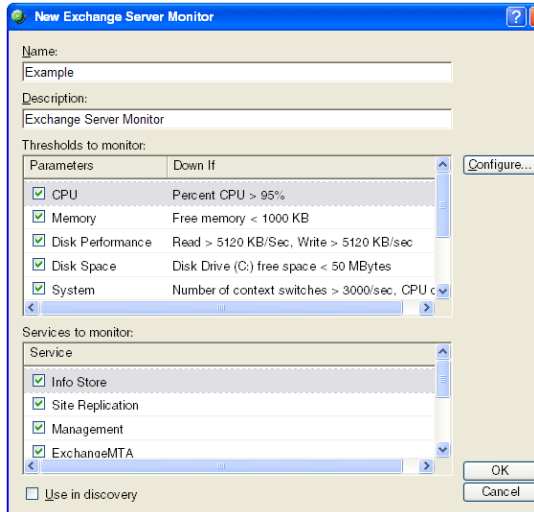
Once you have determined exactly what you want to monitor, you can configure your monitor(s).

Configuring an Exchange Monitor

1. From the WhatsUp Gold Configure menu, select **Active Monitor Library**.

Note: WhatsUp Gold Premium must be activated.

2. In the Active Monitor Library dialog add an Exchange monitor:
 1. Click **New**.
 2. Select **Exchange Monitor** in the Select Active Monitor Type dialog.
 3. In the **Name** box, enter the name you want to use to identify this instance of the Exchange monitor.
 4. Select the parameters and/or services you wish to monitor.



Monitoring System Parameters

As an example, this section explains how to create an Exchange monitor to watch the operating system on the Exchange server that will give indications of the state of the system on which your Exchange server is running. The monitor will check thresholds on the CPU, Memory, and System parameters. The monitor will also check the state of the System Attendant Service.

Please refer to the section on configuring an Exchange monitor to begin configuring the Exchange monitor.

1. Name the monitor Exchange System.
2. When you get to the Monitor/Service Properties, ensure that all parameters and services are not selected in the New Active Monitor dialog box.
3. Select the CPU parameter, and then click **Configure**. Enter an appropriate threshold in the dialog that appears.
4. Do the same for the Memory and System parameters.
5. When finished, click **Ok** to add the monitor to the Active Monitor Library.

Now you will add the new monitor to your Exchange server device.

1. In your device list, find the device that represents the Exchange Server. Double-click the device to display its properties, and then select Active Monitors.
2. Click **Add**.
3. Select the ExchangeSystem monitor from the dialog that appears, and continue with the wizard to configure actions for the monitor.

Once you complete the wizard, the monitor immediately begins watching the Exchange monitor.

More Information

For more information about how to use WhatsUp Gold, refer to the User Guide, and the WhatsUp Gold online help. Both are great resources for configuration and solution information.

