

BMC[®] Performance Manager for Microsoft Exchange Servers



Key Features

- > Comprehensive Microsoft management: dynamically manages Microsoft Exchange Server 5.5, Exchange Server 2000, and Exchange Server 2003 environments
- > Service-level management: manages round-trip message response times
- > Proactive management: highlights potential problems by identifying largest folders or mailboxes, and top senders and receivers of e-mail
- > Provides expert advice for critical systems problems
- > Configures multiple Exchange Servers from a single location
- > Determines percentage of fragmentation within Exchange databases
- > Determines percentage of free disk space for log and database volumes
- > Offers automatic recovery for critical system conditions to minimize system downtime
- > Monitors critical Exchange Application Event Log events

BUSINESS CHALLENGE

In today's business environments, mail and messaging applications are mission-critical tools. Business productivity and effective communication require these applications offer 24x7 availability, and perform at Internet speed. Microsoft Exchange offers robust collaboration tools, and leading mail and messaging capabilities. Effectively managing this mission-critical application requires an easy-to-use, flexible, scalable, and integrated enterprise-class systems management solution. This solution must automate Exchange management and reduce troubleshooting time by clearly identifying problem areas, so administrators may focus more time on strategic tasks and less on tactical tasks.

BMC SOFTWARE SOLUTION

In virtually any environment, BMC Performance Manager for Microsoft Exchange Servers delivers the highest levels of availability and performance. BMC Performance Manager helps IT managers maximize productivity of Exchange resources while maintaining the highest possible service levels to users across the enterprise.

By offering expert advice, BMC Performance Manager provides administrators with access to information that enables them to resolve performance and system problems quickly and efficiently. By monitoring message arrival and return time and traffic between servers, BMC Performance Manager helps administrators ensure that messages arrive at their destination and in a timely manner. In addition, BMC Performance Manager for Microsoft Exchange Servers delivers automated recovery actions to help administrators eliminate redundant or inefficient tasks.

Key Monitoring and Management Features in BMC Performance Manager

BMC Performance Manager for Microsoft Exchange Servers provides the following management features in Exchange 5.5, Exchange 2000, and Exchange 2003 environments:

- > **Automatic Configuration** – Detects version of Exchange being used, and automatically monitors only appropriate features.
- > **Exchange Server Health** – Monitors overall server resource consumption (CPU, memory, and disk), log file use, client load, and client licensing.
- > **Roundtrip Response Times** – Measures delivery times by issuing synthetic messages at periodic intervals to other servers and clients.
- > **Mail Traffic Analysis** – Monitors intrasite, intersite, local, and Internet traffic.

- > **Database Monitoring** – Determines percentage of fragmentation for databases within Exchange, space available for defragmentation, and free space on disk drives. Also monitors size of Information Store, total number of private and public folders, number of connections, log file size, and database session hit rate.
- > **Top Consumer Monitoring** – Identifies top user mailboxes, and private and public folders by size and message count.
- > **Log Files** – Monitors event log for Exchange errors and for Windows NT, Windows 2000, or Windows 2003 warning events.
- > **Queue** – Monitors various queues such as message transfer agent (MTA), SMTP, and X-400, and related parameters such as length and size of message in queue.
- > **Maintenance Window** – Provides easy methods to start and stop data collection either manually or at regular, scheduled intervals.
- > **Non-Delivery Reports (NDRs)** – Monitors number of NDRs created by each server.
- > **Exchange Connectors** – Monitors status of connectors including Lotus Notes Connector, MS Mail Connector, MSMQ Connector, and MS Web Connector.

- > Monitors high-performance links and queues for size, number of messages, and current state
- > Monitors performance of Exchange ExIFS high-performance file system interface for each protocol, including IMAP4, POP3, SMTP, NNTP, and HTTP/DAV

Helping You Maintain Advantage

BMC Software Education Services offers a strategic investment for your business, maximizing the value for your employees and Business Service Management initiatives. Education ensures successful product implementation, promoting mastery of all product capabilities and highest productivity with your BMC Software solutions.

To explore our education offerings, visit our web page at <http://www.bmc.com/bmceducation>, or contact BMC Software Education Services by telephone or e-mail:

- > **North America**
Telephone: 800 574 4262
E-mail: education@bmc.com
- > **Asia Pacific**
Telephone: +61 3 9657 4404
E-mail: ISD_AP@bmc.com
- > **Europe, Middle East, and Africa (EMEA)**
Telephone: 00800 26233822
E-mail: emea_education@bmc.com

When Used to Monitor Microsoft Exchange Server 2000 and Exchange 2003, BMC Performance Manager Provides Additional Functionality

- > Offers comprehensive storage group notification and management
- > Provides full Microsoft Cluster Server support by alarming when Exchange failover occurs, and by providing an interface for dynamic cluster configuration
- > Monitors availability and performance of Instant Messaging Service (2000 only), Chat Service (2000 only), Video and Data Conferencing Service (2000 only), Address List Service, and Site Replication Service

About BMC Software

BMC Software, Inc. [NYSE:BMC], is a leading provider of enterprise management solutions that empower companies to manage their IT infrastructure from a business perspective. Delivering Business Service Management, BMC Software solutions span enterprise systems, applications, databases, and service management. Founded in 1980, BMC Software has offices worldwide and fiscal 2004 revenues of more than \$1.4 billion. For more information about BMC Software, visit www.bmc.com.



56243