



THE MAILSCAPE MESSAGING DASHBOARD DELIVERING EXCHANGE, BLACKBERRY & ACTIVE DIRECTORY METRICS

Dashboards are becoming a critical factor in monitoring the different components of the messaging system.

One Look Dashboard Blackberry Monitoring Components:

- Exchange Link
- BES Status
- BES Queues
- Carrier Status
- RIM Link

Mailscape is a systems management tool that assists Exchange, Blackberry & AD Administrators in monitoring, maintaining, and load balancing their environment. Mailscape's sleek dashboard provides Administrators with vital information about each server's current health and growth rate to facilitate proactive management.

The Mailscape One Look Dashboard



The Dashboard can be configured to display color coded messaging metrics in a single drill-down view

One Look Dashboard for Monitoring. For BlackBerry servers specifically, Mailscape monitors these key performance metrics:

- Exchange Link - Monitors communication between the BES and Exchange server. Alerts you of any problems detected based on user-level and server-level thresholds.
- BES Status - Monitors BES worker threads and notifies you of potential issues that could inhibit mail flow to and from devices.
- BES Queue - Monitors the count of pending messages bound for each device and notifies you of any problems detected based on user-level thresholds.
- Carrier Status - Detects if a user's wireless carriers is having problems.
- RIM Link - Monitors the SRP connection between the BlackBerry Enterprise Server and RIM network.

Has your management asked you to provide a list of all BlackBerry users? Has your procurement department inquired as to how many of a particular BlackBerry models you have deployed? Do you need to determine the number of users on a specific wireless carrier? Do all of your devices have the correct IT security policy? If you answered yes to any of the above questions, then you will certainly see the value and time saved by the reporting features in our solution.

More Information:
www.re-soft.com/maillscape

Customers include:

- Fox Television
- Wet Seal
- Danone
- Twistbox Entertainment
- LowerMyBills.com
- Miami Herald
- Blue Mountain Resorts

“Mailscape freed me from all the repetitive manual tasks that consume so much of an administrator’s valuable time.”

Minh Ly, LowerMyBills.com

“Mailscape required virtually zero user training, while the improvements to our efficiency and to our ability to solve issues before they could impact our end users were realized from day one”.

Travis Farrell, IT Support Manager, Miami Herald

System Requirements:

- Windows 2000 with SP4 or above
- Microsoft Exchange 2000 with SP2 or above
- Internet Information Server version 6.0
- ASP.NET Framework 1.1 SP1
- Internet Explorer version 6.0

© ENow Inc.2009

With Mailscape for Blackberry you answer all of the above questions and more. Instead of tirelessly trying to compile this information let Mailscape automatically deliver the answers to your inbox. Listed below are some of the key areas that MailScape will report on.

Device Level Reporting

- Device Status
- Email Address
- Carrier
- Device Model
- Device Software Version
- Phone number
- IT Policy Name
- Password Enabled

Server Level Reporting

- Machine Name
- BES Version
- Number of Users
- Total messages forwarded and sent
- Total messages expired, filtered, & failed
- BlackBerry Log reporting.

The screenshot displays the Mailscape interface. At the top, there are navigation tabs for 'Monitoring', 'Reporting', and 'Configuration'. A 'ONE LOOK' button is visible on the left, and an 'ExecView Report' button is on the right. The main title is 'TEST_ENV1_BB BES Queue'. Below this, there are two summary boxes: 'BES Queue' showing '30 users have 20 or more pending messages.' with a red status indicator, and 'Vitals' showing 'Disk space, services, and resources are normal.' with a green status indicator. Below these is a table titled 'TEST_ENV1_BB BES Queue User Status' with columns for User, Email Address, Carrier, Pending, and Status.

User	Email Address	Carrier	Pending	Status
K Hughes	khughes@enowinc.com	Verizon	49	Warning
C Wrigley	cwrigley@enowinc.com	Verizon	49	Warning
G Mcglauffin	gmcglauffin@enowinc.com	Verizon	48	Warning

Drill down to identify specific errors

The performance of your BlackBerry server is directly dependent on the overall health of your Exchange environment. Mailscape’s Compass module gives you the information you need to manage Blackberry & Exchange proactively and consistently.

Quickly and easily view information about your users and their mailboxes-Who is approaching a warning, prohibit send, or locked out state? Who has the largest mailboxes? How are your mailboxes distributed per OU, per storage group, per database? Automatically access over 80 built in reports so you can control the direction your Exchange environment is heading, including storage allocation, database size and message traffic reports.