



hypersoft

White Paper: OmniAnalyser - You can't manage your email unless you can measure it

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What is OmniAnalyser™?

Problem Overview

Today you will hardly find a successful company that would allow itself poor messaging infrastructure. The role of prompt and reliable information interchange in business has been long realised and made one of 20-century axioms. Now even more so, that the electronic mail service has been introduced and shortly afterwards has established itself as the unquestionably fastest and most reasonable way to exchange information. The messaging traffic within an enterprise amounts to hundreds of thousands and even millions of messages and attachments daily and the success of such enterprise becomes highly dependant on the health and reliability of the underlying messaging system. With the fast development of IT technologies, and the emerging new versions of Microsoft Exchange and Lotus Domino servers many companies are looking for a robust, comprehensible and easy-to-use analysis and reporting tool to be able to timely audit and ensure the proper functioning of their mail system. The Hypersoft OmniAnalyser™ fills this need, and in addition provides numerous possibilities of customising its processes to best match any of our clients' requirements.

Solution

Hypersoft has developed a software pack capable of analysing the entire messaging activity of any MS Exchange or Lotus Notes organisation, and delivering the pre-processed data to the system administrator or company manager in the easy to generate web-based reports, which can be accessed via the company's intranet as well as on the Internet on any PC. The amount of reports has been increased and the focus of reporting has been tuned with every new version of OmniAnalyser™, so that now Hypersoft is able to offer its customers more than 40 carefully collected reports accompanied by a set of tools for their customisation.

OmniAnalyser can be deployed for the needs of either small or mid-to-large E-mail organisation, as the product's architecture allows scaling up to more than 300 monitored servers, with minimal network use. There exist Standard and Enterprise product editions respectively.

Features and Benefits

In this section we will try to provide you with a general idea of OmniAnalyser's major features and benefits. The product has lived through several versions, the fact that has ensured the ultimate universality of its architecture and versatility of its features, which have been designed to best match the business needs of our clients.

Main Features

OmniAnalyser most important features are

- ? [OmniAnalyser Reports](#) – more than 40 reports are Web-based, which make them easily accessible to any authorised company user. The NT account authentication as well as SQL Server authentication can be used to access the reports.
- ? [Wide E-mail Coverage](#) – OmniAnalyser Reports cover a wide range of e-mail administration critical issues including all mail delivery times both for overall company traffic and for any links within the company mail structure, delayed and nondelivered mails, server load and availability, replication traffic, as well as cost chargeback and information store contents and properties. Many reports interact with each other, and user can drill-down into the figures of one report to get a more detailed description. Convenient reports interface provides not only tables, but also graphs and charts for better visualisation of e-mail traffic trends.

- ? **Central Data Source** – all reports are generated from the data contained in the central database tables. All this data has been collected and preprocessed by the software in advance, which ensures that the user gets all reports in a quick and convenient way.
- ? **Scalability** – the last but not the least. Due to the distribute architecture of the product, data collection is enabled via the company e-mail, avoiding the need to download huge amounts of data through the network. This is especially critical in huge corporate networks, where no other data collection module can be reasonably applied. As a result, the e-mail statistics from all the company servers can be consolidated in the OmniAnalyser reports offering a big-picture view of the corporate messaging activities.

How Does It Help Your Business?

With the increasing number of company mail servers and the rapid development of Windows platforms there appear numerous problems of managing these extensive resources. Hypersoft is concerned with offering a solution here: OmniAnalyser™ is providing the information on the company's server availability times, mail traffic statistics and information store contents data. With the help of all this figures the network administrator can get an omniscient view of how the whole system is functioning, check for the SLA compliance, estimate usage trends, spot the problem issues and be able to justify the system enhancements and report to the management on the main trends and necessary improvements.

The applications of OmniAnalyser™ include

- ✍ **Monitoring the Service Level Agreement compliance.** Service delivery and usage have to be based on agreed standards. By supplying company's mail statistics, OmniAnalyser™ allows you to check, to which extent the average message delivery times, system availability data as well as average message size and number of active users meet those standards.
- ✍ **Cost chargeback for organisational units.** The company's mail costs on the level of mailboxes, servers, business units and departments are calculated, and these figures are included in the most of the OmniAnalyser™ reports.
- ✍ **Complete mail statistics collection, estimation of usage trends and other management tasks.** Installed for the entire company network, OmniAnalyser™ provides a reliable base for the messaging traffic management, by giving complete statistics of company's mail, including each message properties, message delay statistics, the amount of messages circulating in the mail system; the top senders and receivers, as well as information store contents data.
- ✍ **Checking the mail system configuration correctness, capacity planning, and other system management activities.** The information received by the OmniAnalyser™ helps tune the overall system configuration, see how shared resources are used by different sites or departments as well as balance the server workload and estimate in real numbers efficiency of and plan for system enhancements, such as bandwidth, servers resources etc., on the basis of statistics history.

Our Potential Clients

The OmniAnalyser™ is a perfect mail reporting solution for organisations of any size using MS Exchange or Lotus Notes as their messaging platform, or finding themselves in a mixed environment of the two. The product exists in two editions:

- **The Enterprise Edition** is designed for large-scale multi-server installations. The recommended minimum number of servers is 10, the maximum number is unlimited. The supported database is Microsoft SQL Server 7.0.
- **The Standard Edition** has been recently resumed by Hypersoft, as we have realised the equally growing demand on our product with small companies. The Standard Edition of the product does not have Agent clients, and collects all the tracking data from one single point. In this case OmniAnalyser can be installed not only on the monitored server itself, but also in any computer and collect data by network. OmniAnalyser™ in its Standard Edition is shipped with a freely redistributable Microsoft Database Engine (MSDE).

By offering the both editions we wanted to make sure that the product's flagship mail analysis and reporting features can now be available to a wider range of our clients. The special prices palette provides the flexibility of applying different standards to our customers, depending on how many servers your company runs.

Scanning Mailboxes and Public Folders

Security of the company's network is constantly remaining a target of various viruses from outside, and also the problematic contents messages resulting from improper use trends within the company's network. The scanning service of OmniAnalyser™ is providing to you all the information about your company's information stores contents.

Installed on each server as part of the OmniAnalyser Agent, the Scanning Service analyses the properties and contents of each of the server's mailboxes, highlights mailboxes exceeding the size limit and filters out messages and attachments with offensive and problematic content, by analysing the mail's subject line and properties. As a result, the information it produces allows reporting about the sizes of the company's mailboxes and public folders, and their contents.

When searching for a specific mail or attachment, you may set the filtering parameters by specifying the message or attachment ID, subject, originator or recipient, size or any travel data, as well as by submitting a keyword query. The results of analysis will be presented to you in a series of [Mailbox Size and Contents Reports](#).

A series of [Public Folder Reports](#) allow viewing all company public folders by their location and sizes, biggest PFs, new PFs with the date of their creation, as well as see what items are duplicated in several Public Folders and what are the PF replication links.

The following reports are produced from data provided by the Scanning functionality:

[Servers, Mailbox Totals](#)

[Address List](#)

[Mailbox Contents](#)

[Mailbox Size](#)

[Attachments Types](#)

[Public Folders](#)

[Public Folder Replicas](#)

[PF per Server and Site](#)

[New Public Folders](#)

[PF Item Duplicates](#)

The OmniAnalyser™ Scanning Service is a perfect tool, which helps keeping the enterprise information assets safe, allowing you to timely detect any changes in your Information Stores, and track messages with

malicious or bulky multimedia contents. All these services are part of the OmniAnalyser™ functionality, so you don't need to buy any additional software: all one needs to best understand and analyse his company's network is already there.

Security policies of each company must certainly be observed by taking the decision whether to allow scanning personal mailboxes. Totally concerned with this issue, Hypersoft offers the Scanning Device as an option pack; the span and depth of the scanning can be customised for each client personally.

Scalability

The product architecture is scalable to organisations of any size, including also sites with slow and unreliable network connections and sites without end-to-end network connectivity.

This product feature is ensured by the unique Agent-based architecture. With the network usage as minimal as only 0.2%, you have all the figures collected by distributed Agents and sent to the main analysis application by ordinary mail.

The Agents collect only the data requested by Analyser, and take care to pre-process and reduce this data before sending. Thus the traffic overhead, which results from this Agent – Analyser communication, remains at the point of 0.01 % of the average company traffic value. Thus, OmniAnalyser™ is able to measure the real numbers of your messaging traffic, with practically unlimited scalability and remaining itself totally transparent and accurate.

Other important features include

Transparency

OmniAnalyser™ is a non-intrusive software, which performs only ordinary client operations such as reading the tracking log data from servers and accessing its information stores. These operations produce no disagreeable effect on your Mail Servers' functional processes.

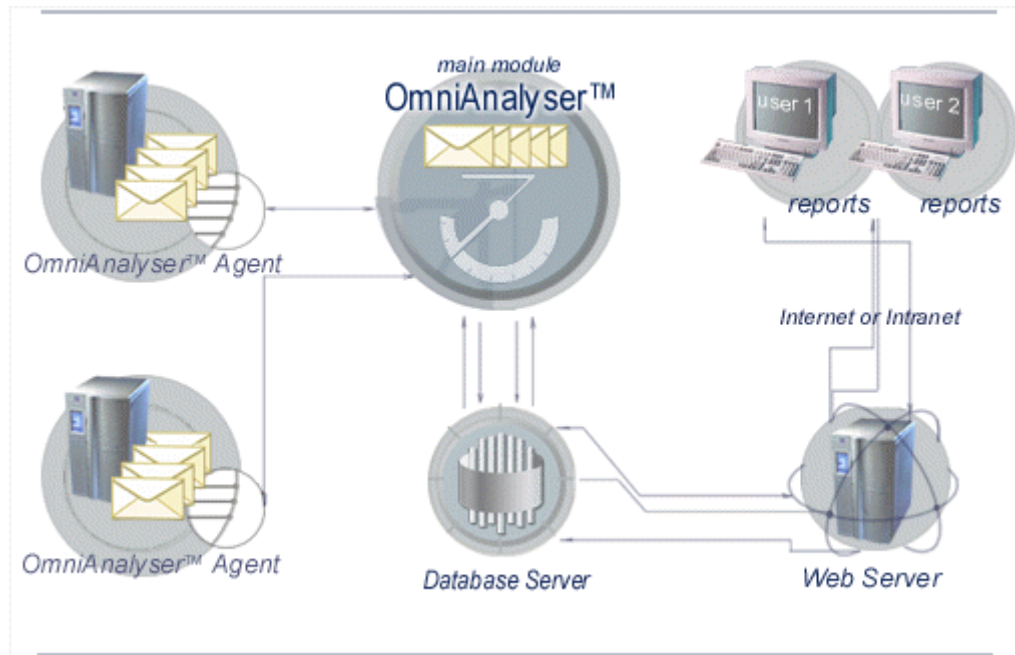
Scheduling

All data collection processes are scheduled, so that no personal assistance is needed. The Analyser application automatically sends out to the Agents requests for specific data. The frequency of these requests can be specified in the Analyser options. Upon receiving a request the Agent collects the necessary data and sends it back to the Analyser. The data insertion into the Analyser database is also automated, and is performed in reasonable batches, so as to optimise database usage. Thus, all you have to do, is open your Internet browser and view the Reports.

Integration with MS Office

All OmniAnalyser™ reports can be exported to MS Office applications at one click. 'Export' button is located in the right-lower corner of each report window.

Architectural Overview



OmniAnalyser consists of Agent clients collecting the tracking data, Analyser application, and end-user Web Reports.

Principle of Operation

OmniAnalyser™ is a distributed application, which includes the server components (OmniAnalyser Agents) working on every Mail Server, the Analyser itself working on a central integration server, where metrics are collected and processed, and the OmniAnalyser™ Reports. Its principle of operation is collecting traffic data as well as information store contents and server availability information from any number of mail servers across the organisation. This data is consolidated in a centralised database for further analysis and reporting.

In this section we shall provide to you an overview of the OmniAnalyser's architectural features, and you will also get a technical description of each of the product's functional processes.

Agent

OmniAnalyser Agent is a Windows NT service that is running on each monitored Mail Server.

To enable the analysis process, a dedicated functional mailbox is set up for every server. The Agent is monitoring this box at regular intervals. The requests for message tracking data (transmitted as usual messages) are being received and processed by the Agent, which is extracting the required information from its local mtstore.nsf (for Lotus Notes) or tracking logs MS Exchange). The Agent also performs scheduled scanning of the mailboxes and public folders on its server. Different filters may be applied locally by the Agent in order to extend the information span and align the focus, whereupon all the compressed data is sent to the central Analyser application.

Analyser

Analyser is a consolidation application.

The Analyser collects the pre-processed logs from the monitored Lotus Domino and MS Exchange Servers, processes them and inserts this data into the database. The Analyser Database contains several tables, including:

- ? Messages tracking information, with each message's ID, size, senders and recipients, and routing information from all Mail Servers.
- ? Information Store contents data

The Analyser database is maintained via the ODBC interface and may be implemented as a MS Database Engine (for small-scale installations) or as an SQL Server database (for large-scale installations).

The fully automated mechanism of OmniAnalyser™ provides scheduled delivery of the latest traffic data with no personnel assistance needed, thus saving your management costs.

More than 40 standard reports offer a big-picture view on the entire company messaging activity, all reports are Web-based, have both tabular and graph convenient view and can be easily accessed via intranet as well as via the Internet without any additional installation.

Reports

Comprehensive and highly flexible reporting is one of the major OmniAnalyser™ advantages placing this product on its leading position in the messaging solutions market. There are more than 65 Web-based reports covering all the company's messaging activities, each report carefully selected and accompanied with tools for customisation.

The OmniAnalyser Reports cover the following issues:

- All mail delivery times across enterprise
- Service Level Agreement check
- Traffic volume in your company network
- Each message parameters (ID, size, location, originator and recipient, travel history)
- Server availability times
- Server health monitoring
- Inter-site traffic statistics, replication traffic
- Message delay and NDR statistics
- Billing statistics for any user, department or site
- Mailbox Detailed Statistics: outgoing and incoming mail
- Usage trends data, top senders and receivers
- Bulky multimedia or virus messages and attachments
- Mailbox Sizes and size limits
- Mailbox contents – number of mails, and attachments statistics
- Public Folders – all company public folders, their properties and replication details
- New Public Folders, their creation date and owners
- Items Duplicated in different mailboxes

Logically all OmniAnalyser Reports are subdivided into several groups, each group serving to describe a certain aspect of your company's e-mail activities. You will find some of the reports duplicated in different groups, which means that their information span allows listing them several times. There are 5 major report groups in this product version:

- ? [Service Level](#) - reports of this group serve for checking the Service Level Agreement compliance in your company, providing you with all necessary details about the mail delivery and servers availability trends.
- ? [Traffic](#) - information about e-mail traffic statistics in your organisation, including traffic between and by company units and mailboxes, connector and replication traffic.

- ? [Servers](#) - all company servers, and their availability and traffic details.
- ? [Mailboxes](#) - this group includes reports on all aspects on mailbox level: all company mailboxes per server, each mailbox's properties and mail statistics, as well as contents information.
- ? [Public Folders](#) - information on all company public folders, their usage trends, replication, contents and PF duplicates on different servers.

Reports description

Service Level

Service Level Report

This report is one of the standard tools with the help of which OmniAnalyser allows every Service Provider or Network Administrator check to which extent the real mail delivery in the company corresponds the agreed SLA criteria.

The report shows the amount of messages delivered with a 'more than' delay (that is, messages that were delivered with delay of more than the specified value) for each day. There are four pre-defined delay values of 10, 15, 30 minutes, and 1 hour. The table also shows the total amount of messages for a day and the fraction of messages delivered with 'more than' delay from this total amount.

The start page of this report contains the 'Date' filter. Check the 'Between' box and specify the exact period for statistics in the first and second date boxes, and click 'Generate.' If you leave the 'Between' box unchecked, the resulting report will show you statistics for all dates available in the database.

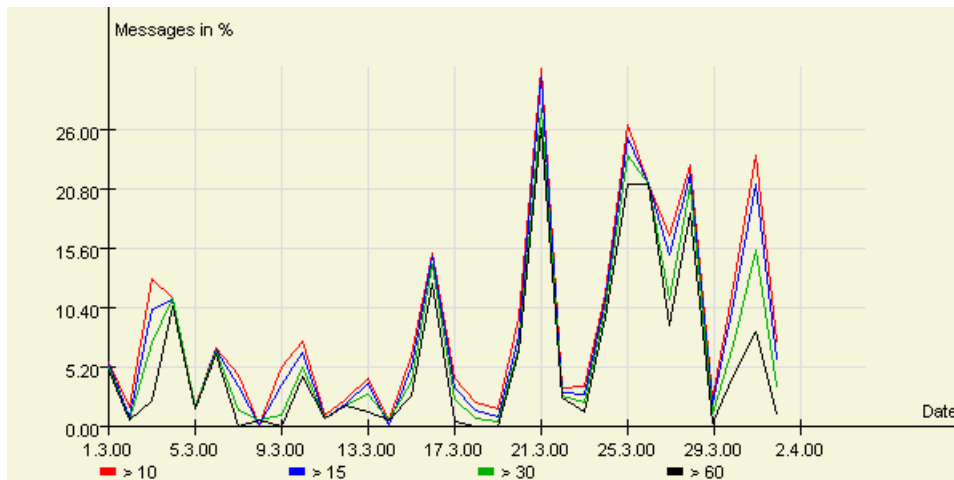
The report's table contains the following columns:

- ? **Date** — the date information is shown for.
- ? **>10 min** — shows the number of messages that were delivered with a delay of more than 10 minutes.
- ? **>15 min** — shows the number of messages that were delivered with a delay of more than 15 minutes.
- ? **>30 min** — shows the number of messages that were delivered with a delay of more than 30 minutes.
- ? **>1 hour** — shows the number of messages that were delivered with a delay of more than 1 hour.
- ? **Total** — shows the total number of messages that were sent on a specific date.

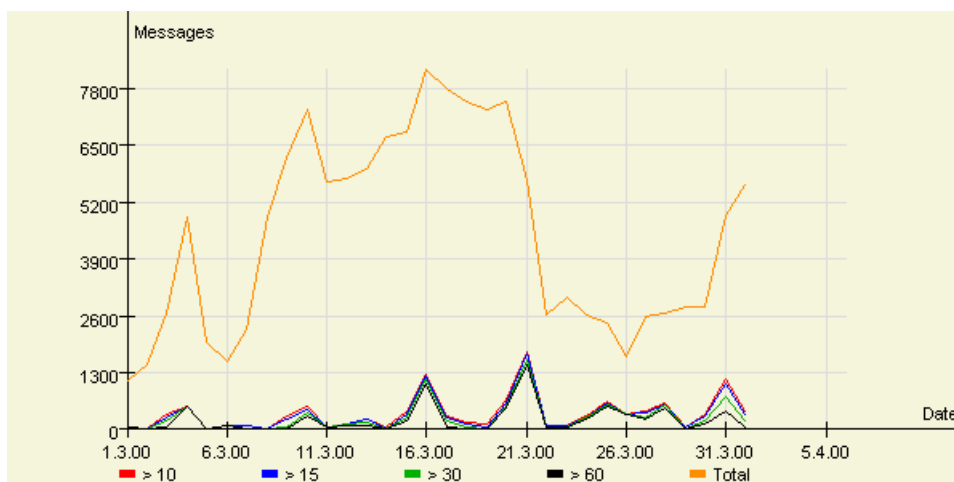
To complement this information, the table also contains columns that are marked **in %**. They show percentage of messages in the total messages amount.

It should be understood that the statistics of mails delayed for more than 10 minutes for a certain day will include in itself the amount of mails delayed for all longer time values.

You can view the information delivered by the Service Level report not only as a table, but also as a graph.



Graph showing the history of message delivery for the period from 01.03.2000 till 02.04.2000



You may estimate the SLA trends by comparing delayed mail numbers with the total mail traffic

Custom Service Level Report

This report is much like the Service Level Report, however here the message delay values may be customized by you, in order to correspond to some specific SLA check. The report contains five delay interval columns, and you may specify the interval values in OmniAnalyser Options dialog.

In Custom Service Level report you can view the information delivered by the report not only as a table, but also as a graph. To do that, you just need to click the respective 'graph' links at the bottom of the report page.

Daily Statistics Report

It shows statistics on message delivery on a more detailed – daily basis. The starting page of this report has six filter tabs:

- ? **Statistics** filter. In this filter, you may change the default settings of messages delivery delay
- ? **Date and Time** filter allows setting date and time boundaries for the report. Check 'Between' and 'Messages Sent Within' boxes to set the date and time boundaries respectively
- ? **Events** filter allows to filter out messages according to events that happened to them. The events may be set manually, and there are four presets in 'Presets' drop-down box (Delivered Remotely, Delivered Locally,

Delivered From Internet, Delivered Outbound), for each of them you can set a separate combination of events

- ? **Messages** filter. Here you can choose to include or exclude Public Folder and Directory replications in the message delivery statistics, as well as create a report for these Replications only. Filtering by message size limits is also provided
- ? **Servers** filter, when enabled, includes only messages that passed via the selected servers or server groups. In 'Show Messages' group, select one of the following options:
 - ? 'Passed at least one selected.' If this box is checked, a message will be included in the report if it passed through one or more of the selected servers.
 - ? 'Passed all of the selected.' A message will be included in the report if it passed through all of the selected servers, and, probably, some other servers that were not selected.
 - ? 'Passed only selected.' If this box is selected, a message should have passed through all of the selected and no other servers to get into the report
- ? **Server Groups** filter. Allows managing servers groups. If this filter is set on, the report will contain messages that passed via the selected server groups.

The resulting report table is structured in the same way as the tables of SLA and Custom SLA reports. However in Daily Statistics Report there is a possibility of drill-down analysis of the data, which is ensured by links attached to numbers in each delayed value column. Thus, by clicking on the number standing for the mails delayed for more than 3 minutes on a certain day, you will immediately get into the Messages Report generated specifically for these messages.

In the similar way, click on any date in the Date column, in order to have an 'Hourly Statistics Report' for this date generated for you. The '**Hourly Statistics Report**' presents to you in a graph the statistics of mail delivery for a certain date on hourly basis.

Messages Report

Information in this report serves for identifying 'bottlenecks' and transient conditions in your company's network. The report contains information about message delivery — message size, delivery time, originator, recipient, and events statistics.

This report's start page contains six filter tabs. They are '**Date and Time**,' '**Events**,' '**Mailbox**,' '**Messages**,' '**Servers**,' and '**Servers Groups**'.

The '**Mailbox**' filter allows extracting message information as per mailbox or several mailboxes, which you specify in the Correspondent List field. In order to set a definite mailbox you are to insert its unique name or any part of it into the Mailbox field. The mailbox unique name will ensure the exact identification of the definite mailbox, regardless how big your company E-mail structure may be.

For a description of other filters see [Daily Statistics Report](#).

The report contains the following columns:

- ? **Message**. Contains the message ID. By clicking on the message ID, you will have **Events Report** generated, where the detailed event statistics on the given message will be provided.
 - ? The second and the third column are message **Originator** and **Recipient** mailbox names. Clicking on these fields also result in generating Events Report.
 - ? The third column shows message **Delivery Time**, in seconds.
 - ? The message **Size** is shown in kilobytes.
 - ? '**First Event Time**' and '**Last Event Time**' show the time of the first and the last event that happened to the message respectively.
- The links on all entries in the 'Originator' and 'Recipient' fields will lead to the **Events Report** of the message you have clicked on. The Events Report contains information on all events of the selected message, event time and location, as well as the partner information.

Undelivered Messages Report

With the help of this OmniAnalyser report you can get quick view on the total of the company undelivered messages. For that you can specify the necessary filter in the right pane. There are 5 filters in this report window: Date and Time, Mailbox, Message, Servers, and Servers Groups.

The table shows quantity and percentage of messages that were not delivered by any reason. It has the following columns:

- ? Date — shows the date information is displayed for.
- ? Delivery time between 0 and 12 Hours — shows the number of messages that were not delivered; still, the latest known event happened within 12 hours from the sending.
- ? Delivery time between 12 and 24 Hours — shows the number of undelivered messages the latest known event happened between 12 and 24 hours from the sending.
- ? Delivery time between 1 and 7 Days — shows the number of undelivered messages the latest known event happened between 1 and 7 days from the sending.
- ? Total — shows the total number of undelivered messages for the date. It also counts messages with the last known event happened more than 7 days from sending.
- ? NDR — shows the number of messages, for which Undeliverable Reports were generated.

Note: 'Undelivered' messages counted in all the table columns except the NDR column, are those messages, for which none of the following events have been registered:

- ? Delivered
- ? Local Delivery
- ? SMTP Transfer Out
- ? SMTP SD Local Delivery

Mailbox filter, when enabled, let's you view the number of the messages undelivered from the specified mailbox only. If you don't use that filter you will consequently be shown the total of undelivered messages from all the mailboxes.

If you use the Message filter, you are prompted about the following choices:

- ? Include Replication Messages
- ? Don't Include Replication Messages
- ? Show Replication Messages Only

in which you can choose the suitable mode of undelivered messages view, by clicking in the necessary radio button. If you choose to include the replication messages in the report or show only the replication, the following two boxes will become active:

- ? Show Public Folder Replication
- ? Show Directory Replication

Note: By checked "Include Replication" or "Only Replication" options and the boxes PF and DIR unchecked, System Attendant mail will be included.

- ? Filter Messages By Size – allows filtering messages by their size range. Similarly with Daily Statistics Report, you may click on any number of undelivered messages in any column, in order to have a 'Messages Report' for these messages generated for you, where you may track them in detail by all their traffic information.

Servers Availability Report

This report logically belongs to both **Service Level** and **Servers** report groups, and it shows, which company servers and how long were available for their clients on certain dates. Thus, for this report you can use "Date and Time" and "Server" filters. Consequently you will see a table that contains two columns: "Server" and "Date", and a percentage row. There, the availability percentage of the selected server on the selected date is displayed.

The report contains the following columns:

- ? Servers — contains server's name.
- ? Date — shows the server's availability on each of the indicated date in per cent.

By clicking on a date in the date row, you will have a Detailed Availability Report generated for you, in which the server's availability will be given on a more precise hour-basis.

Servers	0:00-2:00	2:00-4:00	4:00-6:00	6:00-8:00	8:00-10:00	10:00-12:00	12:00-14:00
CHICAGO	100%	100%	100%	100%	86,36%	75%	27,27%
FRANKFURT	100%	100%	100%	100%	45,45%	66,67%	100%
HAMBURG	100%	100%	100%	100%	94,12%	100%	100%
KYOTO	100%	100%	100%	100%	100%	-	100%
NY	100%	100%	100%	100%	100%	100%	100%
OSAKA	100%	100%	100%	100%	100%	100%	100%
TOKYO	100%	100%	100%	100%	100%	-	100%

The Availability Report provides you with necessary information about the functioning of the company servers, so that you are sure to notice and fix any faults in time.

Traffic Level

Traffic by Units Report

Between_Servers_Aug2000_with_cost				
Saved 9/22/00 11:22:02 AM				
Origin	Destination	Sent Mail	Sent Size (KB)	Sent cost (DM)
MARSEILLE	MARSEILLE	6612	262058	131.03
BERLIN	MARSEILLE	6461	220950	110.47
MARSEILLE	NY	5905	215295	107.65
NY	MARSEILLE	5732	193420	96.71
TOKYO	MARSEILLE	5469	156260	78.13
BERLIN	NY	4878	138571	69.28
BERLIN	BERLIN	4830	112374	56.18
MARSEILLE	BERLIN	4571	100836	50.42
TOKYO	BERLIN	4086	101127	50.56
NY	BERLIN	3959	65503	32.75
TOKYO	NY	3873	87542	43.77
NY	NY	3841	66584	32.29

A table from the Traffic by Units report

This report shows the traffic volume between or by mail users and their groups. In the report start page filter you can choose to generate a report 'Between Groups' or 'By Groups' (mailboxes, servers, departments,

offices etc.; the default groups are taken from your Address Book, but you can create other servers groups on the ['Servers Groups and Attributes'](#) page).

Other filtering options include:

- ✎ **Display Top** - allows you specifying a top units number, you want to know the statistics for. Thus you escape from the full list of your company's servers, but only get the figures for the top 10 or 20, for example.
- ✎ **Internet Mail** - by checking this box you request only the Internet mail traffic data in the report. At the same time you are prompted to exclude or include definite domains. For example, if you check 'Only Domains', write 'yahoo.com' in this field and then click 'Generate', you will get a report, showing you all the mail sent or received in your company from www.yahoo.com during the specified period.

The **'Date'** filter in the 'Traffic by Units' report contains the options: **'This Month'**, **'Last Month'**, and **'Other Date Interval'** allowing user to specify more flexibly the exact time period, for which he needs the statistics.

By enabling the **Cost** filter you ensure that your messaging costs will be shown in the generated report.

For more convenient report data retrieving and usage, there have been introduced two more options on the first report page:

- ✎ **Save the report into database after generation** - by checking this box you automatically save the report into the reports database.
- ✎ **Re-generate report if already present** - allows re-generating the last saved report, instead of viewing the new one.

Now the database contains all the saved reports data, which may be retrieved in no time, when necessary. With the 'Traffic by Units' coupled by the 'Sites and Types Traffic Report' you get the complete information on your company's messaging activity as per all its structural units. You are free to create any number of units, classifying them by country, mailbox, office, department, and any other attributes that may be important.

Mailbox Statistics Report

Mailbox Statistics				
Last database update: 14.04.2000 12:50:54				
Database contains information for period from 29.11.1999 00:00:37 to 13.04.2000 23:59:16				
Mailbox:	Total sent:	Total sent size(KB):	Total received:	Total received size (KB):
AlvinG	248	1687,7	439	6252,2
AmyM	9	157	3	6,4
AntonioA	4	18,6	6	66,3
BenB	498	24739,3	492	26562,9
BernN	10	247,9	4	4,9
CarineK	27	240,7	35	7104,7
CarolinaG	27	45,6	7	14,7
CharlesC	8	13,6	3	4,5
CharleyV	141	489,2	14	190,9
ChristianW	23	105,5	13	44,5
DanielM	170	1873,1	36	506,5
EmmanuelP	2	3,6	0	0
GeorgS	3	43,7	40	249,1

The report shows the number of sent and received mail as well as mail size, in Kb, for each mailbox. The leftmost column is the mailbox name. If you want to view the detailed information for a mailbox, click the mailbox name, and the 'Mailbox Detailed Statistics' reports described below will be generated.

Designed mostly for a small to mid-size organisation, this report provides detailed statistics on each and every mailbox.

Mailbox Detailed Statistics Reports

There are two Mailbox Detailed Statistics reports — one for Incoming, second for Outgoing mail. They show the quantity of messages, their fraction in the total amount of sent or received messages, sent or received size, and its fraction in the total messages size.

The Mailbox Detailed Statistics report For Outgoing Mail can be opened either by clicking on a message ID in the table of the Mailbox Report, or by choosing the report separately. If you opened the report from Mailbox Statistics Report, the mailbox name will already be present in the dialogue, and you only need to click 'Generate'. If opened from OmniAnalyser Reports start page, type in any part of the desired mailbox name or copy the name from Address Book if you wish to specify the exact name. You may also set the time period by checking the '**Between**' box. Check '**Show Costs**' box to add costs information to the report.

The report's table contains the following columns:

- ? **Destination/Originating Mailbox** — the mailbox that received a message for outgoing mail statistics, and the one that sent a message for incoming one.
- ? **Sent/Received Messages Quantity** — the number of messages sent to or received from the mailbox.
- ? **% messages** — weight of the message quantity as per mailbox in the total amount of sent or received mail by all mailboxes.
- ? **Total Sent/Received Size (Kb) and in per cent** — the size of sent or received mail, in kilobytes.
- ? **Total Cost** – cost chargeback information.
- ? **% size** — weight of the message size in the total amount of sent or received mail size by all mailboxes.

At the bottom of the resulting table click 'Show outgoing detailed statistics report' or 'Show incoming detailed statistics report' respectively to switch between the two reports.

Sites and Types Traffic Report

This report provides information on your company messaging traffic by or between the company sites, SMTP mail volume and volume of mail sent to other addresses types.

The starting page includes the 'Messages', 'Date' and 'Cost' filters. In the 'Messages' filter you can check the 'Include Replication' box in order to complement the report with Exchange Directory, Information Storage and System Attendant messages replications sent by or between the specified sites.

By checking the 'Internet Mail Only' box, you request the reporting on all the Internet mail sent and received by your company sites.

Replication Traffic Report

Shows public folder and directory replication traffic by or between servers and groups of servers. This report, like the 'Traffic by Units' also contains the 'Groups' and 'Date' filters, where you may choose any servers and date respectively. You can also specify the top number of servers groups you want the report generated for. The table contains the following columns:

- ? **Origin.** Contains the name of replication mail origin (server, server group or any other group specified in the Group box.
- ? **Destination.** Replication mail destination.

- ? **Sent Mail.** Amount of replication messages sent between the indicated originator and destination.
- ? **Sent Size (Kb).** Replication mail total size.

Servers Traffic Report

On the start page, there are 'Date and Time', 'Messages', 'Cost' and 'Servers' filters. (See their descriptions in other reports above.)

With the help of this report, you can determine the amount of messages that passed via specific servers. This report is a table that contains three columns:

- ? **Server** — server information in the row is displayed for.
- ? **Total messages processed** — the number of messages the server processed.
- ? **Total processed volume**— the size of messages the server processed, in kilobytes.

Connector Traffic Report

This report shows what mail servers your organisation sent mail with, as well as how many messages came to your organisation servers. It also shows how many messages passed through your organisation connectors.

The report starts with a partner list, containing all names of your company connectors and Internet domains. To view a detailed report on any connector traffic, set filtering criteria on the filters bar, and click on the connector or domain's name. In the window that the report generates, you will see a table that contains three columns - 'Partner,' 'Processed Messages' and 'Processed Size.' This is the traffic information for the specified partner.

If you want to change the filters for the report, go to the right filter pane, set the desired values and click 'Regenerate Report.' Or, click 'Back to Partners List' to get back to list of partnering servers.

Server Level

[Server Traffic Report](#)

Servers - Mailbox Totals

The report shows for each server the number of its mailboxes, their total size and number of mailboxes exceeding storage limits. The 'Date' and 'Servers' filters allow specifying the necessary servers or groups of servers, and the date for report generation. The report table will contain the following columns:

- ✎ **Server** - the company mail servers
- ✎ **Total No. Mailboxes** - total number of mailboxes for each server
- ✎ **Mailboxes Total Size (KB)** - total size in kilobytes of all the mailboxes on the server
- ✎ **Mailboxes with Warning** - number of mailboxes with size warning
- ✎ **Prohibit Send/Receive Mailboxes** - number of mailboxes, for which a Send/Receive Prohibition was generated.

At the bottom of the report click on **Previous Day** or **Next Day** in order to get a report for the last or the next date available in database.

PF per Server and Site

In this report you can see how many public folders there are on any of your company servers, and the total

size of these public folders, in MB.

In the filter you can set, for which date you need the statistics, and what for what company units this information should be generated. These may be servers, server groups or any other logically or physically selected units. To set the units, go to 'Server Groups And Attributes' page.

Server Availability Report

Server Health Report

Availability and Servers Health reports operate on the following basis: each Agent periodically sends ping messages to the Analyser. If there have been no incoming ping messages from an Agent for several minutes (these values are specified in Tools/Options/Server Health), a Warning or Error state is set for the server the Agent is installed at. The addresses ping messages have to be sent to be contained in Servers.ini file. Each address in Servers.ini should be separated by 'Enter.'

This report shows the current state of your Exchange or Domino servers. With the large number of servers in your company, this report provides you with necessary details about each server's availability.

Each server periodically sends ping messages to prove its availability. Thus, displayed in the report table are the server's name, its status and the last response time in 3 columns respectfully. Three images of blue, yellow and red colours in the "Server"-column correspond to a definite status, blue - OK, yellow - Warning, and red - Connection Lost.

You can set the Warning and Error delays in OmniAnalyser's main application. Select **Tools/Options/Server Health** and specify necessary values there.

This report contains the following columns:

- ? Servers — shows server names and icon corresponding to their status.
- ? Status — describes the server's status.
- ? Last Probe — shows the time of the server's last response, local time.
- ? Received — shows how many minutes ago the last response from server came.

Servers Health Report			
Warning Level Delay: 15 min.			
Error Level Delay: 30 min.			
Servers	Status	Last Response Local Time	Delay
😊 CHICAGO	OK	27.03.2000 17:53:00	6 minutes
😊 HAMBURG	OK	27.03.2000 17:53:00	6 minutes
😬 KYOTO	Warning	27.03.2000 17:38:36	21 minutes
😊 NY	OK	27.03.2000 17:53:00	6 minutes
😡 OSAKA	Connection Lost	27.03.2000 17:25:12	34 minutes
😊 TOKYO	OK	27.03.2000 17:53:00	6 minutes

Mailbox Level

[Mailbox Statistics Report](#)

[Mailbox Detailed Statistics Report](#)

Address List

This report is table that shows detailed description of entries of your company's Address Book. In addition to first and last names of a mail recipient, it also shows its address, location server, display name and mailbox.

The report's start page contains only one dialogue field. To find a mailbox type in any part of Display Name or Alias and click **Find** or just **Enter** key. A list of all matching entries will be shown. If you leave the **Find** box empty and click **Find**, the entire list of company addresses will be shown.

Location server is a server where the recipient's mailbox resides. Display name is the recipient's name in the Address Book.

Click on the mailbox name to receive **Mailbox Properties** report. In it the mailbox owner's first, last and display name as well as the location server and Address are shown.

[Servers, Mailbox Totals Report](#)

Mailbox Size Reports

This report belongs to the group of reports ensured by the OmniAnalyser Agent Scanning Service, which is scanning all the mailboxes and public folders on its server, and is another outstanding feature of this product version.

The report shows number of mails, their sizes, quotas and mailboxes over their quotas by server and date. The filtering options include

- ✎ **Date** – the date you want to get the statistics for (automatically the box will contain the date set by last generated report)
- ✎ **Servers** - here you may specify the servers or/ and server groups, for which the report will be generated
- ✎ **Mailbox** - here you may check '**Warning mailboxes only**' to view the size statistics on mailboxes, for which a size limit warning was generated. The '**Display Top**' box allows you specifying the top mailbox number.

The resulting report table includes the following columns:

- ✎ **Mailbox** – name of the mailbox
- ✎ **Total No. Messages** – the total number of messages found in the mailbox
- ✎ **Total Size (KB)** – the total size of the mailbox messages in kilobytes
- ✎ **Issue Warning Limit (KB)** – the ultimate size limit for the mailbox, exceeding which results in issuing a Warning
- ✎ **Prohibit Send Limit (KB)** – the ultimate size limit set for the Sent folder, exceeding which causes blocking of further folder use
- ✎ **Prohibit Receive Limit (KB)** - Prohibit size limit for the Inbox folder, exceeding which totally blocks the mailbox
- ✎ **Over (+)/Under (-) Warning Limit** – shows the mailbox usage size left till (-) or exceeding (+) the Warning Limit

At the bottom of the report click on **Previous Day** or **Next Day** in order to get a report for the last or the next date available in database.

Mailboxes Contents Report

The report's filter contains the 'Date' and 'Servers' tabs, where you may specify the definite time period and servers or groups of servers, for which the report is to be generated. One more filtering opportunity under the 'Message' tab allows you to type in a part of message or attachment title for searching, as well as defining the message lower size limit in bytes, kilobytes and megabytes.

The resulting table will show you statistics on all the messages and attachments containing the specified keyword, mailbox, server and folder of their location.

The Mailbox Contents Report is a perfect source of information to offer the company Network administrator, when he/she needs to know about all the malicious contents and any other specific messages and attachments entering his company network.

Attachments Types Report

In this report you may view all the attachments statistics per your company servers, including their size and volume. In the 'Messages' filter specify the types of extensions, such as 'gif', 'mp3', 'exe' or any others, and click 'Generate'. The report will offer the figures for any specified time interval. The other filters are 'Date' and 'Servers'.

Public Folder Level

[Replication Traffic Report](#)

Public Folders Report

This report provides full information on all company public folders. The start page includes the 'Date' filter, which allows you viewing public folder statistics for any particular date.

In the 'Public Folders' dialogue field type in the path to public folder, or at least any part of it. If confused, the Analyser will report on all public folders containing the specified path value.

The report's table contains information on each PF's size, last modification date, owner and location.

Public Folder Replicas Report

This report displays replicas servers for any given public folder. As in the previous report, type in the path to the public folder or its part, in order to generate the report for a specific public folder.

[PF per Server and Site](#)

New Public Folders

In this report you may see all newly created public folders in your organisation. The report has only 'Date' filter, where you can set, for what time period you want the statistics on new public folders. There are three options here:

- ? Last Month - report is generated on the data for the previous month
- ? This Month - report is generated on the data for the current month
- ? Other Date Interval - when this option is chosen, a new dialogue opens, where you may choose a particular time interval.

The report table contains three columns: 'Owners', 'Public folder path', and 'Date and time of creation.'

Public Folder Item Duplicates Report

This report lists documents that are published more than one time in company public folders.

In the filter you can select a criteria for the search of duplicates

- ? By Name - will highlight documents with identical names, found more than once in company public folders
- ? By Size - will find documents with identical size
- ? By publication date - will find documents published on the same date

There are four columns in the table: 'Document Name,' 'Public Folder Path,' 'Size' and 'Publication Date.' The column(s) of selection criteria are highlighted in lighter colour. If you have specified several criteria, Analyser will base the report on all the criteria in combination.

Servers Groups and Attributes

Servers Groups and Attributes

<p>Attribute's name:</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">Countries</div> <div style="border: 1px solid #ccc; padding: 5px; min-height: 100px;"> CHICAGO MARSEILLE NY OSAKA PARIS TOKYO </div>	<p>Servers with the same value:</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">Germany</div> <div style="border: 1px solid #ccc; padding: 5px; min-height: 100px;"> BERLIN HAMBURG </div>	<p>Current values of the attribute:</p> <div style="border: 1px solid #ccc; padding: 5px; min-height: 100px;"> (Empty list) </div>
<div style="margin-bottom: 10px;">>></div> <div style="margin-bottom: 10px;"><<</div>	<div style="margin-bottom: 10px;">>></div> <div style="margin-bottom: 10px;"><<</div>	

This page is a place where you can create the servers groups that are used in most of the OmniAnalyser™ reports. You do so by specifying a certain attribute, by which you want a particular servers group to be classified. For example, you may create such attribute as 'Countries' and then group all your company servers by the country of their location. Besides, you are free to create any other server groups, upon your wish.

Click on '**View and Edit Existing**' link in order to open another page where you can delete or edit as well as view the already existing groups.

Report Viewer

Report Viewer is another OmniAnalyser™ reports complementing page, which offers you a list of all the saved reports, listed by the names under which they were saved (make sure to name the reports so that you will be able to recognize and quickly find them again, if necessary). By choosing a report and clicking 'Show' you retrieve the report from the database and may view it full-size.

The possibility to save and then view the OmniAnalyser™ Reports has been introduced to provide our customers with constant access to the history of their company mail messaging activity. Estimating the mail traffic trends and using this data to plan for chargeback or future system enhancement, locating the non-secure servers and tracing the malicious contents messages or attachments, as well as other E-mail

management tasks, now have more solid ground, as all the mail statistics can be saved and then used when necessary.

Report Customisation

The image displays two side-by-side screenshots of a web-based report customization interface. Both screenshots show a top navigation bar with 'Statistics', 'Date and time', 'Events', 'Messages', 'Servers', and 'Servers groups' tabs. The left screenshot is in the 'Messages' filter tab. It features a checked 'Enable filter' checkbox. Below it, 'Show messages passed:' has three radio button options: 'at least one selected' (selected), 'all of the selected', and 'only selected'. There are two dropdown menus: 'Servers:' with 'BERLIN' selected and a '+' button, and 'Servers groups:' with 'MailServers' selected and a '+' button. A large empty rectangular box is at the bottom. A 'Generate' button is at the very bottom. The right screenshot is in the 'Replication messages are:' filter tab. It has three radio button options: 'included' (selected), 'not included', and 'only replication'. There are three checked checkboxes: 'Show PF replication', 'Show DIR replication', and 'Message size filter:'. Below these, there are two input fields for message size limits: '1' with a 'KB' dropdown and '5' with a 'MB' dropdown. A checked 'and less than:' checkbox is also present. A 'Generate' button is at the bottom.

Although OmniAnalyser™ Reports have gone through careful and client-oriented improvement and tuning so that they now reflect the most critical messaging statistics, we realise that each customer might want to have his own personal angle of reporting. For that reason all the reports have been provided a filter set that enables you to transform any report in such a way that it presents only those figures, which are of the utmost importance to you now.

Each filter bar has several boxes, which, when checked, allow confining your query to only a desired information span. For example, in the Message Filter tab above, by checking the “ Replication Messages Included” box and then specifying the message size limits, you will be able to get the full statistics on all undelivered messages in your company, during the specified period.

Exporting OmniAnalyser™ Reports

All OmniAnalyser™ reports exist in the Web form and have both tabular and graph views, so that you could quickly get convenient and big-picture view on your company’s messaging activities.

However, for better convenience reports can be easily exported in any of the MS Office applications. So, you are free to choose the way you want the information to be presented.

Understanding Analyser Operating Procedure

This section contains a brief technical description of the main procedures that take place by deploying Hypersoft OmniAnalyser™ in your company. We have supplied this information so that you could see the product's architecture at hand, and so get quick understanding OmniAnalyser's main processes.

Overview

OmniAnalyser™ is a client-server software application for monitoring messaging traffic in Microsoft E-mail and Lotus Notes organisations.

The principle of operation of OmniAnalyser is collecting the required information from the E-mail tracking logs and/or Mail Tracking Store database and summarising this data in a centralised database for reporting and analysis.

On every server involved into the analysis process there is a separate instance of the Hypersoft OmniAnalyser Agent service. This service constitutes the client part of the OmniAnalyser application and is responsible for receiving requests for tracking logs, pre-processing of the log data and dispatching the compressed tracking log information to the server application.

The central (server) application is collecting the pre-processed logs from the involved Mail Servers and is maintaining the tracking database with routing and delivery time information. The central OmniAnalyser application and the Agent services communicate over the existing messaging transport.

The tracking database is maintained via the ODBC interface and may be implemented as an MS Database Engine (for small-scale installations) or as an SQL Server database (for large-scale installations).

For each message within the organisation a record is included into the tracking database, where its message ID, size, senders and recipients, and routing information from all Exchange or Lotus Domino Servers is contained. This allows examining integral characteristics of the Mail Server installation (such as total traffic or mail delivery time) as well as to investigate specific routes or servers to identify bottlenecks.

Servers health and availability information is available due to scheduled servers probe messages and the availability logs, which are generated by the Agent on the daily basis and are sent to the Analyser.

A [Hypersoft Scan Agent](#) is installed on each server together with every Agent, and is performing scanning of the server's mailboxes and public folders, extracting information about the information store parameters and contents, as well as allowing to search for any specific details within that data.

System requirements

Hardware Requirements

Hypersoft OmniAnalyser™ will run on all systems with the software components listed below, but it is recommended that you have minimum a Pentium II-300 processor with 128 MB of RAM. Recommended configuration is a machine with two processors and 1 GB of RAM. If you use a database located on a remote computer, a 100 Mbps network adapter is also preferable.

Disk space

Traffic volumes in an organisation determine disc space required. For an enterprise with 200 thousands mails per day 5 GB is required to store data for one month. For a large installation it is recommended to place the database on 30 – 50 GB drive.

Software Requirements

Hypersoft OmniAnalyser™ requires the following system configuration:

- ? Windows NT 4.0/Windows 2000 Workstation/Server
- ? Microsoft SQL Server 7.0 or later, Service Pack 3 or later recommended
- ? Microsoft Internet Information Server 4.0, 5.0 or later (for publishing OmniAnalyser Reports)
- ? Internet Explorer 5 or later (for viewing web based reports)
- ? MS Outlook or Microsoft Exchange Client with Microsoft Exchange Server provider (OmniAnalyser™ For Exchange)
- ? Lotus Notes 5.0 or later (OmniAnalyser™ For Lotus)
- ? Microsoft Data Access Components. (Re-distribution included)
- ? Pkzip.exe and Pkunzip.exe (Re-distribution included)
- ? Microsoft Exchange Server 4.0, 5.0, 5.5 and 2000 with any service pack OmniAnalyser™ For Exchange)
- ? Domino R5 Server

Hypersoft Exchange Agent requires the following system configuration:

- ? Windows NT 4.0/Windows 2000 Workstation/Server
- ? Pkzip.exe and Pkunzip.exe (Re-distribution included)
- ? MS Outlook or Microsoft Exchange Client with Microsoft Exchange Server provider OmniAnalyser™ For Exchange)
- ? Lotus Notes 5.0 or later (OmniAnalyser™ For Lotus)
- ? Microsoft Exchange Server 4.0, 5.0, 5.5 and 2000 with any service pack OmniAnalyser™ For Exchange)
- ? Domino R5 Server

Supported databases

- ? Microsoft SQL Server 7.0 and higher
- ? MSDE 1.0 and higher (re-distribution included).

Understanding Analyser Operating Procedure

OmniAnalyser is shipped in two versions: Hypersoft OmniAnalyser™ Standard Edition and Hypersoft OmniAnalyser Enterprise Edition.

The OmniAnalyser software (OmniAnalyser Agent) has to be set up on each monitored Mail server and on a central computer, which will be used as a consolidation server.

An appropriate ODBC data source should be configured pointing to a database, which will be used for traffic analysis and Analyser should be configured to use that data source as well as its designated mailbox.

After mailboxes for each monitored server are created and their addresses are added to the Server view of Analyser, the software can be used for analysis. It is important to allow enough time to replicate the addresses for the new mailboxes across the entire organisation and make sure that the service account is available to all agents in a possible multi-domain configuration.

The operation of the software can be easily monitored with an Outlook client to make sure that the system is functioning properly.

To initiate analysis, the **Tools/Process Logs** command is to be issued. OmniAnalyser will open the log directory on the servers you selected, take all the necessary information from logs and add the information to

the local database on the computer with OmniAnalyser. If Analyser did not find information satisfying the conditions you set, it will inform you about it in the Info bar, which is located at the bottom of the screen.

In OmniAnalyser Enterprise Edition, the **Send requests** menu command has to be issued. The requests can be watched as outgoing mails in the Analyser mailbox, one per every destination server.

Soon after that the requests can be seen arriving into the agent's mailbox. Agent is scanning this mailbox at regular intervals (10 minutes by default), so the requests will be seen disappearing from the agent's mailbox. Immediately after that the agent is sending the zipped log information back to the Analyser (this activity is also logged and can be watched in the Windows NT application log).

Simultaneously, Agent logs the status if it could open its mailbox or not into special Availability logs. Those logs are sent back to Analyser together with message tracking information.

When the pre-processed logs arrive into the analyser mailbox, they can be seen there as messages with attached zipped files, one message for every day and every server. So, if Analyser requested tracking information for 7 days from 5 servers there will be 35 responses in Analyser's inbox.

At this point **Get responses** can be selected in the Analyser. It will then process the logs, insert them into the database and calculate important statistics. The result of this can be seen, for example, in the **Summary** view of Analyser. Servers Availability can be viewed in the Availability report.

There is no need to wait until all logs arrive into the Analyser mailbox. If some of the logs are missing, an error message will be posted by Agents or/and an error record will be made to the **Request Tracking** view of Analyser.

In large messaging organisations the tracking data processing could be quite time consuming, therefore it is recommended to let it run overnight. The total time of 3 to 8 hours has to be expected to handle incoming logs for one day from all servers in a large organisation. Thus, the traffic information for a specific business day becomes practically available one business day later.

The service level report is available immediately after the tracking data processing is completed and is shown in the **Summary** view of Analyser. Other reports, such as a detailed list of all messages delivered with delay more than one hour, will require some additional time.

Besides, every time Agent wakes up it sends a ping message to OmniAnalyser. An address of Analyser is specified in servers.ini file in the folder where Agent is installed. OmniAnalyser retrieves those pings and shows Servers Health status in the real-time Servers Health report.

Why OmniAnalyser™?

This section will tell you some other important information about our product, and also explain the support and service possibilities our customers receive. In conclusion you will get a short recap of OmniAnalyser's main features, which ensure its leading position in the market for Exchange and Lotus solutions.

Exchange 2000

OmniAnalyser™ exists now in several versions, each new version being a functional enhancement of the previous. Hypersoft has been constantly developing its product, taking care that it is compatible with newly emerging technologies; introducing Web-based reports, and later leveraging SQL Server advantages are most vivid examples.

The company now continues this tradition by showing complete compatibility of OmniAnalyser™ with Lotus Domino R5, Microsoft Exchange 2000 and Windows 2000 platform. Our goal is to provide our client with a product, which is able to ensure long-term and fully reliable mail measuring service.

Services and Support

Support

Our main concern always is our clients' satisfaction. We realise the business-critical environments, in which our product is used, and offer a wide range of services and support options to our clients.

Free information support includes

- ? Web site troubleshooting and FAQ
- ? Hypersoft latest products documentation
- ? Around-the-clock telephone and e-mail information support
- ? OmniAnalyser™ Technical Manual
- ? Advanced OmniAnalyser™ Help files

To ensure the satisfaction of all our customers' business needs, we offer an Annual Support Contract, which includes 2 days in a year of the all covering on-site support plus free distribution of the product's new versions.

Services

Hypersoft provides a wide range of client services, which include

- ? Product installation
- ? Professional training
- ? Customisation of OmniAnalyser™ reports. All the customised reports are subject to our standard product support.

Conclusion

By now many companies have already made their choice and deployed Hypersoft OmniAnalyser™, which has been available at the market since more than one year and is delivering today to a number of our customers worldwide rich reporting functionality. We are pleased to see that different companies are following the concepts, pioneered earlier by Hypersoft, in their product development.

In conclusion you are suggested to review the whole list of features that our product has to offer your business today:

Scalability. Standard and Enterprise Editions are available

Transparency. The product is non-intrusive into your network processes

Fully automated mechanism. Resources costs are saved

Integration with MS Office. All reports are exported to the Office applications at one click

Compatibility with Lotus Domino R5, Exchange 2000 and Windows 2000. Constant product development, matching the IT progress

More than 40 standard reports offering a big-picture view on the entire company messaging activity; all reports are Web-based, have both tabular and graph convenient view and can be easily accessed via intranet as well as via the Internet without any additional installation.

Report Customisation. Applying an extensive set of filters you may tune the reporting parameters any way, and so create your own personalised reports

Services and Support. Hypersoft provides a wide range of services and support activities, including installation, new reports, product upgrades and on-site support

The applications of OmniAnalyser include

- ✍ Monitoring the Service Level Agreement compliance.
- ✍ Cost chargeback.
- ✍ Complete mail statistics collection, estimation of usage trends and other management tasks.
- ✍ Checking the mail system configuration correctness, capacity planning, and other system management activities.

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About ReSoft

ReSoft International is an independent integrator and reseller of best-of-breed software technologies that address Email & Instant-Messaging Security, Regulatory Compliance and Storage Relief.

ReSoft has, for over 11 years, acted as a trusted advisor to hundreds of organizations, applying the relevant technologies and techniques from its broad set of Email & IM Security tools to reduce liability risks and save time.

Review the ReSoft website if you are seeking ways to:

- reduce Mailbox Sizes and manage Retention & Quotas in your Lotus Domino & Microsoft Exchange systems
- reduce Usage Violations, Loss of Intellectual Property & SPAM in Email, Webmail and IM
- make Email & IM delivery more Secure to meet HIPAA, GLB, SOX etc.
- make Exchange OWA & Outlook Calendar more Usable and Secure
- undertake Legal & Regulatory Discovery Searches of Email and IM archives
- measure email/web Bottlenecks, Availability & Cost-Recovery
- proactively defend against Spyware, P2P, Worms and other emerging threats

"Frost & Sullivan believes that Re-Soft's main competitive advantage lies in its ability to offer a complete solution for the content security space that more specialist vendors are not able to match. This strength is likely to have a positive effect on the company's growth in the market."
Frost & Sullivan.

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