

Microsoft Exchange Server

End-to-end service management with System Center Operations Manager 2007

The availability of Microsoft® Exchange is critical to corporate collaboration, and is often governed by aggressive Service Level Agreements. Customers today are challenged to provide around-the-clock availability of their globally distributed and business critical messaging infrastructure. When issues arise they must have the expertise to quickly identify the source of the problems and resolve it.

Microsoft System Center Operations Manager 2007 helps you solve the end-to-end Exchange service management challenge. System Center Operations Manager 2007 is the end-to-end service management solution that is the best choice for Microsoft Windows® because it provides easy integration with Microsoft software and applications and intelligent monitoring and reporting, helping you increase efficiency while enabling greater control of your Information Technology (IT) environment. Operations Manager enables you to focus your time and resources on initiatives that add value to the business.

The Exchange Server Management Pack extends System Center Operations Manager 2007 with expert knowledge to discover, monitor, troubleshoot, report on, and resolve problems for Microsoft Exchange Server and end-to-end Exchange services.

Exchange Server Monitoring Benefits

System Center Operations Manager 2007 provides end-to-end service monitoring of the entire messaging service; from e-mail clients to the complete back-end server applications and hardware. The Operations Manager 2007 Management Packs for Exchange Server contains expert knowledge and best practices directly from the developers and designers of Exchange Server. Messaging and IT Administrators access this knowledge and other monitoring tools easily through the Operations Manager 2007 Operations Console. Tools such as Microsoft Windows PowerShell™ scripts can be launched directly from the console or directly from tasks embedded in the event knowledge. Administrators can perform administrative tasks faster by not having to constantly switch between tools to run common tasks.

The monitoring of Exchange Server also:

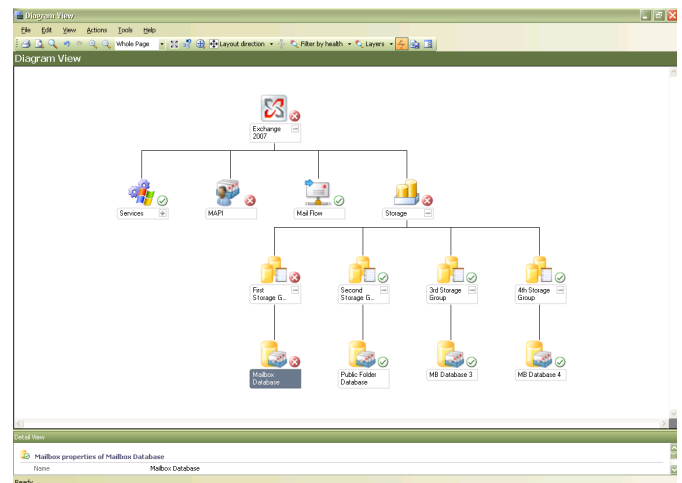
- Improves service levels and visibility with end to end service management of the entire Exchange messaging service
- Enables Exchange Administrators, Operations and IT Management teams to more easily identify and resolve issues affecting the health of distributed Exchange messaging service
- Accelerates problem resolution by using expert knowledge for Exchange
- Lowers support costs by integrating and extending problem reporting and operations monitoring to client systems

- Reliably and securely scales management responsibility across teams and infrastructure with a scalable role-based architecture
- Reduces Exchange Management complexity by automating routine administration tasks

End to End Service Management

The Exchange Server Management Pack for Operations Manager 2007 allows administrators to see their entire exchange messaging environment and monitor it as a distributed service. This allows them to monitor individual server as well as individual components which make up the service Exchange Server supports. End-to-end service management features include:

- Integrated application, client, server, synthetic transaction monitoring in a single end-to-end solution
- Exchange service oriented views and availability reporting that enable the Exchange Administrator, Operations and IT Management teams to get the information they need to quickly identify and resolve issues that impact service levels
- End-user perspective of Exchange availability and service availability through synthetic transactions
- Availability and health of the whole service and individual components



Best of Breed for Exchange Server

System Center Operations Manager 2007 is best of breed for Exchange because it includes expertise from the Exchange team providing you with knowledge and capabilities to drive greater efficiency. System Center Operations Manager 2007:

- Includes the Exchange Management Pack with prescriptive knowledge and automated in line tasks created by the





Exchange team and verified in real world production deployments to improve monitoring, troubleshooting, and problem resolution for Exchange server components

- Provides proactive problem management and troubleshooting of servers running Exchange Server to accelerate the identification and resolution problems.
- Provides comprehensive collection of Exchange-related operating systems metrics for reporting and capacity planning

Increased Efficiency and Control

System Center Operations Manager automates routine, redundant tasks, and provides intelligent reporting and monitoring to help increase efficiency and enable greater control of your Exchange environment, because it:

- Maximizes use of Microsoft Active Directory® Domain Services and the Windows operating system for easy system discovery and more secure, automated remote deployment of agents that automatically connect to management servers to deploy the available and appropriate management policies.
- Includes rich new reports and an easy-to-customize reporting environment, bringing additional insight to troubleshooting and planning
- Builds on Windows PowerShell and provides an SDK that enables secure scripted automation across the Operations Manager 2007 environment
- Scales to support organizations with hundreds of IT operations users, tens of thousands of managed servers, and hundreds of thousands of managed clients through highly scalable management servers that can be tiered to provide consolidated views of the entire enterprise
- Minimizes false alarms by introducing self tuning monitoring thresholds that “learn” and adjust alerting behavior to the normal business usage patterns of applications and systems

Management Pack Features

Monitoring Features

- Core back-end MAPI Synthetic Logon
- Front-end synthetic logon transactions (OWA, OMA, EAS)
- Mail Flow monitoring
- Database status/size
- Exchange Services monitoring

Reports

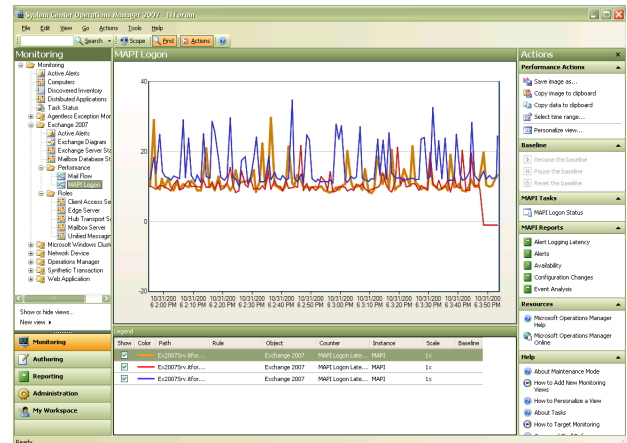
- Availability reports per component
- Integrated Performance reports
- Configuration change reporting

Views

- Topology View
- Core monitoring views
- Health and Performance dashboard views

Tasks

- Diagnostics Tasks



Management Packs

Management Packs are the building blocks which extend Operations Manager 2007 management capabilities to operating systems, applications, and other technology components. A Management Pack (MP) contains best practice knowledge to discover, monitor, troubleshoot, report on, and resolve problems for a specific technology component. Management Packs include health models based on the Systems Definition Model (SDM) to analyze the performance, availability, configuration and security inputs, as well as the status of related components, to determine the overall status of components. Management Packs are available for Microsoft and third-party operating systems, applications, and devices.

Microsoft Management Packs

Microsoft provides MPs for more than 60 Microsoft products and Windows components. The MPs are developed by the same teams who develop the products so the expertise and knowledge included comes from the most knowledgeable source. All of the Microsoft MPs are included for licensed users of Operations Manager 2007. For a complete list of Microsoft MPs, please visit the Management Pack Catalogue on the Operations Manager Web site.

Partner Management Pack Solutions

Management Packs for many third party products such as Linux, Oracle, SAP, and networking and server hardware are produced and offered by Microsoft Partners. There are more than one hundred Microsoft Partner Management Packs covering most technologies used by organizations today. For a complete list of Microsoft MPs, please visit the Management Pack Catalogue on the Operations Manager Web site.

Management Pack Tools

Microsoft provides several tools to develop or customize Management Packs for Operations Manager 2007. The Distributed Application Designer is a graphical wizard to help IT administrators quickly create health models and MPs for their IT services. The Management Pack Authoring Console is a graphical tool used to help IT administrators and developers build MPs for their custom applications and other technology components. The Operations Manager 2007 Software Development Kit (SDK) provides programming interfaces so developers can more deeply integrate with and automate Operations Manager 2007.

For more information on System Center Operations Manager 2007 please visit <http://www.microsoft.com/opsmgr>