

ZENPRISE FOR EXCHANGE: AUTOMATICALLY TROUBLESHOOTS EMAIL PROBLEMS

E-mail problems are disruptive, highly visible and expensive to resolve. Monitoring tools send a flood of alerts when a problem occurs. Zenprise picks up where these tools leave off—by automatically detecting the true underlying cause of these alerts and recommending appropriate fixes.

Zenprise manages Microsoft®Exchange as well as critical Exchange dependent components including Active Directory, Global Catalogs, DNS, and others.

- Potential problems anywhere in the infrastructure are detected.
- True underlying causes are pinpointed immediately through advanced diagnostic tests
- Detailed resolution instructions are generated from an extensive database of problem signatures with corresponding solutions.

< BENEFITS >

Adding Zenprise to an existing problem management infrastructure allows IT organizations to:

- Solve email problems 60 - 90% faster
- Reduce alert volume by 95%
- Eliminate hundreds of hours lost investigating false positives
- Predict and prevent problems, instead of “react and run”

AUTOMATED TROUBLESHOOTING

Zenprise automatically troubleshoots across multiple sources including event logs, configuration errors, and performance data to immediately pinpoint underlying causes.

- Real-time, continuous problem detection
- Patented algorithms isolate true causes from symptoms
- Troubleshooting based on best of breed knowledge sources including leading Exchange publications, recognized Exchange experts and Microsoft’s Knowledgebase

CUSTOMIZED RESOLUTION PLANS

Zenprise automatically generates step-by-step action plans to fix the problems in your environment. [FIGURE 1.](#)

- Task instructions customized to local infrastructure including hostnames, IPs, users, etc.
- Resolution instructions displayed as simple, easy-to-read flowcharts

VISUAL PERFORMANCE MAPS

Zenprise creates performance profiles unique to the behavior of the environment to help predict impending problems and to assist with capacity planning. [FIGURE 2.](#)

- Automatic performance benchmarking, dynamically updated
- Easy to use charts; adjustable time horizons by host

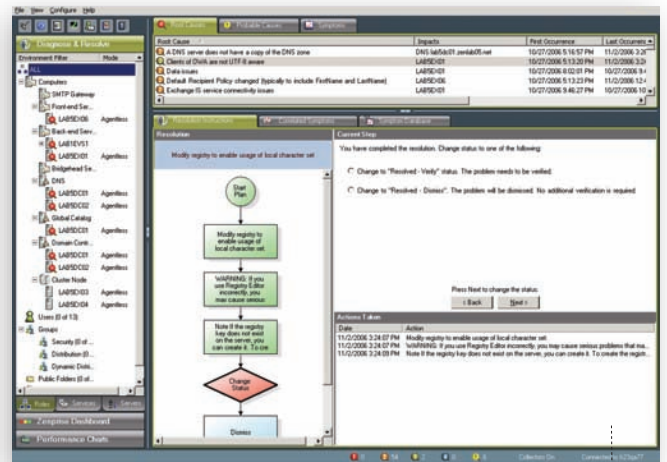


FIGURE 1. Resolution Plan

“We had a positive ROI in 1 hour after we installed Zenprise. The product immediately detected issues on 6 of my Exchange servers.”
Anthony Hebert, Principal Technology Architect,
Truckee Meadows Water Authority

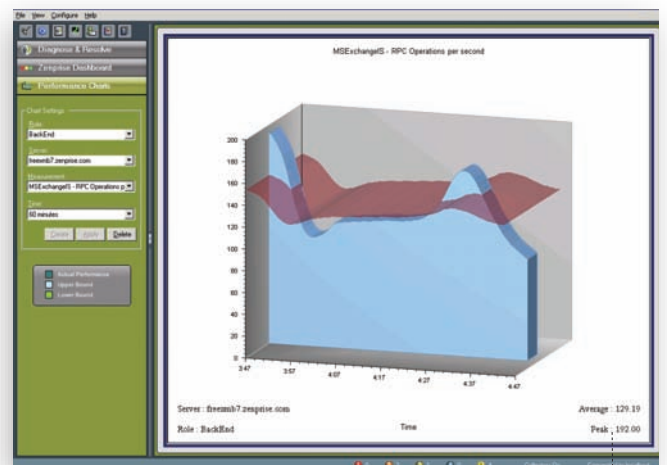


FIGURE 2. Performance Chart

“Zenprise lets us work smarter, with less manual troubleshooting. Not only does it point out problems, it gives me the solution even before users are affected.”

**John Shaffer, Director of Technology,
Greenhill & Co.**

What Kinds of Problems Does Zenprise Solve?

Zenprise automatically troubleshoots problems with:

ACCOUNT SETUP/ PERMISSIONS
ACTIVE DIRECTORY
APPLICATION SETTINGS (OUTLOOK)
AUTHENTICATION
DNS
SMTP CONNECTORS
ROUTING GROUP CONNECTORS
GLOBAL CATALOG
IIS (OUTLOOK WEB ACCESS)
IMAP
INFORMATION STORE
TCP/IP CONFIGURATION
MAIL FLOW
MTA
NETWORK CONNECTIVITY
PERFORMANCE
POP3
PUBLIC FOLDERS
RPC CONNECTIVITY
SECURITY
SERVER CONFIGURATION
SITE CONFIGURATION
SMTP
SOFTWARE VERSION/ PATCH LEVELS
STORAGE GROUPS
SSL CONFIGURATION
WMI
AND MORE...

“Zenprise combines the available practical experience and data into a product that makes Microsoft Exchange easier to manage.” **Jean-Pierre Garbani, Vice President, Forrester Research “Automating The Management Of Microsoft Exchange”, Sept. 8, 2005**

“DAY ZERO” INTEGRATION

Zenprise increases the value of the investment made in IT service management solutions by reducing the time spent investigating alerts.

- Integrated with Microsoft Operations Manager, HP Openview, NetIQ AppManager, IBM Tivoli and others
- Automatically generates new tickets in existing incident management systems including BMC Remedy's ITSM.

READY TO USE REPORTING

Zenprise provides operational reporting right out of the box.

- Identify trends and patterns across the environment
- Maintain audit trails

AUTOMATIC SETUP AND MAINTENANCE

Zenprise eliminates time wasted on installation, configuration and updates.

- Automated discovery of the entire Exchange dependent environment including AD, DNS, DC, Global Catalogs, Storage groups, etc.
- Automatic, silent update of problem signatures and resolution plans

Zenprise changes the rules of problem management for Microsoft Exchange. Experience the benefits of automated real-time email troubleshooting. To find out more:

WINNER

“Best of Tech-Ed”



WINNER

“Product of the Year”



WINNER

“Best Technology of the Year”



System Requirements:	
ZENPRISE COMPONENT	SUPPORTED ENVIRONMENT
Management Server	CPU: P4 1.5GHz or higher Memory: 2GB or higher Storage: 80GB of free disk space NIC: 100/1000 Base-T OS: Windows Server 2003 (Any Edition)
Console	Windows 2003 or Windows XP
Database	SQL 2000 SP4 or MSDE SP4 SQL 2005 SP1 or SQL Express
Agent-based or Agentless option	

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