



NETWRIX EXCHANGE CHANGE REPORTER QUICK-START GUIDE

Product Version: 7.2

November 2012

Legal Notice

The information in this publication is furnished for information use only, and does not constitute a commitment from NetWrix Corporation of any features or functions discussed. NetWrix Corporation assumes no responsibility or liability for the accuracy of the information presented, which is subject to change without notice.

NetWrix is a registered trademark of NetWrix Corporation. The NetWrix logo and all other NetWrix product or service names and slogans are registered trademarks or trademarks of NetWrix Corporation. Active Directory is a trademark of Microsoft Corporation. All other trademarks and registered trademarks are property of their respective owners.

Disclaimers

This document may contain information regarding the use and installation of non-NetWrix products. Please note that this information is provided as a courtesy to assist you. While NetWrix tries to ensure that this information accurately reflects the information provided by the supplier, please refer to the materials provided with any non-NetWrix product and contact the supplier for confirmation. NetWrix Corporation assumes no responsibility or liability for incorrect or incomplete information provided about non-NetWrix products.

© 2012 NetWrix Corporation.

All rights reserved.

Table of Contents

1. INTRODUCTION	4
1.1. Overview	4
1.2. How This Guide is Organized	4
1.3. Free Pre-Sales Support	4
2. PRODUCT OVERVIEW	5
2.1. Key Features and Benefits	5
2.2. Product Workflow	5
2.3. Product Editions.....	6
3. INSTALLING NETWRIX EXCHANGE CHANGE REPORTER	8
3.1 Installation Prerequisites	8
3.1.1. Hardware Requirements	8
3.1.2. Software Requirements	8
3.1.3. Supported Environments	9
3.2. Installing NetWrix Exchange Change Reporter	9
4. CONFIGURING TARGET AD DOMAIN	10
5. CONFIGURING MANAGED OBJECT	14
6. COLLECTING THE INITIAL SNAPSHOT	20
7. MONITORING YOUR TARGET DOMAIN FOR CHANGES.....	21
7.1. Making Test Changes.....	21
7.2. Receiving a Change Summary	21
A APPENDIX: RELATED DOCUMENTATION.....	23

1. INTRODUCTION

1.1. Overview

This guide is intended for the product evaluation purposes, therefore, it is recommended to read it sequentially, and follow the instructions in the order they are provided.

With this guide you can:

- Install and configure NetWrix Exchange Change Reporter
- Create a Managed Object to monitor Exchange Server changes in your domain
- Run data collection for your Managed Object and see how Exchange Server changes can be reported

This guide only covers simple installation and configuration options. For advanced installation scenarios and configuration options, as well as for information on various reporting possibilities and advanced product features, refer to [NetWrix Exchange Change Reporter Administrator's Guide](#).

1.2. How This Guide is Organized

This section explains how this guide is organized and provides a brief overview of each chapter.

- Chapter [1 Introduction](#) is the current chapter. It explains the purpose of this document, defines its audience and outlines its structure.
- Chapter [2 Product Overview](#) provides an overview of the NetWrix Exchange Change Reporter functionality, lists its main features and benefits, and explains the product workflow. It also contains the information on the product editions and a side-by-side comparison of their features.
- Chapter [3 Installing NetWrix Exchange Change Reporter](#) lists hardware and software requirements, and instructions on the installation of NetWrix Exchange Change Reporter.
- Chapter [4 Configuring Target AD Domain](#) explains how to adjust audit settings in your target AD domain and prepare it for monitoring.
- Chapter [5 Configuring Managed Object](#) explains how to configure a Managed Object, which is an AD domain with Exchange Server that you monitor for changes.
- Chapter [6 Collecting the Initial Snapshot](#) explains how to run data collection to perform the initial analysis of your domain current state.
- Chapter [7 Monitoring Your Target Domain for Changes](#) provides instructions on how to make test changes to the monitored domain and see how they are reported by the product.
- [Appendix: Related Documentation](#) contains a list of all documents published to support NetWrix Exchange Change Reporter.

1.3. Free Pre-Sales Support

You are eligible for free technical support during the evaluation period of all NetWrix products. If you encounter any problems, or would like assistance with the installation, configuration or implementation of NetWrix Exchange Change Reporter, [contact NetWrix support specialists](#).

2. PRODUCT OVERVIEW

Without argument, Microsoft Exchange is the most important IT infrastructure component in many organizations. Even one hour of email downtime can cost millions of dollars of lost revenue and credibility. Auditing changes to configuration settings in an Exchange environment is critical to ensure reliable email operation, security and compliance. Exchange servers, mailboxes, information stores, permissions and all other types of objects must be monitored on a regular basis to detect any changes, both authorized or not, and the full audit trail must be maintained for compliance and security incident investigation purposes.

NetWrix Exchange Change Reporter is an auditing solution that tracks and reports all changes made to your Exchange Server configuration and permissions. The product generates reports that show all created, deleted, and modified objects and settings, and answer the four basic questions: WHO changed WHAT, WHEN and WHERE. Powered by the NetWrix AuditAssurance™ technology, NetWrix Exchange Change Reporter tracks changes to the configuration settings, creation and deletion of mailboxes, information stores, Exchange servers, connectors, protocol parameters, storage groups and many other types of objects and their permissions. Reports show the before and after values for all modified settings, for example, the previous name of a recently renamed mailbox or what the mailbox quotas looked like before they were changed.

NetWrix Exchange Change Reporter can be purchased separately, but it is installed as an integrated part of a larger change reporter pack which automates auditing of the entire AD infrastructure. The NetWrix Active Directory Change Reporter pack comprises the following modules:

- Active Directory Change Reporter
- Exchange Change Reporter
- Group Policy Change Reporter

2.1. Key Features and Benefits

NetWrix Exchange Change Reporter helps you perform the following auditing and reporting tasks:

- Detect and report on changes made to Exchange Servers. Reports include information on WHO changed WHAT, WHEN, and WHERE.
- Report on the before and after values for every change.
- Generate on-demand web-based reports.
- Create custom reports (can also be ordered from NetWrix).
- Store collected audit data and enable historical reporting for any period of time.
- Create email subscriptions for certain report types. The feature is based on the SSRS-reporting functionality and enables automatic delivery of certain report types to a customizable list of email addresses.
- Integration with SCOM. The product stores collected changes in an event log which allows cooperating with SCOM.

2.2. Product Workflow

A typical NetWrix Exchange Change Reporter data collection and reporting workflow is as follows:

1. An administrator configures a Managed Object and sets the parameters for automated data collection and reporting.

2. NetWrix Exchange Change Reporter monitors AD domain and collects audit data on changes and AD configuration snapshots. Audit data is written to a local file-based storage, referred to as the Audit Archive.
3. The product emails Change Summaries to the specified recipients daily at 3:00 AM by default.
4. If the integration with SCOM is enabled, the product will record all changes to the event log.
5. If the Reports functionality is enabled and configured, data is imported from the Audit Archive to a dedicated SQL database. Reports based on audit data can be viewed via NetWrix Enterprise Management Console or in a web browser.

2.3. Product Editions

NetWrix Exchange Change Reporter is available in two editions: Freeware and Enterprise. The Freeware Edition can be used by companies and individuals for an unlimited period of time at no charge. The Enterprise Edition can be evaluated free of charge for 20 days.

Note: Licenses for different modules of the NetWrix Active Directory Change Reporter pack (Active Directory Change Reporter, Group Policy Change Reporter and Exchange Change Reporter) have to be purchased separately.

The table below outlines the difference between the editions:

Table 1: NetWrix Exchange Change Reporter Editions

Feature	Freeware Edition	Enterprise Edition
Exchange objects and their attributes change reporting (modification, addition, deletion)	Yes	Yes
Exchange object security change reporting	Limited	Fully detailed
WHO, WHEN and WHERE fields for every change	No	Yes
The before and after values for every change	Yes	Yes
SSRS-based reports with filtering, grouping and sorting options	No	Yes
Subscription to SSRS-based reports	No	Yes
Predefined reports for PCI, SOX and HIPAA	No	Yes
Custom reports	No	Yes. Create manually or order from NetWrix (3 reports at no charge!)
Long-term audit archiving and reporting	No	Any period of time
Integration with Microsoft System Center Operations Manager via SCOM Management Pack for Exchange Change Reporter	No	Yes
A single installation handles multiple domains, each with its own individual settings	No	Yes
Easy integration with other NetWrix products via NetWrix Enterprise Management Console	No	Yes

Feature	Freeware Edition	Enterprise Edition
Daily email Change Summary reflecting the changes made during the last day	Yes	Yes
Technical Support	Support Forum , Knowledge Base	Full range of options (phone, email, support tickets submission , Support Forum , Knowledge Base)
Licensing	Free of charge	Per enabled AD account or volume license, see our pricing information or request a quote

3. INSTALLING NETWRIX EXCHANGE CHANGE REPORTER

3.1 Installation Prerequisites

NetWrix Exchange Change Reporter can be installed on any computer in the monitored domain, or in a trusted domain.

3.1.1. Hardware Requirements

Before installing NetWrix Exchange Change Reporter, make sure that your hardware meets the following requirements:

Table 2: NetWrix Exchange Change Reporter Hardware Requirements

Hardware Component	Minimum	Recommended
Processor	Intel or AMD 32 bit, 2GHz	Intel Core 2 Duo 2x 64 bit, 2GHz
Memory	512MB RAM	4GB RAM
Disk space	<ul style="list-style-type: none"> 50MB physical disk space for product installation. Additional space is required for the Audit Archive and depends on the number of AD objects and changes per day. 	Two physical drives with a total of 50GB free space

3.1.2. Software Requirements

Before installing NetWrix Exchange Change Reporter, make sure that your software meets the following requirements:

Table 3: NetWrix Exchange Change Reporter Software Requirements

Component	Requirement
Operating System	<ul style="list-style-type: none"> Windows XP SP2 (both 32-bit and 64-bit systems) and above
Additional software	<ul style="list-style-type: none"> .NET Framework 2.0, 3.0 or 3.5 Windows Installer 3.1 or later Microsoft Management Console 3.0 or later Windows PowerShell 2.0* ASP.Net 2.0* IIS 5.1 or later (IIS 7.0 or later requires IIS 6 Management Compatibility - all components)**

* **Only required if your monitored domain has an Exchange organization running Microsoft Exchange Server 2010.**

** **Only required if you are going to use SQL Server 2005 to store audit data.**

3.1.3. Supported Environments

This section provides a list of AD environments and Microsoft Exchange Server versions supported by NetWrix Exchange Change Reporter.

Table 4: NetWrix Exchange Change Reporter Supported Environments

Component	Version
Active Directory environment	<ul style="list-style-type: none"> • Windows 2000 • Windows Server 2003 (any forest mode: mixed/native/2k3) • Windows Server 2008/2008 R2 • Windows Server 2012
MS Exchange Server	<ul style="list-style-type: none"> • MS Exchange Server 2003 • MS Exchange Server 2007 • MS Exchange Server 2010

3.2. Installing NetWrix Exchange Change Reporter

Procedure 1. To install NetWrix Exchange Change Reporter

1. [Download](#) the NetWrix Active Directory Change Reporter pack.
2. Run the setup package called adcrfree_setup.msi.
3. Follow the instructions of the installation wizard. When prompted, accept the license agreement and specify the installation folder.
4. On the last step, click **Finish** to complete the installation.

Shortcuts of all products forming the NetWrix Active Directory Change Reporter pack will be added to your **Start** menu.

Note: NetWrix Exchange Change Reporter runs as a scheduled task, therefore it is not necessary to keep the program open once it has been configured.

4. CONFIGURING TARGET AD DOMAIN

Successful change monitoring requires a certain configuration of the audit settings in the monitored Active Directory domain. If audit is not configured properly, your change reports may contain errors and incomplete audit data. For example, you can receive a report containing the “System” value instead of an account name in the “Who changed” column.

Therefore, you need to verify and, if necessary, adjust your audit settings prior to using NetWrix Exchange Change Reporter. You can configure audit automatically through the Active Directory Audit Configuration Wizard. If you wish to configure audit manually, refer to [NetWrix Active Directory Change Reporter Installation and Configuration Guide](#) for the detailed step-by-step instructions.

Procedure 2. To configure target AD domain automatically

1. Launch the Active Directory Audit Configuration wizard: navigate to **Start → All Programs → NetWrix → Exchange Change Reporter → Active Directory Audit Configuration**.

Note: For the wizard to work properly, you must run it under a Domain admin or an Enterprise admin account.

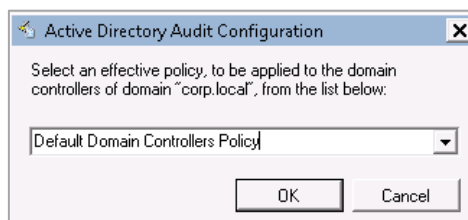
2. On the first step of the wizard, specify a name of the domain where you want to configure audit settings:

Figure 1: Audit Configuration Wizard: Select the Domain



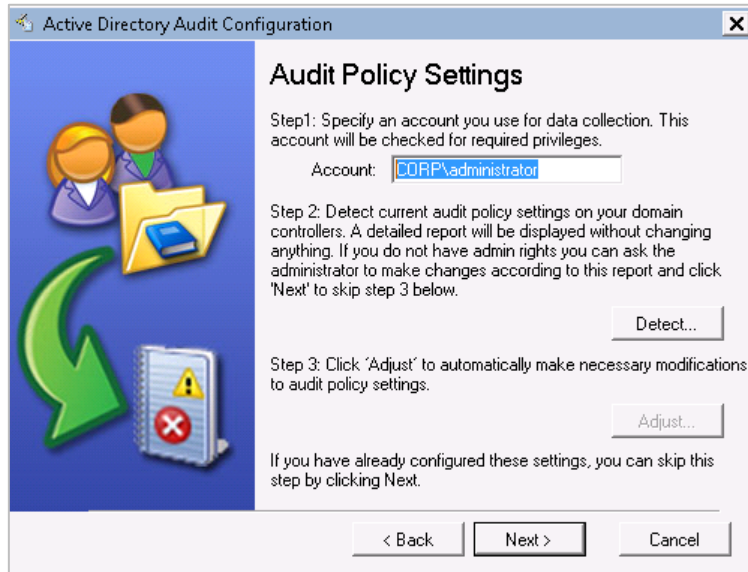
3. Click **Next**. In the dialog that appears, select the effective policy that is currently applied to the domain controllers and that is subject to change, and click **OK**:

Figure 2: Audit Configuration Wizard: Select the Effective Policy



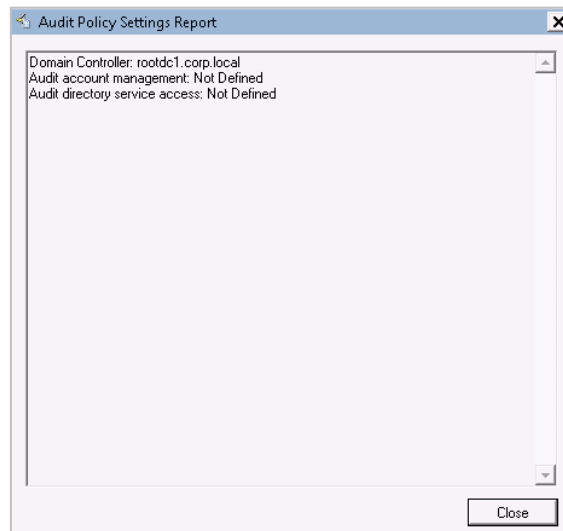
- On the next step, specify the account that will be used by the product to collect data from the monitored domain.

Figure 3: Audit Configuration Wizard: Specify the Data Processing Account



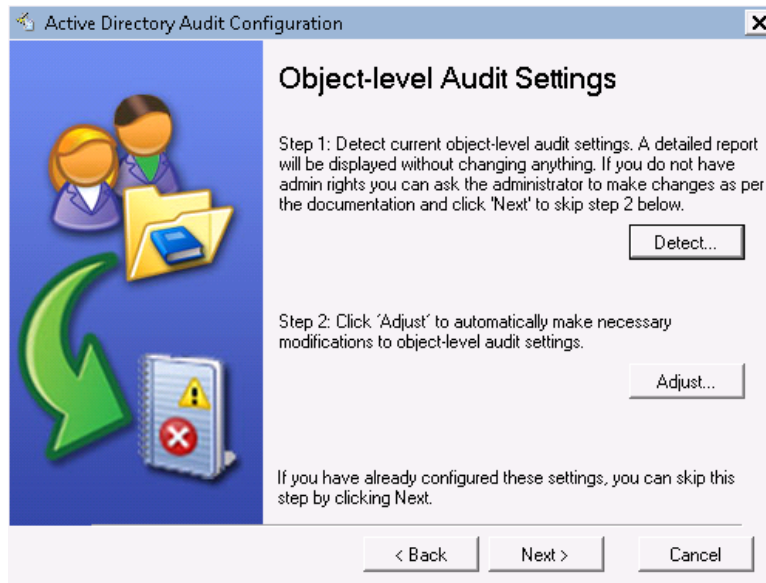
- Click the **Detect** button. A report will be displayed showing your current audit policy settings in the monitored domain:

Figure 4: Audit Policy Settings Report



- Close the report and click the **Adjust** button. Your audit policy settings and the Data Processing Account permissions will be adjusted automatically.
- On the next step, repeat these operations for the object-level audit settings. Object-level auditing must be configured so that the “Who” and “When” information appears in audit reports:

Figure 5: Audit Configuration Wizard: Adjust the Object-Level Audit Settings



8. On the next step, repeat these operations for your Security event log retention settings. On clicking the **Adjust** button, the size of your Security event log will be set to 300 MB, and the event log auto backup will be enabled if needed:

Figure 6: Audit Configuration Wizard: Adjust the Event Log Retention Settings



9. On the next step, if your monitored server is running MS Exchange Server 2010, repeat these operations for the Exchange Server Administrator Audit Logging (AAL) Settings. Otherwise, skip the step.

Figure 7: Audit Configuration Wizard: Adjust the Exchange Server AAL Settings



10. On the last step, review your settings and exit the wizard.

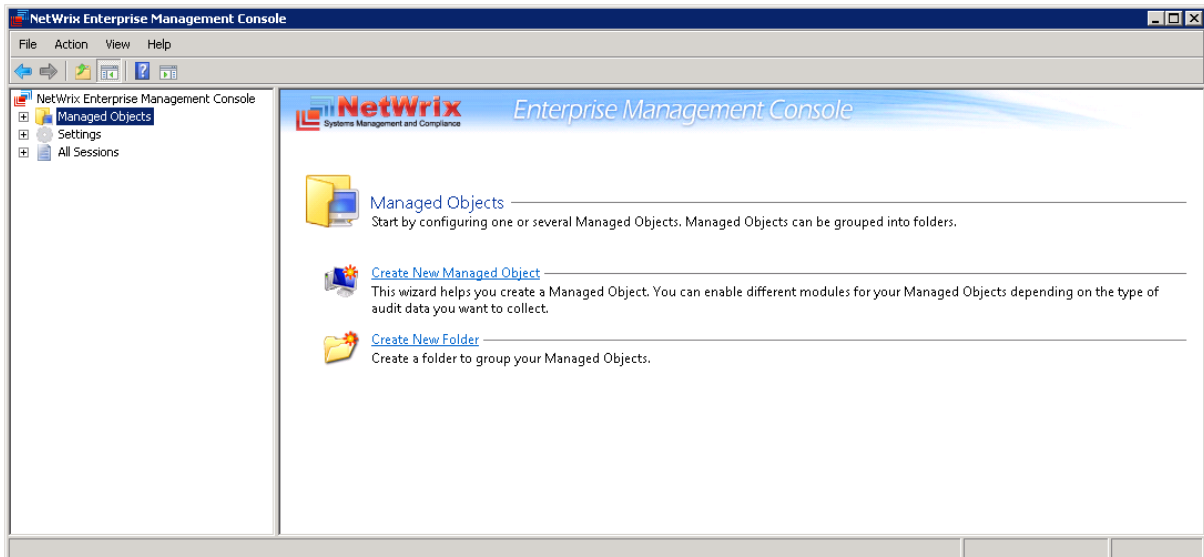
5. CONFIGURING MANAGED OBJECT

In NetWrix Exchange Change Reporter, a Managed Object is a domain with MS Exchange Server installed that is monitored for changes.

Procedure 3. To create and configure a Managed Object

1. In NetWrix Enterprise Management Console click the **Managed Objects** node in the left pane. The Managed Objects page will be displayed:

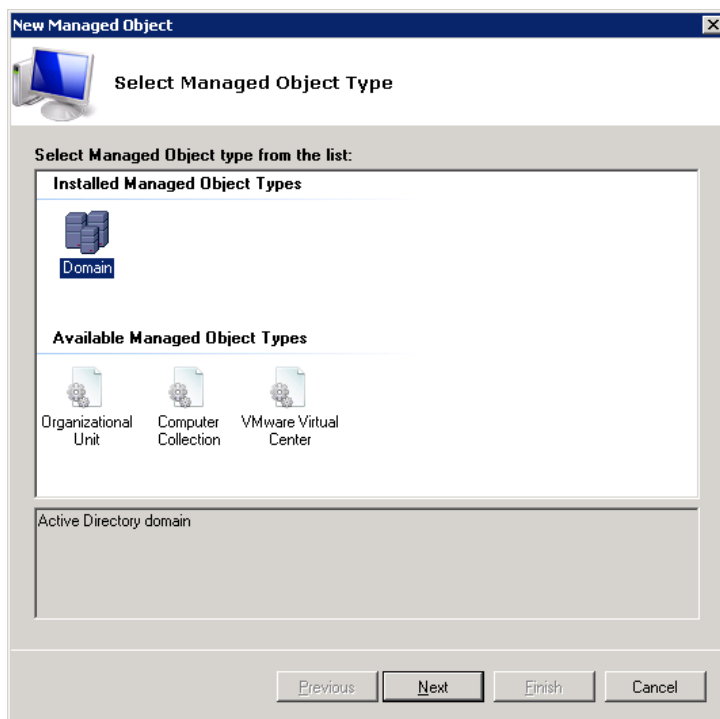
Figure 8: The Managed Objects Page



2. In the right pane, click **Create New Managed Object**. Alternatively, right-click the **Managed Objects** node and select **New Managed Object** from the pop-up menu to start the **New Managed Object** wizard.
3. On the **Select Managed Object Type** step, select **Domain** as the Managed Object type and click **Next**.

Note: If you have installed other NetWrix products before, the list of Managed Object types may contain several options.

Figure 9: New Managed Object: Select Managed Object Type



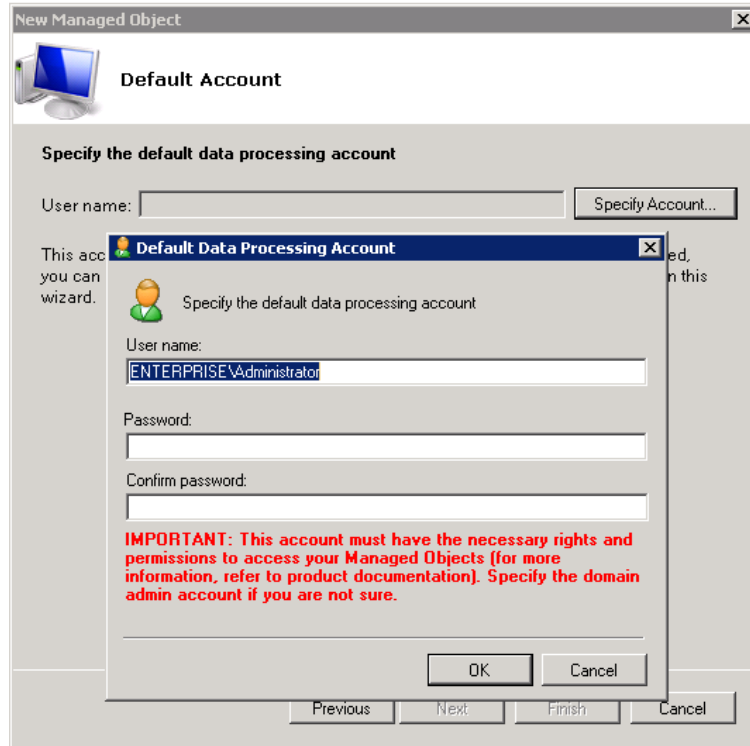
4. On the **Default Account** step, click the **Specify Account** button.

Note: If you have installed other NetWrix change reporting products before and specified the default Data Processing Account and the email settings on their configuration, the **Default Account** and **Configure Email Settings** steps of the wizard will be omitted.

5. In the dialog that opens, specify the default Data Processing Account (in the domain_name\account_name format) that will be used by NetWrix Exchange Change Reporter for data collection. This account must have the following rights:
 - Local administrator on the computer where NetWrix Exchange Change Reporter is installed.
 - Domain administrator in the monitored domain. Alternatively, it must have the “Manage auditing and security log” right enabled.
 - If this account will be used to access the SQL database with audit data, it must also belong to the target database owner (dbo) role.
 - If your monitored servers run Exchange 2010, the Data Processing Account must also belong to the Organization Management or the Records Management group. Alternatively, the account must be assigned the Audit Logs role.

Note: This must be the same account you have specified when configuring audit as described in [Procedure 2 To configure target AD domain automatically](#).

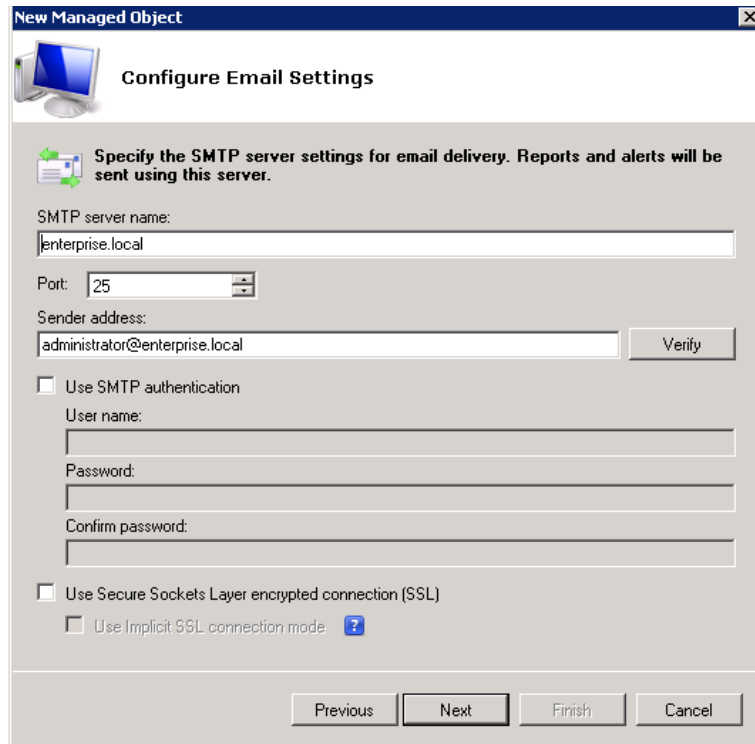
Figure 10: New Managed Object: Default Account



Click **OK** to continue and then **Next**.

6. On the **Configure Email Settings** step, specify the email settings that will be used for the Change Summary delivery:

Figure 11: New Managed Object: Configure Email Settings



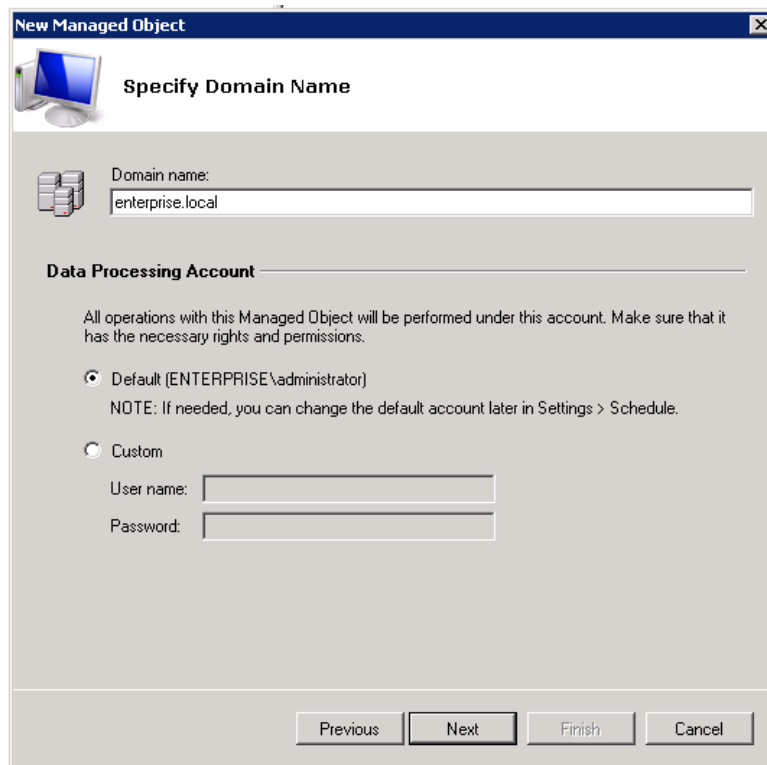
The following parameters must be specified:

Table 5: Email Settings Parameters

Parameter	Description
SMTP server name	Enter your SMTP server name.
Port	Enter your SMTP server port number.
Sender address	Enter the address that will appear in the “From” field in reports and Change Summaries. To check the email address, click Verify . The system will send a test message to the specified address and will inform you if any problems are detected.
Use SMTP authentication	Select this check box if your mail server requires the SMTP authentication.
User name	Enter a user name for the SMTP authentication.
Password	Enter a password for the SMTP authentication.
Confirm password	Confirm the password.
Use Secure Sockets Layer encrypted connection (SSL)	Select this check box if your SMTP server requires SSL to be enabled.
Use Implicit SSL connection mode	Select this check box if the implicit SSL mode is used, which means that SSL connection is established before any meaningful data is sent.

- On the **Specify Domain Name** step, specify your domain name in the FQDN format:

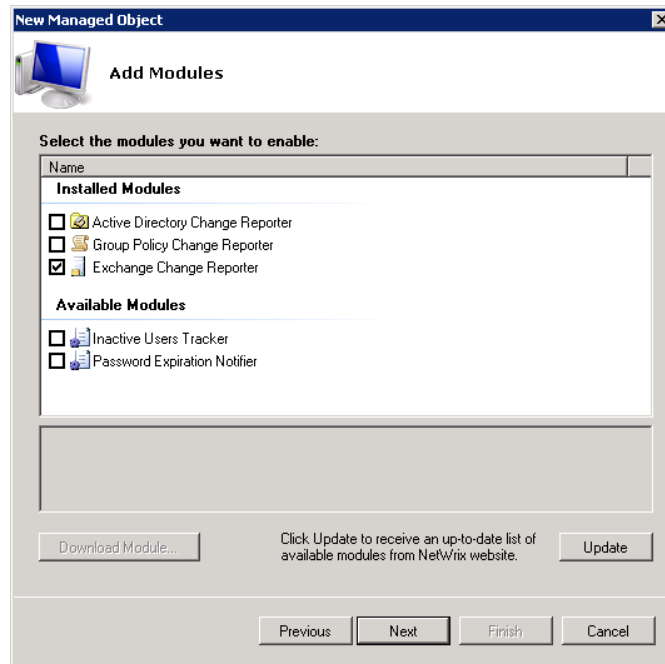
Figure 12: New Managed Object: Specify Domain Name



Make sure that the **Default** option is selected under **Data Processing Account** and click **Next** to continue.

- On the **Add Modules** step, make sure that NetWrix Exchange Change Reporter is selected under **Installed Modules**:

Figure 13: New Managed Object: Add Modules

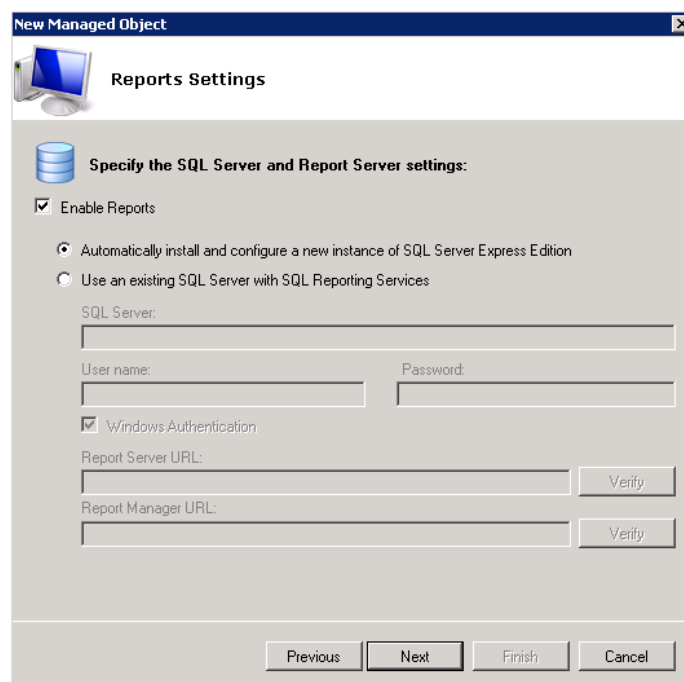


Note: If you have installed other NetWrix change reporting products before, the list of **Installed Modules** may contain several options.

On this step, under **Available Modules**, there is a list of other NetWrix products that can have domain as a Managed Object type. To get more information on these products and download them, select the corresponding check box, or click a module and then click the **Download Module** button. You will be redirected to the product website page.

- On the **Reports Settings** step, clear the **Enable Reports** check box:

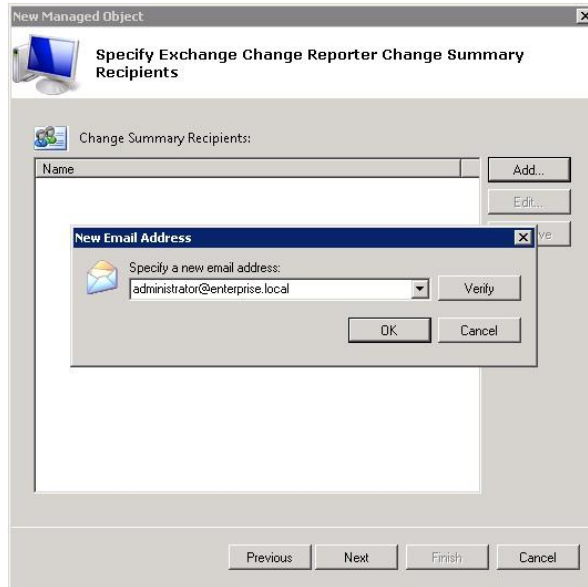
Figure 14: New Managed Object: Reports Settings



Note: The Reports functionality is not covered in this guide, as it only touches upon the basic product features. For instructions on how to configure and view SSRS-based reports, refer to [NetWrix Active Directory Change Reporter Administrator's Guide](#).

9. On the **Specify Exchange Change Reporter Change Summary Recipients** step, click the **Add** button to specify the Change Summary recipient(s):

Figure 15: *New Managed Object: Specify Change Summary Recipients*

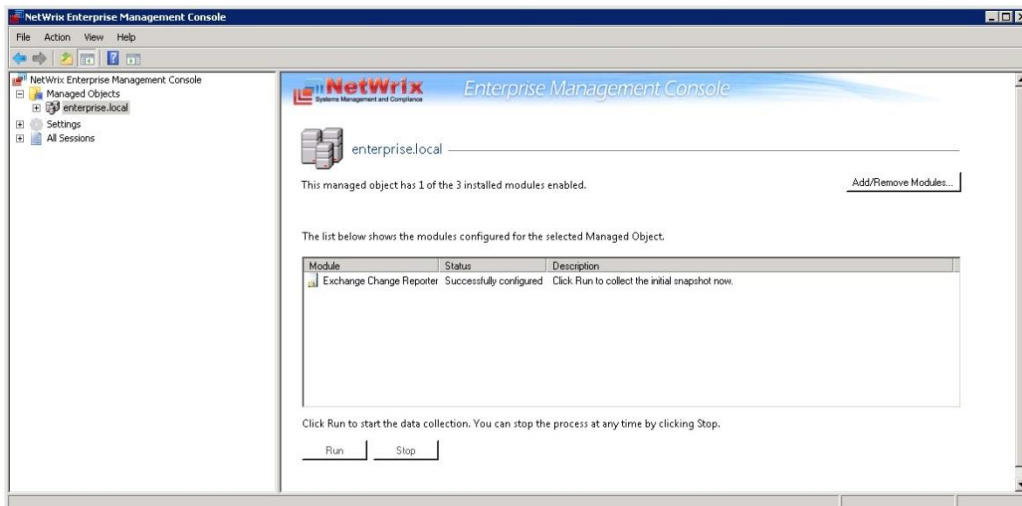


It is recommended to click the **Verify** button. The system will send a test message to the specified email address and will inform you if any problems are detected. Click **OK** to save the changes and then click **Next** to continue. If your audit settings have not been configured properly, you will receive a warning message. For detailed instructions on how to configure audit in your monitored Active Directory domain, refer to Chapter 6. Configuring Target Environment of [NetWrix Active Directory Change Reporter Installation and Configuration Guide](#).

10. On the last step, review your Managed Object settings and click **Finish**. A confirmation message will be displayed.

The newly created Managed Object will appear under the Managed Objects node, and its details will be displayed in the right pane:

Figure 16: *The Managed Object Page*



6. COLLECTING THE INITIAL SNAPSHOT

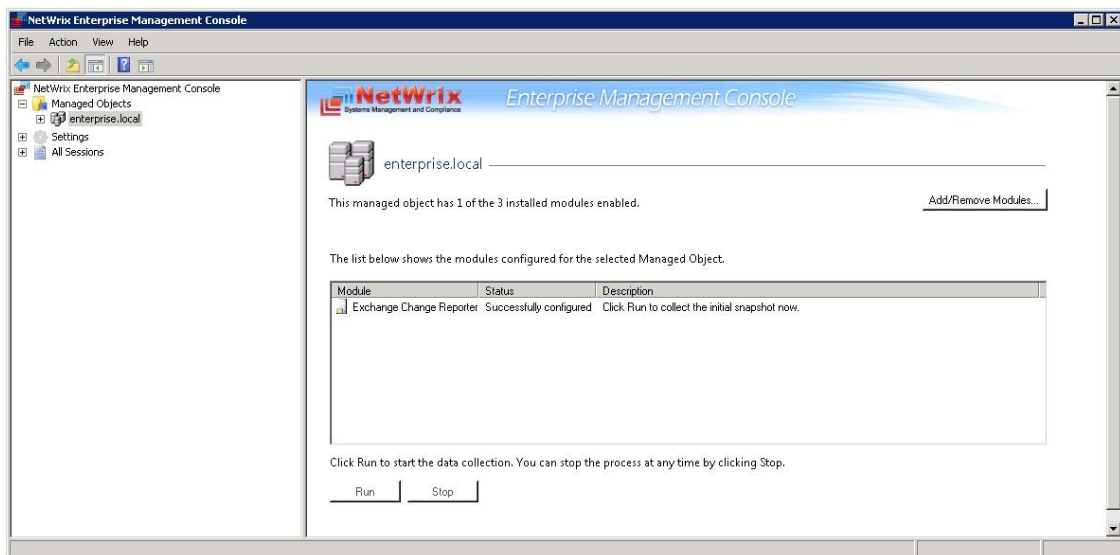
When you have added and configured a Managed Object, NetWrix Exchange Change Reporter starts collecting data on changes that occurred in the target domain, and writes it to the Audit Archive, a local file-based storage. When the first data collection is performed, the initial snapshot of your monitored domain current state is created. NetWrix Exchange Change Reporter uses this information as a benchmark to generate change reports.

After you have configured a Managed Object, you can either wait for the system to run data collection automatically, or launch it manually from NetWrix Enterprise Management Console.

Procedure 4. To launch a data collection task

1. In NetWrix Enterprise Management Console, expand the **Managed Objects** node, and select your Managed Object.
2. In the details pane, click **Run**.

Figure 17: Managed Object Page



Note: Depending on the size of your monitored environment, creation of an initial snapshot may take quite long.

After the initial data collection task has completed, an email notification is sent to the specified recipient(s) like in the example below:

Figure 18: Initial Analysis Notification



7. MONITORING YOUR TARGET DOMAIN FOR CHANGES

7.1. Making Test Changes

Now that the product has collected a snapshot of your Managed Object current state, you can make test changes to your Exchange Server configuration to see how these changes will be reported.

For example, you can create a new mailbox.

Note: Before making any test changes to your domain, ensure that you have the domain administrator's rights, and that the changes conform to your security policy.

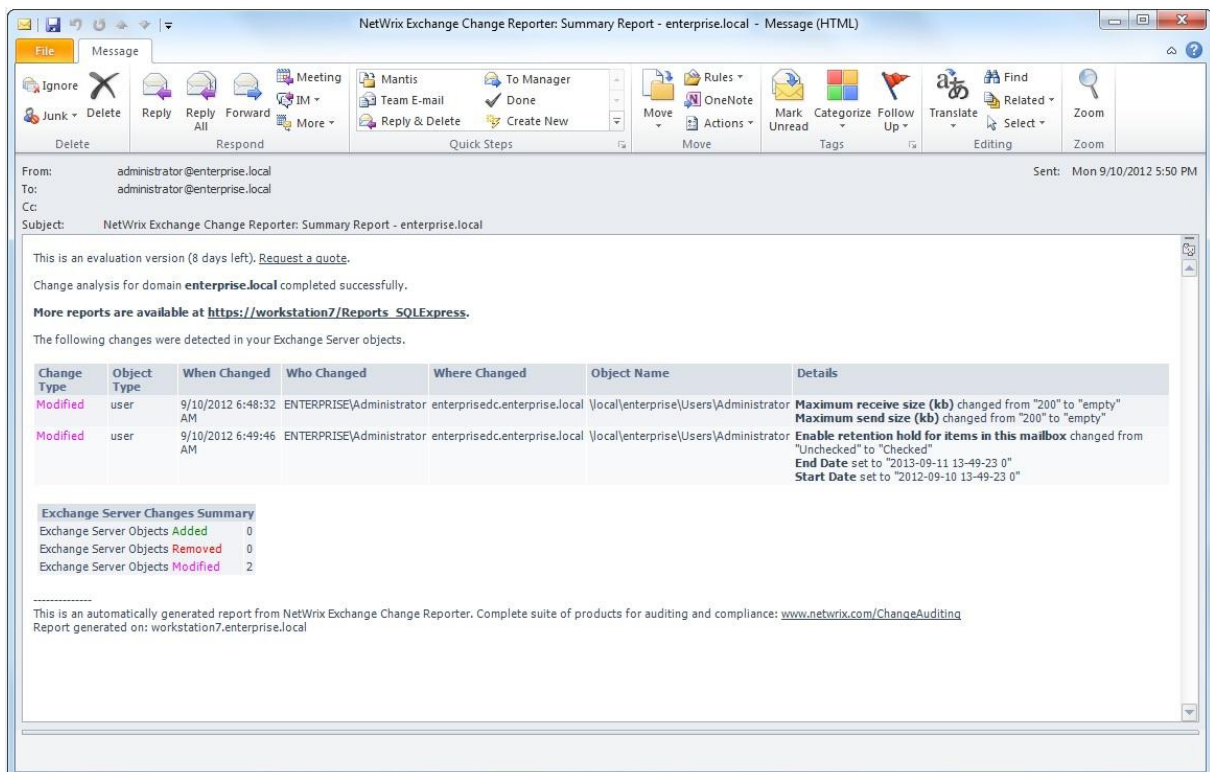
7.2. Receiving a Change Summary

After you have made changes to the monitored domain, you can see how these changes are reported.

By default, NetWrix Exchange Change Reporter emails a Change Summary to the specified recipient(s) daily at 3:00 AM. The Change Summary lists all changes that occurred in the last 24 hours and provides the WHAT, WHO, WHERE and WHEN details for every change.

If you do not wait until a scheduled Change Summary delivery, you can generate it manually. To do this, launch a data collection task manually as described in [Procedure 4 To launch a data collection task](#) earlier in this guide. After the task has completed, a Change Summary will be generated and sent to the specified email address:

Figure 19: Change Summary Example



The example Change Summary reflects the following changes to the monitored AD domain:

- The user Administrator changed **Maximum receive and send size**;

- The user Administrator checked the option **Enable retention hold for items in this mailbox**, and set the start and end dates.

The Change Summary provides the following information for each change:

Table 6: Change Summary Fields

Parameter	Description
Change Type	Shows the type of action that was performed on the Exchange object. The values are: <ul style="list-style-type: none"> • Added • Removed • Modified
Object Type	Shows the type of the Exchange object that was changed, e.g. "user".
When Changed	Shows the exact time when the change occurred.
Who Changed	Shows the name of the account under which the change was made.
Where Changed	Shows the name of the domain controller where the change was made.
Object Name	Shows the path to the Exchange object that was changed.
Details	Shows the before and after values for the modified object.

A APPENDIX: RELATED DOCUMENTATION

The table below lists all documents available to support the NetWrix Exchange Change Reporter:

Table 7: Product Documentation

Document Name	Overview
NetWrix Exchange Change Reporter Quick-Start Guide	The current document provides an overview of the product functionality and instructions on how to install, configure and start using the product. This guide can be used for the product evaluation purposes.
NetWrix Exchange Change Reporter Administrator's Guide	Provides a detailed explanation of the NetWrix Exchange Change Reporter features and step-by-step instructions on how to configure and use the product.
NetWrix Exchange Change Reporter User Guide	Provides the information on different NetWrix Exchange Change Reporter reporting capabilities, lists all available reports and explains how they can be viewed and interpreted.
NetWrix Active Directory Change Reporter Installation and Configuration Guide.	Provides detailed instructions on how to install and configure NetWrix Exchange Change Reporter.
NetWrix Active Directory Change Reporter Administrator's Guide	Provides a detailed explanation of the NetWrix Active Directory Change Reporter features and step-by-step instructions on how to configure and use the product.
NetWrix Active Directory Change Reporter Release Notes	Contains a list of the known issues that customers may experience with NetWrix Active Directory Change Reporter 7.2, and suggests workarounds for these issues.
NetWrix Active Directory Change Reporter Freeware Edition Quick-Start Guide	Provides instructions on how to install, configure and use NetWrix Active Directory Change Reporter, NetWrix Group Policy Change Reporter and NetWrix Exchange Change Reporter Freeware Edition.
Troubleshooting Incorrect Reporting of the "Who Changed" Parameter	Step-by-step instructions on how to troubleshoot incorrect reporting of the 'who changed' parameter.
Installing Microsoft SQL Server and Configuring the Reporting Services	This technical article provides instructions on how to install Microsoft SQL Server 2005/2008 R2/2012 Express and configure the Reporting Services.
How to Subscribe to SSRS Reports	This technical article explains how to configure a subscription to SSRS reports using the Report Manager.
Integration with Third Party SIEM Systems	This article explains how to enable integration with third-party Security Information and Event Management (SIEM) systems.