



NETWRIX EXCHANGE CHANGE REPORTER

USER 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
2. PRODUCT OVERVIEW	5
2.1 Key Features and Benefits	5
3. CHANGE SUMMARY	6
4. REPORTS	8
4.1. Reports List	8
4.2. Viewing Reports in a Web Browser	10
4.3. Receiving Reports by Email.....	11
A APPENDIX: RELATED DOCUMENTATION.....	12

1. INTRODUCTION

1.1. Overview

This guide is intended for end users of NetWrix Exchange Change Reporter. It contains information on different product reporting capabilities, lists all available report types and report output formats, and explains how these reports can be viewed and interpreted.

This guide can be used by auditors, company management or anyone who wants to view audit reports on the monitored environment.

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](#) 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.
- Chapter [3 Change Summary](#) shows a Change Summary example and explains what information a Change Summary contains.
- Chapter [4 Reports](#) contains an overview of the Reports functionality, lists all reports available in NetWrix Exchange Change Reporter and provides their descriptions. The chapter also explains how to view reports in a web browser or receive them by email.
- [A Appendix: Related Documentation](#) contains a list of all documentation published to support NetWrix Exchange Change Reporter.

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.

2.1 Key Features and Benefits

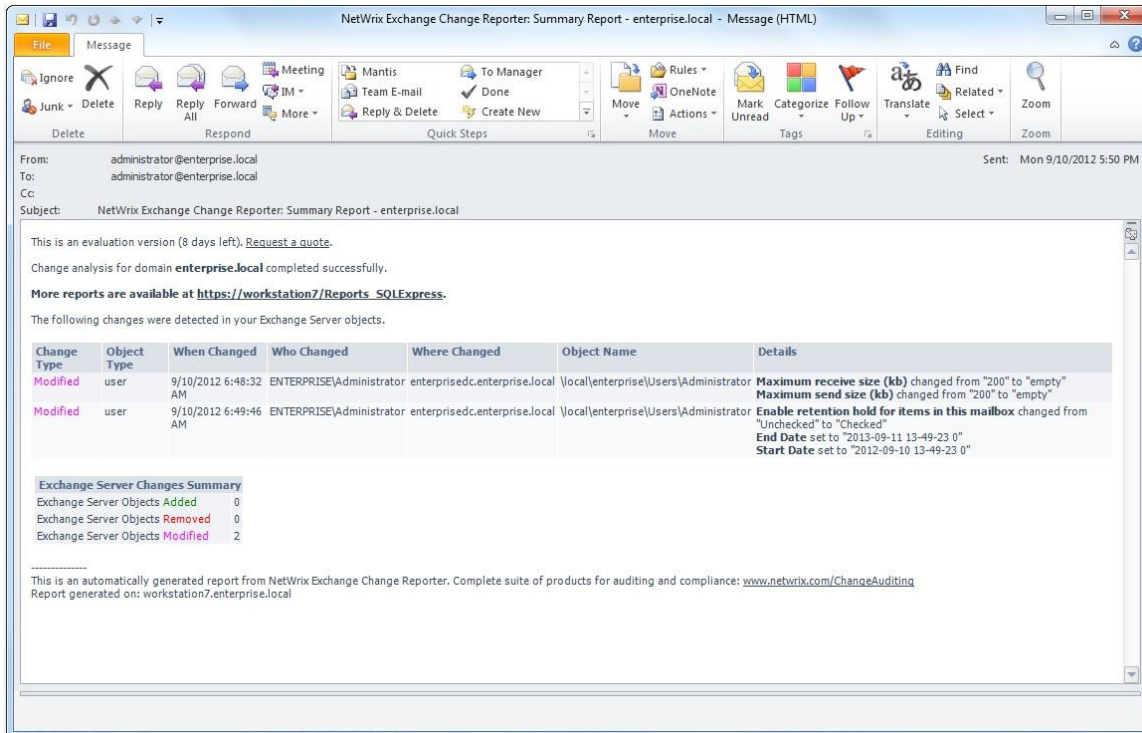
NetWrix Exchange Change Reporter helps you perform the following auditing and reporting tasks:

- 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.
- Integrate with SCOM. The product stores collected changes in an event log which allows cooperating with SCOM.

3. CHANGE SUMMARY

Each day (at 3:00 AM by default), NetWrix Exchange Change Reporter generates a Change Summary that contains the information on changes that occurred in the last 24 hours and emails it to the specified recipients:

Figure 1: Change Summary Example



The example Change Summary reflects the following changes to the monitored Exchange Server objects:

- 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 1: 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.

To receive daily Change Summary emails, ask your system administrator to add your email address to the Change Summary Recipients list.

4. REPORTS

NetWrix Exchange Change Reporter allows generating reports based on Microsoft SQL Server Reporting Services (SSRS). The product provides a wide variety of predefined report templates that will help you stay compliant with various standards and regulations (for example HIPAA, PCI, and SOX). You can use different output formats for your reports, such as PDF, XLS, and so on.

You can view reports through a web browser, or you can ask your system administrator to configure a subscription to the selected reports to receive them by email. For details on these options, refer to the following sections:

- [4.2 Viewing Reports in a Web Browser](#)
- [4.3 Receiving Reports by Email](#)

4.1. Reports List

NetWrix Exchange Change Reporter provides predefined report templates. If none of these reports suits your needs, ask your system administrator to create custom report templates, or [order them from NetWrix](#).

The table below lists all available reports and provides their descriptions:

Table 2: Reports List

Report Name	Description
All Changes Reports	
All MS Exchange Changes by Date (Chart)	Graphical representation of all changes made to Exchange permissions and configuration grouped by date. Filtered by preferred date range.
All MS Exchange Changes by Date	Shows all changes made to Exchange permissions and configuration grouped by date. Filtered by date range and user name who made changes.
All MS Exchange Changes by Object Type	Shows all change made to Exchange objects grouped by object type (Store, Server, Address List, etc). Filtered by date range and user name who made changes.
All MS Exchange Changes by User (Chart)	Graphical representation of all changes made to Exchange permissions and configuration grouped by date. Filtered by preferred date range.
All MS Exchange Changes by User	Shows all changes made to Exchange objects grouped by user who made changes. Filtered by date range and user name who made changes.
All MS Exchange Changes	Shows all changes made to Exchange permissions and configuration, filtered by date range and user name who made changes.
Best Practice Reports	
Address List Changes	
Address List Changes	Exchange address lists control access to corporate directory of employees. Accidental or unauthorized changes to address list configuration can limit people's ability to send emails and therefore should be carefully monitored. The report shows all changes to the address list.
Address List Added	Every organization usually has established set of address lists and addition of a new address list may indicate unauthorized activity. The report shows added address lists.
Address List Removed	Every organization usually has established set of address lists and removal of an address may break the ability to send emails and view employees contact information. The report shows removed address lists.
Mailbox	
Mailbox Delegation	Shows changes to mailbox delegation settings. The "Who changed" field in this report usually points to a mailbox owner; otherwise it might

	indicate unauthorized access by person with excessive administrative rights.
Mailbox Quota Changes	Shows all changes to mailbox quota settings. Changes to mailbox quotas shall be regularly reviewed by Exchange administrators to control storage usage.
Mailbox Security Changes	Shows changes to mailbox permissions done by IT administrators and by end users themselves. Mailbox permissions must be reviewed regularly as they control access to sensitive information stored in user mailboxes.
Mailbox Settings and Permissions Changes	Shows changes to user mailboxes.
Mailboxes Created	Shows creation of new mailboxes that usually reflects hiring of new employees. Newly created mailboxes need be reviewed to detect unauthorized activity.
Mailboxes Removed	Shows deleted mailboxes. This report helps detect accidental destruction of mailboxes and ensure their fast recovery from backup storage.
Recipients	
Recipient Policies Added	Shows newly created recipients policies. New policies should be reviewed on a regular basis.
Recipient Policies Removed	Shows deleted recipient policies. This report can be used to detect accidental and unauthorized deletions before they affect organization email system.
Recipient Policies Changes	Shows all changes made to the recipient policy settings and permissions.
Recipient Update Service Changes	Lists all recipients update service changes grouped by user (Exchange 2003 only).
Recipient Update Services Added	Lists all added recipient update services by user (Exchange 2003 only).
Recipient Update Services Removed	Lists all removed recipient update services grouped by user (Exchange 2003 only)
Server	
All MS Exchange Changes by Server	Shows all changes made to Exchange objects grouped by server where changes were made. Filtered by date range, domain name and where they occurred.
MS Exchange Servers Added	Shows addition of new servers to Exchange organization. Installation of new servers must be reviewed to make sure no rogue servers are installed.
Storage Group	
MS Exchange Storage Group Changes	Storage groups contain all Exchange stores and modifications of storage group settings can affect the entire Exchange organization (only for Exchange Server 2003 and 2007). The report shows all changes to MS Exchange storage group.
MS Exchange Storage Groups Added	Storage group creation is usually a carefully planned operation and this report can be used to review the process (only for Exchange Server 2003 and 2007).
MS Exchange Storage Groups Removed	Storage group are rarely removed and this report should be reviewed regularly to detect any unplanned actions (only for Exchange Server 2003 and 2007).
Store	
MS Exchange Store Changes	Exchange stores hold all exchange data, such as messages, contacts, tasks, and so on. This report shows modification of store settings and permissions, without changes made to stored content.
MS Exchange Stores Added.	Shows all newly created stores.
MS Exchange Stores Removed	Shows all deleted stores. Stores are rarely deleted and this report can be used to detect all accidental and unauthorized deletions before they impact the operations.

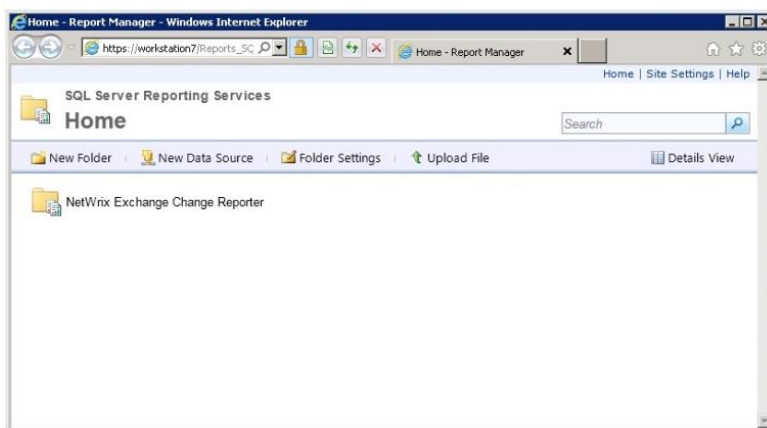
4.2. Viewing Reports in a Web Browser

To view reports in a web browser, ask your system administrator to provide you with the Report Manager URL.

Procedure 1. To view reports in a web browser

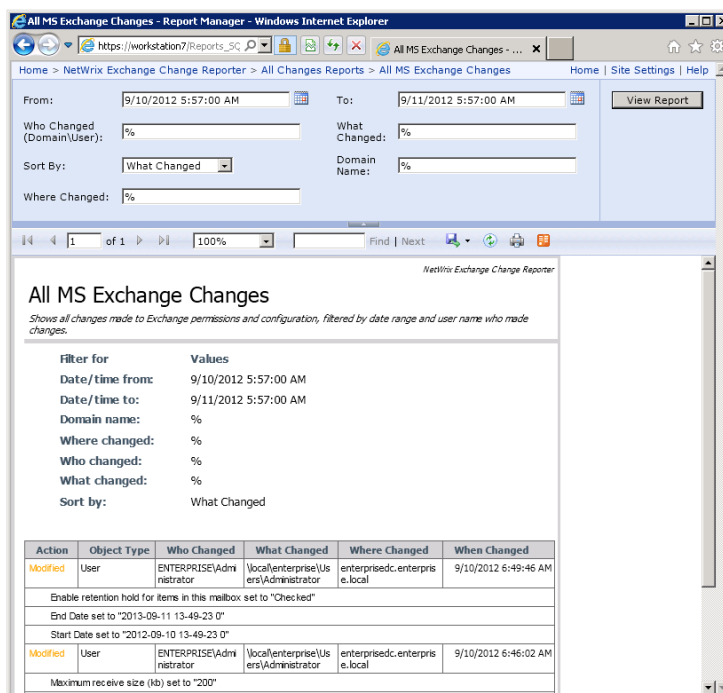
1. In your web browser, type the Report Manager URL in the address line and press Enter. The SQL Server Reporting Services Home page will open:

Figure 2: Report Manager: NetWrix Exchange Change Reporter Page



2. Click the **NetWrix Exchange Change Reporter** folder and navigate to the report you want to generate.
3. Click the report name. The report will be displayed showing the changes that occurred in the last 24 hours. On the report page, you can specify filters to the selected report and click the **View Report** button (**View Chart** for chart reports) to apply them:

Figure 3: All MS Exchange Changes Report (Web Browser)



Note: Report filters may vary depending on the selected report.

4.3. Receiving Reports by Email

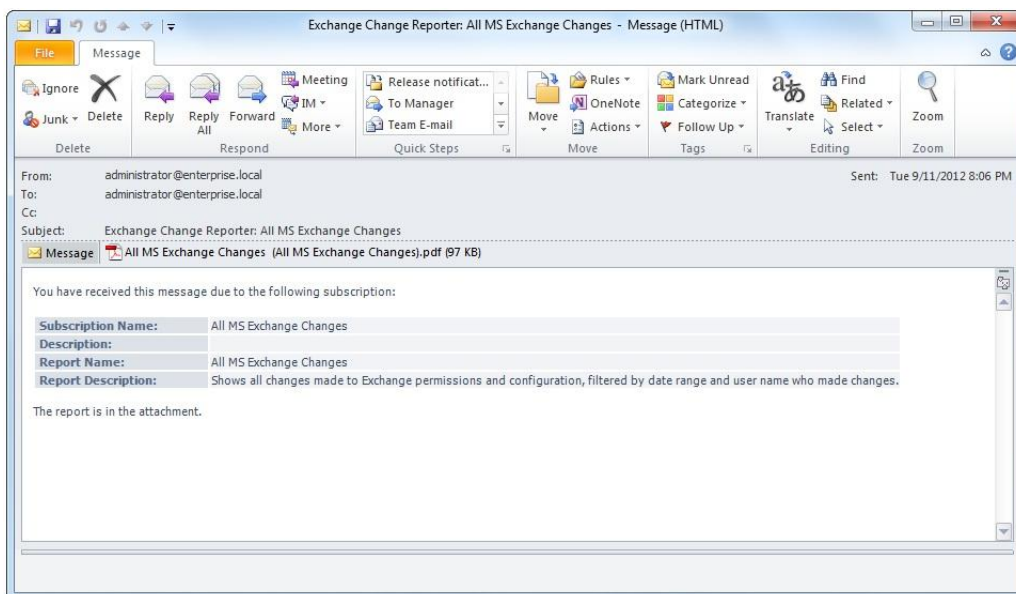
To receive reports by email, ask your system administrator to configure a subscription to the required reports. The administrator can set report filters, so that you only receive the information you need in the required output format: Excel, Word, or PDF.

Reports can be delivered on one of the following schedules:

- On a daily basis: reports will be delivered at the specified interval at 3:00 AM;
- On a weekly basis: reports will be delivered on the specified days of the week at 3:00 AM;
- On a monthly basis: reports will be delivered in the specified months on a selected date at 3:00 AM.

Reports will be delivered as email attachments in the selected format:

Figure 4: Report Delivered by Subscription



A APPENDIX: RELATED DOCUMENTATION

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

Table 3: Product Documentation

Document Name	Overview
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 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 Quick-Start Guide	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 Active Directory Change Reporter Installation and Configuration Guide	Provides detailed instructions on how to install NetWrix Active Directory Change Reporter, NetWrix Group Policy Change Reporter and NetWrix Exchange Change Reporter, and explains how to configure the target AD domain for auditing.
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.