



NetWrix Exchange Change Reporter

Version 7

Freeware Edition
Quick Start Guide

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1. Introduction

Without argument, Microsoft Exchange is the most important IT infrastructure component in many organizations. Even one hour of e-mail 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 e-mail operation, security and compliance. Exchange servers, mailboxes, information stores, permissions, and all other types of objects must be routinely monitored to detect any changes, both authorized and not, and the **full audit trail** must be maintained for compliance and security incident investigation purposes.

NetWrix Exchange Change Reporter is a **Microsoft Exchange auditing** solution that tracks and reports all changes made to all Exchange Server configurations and permissions. The product generates reports that show all created, deleted, and modified objects and settings. Four basic questions are answered: What changed? How was it changed? Who did it? When and where was it changed? Powered by [AuditAssurance™ technology](#), the Exchange Change Reporter tracks changes to 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. The modification events indicate "before" and "after" values for all modified settings, for example, the previous name of a recently renamed mailbox or how the mailbox quotas looked like before they were changed.

Features and benefits:

- Bird's eye view of day-to-day Exchange administrative activities to track security policy violations;
- Auditing and reporting of all changes to Exchange objects and permissions for security and compliance - [Download report sample](#);
- Easy targeted change report delivery via the Subscriptions feature (*);
- Streamline creation of compliance reports for your SOX, GLBA and HIPAA auditors (*);
- Detection of unauthorized and unplanned changes caused by excessively delegated rights;
- Integration with System Center Operations Manager via [SCOM Management Pack for Exchange Change Reporter](#) that feeds the audit data to SCOM for customized processing (rules, alerts, etc.) (*).



This product is a part of NetWrix Active Directory Change Reporter pack which consists of:

- Active Directory Change Reporter;
- Group Policy Change Reporter;
- Exchange Change Reporter;
- Active Directory Object Restore Wizard.

The whole pack provides a convenient change management solution for your network environment.

(*) - Only available in the Enterprise Edition of the product.

1.1 Key Features

NetWrix Exchange Change Reporter helps you to carry out the following auditing and reporting tasks:

- Detect and report on changes made to Exchange Servers. Reports include information about what changes were made, who (*) made the changes, where(*) and when (*) they were made.
- Report on previous and current 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 e-mail subscriptions for certain report types. The feature is based on Advanced Reporting functionality and enables automatic delivery of certain Advanced Report types to a customizable list of recipient e-mail addresses (*).
- Integration with SCOM (*). The product stores collected changes in an event log. This option allows cooperating with SCOM.

(*) - Only available in the Enterprise Edition of the product.

1.2 Licensing

The Exchange Change Reporter comes in two Editions: Freeware and Enterprise. The table below outlines the differences between them.

Feature	Freeware	Enterprise Edition
Who and When fields for every change	No	Yes
Advanced Reports based on SQL Reporting Services, with filtering, grouping and sorting	No	Detailed
Custom reports	No	Yes. Create manually or order from NetWrix
Subscriptions (based on Advanced Reports)	No	Yes
SCOM integration	No	Yes
Enterprise-class scalability	No	Full
Long-term archiving and reporting	No	Any period of time
Technical support	Support forum	Phone, e-mail, Support forum
Licensing	Free of charge	Per user; please request a quote
A single installation handles numerous managed objects(domains, multiple domains)	No	Yes
Integrated interface for all NetWrix products which provides centralized configuration and settings management	No	Yes
Integrated advanced reporting with lots of predefined out-of-the-box reports for all the major platforms	No	Yes

The Free Edition can be used by companies and individuals for an **unlimited** time, at no charge. The Enterprise Edition can be evaluated free of charge for **20** days.

For more details on these and many more features available in the Enterprise Edition, please refer to the [Exchange Change Reporter Administrator's Guide](#).

1.3 How It Works

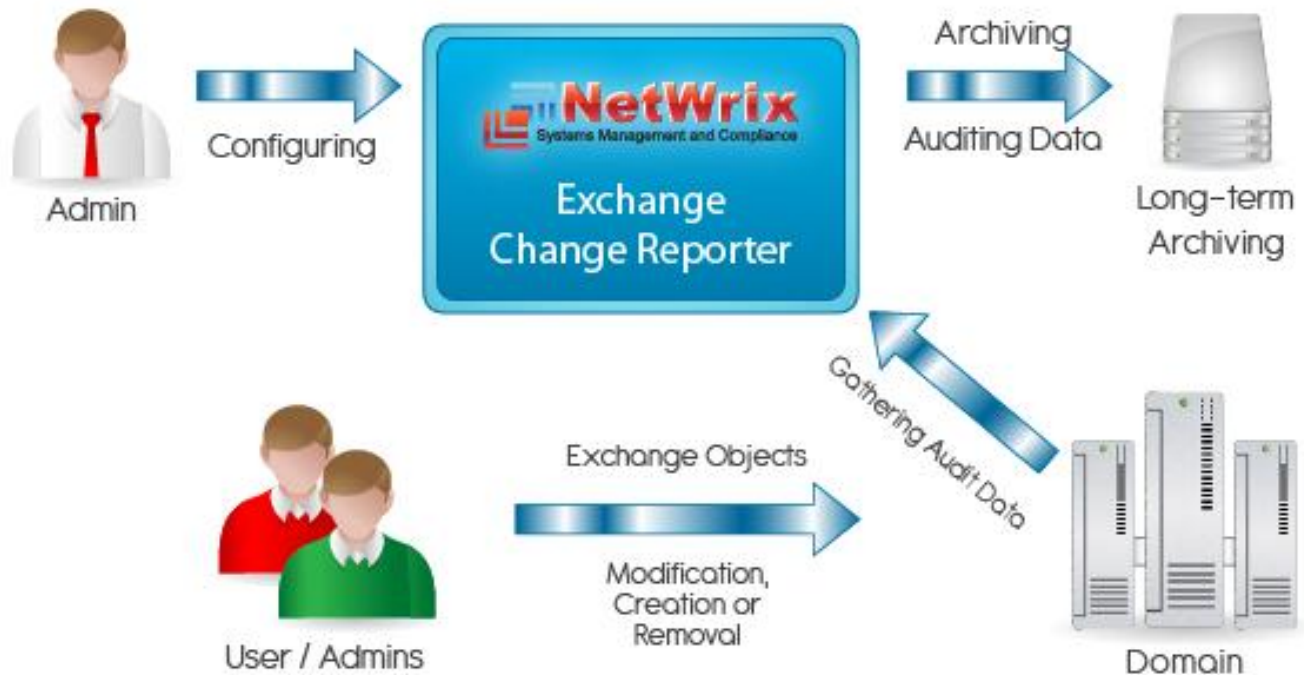


Figure 1: Product Architecture and data flow

The Exchange Change Reporter data collection and reporting workflow is usually as follows:

1. A user launches the configuration utility and sets the parameters for the automated data collection and reporting, choosing whether to report on the following Exchange Servers changes:
 - Security policy violations;
 - Exchange objects and permissions changes;
 - Unauthorized and unplanned changes.
2. A dedicated scheduled task is launched periodically (daily at 3 AM by default). It collects Exchange audit data and e-mails reports to the specified recipients once per 24 hours at 3 AM by default. The task name is *NetWrix Management Console – Active Directory Change Reporter - <your domain name>* where <your domain name> is the actual name of your managed domain.
3. Change reports are sent by email; to generate and view the on-demand reports use the Report Viewer utility.

2. Getting Started

This section describes the necessary prerequisites for the Exchange Change Reporter Freeware Edition installation.

2.1 System Requirements

Hardware

Processor:

- Minimum: Intel or AMD 32 bit, 2GHz;
- Recommended: Intel or AMD 64 bit, 3GHz.

Memory:

- Minimum: 512MB RAM;
- Recommended: 2GB RAM.

Disk:

- Minimum: 50MB physical disk space for product installation. More space is required for the Audit Archive and SQL, depending on the number of AD objects and changes per day;
- Recommended: two physical drives with 50GB of free space total.

Software

The product can be installed on any computer running Windows XP SP2 or higher. The computer must belong to a managed or trusted domain.

NOTE: on Exchange Change Reporter installation, the Group Policy Change Reporter part of this package is also installed automatically. In order for the Group Policy Change Reporter to monitor GP Preferences, the Exchange Change Reporter has to be installed on Windows Vista or above.

Environment (both 32 and 64-bit):

- Windows 2000;
- Windows Server 2003, any forest mode (mixed, native, 2K3);
- Windows Server 2008 (including R2);
- Exchange Server 2003 or 2007.

Additional software:

- .Net Framework 2.0 or later;
- Windows Installer 3.1 or later;
- Microsoft Management Console 3.0 or higher;
- To use advanced reporting, SQL Server 2005 Express Edition or above with Advanced Services (can be installed automatically or obtained from [Microsoft Download Center](#));

Additional requirements:

- Disk space – enough for temporary data storage (the configuration snapshots will be saved there). Required space depends on the number of users in your Active Directory. At least 10GB is recommended.
- SSRS Report Builder is required to create custom reports. To launch Report Builder, .NET Framework 2.0 must be installed on the client computer (used to connect to SSRS). Note that Report Builder is available in SQL Server Enterprise or Standard Edition; the Express Edition does not provide this functionality.

Required rights and permissions:

The account under which the Exchange Change Reporter scheduled task will run requires the following:

1. Local administrator rights;
2. Sufficient permissions to query the entire Active Directory and Exchange environment.

2.2 Upgrading from Previous Versions

Upgrading from any Edition of any previous version of the product to the Freeware Edition of version 7 is not supported. Please remove the existing version of the Exchange Change Reporter before installing the new one.

2.3 Installation

To install the Exchange Change Reporter, run the setup program on any computer in the domain in the target forest.

Follow the steps of the wizard. When prompted, accept the license agreement, then specify the installation folder, and click **Next** to proceed with the installation.

On the last step of the installation wizard, the following dialog appears:

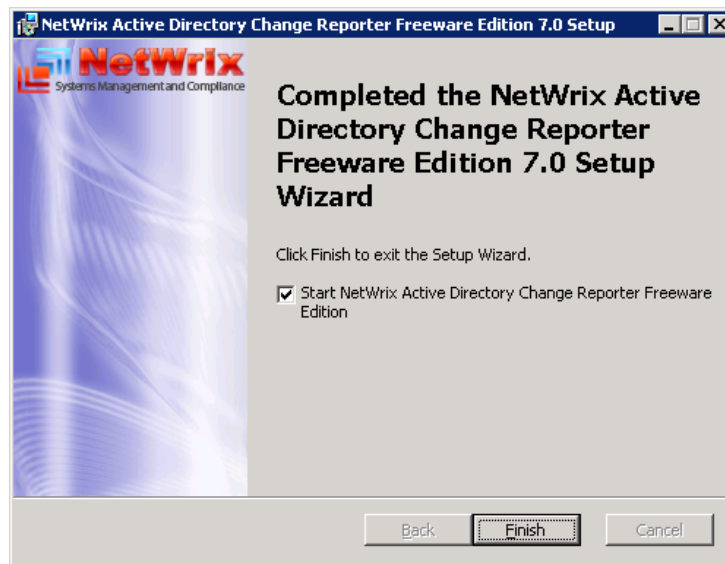


Figure 2: Active Directory / Exchange Change Reporter Setup configuration utility selection dialog window

Verify that the **Start NetWrix Active Directory Change Reporter Freeware Edition** option is enabled to start the Active Directory / Exchange Change Reporter configuration utility after the setup finishes. Click **Finish** to complete the setup.

3. Working with the Freeware Edition

The Freeware Edition allows using the basic configuration utility – it is limited and is recommended for basic audit functions. The Enterprise Edition of the product provides more complex mechanisms for auditing and reviewing the current Exchange state. As a result you have a total control over the entire Exchange environment.

The Freeware Edition is limited to manage a single domain only; if you need more than one domain, you have to use the Enterprise Edition (requires the Enterprise license).

3.1 Freeware and Enterprise Editions Feature Comparison

The following features are unavailable in the Freeware Edition:

- **Long-term audit archiving** – a feature that allows archiving audit data for storage. The information may later be useful for reference on what was it like before;
- **Advanced Reporting** – a reporting feature that allows versatile SQL SRS-based reporting with reports containing information on every other possible bit of change happened in your domain;
- **Changing data gathering schedule** – tuning the schedule may be of essential meaning when perfect timing is critical;
- **Sending encrypted e-mail messages (SSL)** – used to ensure the security of any data transactions across the network.

3.2 Configuration

Launch the configuration utility from the **Start** menu by selecting **NetWrix Freeware | Exchange Change Reporter | Exchange Change Reporter (Freeware Edition)**. The **Configuration** utility main window is displayed as follows:

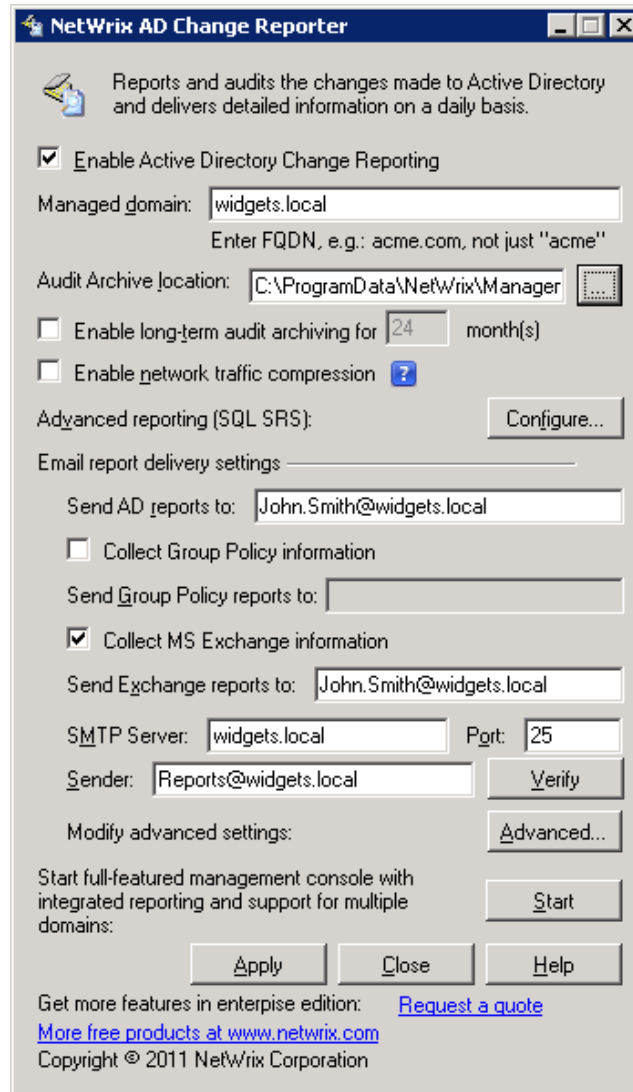


Figure 3: Active Directory / Exchange Change Reporter Freeware Edition configuration utility window

The following configuration settings are available in this dialog:

1. Check **Enable Active Directory Change Reporting** to enable the product.
2. Type in the FQDN of an Active Directory domain that should be checked for changes into the **Managed Domain** field.
3. Leave the default path in the **Audit Archive location** field. All the snapshots made by NetWrix products you are using will be stored in the corresponding subfolders of that folder.

4. Leave **Enable long-term audit archiving for** and **Enable network traffic compression** unchecked as by default. (*) For details about network traffic compression, refer to [NetWrix Active Directory Change Reporter Administrator's Guide](#).
5. Under **Email report delivery settings**, do the following:
 - a) Check the **Collect MS Exchange information** box;
 - b) Provide an e-mail addresses to which the reports on Exchange changes will be delivered (multiple recipients should be separated by a semicolon);
 - c) Supply SMTP server settings (the name and the port);
 - d) Supply the sender address;
6. Click the **Advanced** button to access the **Advanced Options** dialog:

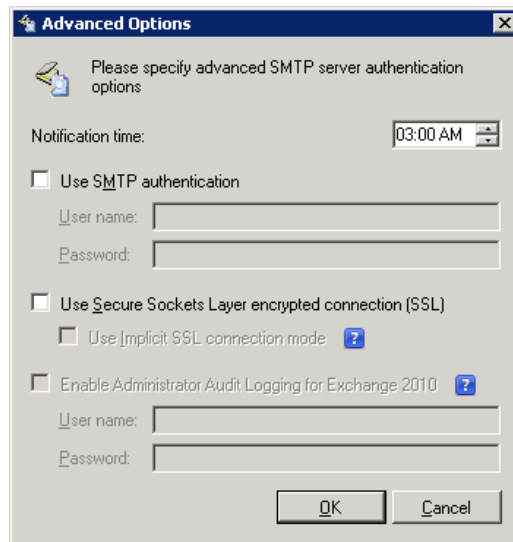


Figure 4: Active Directory / Exchange Change Reporter Advanced Options dialog window

- a) In this dialog you can enable the SMTP authentication if required by the server.
- b) The **Administrator Logging for Exchange 2010** option is unavailable.
7. Click **Verify** to test the e-mail settings you specified.
8. To finish with configuration settings, click **Apply**.

You will be prompted for the credentials to run the data collection and the report generation.

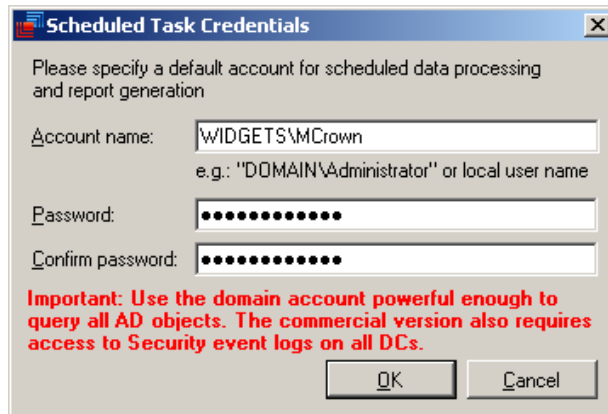


Figure 5: Scheduled Task Credentials dialog window

Specify the account under which the scheduled task (named *NetWrix Management Console – Active Directory Change Reporter - <your_domain_name>* where <your_domain_name> is the name of the specified domain) will collect the related changes data and e-mail the reports to the specified recipients.

NOTE: make sure the account you supply has sufficient privileges, that are the read access to the Active Directory and Exchange objects from the selected domain and Local administrator rights on the computer where configuration snapshots will be stored in the Audit Archive.

IMPORTANT: the Freeware Edition only reports the fact of any changes made to Exchange environment (the information about who made the change, when it occurred and where the change was made is not available in that edition).

To change the configuration settings later, you may invoke the configuration utility from the **Start** menu.

(*) – Only available in the Enterprise Edition.

3.3 Data Collection and Reporting

This section describes how you can perform the data collection and reporting using the Exchange Change Reporter Freeware Edition.

When needed, you can manually launch the task named *NetWrix Management Console – Active Directory Change Reporter - <your_domain_name>* (where <your_domain_name> is the name of a managed domain) using Task Scheduler (this task is launched automatically at 3.00 AM every day). Also, you can use Task Scheduler to modify the task properties (for example, schedule, account, etc.)

When you run the task, it collects the snapshots of Exchange environment settings and e-mails reports on the detected changes to the corresponding recipients.

At the first run of the scheduled task, a message notifies you that the initial analysis is completed. Next, you can make some changes to your Exchange environment settings (e.g. change a description of one of your users) to see an example of how they will be reported. After that, you can launch the scheduled task again, and then check the mailbox for the new report. The changes should be reported like shown in the figure below.

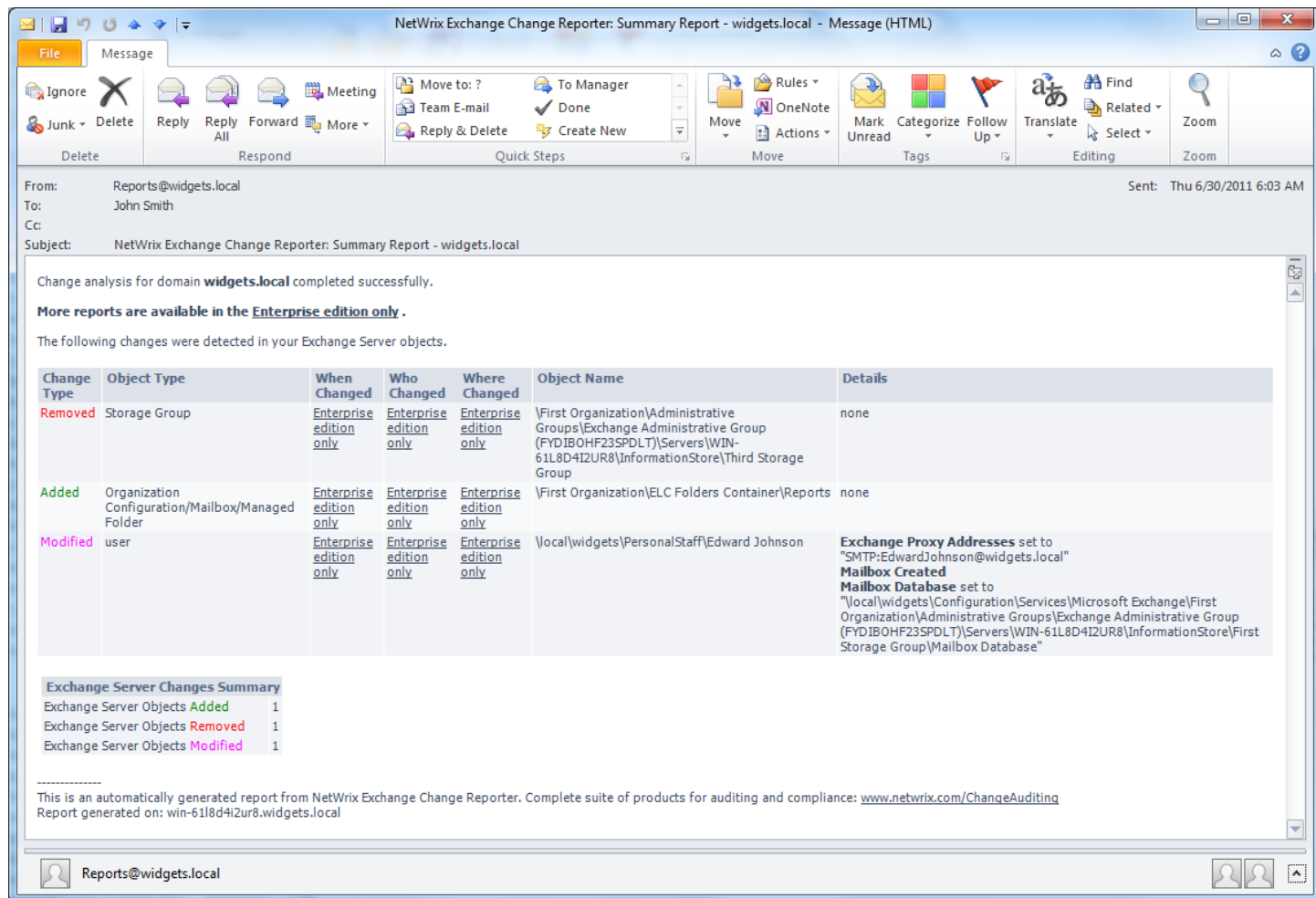


Figure 6: Exchange Change Reporter Summary Report email example

4. About NetWrix Products

Solutions developed by NetWrix Corporation help organizations to meet compliance standards, simplify identity management, and reduce IT infrastructure costs. The product line includes solutions for change management, identity management, virtualization, and Active Directory troubleshooting.

Enterprise Management Suite: NetWrix Enterprise Management Suite is a rich collection of all NetWrix products combined together into one integrated solution. The suite is well-maintained and regularly updated with new versions and completely new products that all customers are entitled to as long as their maintenance is up to date.

Change Reporter Suite: The Change Reporter Suite is an integrated solution for automated tracking and reporting of all critical changes in the entire IT infrastructure, including Active Directory, file servers, Microsoft Exchange, filer appliances such as NetApp or EMC, virtual and physical infrastructure, SQL Server databases. Everything is centrally audited, consolidated, and presented in easy to understand reports with before and after values of all “who, what, when and where” modifications.

Identity Management Suite: The NetWrix Identity Management Suite brings convenience, enhanced security, and brings sensible benefits to everyone within an organization. The solution resolves account lockouts, forgotten passwords and password expiration problems, while also providing user account de-provisioning and privileged password management.

Active Directory Change Reporter: Full-featured Active Directory auditing and compliance solution with full coverage of AD, Group Policy, Exchange, and object-level rollback capabilities. Tracks who changed what, when, and where in Active Directory and related systems.

USB Blocker: USB Blocker enforces centralized access control to prevent unauthorized use of removable media that connects to computer USB ports—memory sticks, removable hard disks, iPods, and more.

File Server Change Reporter: File server and filer appliance auditing solution. Supports Windows servers, NetApp Filers, EMC appliances.

SQL Server Change Reporter: Auditing and reporting solution to monitor changes to SQL servers, instances, database schema, logins and roles, etc.

Privileged Account Manager: Shared access to privileged accounts with automatic password maintenance.

Non-owner Mailbox Access Reporter: Track users who access other user’s mailboxes and report unauthorized access to mailboxes of C and VP-level accounts.

Password Manager: product gives end users the ability to securely manage their passwords and resolve account lockout incidents in a self-service fashion without involvement of help desk personnel.

Lockout Examiner: detects, diagnoses, and resolves account lockouts in real time to reduce administrative costs associated with manual resolution of account lockouts.

Full list of products: <http://www.netwrix.com/products.html>

For more information, please visit www.netwrix.com or call our toll-free number: +1-888-638-9749.

5. Additional Software Links

.Net Framework 2.0 is available at

<http://www.microsoft.com/downloads/details.aspx?displaylang=en&FamilyID=0856eacb-4362-4b0d-8edd-aab15c5e04f5> or for 64-bit systems at <http://www.microsoft.com/downloads/details.aspx?FamilyID=B44A0000-ACF8-4FA1-AFFB-40E78D788B00&displaylang=en>

Windows Installer 3.1 is available at <http://www.microsoft.com/downloads/details.aspx?familyid=889482FC-5F56-4A38-B838-DE776FD4138C&displaylang=en>

ADSI Edit utility is available at

<http://www.microsoft.com/downloads/details.aspx?FamilyId=6EC50B78-8BE1-4E81-B3BE-4E7AC4F0912D&displaylang=en>

6. Contacting NetWrix

If you encounter any issues during your testing or use of the product, please first check the knowledge base:

http://netwrix.com/knowledge_base.html

If you will not find a solution for your issue in the Knowledge Base, then contact NetWrix technical support:

www.netwrix.com/support

201-490-8840 x1 for technical support

7. Disclaimer

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