

HP OPENVIEW
Smart Plug-in for
Microsoft[®] Exchange Server

Reference Guide



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Printing History

New editions are complete revisions of the manual. The printing dates for each edition are listed below.

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|-----------|-------------|
| Edition 1 | July 1999 |
| Edition 2 | April 2000 |
| Edition 3 | August 2002 |

File Locations

The *HP OpenView Smart Plug-ins CD-ROM* is a collection of OpenView Operations Smart Plug-ins (SPIs) and OpenView supplementary management applications, for HP OpenView Operations for UNIX. The collection offers the convenience of having all SPIs on a single medium with a single Software Distributor depot. The Smart Plug-in for MS Exchange Server files are located according to operating system, as follows:

Program Files:

```
cdrom/OV_DEPOT/10.OHPUX.sdtape EXSPI
cdrom/OV_DEPOT/11.OHPUX.sdtape EXSPI
cdrom/OV_DEPOT/SOLARIS.sdtape EXSPI
cdrom/OV_REPORTER/EXCHANGE_SPI_A.03.30/exspi_reporter.msi
```

Documentation Files:

```
OV_DOC/EXCHANGE_SPI_A.03.30/release_notes.pdf
OV_DOC/EXCHANGE_SPI_A.03.30/exspi_users_guide.pdf
OV_DOC/EXCHANGE_SPI_A.03.30/exspi_ref_guide.pdf
```

EXCHANGE SPI MONITOR AND DATA COLLECTION TEMPLATES

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MS Exchange 2000 Templates

Summary MS Exchange 2000 Monitor Templates

| Id | Category | Template Group | Template | Description | Threshold | Threshold | Duration | Schedule | Message Group |
|----|----------|---------------------------------|---------------|--|-----------------------------------|-----------|----------|-------------|---------------|
| | | | | | w: (r: c) | Reset | Time | Frequency | Alert |
| 1 | QS | EXSPI-60 Services and Processes | EXSPI-60-0001 | Process Monitor (Monitors CPU time used by Exchange processes) | w: 80 (r: 75) c: 99 (r: 85) | Reset | | every 5min | EX_Perf |
| 2 | QS | EXSPI-60 Services and Processes | EXSPI-60-0002 | Inactive Process Monitor (Checks that processes are using CPU) | w: 0.01 | W/O Reset | 12h | every 10min | EX_Fault |
| 5 | AO | EXSPI-60 Transaction Log | EXSPI-60-0005 | Low Log File Disk Space | w: 20 (r: 25) c: 10 (r: 55) | Reset | | every 15min | EX_Fault |
| 6 | AO | EXSPI-60 Transaction Log | EXSPI-60-0006 | Transaction Log File Disc Space | w: 100 (r: 90) c: 200 (r: 180) | Reset | | every day | EX_Fault |
| 10 | QS | EXSPI-60 Message Transfer Agent | EXSPI-60-0010 | MTA Message Delay | w: 60 (r: 50) c: 300 (r: 250) | Reset | | every 5min | EX_Perf |
| 11 | QS | EXSPI-60 Message Transfer Agent | EXSPI-60-0011 | MTA Work Queue Length | w: 50 (r: 40) c: 100 (r: 80) | Reset | 10m | every 5min | EX_Perf |
| 12 | QS | EXSPI-60 Message Transfer Agent | EXSPI-60-0012 | MTA Failed Conversions | w: 2 (r: 1) c: 4 (r: 3) | Reset | | every 1h | EX_Perf |
| 13 | QS | EXSPI-60 Message Transfer Agent | EXSPI-60-0013 | MTA Connection Message Delay | w: 250 c: 600 (r: 500) | Reset | | every 5min | EX_Perf |
| 14 | QS | EXSPI-60 Message Transfer Agent | EXSPI-60-0014 | MTA Connection Queue Lengths | w: 20 (r: 15) c: 40 (r: 30) | Reset | | every 5min | EX_Perf |
| 15 | QS | EXSPI-60 Message Transfer Agent | EXSPI-60-0015 | MTA Failed Outbound Associations | w: 3 (r: 2) c: 10 (r: 8) | Reset | | every 1h | EX_Perf |
| 16 | QS | EXSPI-60 Message Transfer Agent | EXSPI-60-0016 | MTA Rejected Inbound Associations | w: 3 (r: 2) c: 10 (r: 8) | Reset | | every 1h | EX_Perf |
| 17 | QS | EXSPI-60 Message Transfer Agent | EXSPI-60-0017 | MTA Rejected Inbound Messages | w: 2 (r: 1) c: 4 (r: 3) | Reset | | every 1h | EX_Perf |
| 30 | QS | EXSPI-60 Information Store | EXSPI-60-0030 | IS Public Average Delivery Time | w: 10 (r: 7) c: 5 (r: 3) | Reset | | every 5min | EX_Perf |
| 31 | QS | EXSPI-60 Information Store | EXSPI-60-0031 | IS Public Average Local Delivery Time | w: 10 (r: 7) c: 5 (r: 3) | Reset | | every 5min | EX_Perf |
| 32 | QS | EXSPI-60 Information Store | EXSPI-60-0032 | IS Public Replication Queue Size | w: 30 (r: 20) c: 15 (r: 10) | Reset | | every 5min | EX_Perf |
| 33 | QS | EXSPI-60 Information Store | EXSPI-60-0033 | IS Public Receive Queue Size | w: 30 (r: 20) c: 15 (r: 10) | Reset | | every 5min | EX_Perf |
| 34 | QS | EXSPI-60 Information Store | EXSPI-60-0034 | IS Public Send Queue Size | w: 30 (r: 20) c: 15 (r: 10) | Reset | | every 5min | EX_Perf |
| 40 | QS | EXSPI-60 Information Store | EXSPI-60-0040 | IS Mailbox Average Delivery Time | w: 10 (r: 7) c: 5 (r: 3) | Reset | | every 5min | EX_Perf |
| 41 | QS | EXSPI-60 Information Store | EXSPI-60-0041 | IS Mailbox Average Local Delivery Time | w: 10 (r: 7) c: 5 (r: 3) | Reset | | every 5min | EX_Perf |

Chapter 1: MS Exchange 2000 Templates
Summary MS Exchange 2000 Monitor Templates

| id | Category | Template Group | Template | Description | Threshold | Alert | Duration | Schedule | Message Group |
|----|----------|-----------------------------------|---------------|---|--------------------------------|-----------|----------|-------------|---------------|
| | | | | | Value | Unit | Unit | Unit | Group |
| 42 | QS | EXSPI-60 Information Store | EXSPI-60-0042 | IS Mailbox Receive Queue Size | w: 30 (r: 20) c: 15 (r: 10) | Reset | | every 5min | EX_Perf |
| 43 | QS | EXSPI-60 Information Store | EXSPI-60-0043 | IS Mailbox Send Queue Size | w: 30 (r: 20) c: 15 (r: 10) | Reset | | every 5min | EX_Perf |
| 50 | QS | EXSPI-60 SMTP | EXSPI-60-0050 | SMTP Categorizer Queue Length | w: 15 (r: 10) c: 30 (r: 20) | Reset | | every 5min | EX_Perf |
| 51 | QS | EXSPI-60 SMTP | EXSPI-60-0051 | SMTP Local Queue Length | w: 15 (r: 10) c: 30 (r: 20) | Reset | | every 5min | EX_Perf |
| 52 | QS | EXSPI-60 SMTP | EXSPI-60-0052 | SMTP Local Retry Queue Length | w: 15 (r: 10) c: 30 (r: 20) | Reset | | every 5min | EX_Perf |
| 53 | QS | EXSPI-60 SMTP | EXSPI-60-0053 | SMTP Messages Pending Routing | w: 15 (r: 10) c: 30 (r: 20) | Reset | | every 5min | EX_Perf |
| 54 | QS | EXSPI-60 SMTP | EXSPI-60-0054 | SMTP Remote Queue Length | w: 15 (r: 10) c: 30 (r: 20) | Reset | | every 5min | EX_Perf |
| 55 | QS | EXSPI-60 SMTP | EXSPI-60-0055 | SMTP Remote Retry Queue Length | w: 15 (r: 10) c: 30 (r: 20) | Reset | | every 5min | EX_Perf |
| 56 | QS | EXSPI-60 SMTP | EXSPI-60-0056 | SMTP NDR Percentage | w: 2 (r: 1) c: 4 (r: 3) | Reset | | every 1h | EX_Perf |
| 57 | QS | EXSPI-60 SMTP | EXSPI-60-0057 | SMTP Outbound Connections Refused | w: 2 (r: 1) c: 5 (r: 2) | Reset | | every 1h | EX_Perf |
| 58 | AO | EXSPI-60 NNTP | EXSPI-60-0058 | Newsfeed Outbound Connections Failed | w: 2 (r: 1) c: 4 (r: 2) | Reset | | every 1h | EX_Perf |
| 90 | AO | EXSPI-60 CC:Mail Connector | EXSPI-60-0090 | cc:Mail MTS-IN Queue Length | w: 20 (r: 15) c: 50 (r: 40) | Reset | | every 5min | EX_Perf |
| 91 | AO | EXSPI-60 CC:Mail Connector | EXSPI-60-0091 | cc:Mail MTS-OUT Queue Length | w: 20 (r: 15) c: 50 (r: 40) | Reset | | every 5min | EX_Perf |
| 92 | AO | EXSPI-60 CC:Mail Connector | EXSPI-60-0092 | Exchange NDRs to cc:Mail | w: 2 (r: 1) c: 4 (r: 2) | Reset | | every 1h | EX_Perf |
| 93 | AO | EXSPI-60 CC:Mail Connector | EXSPI-60-0093 | cc:Mail NDRs to Exchange | w: 2 (r: 1) c: 4 (r: 2) | Reset | | every 1h | EX_Perf |
| 94 | AO | EXSPI-60 Lotus Notes Connector | EXSPI-60-0094 | Lotus Notes Inbound Queued Messages Length | w: 20 (r: 15) c: 50 (r: 40) | Reset | | every 5min | EX_Perf |
| 95 | AO | EXSPI-60 Lotus Notes Connector | EXSPI-60-0095 | Lotus Notes Outbound Queued Messages Length | w: 20 (r: 15) c: 50 (r: 40) | Reset | | every 5min | EX_Perf |
| 96 | AO | EXSPI-60 Lotus Notes Connector | EXSPI-60-0096 | Exchange NDRs sent to Lotus Notes | w: 2 (r: 1) c: 4 (r: 2) | Reset | | every 1h | EX_Perf |
| 97 | AO | EXSPI-60 Lotus Notes Connector | EXSPI-60-0097 | Lotus Notes NDRs sent to Microsoft Exchange | w: 2 (r: 1) c: 4 (r: 2) | Reset | | every 1h | EX_Perf |
| ## | QS | EXSPI-60 Information Store | EXSPI-60-0100 | IS User Connection Count Low | w: 1 (r: 2) | Reset | | every 15min | EX_Perf |
| ## | AO | EXSPI-60 Site Replication Service | EXSPI-60-0110 | SRS Pending Replication Synchronizations | c: 4 (r: 2) | Reset | 30m | every 5min | EX_Fault |
| ## | AO | EXSPI-60 Site Replication Service | EXSPI-60-0111 | SRS Remaining Replication Updates | c: 0.5 | W/O Reset | 30m | every 5min | EX_Fault |
| ## | AO | EXSPI-60 Conference Server | EXSPI-60-0800 | MSExchangeCONF.Active Conferences | w: 5 c: 10 | W/O Reset | | every 10min | EX_Perf |

Chapter: 1 MS Exchange 2000 Templates
Summary MS Exchange 2000 Monitor Templates

| Id | Category | Template Group | Template | Description | Threshold | Threshold | Duration | Schedule | Message Group |
|----|----------|----------------------------------|---------------|--|---------------------------------|--------------|----------|-------------|---------------|
| ## | AO | EXSPI-60 Conference Server | EXSPI-60-0801 | DCOM Calls To MCUs | c: 1000 (r: 500) | Reset | | every 10min | EX_Perf |
| ## | AO | EXSPI-60 Conference Server | EXSPI-60-0802 | Average Load Per MCU | w: 5 c: 10 | W/O Reset | | every 10min | EX_Perf |
| ## | AO | EXSPI-60 MCU Server | EXSPI-60-0803 | MCU Active Connections | w: 90 c: 100 | W/O Reset | | every 10min | EX_Perf |
| ## | AO | EXSPI-60 MCU Server | EXSPI-60-0804 | MCU Load | w: 5 c: 10 | W/O Reset | | every 10min | EX_Perf |
| ## | AO | EXSPI-60 Conferencing Bridge | EXSPI-60-0805 | Failed Conference Join Attempts | w: 5 c: 10 | W/O Reset | | every 10min | EX_Perf |
| ## | AO | EXSPI-60 Conferencing Bridge | EXSPI-60-0806 | Video Conferences in Progress | w: 5 c: 10 | W/O Reset | | every 10min | EX_Perf |
| ## | AO | EXSPI-60 Conferencing Bridge | EXSPI-60-0807 | Incomplete Calls | w: 5 c: 10 | W/O Reset | | every 10min | EX_Perf |
| ## | AO | EXSPI-60 Chat Service | EXSPI-60-0830 | Active DNS logon threads | w: 15 (r: 10) c: 30 (r: 20) | Reset | | every 15min | EX_Perf |
| ## | AO | EXSPI-60 Chat Service | EXSPI-60-0831 | Chat Service Client Timeout Related Disconnects | w: 5 (r: 2) c: 10 (r: 7) | Reset | | every 15min | EX_Perf |
| ## | AO | EXSPI-60 Chat Service | EXSPI-60-0833 | Chat Service.Anonymous Clients | w: 15 (r: 10) c: 30 (r: 20) | Reset | | every 15min | EX_Perf |
| ## | AO | EXSPI-60 Chat Service | EXSPI-60-0834 | Chat Service.Authenticated Clients | w: 50 (r: 30) c: 100 (r: 80) | Reset | | every 15min | EX_Perf |
| ## | AO | EXSPI-60 Chat Service | EXSPI-60-0835 | Microsoft Exchange Chat Service.Authentication Failures | w: 10 (r: 5) c: 20 (r: 15) | Reset | | every 15min | EX_Perf |
| ## | AO | EXSPI-60 Chat Service | EXSPI-60-0836 | Microsoft Exchange Chat Service.Server operations queued | w: 5 (r: 2) c: 10 (r: 7) | Reset | | every 15min | EX_Perf |
| ## | AO | EXSPI-60 Instant Messaging | EXSPI-60-0841 | MSExchangeIM Virtual Servers.Current Users Online | w: 75 c: 100 | W/O Reset | | every 1h | EX_Perf |
| ## | AO | EXSPI-60 Instant Messaging | EXSPI-60-0842 | MSExchangeIM Virtual Servers.Current Subscriptions | w: 75 c: 100 | W/O Reset | | every 1h | EX_Perf |
| ## | AO | EXSPI-60 Instant Messaging | EXSPI-60-0845 | MSExchangeIM.Failed Requests/sec | w: 5 c: 10 | W/O Reset | | every 1h | EX_Perf |
| ## | AO | EXSPI-60 Instant Messaging | EXSPI-60-0846 | MSExchangeIM.Rejected Requests/sec | w: 5 c: 10 | W/O Reset | | every 1h | EX_Perf |
| ## | QS | EXSPI-60 Services and Processes | EXSPI-60-1001 | MSExchange Services Monitor | m:1 | W/O Reset | | every 5min | EX_Fault |
| ## | Ad | EXSPI-60 End to End Message Ping | EXSPI-60-1002 | MSExchange End to End Message Ping Monitor | w: 300 (r: 240) | Reset | | every 30min | EX_Perf |

MS Exchange 2000 Schedule Data Collection Templates

| Category | Template Group | Template | Description | Collection Metric | Collection Type | Schedule | Table | Report |
|----------|---------------------------------|--------------------------------|--|---|-----------------|-----------------------------|---|--|
| QS | EXSPI-60 Information Store | EXSPI-60-DC-IS Msg Del Time | Collect data on the average msg delivery times in core procs | 581 : MExchangeIS Mailbox.Average Local Delivery Time 582 : MExchangeIS Mailbox.Average Delivery Time 583 : MExchangeIS Public.Average Local Delivery Time 584 : MExchangeIS Public.Average Delivery Time | Average/h | 6:00-18:00 every 5min, M-F | EXSPI_MULTI (for each Database instance) EXSPI_SINGLE (total over all Databases) | |
| QS | EXSPI-60 Information Store | EXSPI-60-DC-IS Mailbox Msg Vol | Collect data on the vol of messages processed by Mailbox IS | 541 : MExchangeIS Mailbox.Messages Delivered 542 : MExchangeIS Mailbox.Messages Sent 543 : MExchangeIS Mailbox.Messages Submitted 544 : MExchangeIS Mailbox.Message Recipients Delivered | Delta/h | 6:00-18:00 hourly, M-F | EXSPI_MULTI (for each Database instance) EXSPI_SINGLE (total over all Databases) | S: Exchange Messaging Trends for all Servers D: Exchange Messaging Trends |
| QS | EXSPI-60 Information Store | EXSPI-60-DC-IS Public Msg Vol | Collect data on the vol of messages processed by Public IS | 550 : MExchangeIS Public.Messages Delivered 551 : MExchangeIS Public.Messages Sent 552 : MExchangeIS Public.Messages Submitted 553 : MExchangeIS Public.Message Recipients Delivered | Delta/h | 6:00-18:00 hourly, M-F | EXSPI_MULTI (for each Database instance) EXSPI_SINGLE (total over all Databases) | S: Exchange Messaging Trends for all Servers D: Exchange Messaging Trends |
| QS | EXSPI-60 Message Transfer Agent | EXSPI-60-DC-MTA & IS Queue Len | Collect data on the length of message queues in core procs | 570 : MExchangeMTA.Work Queue Length - MExchangeMTA.Deferred Delivery Msgs 571 : MExchangeIS Mailbox.Send Queue Size 572 : MExchangeIS Mailbox.Receive Queue Size 573 : MExchangeIS Public.Send Queue Size 574 : MExchangeIS Public.Receive Queue Size | Average/h | 6:00-18:00 every 10min, M-F | EXSPI_MULTI (for each Database instance) EXSPI_SINGLE (total over all Databases) | |
| QS | EXSPI-60 Message Transfer Agent | EXSPI-60-DC-MTA Message Volume | Collect data on the vol of messages processed by MTA | 530 : MExchangeMTA.Inbound Messages Total 531 : MExchangeMTA.Outbound Messages Total 532 : MExchangeMTA.Total Recipients Inbound 533 : MExchangeMTA.Total Recipients Outbound 534 : MExchangeMTA.Inbound Bytes Total 535 : MExchangeMTA.Outbound Bytes Total | Delta/h | 6:00-18:00 hourly, M-F | EXSPI_SINGLE | S: Exchange Messaging Trends for all Servers D: Exchange Messaging Trends |

Chapter: 1 MS Exchange 2000 Templates
MS Exchange 2000 Schedule Data Collection Templates

| C a t e g o r y | | | | | | | | |
|--------------------------------------|---------------------------------|----------------------------------|---|--|---------------------|------------------------|--------------|--|
| | Template Group | Template | Description | Collection Metric | Collecti on Type | Schedule | Table | Report |
| QS | EXSPI-60 SMTP | EXSPI-60-DcSMTP Message Queues | Populate Node database with queue metrics for graph. | 50 : SMTP Server.Categorizer Queue Length 51 : SMTP Server.Local Queue Length 52 : SMTP Server.Local Retry Queue Length 53 : SMTP Server.Messages Pending Routing 54 : SMTP Server.Remote Queue Length 55 : SMTP Server.Remote Retry Queue Length | Value | 5min, daily | EXSPI_MULTI | |
| QS | EXSPI-60 SMTP | EXSPI-60-DC-SMTP Message Volume | Collect data on the volume of SMTP messages processed. | 670 : SMTP Server.Messages Sent Total 671 : SMTP Server.Messages Received Total 672 : SMTP Server.Bytes Sent Total 673 : SMTP Server.Bytes Received Total 674 : SMTP Server.Message Bytes Sent Total 675 : SMTP Server.Message Bytes Received Total | Delta/h | 6:00-18:00 hourly, M-F | EXSPI_MULTI | S: Exchange Messaging Trends for all Servers D: Exchange Messaging Trends |
| QS | EXSPI-60 Services and Processes | EXSPI-60-DC-User Connections | Collect data on the number of users | User Count 521 : MExchangeIS.User Count | Value | 7:00-18:00 hourly, M-F | EXSPI_SINGLE | D: Exchange User Connection |
| AO | EXSPI-60 Chat Service | EXSPI-60-DC-Chat Data Collection | Collects data about Exchange Chat Service clients and channels. | 837 : Microsoft Exchange Chat Service.Clients 838 : Microsoft Exchange Chat Service.Channels | Value | every 30min, M-F | EXSPI_MULTI | D: Exchange 2000 Chat Trends |
| AO | EXSPI-60 Conference Server | EXSPI-60-DC-ConfTrends | Collect data on trends in conferencing | MSExchangeCONF.Active Conferences 808 : MSExchangeDcsMgr.Local Conferences 809 : MSExchangeDcsMgr.Remote Conferences 810 : | Value | every 30min, M-F | EXSPI_MULTI | D: Exchange 2000 Conferencing Trends |
| AO | EXSPI-60 MCU Server | EXSPI-60-DC-MCU | Collect data on MCU conferencing trends | 811 : MExchangeT120.Data Messages Received 812 : MExchangeT120.Data Messages Sent 813 : MExchangeT120.KBytes Received 814 : MExchangeT120.KBytes Sent | Delta/h | every 30min, M-F | EXSPI_MULTI | D: Exchange 2000 MCU Trends |
| AO | EXSPI-60 Instant Messaging | EXSPI-60-Dc-InstMsg Enabled Usrs | Reporting Collection for InstMsg Enabled Users | 843: Number IM enabled users on Server | Value | every 30min,daily | EXSPI_MULTI | D: Exchange 2000 Instant Messaging Users growth |
| AO | EXSPI-60 Instant Messaging | EXSPI-60-DC-Instant Messaging | Alarming metrics for Instant Messaging | 841 : MExchangeIM Virtual Servers.Current Users Online 842 : MExchangeIM Virtual Servers.Current Subscriptions 845 : MExchangeIM.Failed Requests/sec 846 : MExchangeIM.Rejected Requests/sec | Value | hourly, every day | EXSPI_MULTI | D: Exchange 2000 Instant Messaging Availability and Usage Trends |

| Category | Collect on | | | | | | | |
|----------|----------------------------------|----------------------------------|--|---|-------|----------------------|--|--|
| | Template Group | Template | Description | Collection Metric | Type | Schedule | Table | Report |
| Ad | EXSPI-60 End to End Message Ping | EXSPI-60-End to End Message Ping | 30m Scheduler for metric in End to End Message Ping group | 1002: SLA values of: Met SLA Almost Met SLA This schedule not only executes the sending of messages it also logs the data to the data store. | Value | every 30min,daily | EXSPI_M1002 | S: Exchange SLA Message Delivery |
| Ad | EXSPI-60 Reporter Collection | EXSPI-60-DC-Exchange Info | Collect data on Exchange Parameters | 655: Server 656: Site 657: Organization | Value | 23:00, daily | EXSPI_MULTI | S: Exchange 2000 System Information Summary S: Exchange System Information Summary |
| Ad | EXSPI-60 Reporter Collection | EXSPI-60-DC-Mailbox Data | Collect data about all mailboxes on the system | 630: Mailbox size (MB) 631: Number of messages 632: Storage limit 634: Last Logon Date 815: Database Instance | Value | 1:00 every Saturday | EXSPI_MULTI EXSPI_DETAILS | S: Exchange 2000 Top 100 Mailboxes S: Exchange Top 100 Mailboxes D: Exchange 2000 Inactive Mailboxes D: Exchange 2000 Mailbox Details D: Exchange 2000 Mailbox Summary D: Exchange Mailbox Details D: Exchange Mailbox Summary |
| Ad | EXSPI-60 Reporter Collection | EXSPI-60-DC-Private IS Sum. Data | Collect summary data about Private Info. Store (Mailboxes) | 610: Physical DB size (EDB) 611: Number of Mailboxes 612: Number of Messages 613: Logical Size 614: MExchangeIS Mailbox.Single Instance Ratio | Value | 23:00, M-S | EXSPI_SINGLE | S: Exchange 2000 System Information Summary S: Exchange System Information Summary D: Exchange 2000 Mailbox Summary D: Exchange 2000 Mailbox Usage Trends D: Exchange Mailbox Summary D: Exchange Mailbox Usage Trends |
| Ad | EXSPI-60 Reporter Collection | EXSPI-60-DC-Public Folder Data | Collect data about all public folders on the system | 640: Folder Size 641: Number of Messages | Value | 4:00 every Saturday | EXSPI_MULTI | S: Exchange Top 100 Public Folders D: Exchange Folder Summary |
| Ad | EXSPI-60 Reporter Collection | EXSPI-60-DC-Public IS Sum. Data | Collect summary data about Public Info. Store (Folders) | 620: Physical DB size (EDB) 621: Number of Folders 622: Number of Messages 623: Logical Size 624: MExchangeIS Public.Single Instance Ratio | Value | 22:00, M-S | EXSPI_SINGLE | S: Exchange 2000 System Information Summary S: Exchange System Information Summary D: Exchange 2000 Mailbox Summary D: Exchange Folder Summary D: Exchange Folder Usage Trends |
| Ad | EXSPI-60 Reporter Collection | EXSPI-60-DC-TrackLog Data | Collect Tracking.Log data | 660: Email Senders 661: Email Recipients 662: Email Destinations 663: Email Sources | Value | 19:00 every Saturday | EXSPI_M0660 EXSPI_M0661 EXSPI_M0662 EXSPI_M0663 | D: Exchange Top Destinations D: Exchange Top Recipients D: Exchange Top Senders D: Exchange Top Sources |

MS Exchange 2000 Monitor Template Specifications

EXSPI-60-0001 (Process Monitor)

| | |
|--------------------------|--|
| Metric Number: | EXSPI-60-0001 |
| Name: | Process Monitor |
| Description: | Process Monitor (Monitors CPU time used by Exchange processes). |
| Type: | With reset |
| Schedule: | Every 5min |
| Message Group: | EX_Perf |
| Instruction Text: | <p>Counter: Process.% Processor Time</p> <p>Probable cause(s): High CPU use could indicate an overloaded system. An Exchange process consuming a lot of CPU but processing few messages could indicate a problem with the process.</p> <p>Potential impact: Failure, Performance</p> <p>Suggested action(s): (1) Check other messages in the 'Message Browser' to see if Exchange has been reporting problems with the service. (2) Monitor Exchange processes with NT Performance Monitor (Process.% Processor Time) and verify CPU consumption over a period of time. Constantly high value may indicate a scalability problem. (3) Stop and re-start the Exchange service. Use the NT Administrative Tool 'Service Manager'.</p> <p>NOTE: By default only Exchange processes are monitored. The 'Catch All' suppress condition prevents messages about other busy processes. To receive messages about other busy processes, simply add conditions before the 'Catch All'</p> |

| | |
|----------------------|--|
| Condition: | EXSPI-60-0001 Process - msexcimc.1 |
| Severity: | Critical |
| Threshold: | 99.0 |
| Reset Value: | 85.0 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0001.1: Exchange INTERNET MAIL CONNECTOR service (pid=<pid>) CPU processor time consumption (<\$VALUE>) too high (\\><\$THRESHOLD>) |

| | |
|----------------------|--|
| Condition: | EXSPI-60-0001 Process - msexcimc.2 |
| Severity: | Warning |
| Threshold: | 80.0 |
| Reset Value: | 75.0 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0001.2: Exchange INTERNET MAIL CONNECTOR service (pid=<pid>) CPU processor time consumption (<\$VALUE>) too high (\\><\$THRESHOLD>) |

MS Exchange 2000 Monitor Template Specifications

| | |
|----------------------|--|
| Condition: | EXSPI-60-0001 Process - store.1 |
| Severity: | Critical |
| Threshold: | 99.0 |
| Reset Value: | 85.0 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0001.1: Exchange INFORMATION STORE service (pid=<pid>) CPU processor time consumption (<\$VALUE>) too high (\\><\$THRESHOLD>) |

| | |
|----------------------|--|
| Condition: | EXSPI-60-0001 Process - store.2 |
| Severity: | Warning |
| Threshold: | 80.0 |
| Reset Value: | 75.0 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0001.2: Exchange INFORMATION STORE service (pid=<pid>) CPU processor time consumption (<\$VALUE>) too high (\\><\$THRESHOLD>) |

| | |
|----------------------|---|
| Condition: | EXSPI-60-0001 Process - emsmta.1 |
| Severity: | Critical |
| Threshold: | 99.0 |
| Reset Value: | 85.0 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0001.1: Exchange MESSAGE TRANSFER AGENT service (pid=<pid>) CPU processor time consumption (<\$VALUE>) too high (\\><\$THRESHOLD>) |

| | |
|----------------------|---|
| Condition: | EXSPI-60-0001 Process - emsmta.2 |
| Severity: | Warning |
| Threshold: | 80.0 |
| Reset Value: | 75.0 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0001.2: Exchange MESSAGE TRANSFER AGENT service (pid=<pid>) CPU processor time consumption (<\$VALUE>) too high (\\><\$THRESHOLD>) |

MS Exchange 2000 Monitor Template Specifications

| | |
|----------------------|---|
| Condition: | EXSPI-60-0001 Process - mad.1 |
| Severity: | Critical |
| Threshold: | 99.0 |
| Reset Value: | 85.0 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0001.1: Exchange SYSTEM ATTENDENT service (pid=<pid>) CPU processor time consumption (<\$VALUE>) too high (\\><\$THRESHOLD>) |

| | |
|----------------------|---|
| Condition: | EXSPI-60-0001 Process - mad.2 |
| Severity: | Warning |
| Threshold: | 80.0 |
| Reset Value: | 75.0 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0001.2: Exchange SYSTEM ATTENDENT service (pid=<pid>) CPU processor time consumption (<\$VALUE>) too high (\\><\$THRESHOLD>) |

| | |
|----------------------|--|
| Condition: | EXSPI-60-0001 Process - dsamain.1 |
| Severity: | Critical |
| Threshold: | 99.0 |
| Reset Value: | 85.0 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0001.1: Exchange DIRECTORY service (pid=<pid>) CPU processor time consumption (<\$VALUE>) too high (\\><\$THRESHOLD>) |

| | |
|----------------------|--|
| Condition: | EXSPI-60-0001 Process - dsamain.2 |
| Severity: | Warning |
| Threshold: | 80.0 |
| Reset Value: | 75.0 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0001.2: Exchange DIRECTORY service (pid=<pid>) CPU processor time consumption (<\$VALUE>) too high (\\><\$THRESHOLD>) |

MS Exchange 2000 Monitor Template Specifications

| | |
|----------------------|--|
| Condition: | EXSPI-60-0001 Process - inetinfo.1 |
| Severity: | Critical |
| Threshold: | 99.0 |
| Reset Value: | 85.0 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0001.1: Exchange IIS service (pid=<pid>) CPU processor time consumption (<\$VALUE>) too high (\\><\$THRESHOLD>) |

| | |
|----------------------|--|
| Condition: | EXSPI-60-0001 Process - inetinfo.2 |
| Severity: | Warning |
| Threshold: | 80.0 |
| Reset Value: | 75.0 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0001.2: Exchange IIS service (pid=<pid>) CPU processor time consumption (<\$VALUE>) too high (\\><\$THRESHOLD>) |

| | |
|----------------------|--|
| Condition: | EXSPI-60-0001 Process - srsmain.1 |
| Severity: | Critical |
| Threshold: | 99.0 |
| Reset Value: | 85.0 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0001.1: Exchange DIRECTORY REPLICATION service (pid=<pid>) CPU processor time consumption (<\$VALUE>) too high (\\><\$THRESHOLD>) |

| | |
|----------------------|--|
| Condition: | EXSPI-60-0001 Process - srsmain.2 |
| Severity: | Warning |
| Threshold: | 80.0 |
| Reset Value: | 75.0 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0001.2: Exchange DIRECTORY REPLICATION service (pid=<pid>) CPU processor time consumption (<\$VALUE>) too high (\\><\$THRESHOLD>) |

MS Exchange 2000 Monitor Template Specifications

| | |
|----------------------|---|
| Condition: | EXSPI-60-0001 Process - adc.1 |
| Severity: | Critical |
| Threshold: | 99.0 |
| Reset Value: | 85.0 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0001.1: Exchange ACTIVE DIRECTORY CONNECTOR service (pid=<pid>) CPU processor time consumption (<\$VALUE>) too high (\\><\$THRESHOLD>) |

| | |
|----------------------|---|
| Condition: | EXSPI-60-0001 Process - adc.2 |
| Severity: | Warning |
| Threshold: | 80.0 |
| Reset Value: | 75.0 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0001.2: Exchange ACTIVE DIRECTORY CONNECTOR service (pid=<pid>) CPU processor time consumption (<\$VALUE>) too high (\\><\$THRESHOLD>) |

| | |
|----------------------|--|
| Condition: | EXSPI-60-0001 Process - lsmexim.1 |
| Severity: | Critical |
| Threshold: | 99.0 |
| Reset Value: | 85.0 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0001.1: Exchange LOTUS NOTES CONNECTOR service (pid=<pid>) CPU processor time consumption (<\$VALUE>) too high (\\><\$THRESHOLD>) |

| | |
|----------------------|--|
| Condition: | EXSPI-60-0001 Process - lsmexim.2 |
| Severity: | Warning |
| Threshold: | 80.0 |
| Reset Value: | 75.0 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0001.2: Exchange LOTUS NOTES CONNECTOR service (pid=<pid>) CPU processor time consumption (<\$VALUE>) too high (\\><\$THRESHOLD>) |

MS Exchange 2000 Monitor Template Specifications

| | |
|----------------------|--|
| Condition: | EXSPI-60-0001 Process - lsmexout.1 |
| Severity: | Critical |
| Threshold: | 99.0 |
| Reset Value: | 85.0 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0001.1: Exchange LOTUS NOTES CONNECTOR service (pid=<pid>) CPU processor time consumption (<\$VALUE>) too high (\\><\$THRESHOLD>) |

| | |
|----------------------|--|
| Condition: | EXSPI-60-0001 Process - lsmexout.2 |
| Severity: | Warning |
| Threshold: | 80.0 |
| Reset Value: | 75.0 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0001.2: Exchange LOTUS NOTES CONNECTOR service (pid=<pid>) CPU processor time consumption (<\$VALUE>) too high (\\><\$THRESHOLD>) |

| | |
|----------------------|--|
| Condition: | EXSPI-60-0001 Process - lsmexnts.1 |
| Severity: | Critical |
| Threshold: | 99.0 |
| Reset Value: | 85.0 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0001.1: Exchange LOTUS NOTES CONNECTOR service (pid=<pid>) CPU processor time consumption (<\$VALUE>) too high (\\><\$THRESHOLD>) |

| | |
|----------------------|--|
| Condition: | EXSPI-60-0001 Process - lsmexnts.2 |
| Severity: | Warning |
| Threshold: | 80.0 |
| Reset Value: | 75.0 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0001.2: Exchange LOTUS NOTES CONNECTOR service (pid=<pid>) CPU processor time consumption (<\$VALUE>) too high (\\><\$THRESHOLD>) |

MS Exchange 2000 Monitor Template Specifications

| | |
|----------------------|--|
| Condition: | EXSPI-60-0001 Process - lsmexdxa.1 |
| Severity: | Critical |
| Threshold: | 99.0 |
| Reset Value: | 85.0 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0001.1: Exchange LOTUS NOTES CONNECTOR service (pid=<pid>) CPU processor time consumption (<\$VALUE>) too high (\\><\$THRESHOLD>) |

| | |
|----------------------|--|
| Condition: | EXSPI-60-0001 Process - lsmexdxa.2 |
| Severity: | Warning |
| Threshold: | 80.0 |
| Reset Value: | 75.0 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0001.2: Exchange LOTUS NOTES CONNECTOR service (pid=<pid>) CPU processor time consumption (<\$VALUE>) too high (\\><\$THRESHOLD>) |

| | |
|----------------------|--|
| Condition: | EXSPI-60-0001 Process - lsntsmex.1 |
| Severity: | Critical |
| Threshold: | 99.0 |
| Reset Value: | 85.0 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0001.1: Exchange LOTUS NOTES CONNECTOR service (pid=<pid>) CPU processor time consumption (<\$VALUE>) too high (\\><\$THRESHOLD>) |

| | |
|----------------------|--|
| Condition: | EXSPI-60-0001 Process - lsntsmex.2 |
| Severity: | Warning |
| Threshold: | 80.0 |
| Reset Value: | 75.0 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0001.2: Exchange LOTUS NOTES CONNECTOR service (pid=<pid>) CPU processor time consumption (<\$VALUE>) too high (\\><\$THRESHOLD>) |

EXSPI-60-0002 (Inactive Process Monitor)

| | |
|--------------------------|--|
| Metric Number: | EXSPI-60-0002 |
| Name: | Inactive Process Monitor |
| Description: | Monitors the core MS Exchange processes to check that they are using some CPU cycles. A process consistently at 0% could indicate a problem. |
| Type: | Without Reset |
| Schedule: | Every 10min |
| Message Group: | EX_Fault |
| Instruction Text: | <p>Probable cause(s): Low CPU use during the day on an active system could indicate a problem with the process.</p> <p>Potential impact: Failure</p> <p>Suggested action(s): (1) Check other messages in the 'Message Browser' to see if Exchange has been reporting problems with the service. (2) Monitor Exchange processes with NT Performance Monitor (Process.% Processor Time) and verify CPU consumption over a period of time. Constantly high value may indicate a scalability problem. (3) Stop and re-start the Exchange service. Use the NT Administrative Tool 'Service Manager'.</p> |

| | |
|----------------------|---|
| Condition: | EXSPI-60-0002 Process - msexcimc |
| Severity: | n/a |
| Threshold: | 0.01 |
| Reset Value: | n/a |
| Duration: | 12h |
| Message Text: | EXSPI-60-0002: Exchange INTERNET MAIL CONNECTOR service (pid=<pid>) CPU processor time consumption (<\$VALUE>) too low (\\<<\$THRESHOLD>) |

| | |
|----------------------|---|
| Condition: | EXSPI-60-0002 Process - store |
| Severity: | n/a |
| Threshold: | 0.01 |
| Reset Value: | n/a |
| Duration: | 12h |
| Message Text: | EXSPI-60-0002: Exchange INFORMATION STORE service (pid=<pid>) CPU processor time consumption (<\$VALUE>) too low (\\<<\$THRESHOLD>) |

MS Exchange 2000 Monitor Template Specifications

| | |
|----------------------|--|
| Condition: | EXSPI-60-0002 Process - emsmta |
| Severity: | n/a |
| Threshold: | 0.01 |
| Reset Value: | n/a |
| Duration: | 12h |
| Message Text: | EXSPI-60-0002: Exchange MESSAGE TRANSFER AGENT service (pid=<pid>) CPU processor time consumption (<\$VALUE>) too low (\\<<\$THRESHOLD>) |

| | |
|----------------------|--|
| Condition: | EXSPI-60-0002 Process - mad |
| Severity: | n/a |
| Threshold: | 0.01 |
| Reset Value: | n/a |
| Duration: | 12h |
| Message Text: | EXSPI-60-0002: Exchange SYSTEM ATTENDENT service (pid=<pid>) CPU processor time consumption (<\$VALUE>) too low (\\<<\$THRESHOLD>) |

| | |
|----------------------|---|
| Condition: | EXSPI-60-0002 Process - dsamain |
| Severity: | n/a |
| Threshold: | 0.01 |
| Reset Value: | n/a |
| Duration: | 12h |
| Message Text: | EXSPI-60-0002: Exchange DIRECTORY service (pid=<pid>) CPU processor time consumption (<\$VALUE>) too low (\\<<\$THRESHOLD>) |

| | |
|----------------------|---|
| Condition: | EXSPI-60-0002 Process - inetinfo |
| Severity: | n/a |
| Threshold: | 0.01 |
| Reset Value: | n/a |
| Duration: | 12h |
| Message Text: | EXSPI-60-0002: Exchange IIS service (pid=<pid>) CPU processor time consumption (<\$VALUE>) too low (\\<<\$THRESHOLD>) |

EXSPI-60-0005 (Low Log File Disk Space)

| | |
|--------------------------|--|
| Metric Number: | EXSPI-60-0005 |
| Name: | Low Log File Disk Space |
| Description: | Monitors the free disk space remaining on the logical disk drive where the transaction log files for the IS public and private databases reside. |
| Type: | With Reset |
| Schedule: | Every 15min |
| Message Group: | EX_Fault |
| Instruction Text: | <p>Probable cause(s): The amount of free disk space on the disk drive where the Exchange transaction log files reside is getting low.</p> <p>Potential impact: Failure. Exchange will shutdown processing if there is no disk space for additional transaction log files.</p> <p>Suggested action(s): (1) Free up disk space on this drive. (2) If this drive is filling up because of many Exchange transaction log files, verify that Exchange backups are completing successfully (log files are removed when the i backup completes) and that backups are being done frequently enough.</p> |

| | |
|----------------------|--|
| Condition: | EXSPI-60-0005.1: Critical threshold |
| Severity: | Critical |
| Threshold: | 10.0 |
| Reset Value: | 55.0 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0005.1: Free disk space (<\$VALUE>MB) on the disk drive where the Exchange transaction log files reside is getting low (\\<<\$THRESHOLD>MB) |

| | |
|----------------------|--|
| Condition: | EXSPI-60-0005.2: Warning threshold |
| Severity: | Warning |
| Threshold: | 20.0 |
| Reset Value: | 25.0 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0005.2: Free disk space (<\$VALUE>MB) on the disk drive where the Exchange transaction log files reside is getting low (\\<<\$THRESHOLD>MB) |

EXSPI-60-0006 (Transaction Log File Disc Space)

| | |
|--------------------------|--|
| Metric Number: | EXSPI-60-0006 |
| Name: | Transaction Log File Disc Space |
| Description: | Monitors the disk space used by the Exchange transaction and reserved transaction log files. |
| Type: | With Reset |
| Schedule: | Every day |
| Message Group: | EX_Fault |
| Instruction Text: | <p>Probable cause(s): The amount of disk space being used by the Exchange transaction log files is getting large (disk space being used by edb*.log and res*.log files in the mdbdata and dsadata directories).</p> <p>A large amount of used disk space could indicate a possible problem with backups.</p> <p>Potential impact: Failure</p> <p>Suggested action(s): (1) Verify that Exchange backups are completing successfully (log files are removed when the backup completes). (2) Verify that backups are being done frequently enough. If they are, the conditions can be edited to increase the threshold values so this message is not generated as often.</p> |

| | |
|----------------------|--|
| Condition: | EXSPI-60-0006.1: Critical threshold |
| Severity: | Critical |
| Threshold: | 200.0 |
| Reset Value: | 180.0 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0006.1: The amount of disk space (<\$VALUE>MB) being used by the Exchange transaction log files is getting large (\\><\$THRESHOLD>MB) |

| | |
|----------------------|--|
| Condition: | EXSPI-60-0006.2: Warning threshold |
| Severity: | Warning |
| Threshold: | 100.0 |
| Reset Value: | 90.0 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0006.2: The amount of disk space (<\$VALUE>MB) being used by the Exchange transaction log files is getting large (\\><\$THRESHOLD>MB) |

EXSPI-60-0010 (MTA Message Delay)

| | |
|--------------------------|--|
| Metric Number: | EXSPI-60-0010 |
| Name: | Message Delay |
| Description: | Monitors the rate of delayed messages being processed in the MTA. |
| Type: | With Reset |
| Schedule: | Every 5min |
| Message Group: | EX_Perf |
| Instruction Text: | <p>Counter(s): MExchangeMTA.Work Queue Length MExchangeMTA.Deferred Delivery Msgs MExchangeMTA.Messages/Sec</p> <p>Probable cause(s): Delay of messages being processed could indicate problems with system load, the MTA, connectors, or the network.</p> <p>Potential impact: Performance</p> <p>Suggested action(s): (1) Monitor system with Windows Task Manager or NT Performance Monitor to determine if the system is overloaded. Also check that the MTA process (emsmta) is running. (2) Run Exchange Administrator and check for 'stuck' messages in the MTA queue. (3) Verify that there are no network problems.</p> |

| | |
|----------------------|--|
| Condition: | EXSPI-60-0010.1: Critical threshold |
| Severity: | Critical |
| Threshold: | 300.0 |
| Reset Value: | 250.0 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0010.1: Delivery of messages to other Exchange servers may be delayed (<\$VALUE> secs) by the MTA (\\><\$THRESHOLD> secs) |

| | |
|----------------------|--|
| Condition: | EXSPI-60-0010.2: Warning threshold |
| Severity: | Warning |
| Threshold: | 60.0 |
| Reset Value: | 50.0 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0010.2: Delivery of messages to other Exchange servers may be delayed (<\$VALUE> secs) by the MTA (\\><\$THRESHOLD> secs) |

EXSPI-60-0011 (MTA Work Queue Length)

| | |
|--------------------------|--|
| Metric Number: | EXSPI-60-0011 |
| Name: | MTA Work Queue Length |
| Description: | Monitors the number of delayed messages being processed in the MTA |
| Type: | With Reset |
| Schedule: | Every 5min |
| Message Group: | EX_Perf |
| Instruction Text: | <p>Counter(s): MExchangeMTA.Work Queue Length MExchangeMTA.Deferred Delivery Msgs</p> <p>Probable cause(s): Delay of messages being processed could indicate problems with system load, the MTA, connectors, or the network.</p> <p>Potential impact: Performance</p> <p>Suggested action(s): (1) Monitor system with Windows Task Manager or NT Performance Monitor to determine if the system is overloaded. Also check that the MTA process (emsmta) is running. (2) Run Exchange Administrator and check for 'stuck' messages in the MTA queue. (3) Verify that there are no network problems.</p> |

| | |
|----------------------|---|
| Condition: | EXSPI-60-0011.1: Critical threshold |
| Severity: | Critical |
| Threshold: | 100.0 |
| Reset Value: | 80.0 |
| Duration: | 10min |
| Message Text: | EXSPI-60-0011.1: MTA Work Queue Length (<\$VALUE>) too high (>=<\$THRESHOLD>) |

| | |
|----------------------|---|
| Condition: | EXSPI-60-0011.2: Warning threshold |
| Severity: | Warning |
| Threshold: | 50.0 |
| Reset Value: | 40.0 |
| Duration: | 10min |
| Message Text: | EXSPI-60-0011.2: MTA Work Queue Length (<\$VALUE>) too high (>=<\$THRESHOLD>) |

EXSPI-60-0012 (MTA Failed Conversions)

| | |
|--------------------------|--|
| Metric Number: | EXSPI-60-0012 |
| Name: | MTA Failed Conversions |
| Description: | Monitors the ratio of failed and successful conversion of messages from one form to another |
| Type: | With Reset |
| Schedule: | Every 1hr |
| Message Group: | EX_Perf |
| Instruction Text: | <p>Counter(s): MExchangeMTA.Total Failed Conversions MExchangeMTA.Total Successful Conversions</p> <p>Probable cause(s): There may be problems with the MTA converting messages from one format to another.</p> <p>Potential impact: Performance/Failure. A high failure rate could indicate problems with the MTA or how messages being received are formatted.</p> <p>Suggested action(s): (1) Check other messages in the 'Message Browser' to see if Exchange has been reporting problems converting messages. (2) Enable Diagnostics Logging for the MTA (using Exchange Administrator) to help in troubleshooting.</p> |

| | |
|----------------------|--|
| Condition: | EXSPI-60-0012.1: Critical threshold |
| Severity: | Critical |
| Threshold: | 4.0 |
| Reset Value: | 3.0 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0012.1: The rate of Failed MTA Conversions is <\$VALUE>% which has been higher than the set threshold (\\><\$THRESHOLD>%) |

| | |
|----------------------|--|
| Condition: | EXSPI-60-0012.2: Warning threshold |
| Severity: | Warning |
| Threshold: | 2.0 |
| Reset Value: | 1.0 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0012.2: The rate of Failed MTA Conversions is <\$VALUE>% which has been higher than the set threshold (\\><\$THRESHOLD>%) |

EXSPI-60-0013 (MTA Connection Message Delay)

| | |
|--------------------------|--|
| Metric Number: | EXSPI-60-0013 |
| Name: | MTA Connection Message Delay |
| Description: | Monitors the time (secs) since the oldest message in this entity's queue was placed in the queue |
| Type: | With Reset |
| Schedule: | Every 5min |
| Message Group: | EX_Perf |
| Instruction Text: | <p>Counter(s): MExchangeMTA Connections.Oldest Message Queued.<instance></p> <p>Probable cause(s): Delivery of messages to another Exchange server may be delayed by the MTA because of possible problems with a connection.</p> <p>A long delay time could indicate problems with connectors, system load, the MTA, or the network.</p> <p>Potential impact: Performance/Failure.</p> <p>Suggested action(s):</p> <ol style="list-style-type: none">(1) Monitor queue length for the specific connection with NT Performance Monitor:(2) If queue lengths for multiple connections are large, that could indicate performance or network problems. Also check that the MTA process (emsmta) is running.(3) Run Exchange Administrator and check for 'stuck' messages in the MTA queue.(4) Verify that there are no network problems. |

| | |
|----------------------|--|
| Condition: | EXSPI-60-0013.1: Critical threshold |
| Severity: | Critical |
| Threshold: | 600 |
| Reset Value: | 500 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0013.1: The oldest message queued for connection <con> has been in the queue for <\$VALUE> secs (\\><\$THRESHOLD> secs) |

| | |
|----------------------|--|
| Condition: | EXSPI-60-0013.2: Warning threshold |
| Severity: | Warning |
| Threshold: | 300 |
| Reset Value: | 250 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0013.1: The oldest message queued for connection <con> has been in the queue for <\$VALUE> secs (\\><\$THRESHOLD> secs) |

EXSPI-60-0014 (MTA Connection Queue Lengths)

| | |
|--------------------------|--|
| Metric Number: | EXSPI-60-0014 |
| Name: | MTA Connection Queue Lengths |
| Description: | Monitors the number of outstanding messages queued for transfer to another Exchange Server. |
| Type: | With Reset |
| Schedule: | Every 5min |
| Message Group: | EX_Perf |
| Instruction Text: | <p>Counter(s): MExchangeMTA Connections.Queue Length.<instance></p> <p>Probable cause(s): Delivery of messages to another Exchange server may be delayed by the MTA because of possible problems with a connection.</p> <p>A large queue length could indicate problems with connectors, system load, the MTA, or the network.</p> <p>Potential impact: Performance/Failure.</p> <p>Suggested action(s): (1) Monitor queue length for the specific connection with NT Performance Monitor: MExchangeMTA Connections.Queue Length.<CONNECTION></p> <p>(2) If queue lengths for multiple connections are large, that could indicate performance or network problems. Also check that the MTA process (emsmta) is running.</p> <p>(3) Run Exchange Administrator and check for 'stuck' messages in the MTA queue.</p> <p>(4) Verify that there are no network problems.</p> |

| | |
|----------------------|---|
| Condition: | EXSPI-60-0014.1: Critical threshold |
| Severity: | Critical |
| Threshold: | 40.0 |
| Reset Value: | 30.0 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0014.1: The MTA queue length (<\$VALUE> messages) for connection <con> is too high (\\><\$THRESHOLD> messages) |

| | |
|----------------------|---|
| Condition: | EXSPI-60-0014.2: Warning threshold |
| Severity: | Warning |
| Threshold: | 20.0 |
| Reset Value: | 15.0 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0014.2: The MTA queue length (<\$VALUE> messages) for connection <con> is too high (\\><\$THRESHOLD> messages) |

EXSPI-60-0015 (MTA Failed Outbound Associations)

| | |
|--------------------------|---|
| Metric Number: | EXSPI-60-0015 |
| Name: | MTA Failed Outbound Associations |
| Description: | Monitors the percentage of failed outbound associations from the MTA |
| Type: | With Reset |
| Schedule: | Every 1h |
| Message Group: | EX_Perf |
| Instruction Text: | <p>Counter(s): MExchangeMTA Connections.Failed Outbound Associations.<instance> MExchangeMTA Connections.Cumulative Outbound Associations.<instance></p> <p>Probable cause(s): There may be problems with the MTA making connections to another system. A high failure rate could indicate problems with the local or remote MTA, the connector, or the network.</p> <p>Potential impact: Performance</p> <p>Suggested action(s): (1) Monitor system with Windows Task Manager or NT Performance Monitor to determine if the system is overloaded. Also check that the MTA process (emsmta) is running. (2) Check other messages in the 'Message Browser' to see if Exchange has been reporting problems with the MTA service on either the problem system or the remote system. (3) Verify that there are no network problems. (4) Enable Diagnostics Logging for the MTA (using Exchange Administrator) to help in troubleshooting.</p> |

| | |
|----------------------|---|
| Condition: | EXSPI-60-0015.1: Critical threshold |
| Severity: | Critical |
| Threshold: | 10 |
| Reset Value: | 8 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0015.1: The rate (<\$VALUE>%) of Failed MTA Outbound Associations for connection <con> is too high (<\><\$THRESHOLD>%) |

| | |
|----------------------|---|
| Condition: | EXSPI-60-0015.2: Warning threshold |
| Severity: | Warning |
| Threshold: | 3 |
| Reset Value: | 2 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0015.2: The rate (<\$VALUE>%) of Failed MTA Outbound Associations for connection <con> is too high (<\><\$THRESHOLD>%) |

EXSPI-60-0016 (MTA Rejected Inbound Associations)

| | |
|--------------------------|---|
| Metric Number: | EXSPI-60-0016 |
| Name: | MTA Rejected Inbound Associations |
| Description: | Monitors the percentage of rejected inbound remote associations to the MTA |
| Type: | With Reset |
| Schedule: | Every 1h |
| Message Group: | EX_Perf |
| Instruction Text: | <p>Counter(s): MSExchangeMTA Connections.Rejected Inbound Associations.<instance> MSExchangeMTA Connections.Cumulative Inbound Associations.<instance></p> <p>Probable cause(s): There may be problems with the MTA on a remote system making connections to this system.</p> <p>A high rejection rate could indicate problems with the local or remote MTA, the connector, or system load.</p> <p>Potential impact: Performance</p> <p>Suggested action(s): (1) Monitor system with Windows Task Manager or NT Performance Monitor to determine if the system is overloaded. Also check that the MTA process (emsmta) is running. (2) Check other messages in the 'Message Browser' to see if Exchange has been reporting problems with the MTA service on either the problem system or the remote system. (3) Verify that there are no network problems. (4) Enable Diagnostics Logging for the MTA (using Exchange Administrator) to help in troubleshooting.</p> |

| | |
|----------------------|--|
| Condition: | EXSPI-60-0016.1: Critical threshold |
| Severity: | Critical |
| Threshold: | 10 |
| Reset Value: | 8 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0016.1: The rate (<\$VALUE>%) of Rejected MTA Inbound Associations for connection <con> is too high (<\><\$THRESHOLD>%) |

| | |
|----------------------|--|
| Condition: | EXSPI-60-0016.2: Warning threshold |
| Severity: | Warning |
| Threshold: | 3 |
| Reset Value: | 2 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0016.2: The rate (<\$VALUE>%) of Rejected MTA Inbound Associations for connection <con> is too high (<\><\$THRESHOLD>%) |

EXSPI-60-0017 (MTA Rejected Inbound Messages)

| | |
|--------------------------|--|
| Metric Number: | EXSPI-60-0017 |
| Name: | MTA Rejected Inbound Messages |
| Description: | Monitors the percentage of Messages submitted to the MTA that are rejected |
| Type: | With Reset |
| Schedule: | Every 1h |
| Message Group: | EX_Perf |
| Instruction Text: | <p>Counter(s): MSExchangeMTA Connections.Inbound rejected Total.<instance> MSExchangeMTA Connections.Inbound Messages Total.<instance></p> <p>Probable cause(s): There may be problems with the MTA on a remote system sending messages to this system. A high rate of rejected messages could indicate problems with the remote or local MTA or the connector.</p> <p>Potential impact: Performance</p> <p>Suggested action(s): (1) Monitor system with Windows Task Manager or NT Performance Monitor to determine if the system is overloaded. Also check that the MTA process (emsmta) is running. (2) Check other messages in the 'Message Browser' to see if Exchange has been reporting problems with the MTA service on either the problem system or the remote system. (3) Verify that there are no network problems. (4) Enable Diagnostics Logging for the MTA (using Exchange Administrator) to help in troubleshooting.</p> |

| | |
|----------------------|---|
| Condition: | EXSPI-60-0017.1: Critical threshold |
| Severity: | Critical |
| Threshold: | 4 |
| Reset Value: | 3 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0017.1: The rate (<\$VALUE>%) of Rejected MTA Inbound Messages for connection <con> is too high (<\\><\$THRESHOLD>%) |

| | |
|----------------------|---|
| Condition: | EXSPI-60-0017.2: Warning threshold |
| Severity: | Warning |
| Threshold: | 2 |
| Reset Value: | 1 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0017.2: The rate (<\$VALUE>%) of Rejected MTA Inbound Messages for connection <con> is too high (<\\><\$THRESHOLD>%) |

EXSPI-60-0030 (IS Public Average Delivery Time)

| | |
|--------------------------|---|
| Metric Number: | EXSPI-60-0030 |
| Name: | IS Public Average Delivery Time |
| Description: | Monitors the time between the submission of a message to the public information store and submission to the MTA, by taking an average for the last 10 messages. |
| Type: | With Reset |
| Schedule: | Every 5min |
| Message Group: | EX_Perf |
| Instruction Text: | <p>Counter(s): MExchangeIS Public.Average Delivery Time.<instance></p> <p>Probable cause(s): Delivery of public folder messages to other Exchange servers may be delayed by the MTA.</p> <p>Delay of messages being processed could indicate problems with system load, the Information Store, or the MTA.</p> <p>Potential impact: Performance</p> <p>Suggested action(s): (1) Monitor system with Windows Task Manager or NT Performance Monitor to determine if the system is overloaded. Also check that the MTA process (emsmta) is running. (2) Check other messages in the 'Message Browser' to see if Exchange has been reporting problems with the MTA service on either the problem system or the remote system. (3) Verify that there are no network problems. (4) Enable Diagnostics Logging for the MTA (using Exchange Administrator) to help in troubleshooting.</p> |

| | |
|----------------------|--|
| Condition: | EXSPI-60-0030.1: Critical threshold |
| Severity: | Critical |
| Threshold: | 10 |
| Reset Value: | 7 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0030.1: The IS Public Average Delivery time (<\$VALUE> secs) for last 10 messages is too high (\\><\$THRESHOLD> secs) |

| | |
|----------------------|--|
| Condition: | EXSPI-60-0030.2: Warning threshold |
| Severity: | Warning |
| Threshold: | 5 |
| Reset Value: | 3 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0030.2: The IS Public Average Delivery time (<\$VALUE> secs) for last 10 messages is too high (\\><\$THRESHOLD> secs) |

EXSPI-60-0031 (IS Public Average Local Delivery Time)

| | |
|--------------------------|---|
| Metric Number: | EXSPI-60-0031 |
| Name: | IS Public Average Local Delivery Time |
| Description: | Monitors the average time between submission of a message to the public information store and the delivery to all local recipients (recipients on the same server) for the last 10 messages. |
| Type: | With Reset |
| Schedule: | Every 5min |
| Message Group: | EX_Perf |
| Instruction Text: | <p>Counter(s): MSExchangeIS Public.Average Local Delivery Time.<instance></p> <p>Probable cause(s): Delivery of public folder messages to local recipients may be delayed by the Information Store.</p> <p>Delay of messages being processed could indicate problems with system load or the Information Store.</p> <p>Potential impact: Performance</p> <p>Suggested action(s): (1) Monitor system with Windows Task Manager or NT Performance Monitor to determine if the system is overloaded. Also check that the MTA process (emsmta) is running.</p> <p>(2) Check other messages in the 'Message Browser' to see if Exchange has been reporting problems with the MTA service on either the problem system or the remote system.</p> <p>(3) Verify that there are no network problems.</p> <p>(4) Enable Diagnostics Logging for the MTA (using Exchange Administrator) to help in troubleshooting.</p> |

| | |
|----------------------|--|
| Condition: | EXSPI-60-0031.1: Critical threshold |
| Severity: | Critical |
| Threshold: | 10 |
| Reset Value: | 7 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0031.1: The IS Public Average Local Delivery time (<\$VALUE> secs) for last 10 messages is too high (\\><\$THRESHOLD> secs) |

| | |
|----------------------|--|
| Condition: | EXSPI-60-0031.2: Warning threshold |
| Severity: | Warning |
| Threshold: | 5 |
| Reset Value: | 3 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0031.2: The IS Public Average Local Delivery time (<\$VALUE> secs) for last 10 messages is too high (\\><\$THRESHOLD> secs) |

EXSPI-60-0032 (IS Public Replication Queue Size)

| | |
|--------------------------|---|
| Metric Number: | EXSPI-60-0032 |
| Name: | IS Public Replication Queue Length |
| Description: | Monitors the number of replication messages in the public information store's replication receive queue. |
| Type: | With Reset |
| Schedule: | Every 5min |
| Message Group: | EX_Perf |
| Instruction Text: | <p>Counter(s): MSExchangeIS Public.Replication Receive Queue Size.<instance></p> <p>Probable cause(s): Delivery of replication messages to public folders may be delayed.</p> <p>A large queue length could indicate problems with system load or the Information Store process.</p> <p>Potential impact: Performance</p> <p>Suggested action(s): (1) Monitor system with Windows Task Manager or NT Performance Monitor to determine if the system is overloaded. Also check that the MTA process (emsmta) is running. (2) Check other messages in the 'Message Browser' to see if Exchange has been reporting problems with the MTA service on either the problem system or the remote system. (3) Verify that there are no network problems. (4) Enable Diagnostics Logging for the MTA (using Exchange Administrator) to help in troubleshooting.</p> |

| | |
|----------------------|---|
| Condition: | EXSPI-60-0032.1: Critical threshold |
| Severity: | Critical |
| Threshold: | 30 |
| Reset Value: | 20 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0032.1: The IS Public Replication Receive Queue size (<\$VALUE> messages) is too high (>=<\$THRESHOLD> messages) |

| | |
|----------------------|---|
| Condition: | EXSPI-60-0032.2: Warning threshold |
| Severity: | Warning |
| Threshold: | 15 |
| Reset Value: | 10 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0032.2: The IS Public Replication Receive Queue size (<\$VALUE> messages) is too high (>=<\$THRESHOLD> messages) |

EXSPI-60-0033 (IS Public Receive Queue Size)

| | |
|--------------------------|--|
| Metric Number: | EXSPI-60-0033 |
| Name: | IS Public Receive Queue Length |
| Description: | Monitors the number of messages in the public information store's receive queue |
| Type: | With Reset |
| Schedule: | Every 5min |
| Message Group: | EX-Perf |
| Instruction Text: | <p>Counter(s): MSExchangeIS Public.Receive Queue Size.<instance></p> <p>Probable cause(s): Delivery of replication messages to public folders may be delayed.</p> <p>A large queue length could indicate problems with system load or the Information Store process.</p> <p>Potential impact: Performance</p> <p>Suggested action(s): (1) Monitor system with Windows Task Manager or NT Performance Monitor to determine if the system is overloaded. Also check that the MTA process (msmta) is running. (2) Check other messages in the 'Message Browser' to see if Exchange has been reporting problems with the MTA service on either the problem system or the remote system. (3) Verify that there are no network problems. (4) Enable Diagnostics Logging for the MTA (using Exchange Administrator) to help in troubleshooting.</p> |

| | |
|----------------------|---|
| Condition: | EXSPI-60-0033.1: Critical threshold |
| Severity: | Critical |
| Threshold: | 30 |
| Reset Value: | 20 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0033.1: The IS Public Receive Queue Size (<\$VALUE> messages) is too high (>=<\$THRESHOLD> messages) |

| | |
|----------------------|---|
| Condition: | EXSPI-60-0033.2: Warning threshold |
| Severity: | Warning |
| Threshold: | 15 |
| Reset Value: | 10 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0033.2: The IS Public Receive Queue Size (<\$VALUE> messages) is too high (>=<\$THRESHOLD> messages) |

EXSPI-60-0034 (IS Public Send Queue Size)

| | |
|--------------------------|---|
| Metric Number: | EXSPI-60-0034 |
| Name: | IS Public Send Queue Length |
| Description: | Monitors the number of messages in the public information store's send queue. |
| Type: | With Reset |
| Schedule: | Every 5min |
| Message Group: | EX_Perf |
| Instruction Text: | <p>Counter(s): MExchangeIS Public.Send Queue Size.<instance></p> <p>Probable cause(s): Delivery of replication messages to public folders may be delayed.</p> <p>A large queue length could indicate problems with system load or the Information Store process.</p> <p>Potential impact: Performance</p> <p>Suggested action(s): (1) Monitor system with Windows Task Manager or NT Performance Monitor to determine if the system is overloaded. Also check that the MTA process (emsmta) is running. (2) Check other messages in the 'Message Browser' to see if Exchange has been reporting problems with the MTA service on either the problem system or the remote system. (3) Verify that there are no network problems. (4) Enable Diagnostics Logging for the MTA (using Exchange Administrator) to help in troubleshooting.</p> |

| | |
|----------------------|--|
| Condition: | EXSPI-60-0034.1: Critical threshold |
| Severity: | Critical |
| Threshold: | 30 |
| Reset Value: | 20 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0034.1: The IS Public Send Queue Size (<\$VALUE> messages) is too high (>=<\$THRESHOLD> messages) |

| | |
|----------------------|--|
| Condition: | EXSPI-60-0034.2: Warning threshold |
| Severity: | Warning |
| Threshold: | 15 |
| Reset Value: | 10 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0034.2: The IS Public Send Queue Size (<\$VALUE> messages) is too high (>=<\$THRESHOLD> messages) |

EXSPI-60-0040 (IS Mailbox Average Delivery Time)

| | |
|--------------------------|--|
| Metric Number: | EXSPI-60-0040 |
| Name: | IS Mailbox Average Delivery Time |
| Description: | Monitors the average time between submission of a message to the Mailbox information store and submission to the MTA for the last 10 messages |
| Type: | With Reset |
| Schedule: | Every 5min |
| Message Group: | EX_Perf |
| Instruction Text: | <p>Counter(s): MExchangeIS Mailbox.Average Delivery Time.<instance></p> <p>Probable cause(s): Delivery of messages to other Exchange servers may be delayed by the MTA.</p> <p>Delay of messages being processed could indicate problems with system load, the Information Store, or the MTA.</p> <p>Potential impact: Performance</p> <p>Suggested action(s): (1) Monitor system with Windows Task Manager or NT Performance Monitor to determine if the system is overloaded. Also check that the MTA process (emsmta) is running. (2) Check other messages in the 'Message Browser' to see if Exchange has been reporting problems with the MTA service on either the problem system or the remote system. (3) Verify that there are no network problems. (4) Enable Diagnostics Logging for the MTA (using Exchange Administrator) to help in troubleshooting.</p> |

| | |
|----------------------|---|
| Condition: | EXSPI-60-0040.1: Critical threshold |
| Severity: | Critical |
| Threshold: | 10 |
| Reset Value: | 7 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0040.1: The IS Mailbox Average Delivery Time (<\$VALUE> secs) for last 10 messages is too high (\\><\$THRESHOLD> secs) |

| | |
|----------------------|---|
| Condition: | EXSPI-60-0040.2: Warning threshold |
| Severity: | Warning |
| Threshold: | 5 |
| Reset Value: | 3 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0040.2: The IS Mailbox Average Delivery Time (<\$VALUE> secs) for last 10 messages is too high (\\><\$THRESHOLD> secs) |

EXSPI-60-0041 (IS Mailbox Average Local Delivery Time)

| | |
|--------------------------|--|
| Metric Number: | EXSPI-60-0041 |
| Name: | IS Mailbox Average Local Delivery Time |
| Description: | Monitors the average time between submission of a message to the Mailbox information store and the delivery to all local recipients (recipients on the same server) for the last 10 messages. |
| Type: | With Reset |
| Schedule: | Every 5min |
| Message Group: | EX_Perf |
| Instruction Text: | <p>Counter(s): MExchangeIS Mailbox.Average Local Delivery Time.<instance></p> <p>Probable cause(s): Delivery of messages to local recipients may be delayed by the Information Store.</p> <p>Delay of messages being processed could indicate problems with system load or the Information Store.</p> <p>Potential impact: Performance</p> <p>Suggested action(s): (1) Monitor system with Windows Task Manager or NT Performance Monitor to determine if the system is overloaded. Also check that the MTA process (emsmta) is running. (2) Check other messages in the 'Message Browser' to see if Exchange has been reporting problems with the MTA service on either the problem system or the remote system. (3) Verify that there are no network problems. (4) Enable Diagnostics Logging for the MTA (using Exchange Administrator) to help in troubleshooting.</p> |

| | |
|----------------------|---|
| Condition: | EXSPI-60-0041.1: Critical threshold |
| Severity: | Critical |
| Threshold: | 10 |
| Reset Value: | 7 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0041.1: The IS Mailbox Average Local Delivery Time (<\$VALUE> secs) for last 10 messages is too high (\\><\$THRESHOLD> secs) |

| | |
|----------------------|---|
| Condition: | EXSPI-60-0041.2: Warning threshold |
| Severity: | Warning |
| Threshold: | 5 |
| Reset Value: | 3 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0041.2: The IS Mailbox Average Local Delivery Time (<\$VALUE> secs) for last 10 messages is too high (\\><\$THRESHOLD> secs) |

EXSPI-60-0042 (IS Mailbox Receive Queue Size)

| | |
|--------------------------|--|
| Metric Number: | EXSPI-60-0042 |
| Name: | IS Mailbox Receive Queue Size |
| Description: | Monitors the number of messages in the mailbox information store's receive queue. |
| Type: | With Reset |
| Schedule: | Every 5min |
| Message Group: | EX_Perf |
| Instruction Text: | <p>Counter(s): MExchangeIS Mailbox.Receive Queue Size.<instance></p> <p>Probable cause(s): Delivery of messages to mailboxes may be delayed. A large queue length could indicate problems with system load or the Information Store process</p> <p>Potential impact: Performance</p> <p>Suggested action(s): (1) Monitor system with Windows Task Manager or NT Performance Monitor to determine if the system is overloaded. Also check that the MTA process (emsmta) is running. (2) Check other messages in the 'Message Browser' to see if Exchange has been reporting problems with the MTA service on either the problem system or the remote system. (3) Verify that there are no network problems. (4) Enable Diagnostics Logging for the MTA (using Exchange Administrator) to help in troubleshooting.</p> |

| | |
|----------------------|---|
| Condition: | EXSPI-60-0042.1: Critical threshold |
| Severity: | Critical |
| Threshold: | 30 |
| Reset Value: | 20 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0042.1: The IS Mailbox Receive Queue size (<\$VALUE> messages) is too high (\\><\$THRESHOLD> messages) |

| | |
|----------------------|---|
| Condition: | EXSPI-60-0042.2: Warning threshold |
| Severity: | Warning |
| Threshold: | 15 |
| Reset Value: | 10 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0042.2: The IS Mailbox Receive Queue size (<\$VALUE> messages) is too high (\\><\$THRESHOLD> messages) |

EXSPI-60-0043 (IS Mailbox Send Queue Size)

| | |
|--------------------------|--|
| Metric Number: | EXSPI-60-0043 |
| Name: | IS Mailbox Send Queue Size |
| Description: | Monitors the number of messages in the mailbox information store's send queue. |
| Type: | With Reset |
| Schedule: | Every 5min |
| Message Group: | EX_Perf |
| Instruction Text: | <p>Counter(s): MExchangeIS Mailbox.Send Queue Size.<instance></p> <p>Probable cause(s): Delivery of messages to other Exchange servers may be delayed by the MTA.</p> <p>A large queue length could indicate that the MTA is not processing messages being sent by the Information Store at all or quickly enough so they are backing up in the queue.</p> <p>There could be a problem with system load or the MTA process.</p> <p>Potential impact: Performance</p> <p>Suggested action(s):</p> <ol style="list-style-type: none">(1) Monitor system with Windows Task Manager or NT Performance Monitor to determine if the system is overloaded. Also check that the MTA process (emsmta) is running.(2) Check other messages in the 'Message Browser' to see if Exchange has been reporting problems with the MTA service on either the problem system or the remote system.(3) Verify that there are no network problems.(4) Enable Diagnostics Logging for the MTA (using Exchange Administrator) to help in troubleshooting. |

| | |
|----------------------|--|
| Condition: | EXSPI-60-0043.1: Critical threshold |
| Severity: | Critical |
| Threshold: | 30 |
| Reset Value: | 20 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0043.1: The IS Mailbox Send Queue size (<\$VALUE> messages) is too high (\\><\$THRESHOLD> messages) |

| | |
|----------------------|--|
| Condition: | EXSPI-60-0043.2: Warning threshold |
| Severity: | Warning |
| Threshold: | 15 |
| Reset Value: | 10 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0043.2: The IS Mailbox Send Queue size (<\$VALUE> messages) is too high (\\><\$THRESHOLD> messages) |

EXSPI-60-0050 (SMTP Categorizer Queue Length)

| | |
|-----------------------|---|
| Metric Number: | EXSPI-60-0050 |
| Name: | SMTP Categorizer Queue Length |
| Description: | Monitors the number of messages in the SMTP Categorizer Queue. The Categorizer performs lookups and checks limits and restrictions in Active Directory. |
| Type: | With Reset |
| Schedule: | Every 5min |
| Message Group: | EX_Perf |

| | |
|--------------------------|---|
| Metric Number: | EXSPI-60-0050 |
| Instruction Text: | <p>Counter(s): SMTP Server.Categorizer Queue Length.<instance></p> <p>Probable cause(s): Delivery of messages to other Exchange servers may be delayed by the SMTP server. A large queue length could indicate problems with system load, access to the Active Directory, or the network.</p> <p>Potential impact: Performance</p> <p>Suggested action(s): Use Performance Monitor to watch Exchange metrics. On NT, Performance Monitor is under Start->Programs->Administrative Tools (Common)->Performance Monitor. On Windows 2000, Performance Monitor is under Start->Programs->Administrative Tools->Performance. Hit the '+' button to add counters. Select the managed Exchange Server node as the source computer. Select performance objects, counters and instances as described below.</p> <p>(1) Use Performance Monitor to determine if the system is overloaded. Monitor the following counters: System.% Total Processor Time Process.% Processor Time for: inetinfo (IIS, SMTP, etc.) emsmta (Message Transfer Agent) mad (System Attendant) store (Information Store) Memory.Pages/sec MSExchangeMTA.Work Queue Length</p> <p>(2) Use Performance Monitor to determine if the Exchange Server is overloaded. Monitor the following counters: MSExchangeMTA.Messages/Sec MSExchangeMTA.Adjacent MTA Associations SMTP Server.Message Received/sec SMTP Server.Message Delivered/sec SMTP Server.Message Sent/sec SMTP Server.Outbound Connection Current SMTP Server Inbound Connection.Current</p> <p>(3) Use Performance Monitor to watch the message queues. Monitor the following counters: MSExchangeMTA.Work Queue Length MSExchangeIS.Mailbox.Send Queue Size MSExchangeIS.Mailbox.Receive Queue Size SMTP Server.Categorizer Queue Length SMTP Server.Local Queue Length SMTP Server.Local Retry Queue Length SMTP Server.Remote Queue Length SMTP Server.Remote Retry Queue Length</p> <p>(4) Active Directory Lookups may be an issue. Consider implementing another Active Directory server.</p> <p>(5) If you have the Windows+ SPI, deploy the ADS policies to the Active Directory server. These policies may also have recommendations to increase Active Directory Lookup performance.</p> |

MS Exchange 2000 Monitor Template Specifications

| | |
|----------------------|---|
| Condition: | EXSPI-60-0050.1: Critical threshold |
| Severity: | Critical |
| Threshold: | 30.000000 |
| Reset Value: | 20.000000 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0050.1: The SMTP Categorizer Queue Length (<\$VALUE> messages) is too high (\\><\$THRESHOLD> messages) |

| | |
|----------------------|---|
| Condition: | EXSPI-60-0050.2: Warning threshold |
| Severity: | Warning |
| Threshold: | 15.000000 |
| Reset Value: | 10.000000 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0050.2: The SMTP Categorizer Queue Length (<\$VALUE> messages) is too high (\\><\$THRESHOLD> messages) |

EXSPI-60-0051 (SMTP Local Queue Length)

| | |
|-----------------------|--|
| Metric Number: | EXSPI-60-0051 |
| Name: | SMTP Local Queue Length |
| Description: | Monitors the number of messages to the SMTP Local Queue. |
| Type: | With Reset |
| Schedule: | Every 5min |
| Message Group: | EX_Perf |

MS Exchange 2000 Monitor Template Specifications

| | |
|--------------------------|--|
| Metric Number: | EXSPI-60-0051 |
| Instruction Text: | <p>Counter(s): SMTP Server.Local Queue Length.<instance></p> <p>Probable cause(s): Delivery of messages to the local Exchange server may be delayed by the Exchange Information Store. A large queue length could indicate problems with system load or the Information Store.</p> <p>Potential impact: Performance</p> <p>Suggested action(s): Use Performance Monitor to watch Exchange metrics. On NT, Performance Monitor is under Start->Programs->Administrative Tools (Common)->Performance Monitor. On Windows 2000, Performance Monitor is under Start->Programs->Administrative Tools->Performance. Hit the '+' button to add counters. Select the managed Exchange Server node as the source computer. Select performance objects, counters and instances as described below:</p> <p>(1) Use Performance Monitor to determine if the system is overloaded. Monitor the following counters: System.% Total Processor Time Process.% Processor Time for: inetinfo (IIS, SMTP, etc.) emsmta (Message Transfer Agent) mad (System Attendant) store (Information Store) Memory.Pages/sec MSExchangeMTA.Work Queue Length</p> <p>(2) Use Performance Monitor to watch the message queues. Monitor the following counters: MSExchangeMTA.Work Queue Length MSExchangeIS.Mailbox.Send Queue Size MSExchangeIS.Mailbox.Receive Queue Size SMTP Server.Categorizer Queue Length SMTP Server.Local Queue Length SMTP Server.Local Retry Queue Length SMTP Server.Remote Queue Length SMTP Server.Remote Retry Queue Length</p> <p>(3) Determine the sizes of the Mailbox and Public Folder Stores. If you have Reporter, use the Summary Report 'Exchange System Information Summary'. Determine if messages are delayed due to Database sizes.</p> <p>(4) Verify that the Information Store process (STORE) is running.</p> |

| | |
|----------------------|---|
| Condition: | EXSPI-60-0051.1: Critical threshold |
| Severity: | Critical |
| Threshold: | 30.000000 |
| Reset Value: | 20.000000 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0051.1: The SMTP Local Queue length (<\$VALUE> messages) is too high (\\><\$THRESHOLD> messages) |

| | |
|----------------------|---|
| Condition: | EXSPI-60-0051.2: Warning threshold |
| Severity: | Warning |
| Threshold: | 15.000000 |
| Reset Value: | 10.000000 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0051.2: The SMTP Local Queue length (<\$VALUE> messages) is too high (\\><\$THRESHOLD> messages) |

EXSPI-60-0052 (SMTP Local Retry Queue Length)

| | |
|-----------------------|--|
| Metric Number: | EXSPI-60-0052 |
| Name: | SMTP Local Retry Queue Length |
| Description: | Monitors the number of messages in the SMTP Local Retry queue. |
| Type: | With Reset |
| Schedule: | Every 5min |
| Message Group: | EX_Perf |

| | |
|--------------------------|--|
| Metric Number: | EXSPI-60-0052 |
| Instruction Text: | <p>Counter(s): SMTP Server.Local Retry Queue Length.<instance></p> <p>Probable cause(s): Delivery of messages to the local Exchange server may be delayed by the Exchange Information Store. A large retry queue length could indicate problems with system load or the Information Store.</p> <p>Potential impact: Performance</p> <p>Suggested action(s): Use Performance Monitor to watch Exchange metrics. On NT, Performance Monitor is under Start->Programs->Administrative Tools (Common)->Performance Monitor. On Windows 2000, Performance Monitor is under Start->Programs->Administrative Tools->Performance. Hit the '+' button to add counters. Select the managed Exchange Server node as the source computer. Select performance objects, counters and instances as described below:</p> <p>(1) Use Performance Monitor to determine if the system is overloaded. Monitor the following counters: System.% Total Processor Time Process.% Processor Time for: inetinfo (IIS, SMTP, etc.) emsmta (Message Transfer Agent) mad (System Attendant) store (Information Store) Memory.Pages/sec MSExchangeMTA.Work Queue Length</p> <p>(2) Use Performance Monitor to watch the message queues. Monitor the following counters: MSExchangeMTA.Work Queue Length MSExchangeIS.Mailbox.Send Queue Size MSExchangeIS.Mailbox.Receive Queue Size SMTP Server.Categorizer Queue Length SMTP Server.Local Queue Length SMTP Server.Local Retry Queue Length SMTP Server.Remote Queue Length SMTP Server.Remote Retry Queue Length</p> <p>(3) Determine the sizes of the Mailbox and Public Folder Stores. If you have Reporter, use the Summary Report 'Exchange System Information Summary'. Determine if messages are delayed due to Database sizes.</p> <p>(4) Verify that the Information Store process (STORE) is running.</p> |

MS Exchange 2000 Monitor Template Specifications

| | |
|----------------------|---|
| Condition: | EXSPI-60-0052.1: Critical threshold |
| Severity: | Critical |
| Threshold: | 30.000000 |
| Reset Value: | 20.000000 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0052.1: The SMTP Local Retry Queue length (<\$VALUE> messages) is too high (\\><\$THRESHOLD> messages) |

| | |
|----------------------|---|
| Condition: | EXSPI-60-0052.2: Warning threshold |
| Severity: | Warning |
| Threshold: | 15.000000 |
| Reset Value: | 10.000000 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0052.2: The SMTP Local Retry Queue length (<\$VALUE> messages) is too high (\\><\$THRESHOLD> messages) |

EXSPI-60-0053 (SMTP Messages Pending Routing)

| | |
|-----------------------|--|
| Metric Number: | EXSPI-60-0053 |
| Name: | SMTP Messages Pending Routing |
| Description: | Monitors the number of messages that have been categorized but not routed. |
| Type: | With Reset |
| Schedule: | Every 5min |
| Message Group: | EX_Perf |

MS Exchange 2000 Monitor Template Specifications

| | |
|--------------------------|---|
| Metric Number: | EXSPI-60-0053 |
| Instruction Text: | <p>Counter(s): SMTP Server.Messages Pending Routing.<instance></p> <p>Probable cause(s): Delivery of messages to the local Exchange server may be delayed by the SMTP Server. A large number of pending messages could indicate problems with the network.</p> <p>Potential impact: Performance</p> <p>Suggested action(s): Use Performance Monitor to watch Exchange metrics. On NT, Performance Monitor is under Start->Programs->Administrative Tools (Common)->Performance Monitor, on Windows 2000, under Start->Programs->Administrative Tools->Performance. Hit the '+' button to add counters. Select the managed Exchange Server node as the source computer. Select performance objects, counters and instances as described below:</p> <p>(1) Use Performance Monitor to determine if the system is overloaded. Monitor the following counters: System.% Total Processor Time Process.% Processor Time for: inetinfo (IIS, SMTP, etc.) emsmta (Message Transfer Agent) mad (System Attendant) store (Information Store) Memory.Pages/sec LogicalDisk.% Disk Time.<all instances> MSExchangeMTA.Work Queue Length</p> <p>(2) Use Performance Monitor to watch the message queues. Monitor the following counters: MSExchangeMTA.Messages/Sec MSExchangeMTA.Adjacent MTA Associations SMTP Server.Message Received/Sec SMTP Server Message Delivered/Sec SMTP Server.Message Sent/Sec SMTP Server.Outbound Connection Current SMTP Server.Inbound Connection Current</p> <p>(3) Use Performance Monitor to watch the message queues. Monitor the following counters: MSExchangeMTA.Work Queue Length MSExchangeIS.Mailbox.Send Queue Size MSExchangeIS.Mailbox.Receive Queue Size SMTP Server.Categorizer Queue Length SMTP Server.Local Queue Length SMTP Server.Local Retry Queue Length SMTP Server.Remote Queue Length SMTP Server.Remote Retry Queue Length</p> <p>(4) Determine if network problems are preventing message flow.</p> |

| | |
|----------------------|---|
| Condition: | EXSPI-60-0053.1: Critical threshold |
| Severity: | Critical |
| Threshold: | 30.000000 |
| Reset Value: | 20.000000 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0053.1: The SMTP messages pending routing (<\$VALUE> messages) is too high (\\><\$THRESHOLD> messages) |

| | |
|----------------------|---|
| Condition: | EXSPI-60-0053.2: Warning threshold |
| Severity: | Warning |
| Threshold: | 15.000000 |
| Reset Value: | 10.000000 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0053.2: The SMTP messages pending routing (<\$VALUE> messages) is too high (\\><\$THRESHOLD> messages) |

EXSPI-60-0054 (SMTP Remote Queue Length)

| | |
|-----------------------|--|
| Metric Number: | EXSPI-60-0054 |
| Name: | SMTP Remote Queue Length |
| Description: | Monitors the number of messages in the queue for remote delivery |
| Type: | With Reset |
| Schedule: | Every 5min |
| Message Group: | EX_Perf |

| | |
|--------------------------|--|
| Metric Number: | EXSPI-60-0054 |
| Instruction Text: | <p>Counter(s): SMTP Server.Remote Queue Length.<instance></p> <p>Probable cause(s): Delivery of messages to other Exchange servers may be delayed by the SMTP Server.</p> <p>Potential impact: Performance</p> <p>Suggested action(s): Use Performance Monitor to watch Exchange metrics. On NT, Performance Monitor is under Start->Programs->Administrative Tools (Common)->Performance Monitor, on Windows 2000, under Start->Programs->Administrative Tools->Performance. Hit the '+' button to add counters. Select the managed Exchange Server node as the source computer. Select performance objects, counters and instances as described below:</p> <p>(1) Use Performance Monitor to determine if the system is overloaded. Monitor the following counters: System.% Total Processor Time Process.% Processor Time for: inetinfo (IIS, SMTP, etc.) emsmta (Message Transfer Agent) mad (System Attendant) store (Information Store) Memory.Pages/sec LogicalDisk.% Disk Time.<all instances> MSExchangeMTA.Work Queue Length</p> <p>(2) Use Performance Monitor to watch the message queues. Monitor the following counters: MSExchangeMTA.Messages/Sec MSExchangeMTA.Adjacent MTA Associations SMTP Server.Message Received/Sec SMTP Server.Message Delivered/Sec SMTP Server.Message Sent/Sec SMTP Server.Outbound Connection Current SMTP Server.Inbound Connection Current</p> <p>(3) Use Performance Monitor to watch the message queues. Monitor the following counters: MSExchangeMTA.Work Queue Length MSExchangeIS.Mailbox.Send Queue Size MSExchangeIS.Mailbox.Receive Queue Size SMTP Server.Categorizer Queue Length SMTP Server.Local Queue Length SMTP Server.Local Retry Queue Length SMTP Server.Remote Queue Length SMTP Server.Remote Retry Queue Length</p> <p>(4) Determine if network problems are preventing message flow.</p> |

MS Exchange 2000 Monitor Template Specifications

| | |
|----------------------|--|
| Condition: | EXSPI-60-0054.1: Critical threshold |
| Severity: | Critical |
| Threshold: | 30.000000 |
| Reset Value: | 20.000000 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0054.1: The SMTP Remote Queue length (<\$VALUE> messages) is too high (\\><\$THRESHOLD> messages) |

| | |
|----------------------|--|
| Condition: | EXSPI-60-0054.2: Warning threshold |
| Severity: | Warning |
| Threshold: | 15.000000 |
| Reset Value: | 10.000000 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0054.2: The SMTP Remote Queue length (<\$VALUE> messages) is too high (\\><\$THRESHOLD> messages) |

EXSPI-60-0055 (SMTP Remote Retry Queue Length)

| | |
|-----------------------|--|
| Metric Number: | EXSPI-60-0055 |
| Name: | SMTP Remote Retry Queue Length |
| Description: | Monitors the number of messages in the retry queue for remote delivery |
| Type: | With Reset |
| Schedule: | Every 5min |
| Message Group: | EX_Perf |

MS Exchange 2000 Monitor Template Specifications

| | |
|--------------------------|--|
| Metric Number: | EXSPI-60-0055 |
| Instruction Text: | <p>Counter(s): SMTP Server.Remote Retry Queue Length.<instance></p> <p>Probable cause(s): Delivery of messages to other Exchange servers may be delayed by the SMTP Server. A large remote retry queue length could indicate problems with the network.</p> <p>Potential impact: Performance</p> <p>Suggested action(s): Use Performance Monitor to watch Exchange metrics. On NT, Performance Monitor is under Start->Programs->Administrative Tools (Common)->Performance Monitor, on Windows 2000, under Start->Programs->Administrative Tools->Performance. Hit the '+' button to add counters. Select the managed Exchange Server node as the source computer. Select performance objects, counters and instances as described below:</p> <p>(1) Use Performance Monitor to determine if the system is overloaded. Monitor the following counters: System.% Total Processor Time Process.% Processor Time for: inetinfo (IIS, SMTP, etc.) emsmta (Message Transfer Agent) mad (System Attendant) store (Information Store) Memory.Pages/sec LogicalDisk.% Disk Time.<all instances> MSExchangeMTA.Work Queue Length</p> <p>(2) Use Performance Monitor to watch the message queues. Monitor the following counters: MSExchangeMTA.Messages/Sec MSExchangeMTA.Adjacent MTA Associations SMTP Server.Message Received/Sec SMTP Server Message Delivered/Sec SMTP Server.Message Sent/Sec SMTP Server.Outbound Connection Current SMTP Server.Inbound Connection Current</p> <p>(3) Use Performance Monitor to watch the message queues. Monitor the following counters: MSExchangeMTA.Work Queue Length MSExchangeIS.Mailbox.Send Queue Size MSExchangeIS.Mailbox.Receive Queue Size SMTP Server.Categorizer Queue Length SMTP Server.Local Queue Length SMTP Server.Local Retry Queue Length SMTP Server.Remote Queue Length SMTP Server.Remote Retry Queue Length</p> <p>(4) Determine if network problems are preventing message flow.</p> |

| | |
|----------------------|--|
| Condition: | EXSPI-60-0055.1: Critical threshold |
| Severity: | Critical |
| Threshold: | 30.000000 |
| Reset Value: | 20.000000 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0055.1: The SMTP Remote Retry Queue length (<\$VALUE> messages) is too high (\\><\$THRESHOLD> messages) |

| | |
|----------------------|--|
| Condition: | EXSPI-60-0055.2: Warning threshold |
| Severity: | Warning |
| Threshold: | 15.000000 |
| Reset Value: | 10.000000 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0055.2: The SMTP Remote Retry Queue length (<\$VALUE> messages) is too high (\\><\$THRESHOLD> messages) |

EXSPI-60-0056 (SMTP NDR Percentage)

| | |
|--------------------------|---|
| Metric Number: | EXSPI-60-0056 |
| Name: | SMTP NDR Percentage |
| Description: | Monitors the percentage of NDRs for each SMTP virtual server |
| Type: | With Reset |
| Schedule: | Every 1h |
| Message Group: | EX_Perf |
| Instruction Text: | <p>Counter(s): SMTP Server.NDRs Generated.<instance> SMTP Server.Outbound Messages.<instance></p> <p>If this is the first time the metric is run or the counter values are less than the previous counter values, then the values are just stored and thresholds are not processed.</p> <p>The percentage is calculated by subtracting the previous counter values from the current counter values to get the number of NDRs and number of messages for the current interval. The formula used to get the metric value is: NDRs this interval / outbound messages this interval * 100.</p> <p>Probable cause(s): A high rate of non-delivery reports could indicate problems with the SMTP configuration, the network, or how mail is being addressed.</p> <p>Potential impact: Performance</p> <p>Suggested action(s):</p> <ol style="list-style-type: none"> (1) If the SMTP server has been configured to send notification of NDRs, check the configured mailbox for the system to get information about the NDRs. Otherwise, configure the SMTP server to send notifications for NDRs to help in troubleshooting. (2) Verify that there are no network problems. (3) Check other problems in the Message Reader to see if Exchange has been reporting problems with the SMTP server. (4) Enable diagnostics logging for the SMTP server (using Exchange System manager) to help in troubleshooting. |

| | |
|----------------------|---|
| Condition: | EXSPI-60-0056.1: Critical threshold |
| Severity: | Critical |
| Threshold: | 4.000000 |
| Reset Value: | 3.000000 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0056.1: The SMTP NDR percentage (<\$VALUE> messages) is too high (\\><\$THRESHOLD> messages) |

| | |
|----------------------|---|
| Condition: | EXSPI-60-0056.2: Warning threshold |
| Severity: | Warning |
| Threshold: | 2.000000 |
| Reset Value: | 1.000000 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0056.2: The SMTP NDR percentage (<\$VALUE> messages) is too high (\\><\$THRESHOLD> messages) |

EXSPI-60-0057 (SMTP Outbound Connections Refused)

| | |
|--------------------------|---|
| Metric Number: | EXSPI-60-0057 |
| Name: | SMTP Outbound Connections Refused |
| Description: | Monitors the percentage of outbound SMTP connections refused by remote sites for each SMTP virtual server |
| Type: | With Reset |
| Schedule: | Every 1h |
| Message Group: | EX_Perf |
| Instruction Text: | <p>Counter(s): SMTP Server.Outbound Connections Refused.<instance> SMTP Server.Outbound Connections Total.<instance></p> <p>If this is the first time the metric is run or the counter values are less than the previous counter values, then the values are just stored and thresholds are not processed.</p> <p>The percentage is calculated by subtracting the previous counter values from the current counter values to get the number of NDRs and number of messages for the current interval. The formula used to get the metric value is: NDRs this interval / outbound messages this interval * 100.</p> <p>Probable cause(s): There may be a problem with the SMTP service making connections to remote systems. A high rate of failures could indicate problems with the network, remote systems or the SMTP configuration.</p> <p>Potential impact: Performance</p> <p>Suggested action(s):</p> <ol style="list-style-type: none"> (1) Verify that there are no network problems. (2) Check the SMTP configuration using Exchange System Manager. (3) Check other messages in the Message Reader to see if Exchange has been reporting problems with the SMTP server. (4) Enable diagnostics logging for the SMTP server (using Exchange System manager) to help in troubleshooting. |

| | |
|----------------------|---|
| Condition: | EXSPI-60-0057.1: Critical threshold |
| Severity: | Critical |
| Threshold: | 5.000000 |
| Reset Value: | 2.000000 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0057.1: SMTP connections refused (<\$VALUE>) is too high (>=<\$THRESHOLD>) |

| | |
|----------------------|---|
| Condition: | EXSPI-60-0057.2: Warning threshold |
| Severity: | Warning |
| Threshold: | 2.000000 |
| Reset Value: | 1.000000 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0057.2: SMTP connections refused (<\$VALUE>) is too high (>=<\$THRESHOLD>) |

EXSPI-60-0058 (Newsfeed Outbound Connections Failed)

| | |
|--------------------------|---|
| Metric Number: | EXSPI-60-0058 |
| Name: | Newsfeed Outbound Connections Failed |
| Description: | Monitors the percentage of outbound newsfeed connections that failed |
| Type: | With Reset |
| Schedule: | Every 1h |
| Message Group: | EX_Perf |
| Instruction Text: | <p>Counter(s): NNTP Server.Total Outbound Connections Failed.<instance> NNTP Server.Total Outbound Connections.<instance></p> <p>If this is the first time the metric is run or the counter values are less than the previous counter values, then the values are just stored and thresholds are not processed.</p> <p>The percentage is calculated by subtracting the previous counter values from the current counter values to get the number of NDRs and number of messages for the current interval. The formula used to get the metric value is: NDRs this interval / outbound messages this interval * 100.</p> |

| | |
|----------------------|---|
| Condition: | EXSPI-60-0058.1: Critical threshold |
| Severity: | Critical |
| Threshold: | 4.000000 |
| Reset Value: | 2.000000 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0058.1: The percentage of failed NNTP outbound connections (<\$VALUE>%) is too high (>=<\$THRESHOLD>%) |

| | |
|----------------------|---|
| Condition: | EXSPI-60-0058.2: Warning threshold |
| Severity: | Warning |
| Threshold: | 2.000000 |
| Reset Value: | 1.000000 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0058.2: The percentage of failed NNTP outbound connections (<\$VALUE>%) is too high (>=<\$THRESHOLD>%) |

EXSPI-60-0090 (cc:Mail MTS-IN Queue Length)

| | |
|--------------------------|--|
| Metric Number: | EXSPI-60-0090 |
| Name: | cc:Mail MTS-IN Queue Length |
| Description: | Monitors the number of messages awaiting delivery to Exchange from Lotus ccMail. |
| Type: | With Reset |
| Schedule: | Every 5min |
| Message Group: | EX_Perf |
| Instruction Text: | Counter(s): MExchangeCCMC.Microsoft Exchange MTS-IN Potential impact: Performance |

| | |
|----------------------|---|
| Condition: | EXSPI-0090.1: Critical threshold |
| Severity: | Critical |
| Threshold: | 50 |
| Reset Value: | 40 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0090.1: The cc:Mail MTS-IN Queue Length (<\$VALUE> messages) is too high (\\><\$THRESHOLD> messages) |

| | |
|----------------------|---|
| Condition: | EXSPI-60-0090.2: Warning threshold |
| Severity: | Warning |
| Threshold: | 20 |
| Reset Value: | 15 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0090.2: The cc:Mail MTS-IN Queue Length (<\$VALUE> messages) is too high (\\><\$THRESHOLD> messages) |

EXSPI-60-0091 (cc:Mail MTS-OUT Queue Length)

| | |
|--------------------------|---|
| Metric Number: | EXSPI-60-0091 |
| Name: | cc:Mail MTS-OUT Queue Length |
| Description: | Monitors the number of messages awaiting delivery to Lotus ccMail. |
| Type: | With Reset |
| Schedule: | Every 5min |
| Message Group: | EX_Perf |
| Instruction Text: | Counter(s): MExchangeCCMC.Microsoft Exchange MTS-OUT Potential impact: Performance |

| | |
|----------------------|--|
| Condition: | EXSPI-60-0091.1: Critical threshold |
| Severity: | Critical |
| Threshold: | 50 |
| Reset Value: | 40 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0091.1: The cc:Mail MTS-OUT Queue Length (<\$VALUE> messages) is too high (\\><\$THRESHOLD> messages) |

| | |
|----------------------|--|
| Condition: | EXSPI-60-0091.2: Warning threshold |
| Severity: | Warning |
| Threshold: | 20 |
| Reset Value: | 15 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0091.2: The cc:Mail MTS-OUT Queue Length (<\$VALUE> messages) is too high (\\><\$THRESHOLD> messages) |

EXSPI-60-0092 (Exchange NDRs to cc:Mail)

| | |
|--------------------------|---|
| Metric Number: | EXSPI-0092 |
| Name: | cc:Mail NDRs to cc:Mail |
| Description: | Monitors the rate at which non-delivery reports are being sent to Lotus cc:Mail from MS Exchange. |
| Type: | With Reset |
| Schedule: | Every 1h |
| Message Group: | EX_Perf |
| Instruction Text: | Counter(s): MSExchangeCCMC.NDRs to Lotus cc:Mail MSExchangeCCMC.Messages Sent to Lotus cc:Mail Potential impact: Performance |

| | |
|----------------------|--|
| Condition: | EXSPI-60-0092.1: Critical threshold |
| Severity: | Critical |
| Threshold: | 4 |
| Reset Value: | 2 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0092.1: The rate of Exchange NDRs to cc:Mail (<\$VALUE>%) is too high (\\><\$THRESHOLD>%) |

| | |
|----------------------|--|
| Condition: | EXSPI-60-0092.2: Warning threshold |
| Severity: | Warning |
| Threshold: | 2 |
| Reset Value: | 1 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0092.2: The rate of cc:Mail NDRs to cc:Mail (<\$VALUE>%) is too high (&\\><\$THRESHOLD>%) |

EXSPI-60-0093 (cc:Mail NDRs to Exchange)

| | |
|--------------------------|---|
| Metric Number: | EXSPI-0093 |
| Name: | cc:Mail NDRs to Exchange |
| Description: | Monitors the rate at which non-delivery reports are sent to MS Exchange from Lotus cc:Mail. |
| Type: | With Reset |
| Schedule: | Every 1h |
| Message Group: | EX_Perf |
| Instruction Text: | Counter(s): MSExchangeCCMC.NDRs to Microsoft Exchange MSExchangeCCMC.Messages sent to Microsoft Exchange Potential impact: Performance |

| | |
|----------------------|---|
| Condition: | EXSPI-60-0093.1: Critical threshold |
| Severity: | Critical |
| Threshold: | 4 |
| Reset Value: | 2 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0093.1: The rate of cc:Mail NDRs to Exchange (<\$VALUE>%) is too high (\\> <\$THRESHOLD>%) |

| | |
|----------------------|--|
| Condition: | EXSPI-60-0093.2: Warning threshold |
| Severity: | Warning |
| Threshold: | 2 |
| Reset Value: | 1 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0093.2: The rate of cc:Mail NDRs to Exchange (<\$VALUE>%) is too high (> <\$THRESHOLD>%) |

EXSPI-60-0094 (Lotus Notes Inbound Queued Messages Length)

| | |
|--------------------------|---|
| Metric Number: | EXSPI-60-0094 |
| Name: | Lotus Notes Inbound Queued Messages Length |
| Description: | Monitors the number of messages awaiting delivery to Exchange from Lotus Notes. |
| Type: | With Reset |
| Schedule: | Every 5min |
| Message Group: | EX_Perf |
| Instruction Text: | <p>Counter(s): MSExchangeNMC.Message Queued Inbound</p> <p>Probable cause(s): The Lotus Notes Connector service has stopped or stalled and is not processing messages.</p> <p>Potential impact: Performance</p> <p>Suggested action(s):</p> <ol style="list-style-type: none">(1) Verify that the Network is not experiencing any problems.(2) Check for 'stuck' messages in the Connector for Lotus Notes queue.(3) Verify that the Services - Microsoft Exchange Connectivity Controller and Microsoft Exchange Connector for Lotus notes are still active.(4) Verify that the Connector Processes are active(5) Check the 'Event Viewer' to see if Exchange has been reporting problems with the Lotus Notes connector.(6) Verify the Notes client can access the mailbox assigned to the Notes connector.(7) Stop and re-start the Exchange services from Step (3). |

| | |
|----------------------|---|
| Condition: | EXSPI-60-0094.1: Critical threshold |
| Severity: | Critical |
| Threshold: | 50 |
| Reset Value: | 40 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0094.1: The Lotus Notes Inbound Queued Messages Length (<\$VALUE> messages) is too high (>=<\$THRESHOLD> messages) |

| | |
|----------------------|---|
| Condition: | EXSPI-60-0094.2: Warning threshold |
| Severity: | Warning |
| Threshold: | 20 |
| Reset Value: | 15 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0094.2: The Lotus Notes Inbound Queued Messages Length (<\$VALUE> messages) is too high (>=<\$THRESHOLD> messages) |

EXSPI-60-0095 (Lotus Notes Outbound Queued Messages Length)

| | |
|--------------------------|---|
| Metric Number: | EXSPI-60-0095 |
| Name: | Lotus Notes Outbound Queued Messages Length. |
| Description: | Monitors the number of messages awaiting delivery to Lotus Notes. |
| Type: | With Reset |
| Schedule: | Every 5min |
| Message Group: | EX_Perf |
| Instruction Text: | <p>Counter(s): MExchangeNMC.Message Queued Outbound</p> <p>Probable cause(s): The Lotus Notes Connector service has stopped or stalled and is not processing messages.</p> <p>Potential impact: Performance</p> <p>Suggested action(s):</p> <ol style="list-style-type: none">(1) Verify that the Network is not experiencing any problems.(2) Check for 'stuck' messages in the Connector for Lotus Notes queue.(3) Verify that the Services - Microsoft Exchange Connectivity Controller and Microsoft Exchange Connector for Lotus notes are still active.(4) Verify that the Connector Processes are active(5) Check the 'Event Viewer' to see if Exchange has been reporting problems with the Lotus Notes connector.(6) Verify the Notes client can access the mailbox assigned to the Notes connector.(7) Stop and re-start the Exchange services from Step (3) |

| | |
|----------------------|--|
| Condition: | EXSPI-60-0095.1: Critical threshold |
| Severity: | Critical |
| Threshold: | 50 |
| Reset Value: | 40 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0095.1: The Lotus Notes Outbound Queued Messages Length (<\$VALUE> messages) is too high (>=<\$THRESHOLD> messages) |

| | |
|----------------------|--|
| Condition: | EXSPI-60-0095.2: Warning threshold |
| Severity: | Warning |
| Threshold: | 20 |
| Reset Value: | 15 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0095.2: The Lotus Notes Outbound Queued Messages Length (<\$VALUE> messages) is too high (>=<\$THRESHOLD> messages) |

EXSPI-60-0096 (Exchange NDRs sent to Lotus Notes)

| | |
|--------------------------|---|
| Metric Number: | EXSPI-60-0096 |
| Name: | Exchange NDRs sent to Lotus Notes |
| Description: | Monitors the rate at which non-delivery reports are being sent to Lotus Notes from MS Exchange. |
| Type: | With Reset |
| Schedule: | Every 1h |
| Message Group: | EX_Perf |
| Instruction Text: | <p>Counter(s): MSExchangeNMC.Messages from Notes rejected by Connector MSExchangeNMC.Messages Send</p> <p>Potential impact: Performance</p> |

| | |
|----------------------|---|
| Condition: | EXSPI-60-0096.1: Critical threshold |
| Severity: | Critical |
| Threshold: | 4 |
| Reset Value: | 2 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0096.1: The rate of Exchange NDRs to Lotus Notes (<\$VALUE>%) is too high (>=<\$THRESHOLD>%) |

| | |
|----------------------|--|
| Condition: | EXSPI-60-0096.2: Warning threshold |
| Severity: | Warning |
| Threshold: | 2 |
| Reset Value: | 1 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0096.2: The rate of Lotus Notes NDRs to Lotus Notes (<\$VALUE>%) is too high (>=<\$THRESHOLD>%) |

EXSPI-60-0097 (Lotus Notes NDRs sent to MS Exchange)

| | |
|--------------------------|---|
| Metric Number: | EXSPI-60-0097 |
| Name: | Lotus Notes NDRs sent to Microsoft Exchange |
| Description: | Monitors the rate at which non-delivery reports are sent to MS Exchange from Lotus Notes. |
| Type: | With Reset |
| Schedule: | Every 1h |
| Message Group: | EX_Perf |
| Instruction Text: | Counter(s): MSEExchangeNMC.Messages from Exchange rejected by Connector MSEExchangeNMC.Messages Received Potential impact: Performance |

| | |
|----------------------|---|
| Condition: | EXSPI-60-0097.1: Critical threshold |
| Severity: | Critical |
| Threshold: | 4 |
| Reset Value: | 2 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0097.1: The rate of Lotus Notes NDRs to Exchange (<\$VALUE>%) is too high (>= <\$THRESHOLD>%)" |

| | |
|----------------------|---|
| Condition: | EXSPI-60-0097.2: Warning threshold |
| Severity: | Warning |
| Threshold: | 2 |
| Reset Value: | 1 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0097.2: The rate of Lotus Notes NDRs to Exchange (<\$VALUE>%) is too high (>= <\$THRESHOLD>%)" |

EXSPI-60-0100 (IS User Connection Count Low)

| | |
|--------------------------|---|
| Metric Number: | EXSPI-60-0100 |
| Name: | IS User Connection Count Low |
| Description: | Monitors the number of client processes connected to the information store. |
| Type: | With Reset |
| Schedule: | Every 15min |
| Message Group: | EX_Perf |
| Instruction Text: | <p>Counter(s): MExchangeIS.User Count</p> <p>Probable cause(s): The number of client processes logged on to the Information Store is low.</p> <p>A low user logon count during the day could indicate problems with the Information Store process or network connectivity.</p> <p>Potential impact: Performance, Fault</p> <p>Suggested action(s): (1) Verify that this system has active mailboxes. If it does not, this template should be removed from this system. (2) Using a test mailbox account, verify that you can connect to the server without problems. (3) Verify that there are no network problems.</p> |

| | |
|----------------------|---|
| Condition: | EXSPI-60-0100.1: Warning threshold |
| Severity: | Warning |
| Threshold: | 1 |
| Reset Value: | 2 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0100: The IS User Count (<\$VALUE>) is too low (\\< <\$THRESHOLD> connections) |

EXSPI-60-0110 (SRS Pending Replication Synchronizations)

| | |
|--------------------------|---|
| Metric Number: | EXSPI-60-0110 |
| Name: | SRS Pending Replication Synchronizations |
| Description: | SRS Pending Replication Synchronizations. |
| Type: | With Reset |
| Schedule: | Every 5min |
| Message Group: | EX_Fault |
| Instruction Text: | <p>Counter(s): MExchangeSRS.Pending Replication Synchronizations</p> <p>Probable cause(s): Replication of directory information may be delayed.</p> <p>A delay in processing replication updates could indicate problems with system load or the Site Replication Service process.</p> <p>Potential impact: Performance, Fault</p> <p>Suggested action(s):</p> <ol style="list-style-type: none">(1) Check that the Directory process (dsamain) is running.(2) Verify that there are no network problems.(3) Monitor system with Windows Task Manager or NT Performance Monitor to determine if the system is overloaded. |

| | |
|----------------------|--|
| Condition: | EXSPI-60-0110.1: Critical threshold |
| Severity: | Critical |
| Threshold: | 4 |
| Reset Value: | 2 |
| Duration: | 30min |
| Message Text: | EXSPI-60-0110: The SRS Pending Replication Synchronizations value (<\$VALUE>) is too high (>= <\$THRESHOLD>) |

EXSPI-60-0111 (SRS Remaining Replication Updates)

| | |
|--------------------------|--|
| Metric Number: | EXSPI-60-0111 |
| Name: | SRS Remaining Replication Updates |
| Description: | SRS Remaining Replication Updates. |
| Type: | Without Reset |
| Schedule: | Every 5min |
| Message Group: | EX_Fault |
| Instruction Text: | <p>Counter(s): MExchangeSRS.Remaining Replication Updates</p> <p>Probable cause(s): Replication of directory information may be delayed.</p> <p>A delay in processing replication updates could indicate problems with system load or the Site Replication Service process.</p> <p>Potential impact: Performance, Fault</p> <p>Suggested action(s):</p> <ol style="list-style-type: none">(1) Check that the Directory process (dsamain) is running.(2) Verify that there are no network problems.(3) Monitor system with Windows Task Manager or NT Performance Monitor to determine if the system is overloaded. |

| | |
|----------------------|---|
| Condition: | EXSPI-60-0111 Critical threshold |
| Severity: | Critical |
| Threshold: | 0.5 |
| Reset Value: | n/a |
| Duration: | 30min |
| Message Text: | EXSPI-60-0111: The SRS Remaining Replication Updates value (<\$VALUE>) is too high (>= <\$THRESHOLD>) |

EXSPI-60-0800 (Active Conferences)

| | |
|--------------------------|---|
| Metric Number: | EXSPI-60-0800 |
| Name: | Active Conferences |
| Description: | Monitors active MS Exchange Conferences |
| Type: | Without Reset |
| Schedule: | Every 10min |
| Message Group: | EX_Perf |
| Instruction Text: | Counter(s): MExchangeCONF.Active Conferences You have hit the threshold for the number of active conferences. Ensure that performance is not being impacted. If not, consider increasing the threshold. |

| | |
|----------------------|--|
| Condition: | EXSPI-60-0800.1 Critical threshold |
| Severity: | Critical |
| Threshold: | 10.000000 |
| Reset Value: | n/a |
| Duration: | n/a |
| Message Text: | EXSPI-60-0800.1: The rate of the number of conferences in progress (<\$VALUE>) is too high (!\> <\$THRESHOLD>) |

| | |
|----------------------|--|
| Condition: | EXSPI-60-0800.1 Warning threshold |
| Severity: | Warning |
| Threshold: | 5.000000 |
| Reset Value: | n/a |
| Duration: | n/a |
| Message Text: | EXSPI-60-0800.1: The rate of the number of conferences in progress (<\$VALUE>) is too high (\\> <\$THRESHOLD>) |

EXSPI-60-0801 (DCOM calls to MCUs)

| | |
|--------------------------|---|
| Metric Number: | EXSPI-60-0801 |
| Name: | DCOM Calls To MCU servers |
| Description: | Monitors DCOM calls to MCU servers |
| Type: | With Reset |
| Schedule: | Every 10min |
| Message Group: | EX_Perf |
| Instruction Text: | Counter(s): MExchangeDcsMgr.DCOM Calls To MCUs Surpassing the threshold for the number of DCOM calls to the MCU indicates you may wish to add another MCU server. |

| | |
|----------------------|---|
| Condition: | EXSPI-60-0801.1 Critical threshold |
| Severity: | Critical |
| Threshold: | 1000.000000 |
| Reset Value: | 500.000000 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0801.1: The number of DCOM calls made to T.120 MCU servers (<\$VALUE>%) is too high (>=<\$THRESHOLD>%) |

| | |
|----------------------|---|
| Condition: | EXSPI-60-0801.2 Warning threshold |
| Severity: | Warning |
| Threshold: | 100.000000 |
| Reset Value: | 50.000000 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0801.2: The number of DCOM calls made to T.120 MCU servers (<\$VALUE>%) is too high (>=<\$THRESHOLD>%) |

EXSPI-60-0802 (Average Load per MCU)

| | |
|--------------------------|--|
| Metric Number: | EXSPI-60-0802 |
| Name: | Average Load per MCU |
| Description: | Monitors average load per MCU server |
| Type: | Without Reset |
| Schedule: | Every 10min |
| Message Group: | EX_Perf |
| Instruction Text: | Counter(s): MExchangeDcsMgr.Average Load Per MCU Surpassing this threshold may indicate that you need to add another MCU server. |

| | |
|----------------------|--|
| Condition: | EXSPI-60-0802.1 Critical threshold |
| Severity: | Critical |
| Threshold: | 10.000000 |
| Reset Value: | n/a |
| Duration: | n/a |
| Message Text: | EXSPI-60-0802.1: The average load per T.120 MCU server (<\$VALUE>) is too high (\\> <\$THRESHOLD>) |

| | |
|----------------------|--|
| Condition: | EXSPI-60-0802.2 Warning threshold |
| Severity: | Warning |
| Threshold: | 5.000000 |
| Reset Value: | n/a |
| Duration: | n/a |
| Message Text: | EXSPI-60-0802.2: The average load per T.120 MCU server (<\$VALUE>) is too high (\\> <\$THRESHOLD>) |

EXSPI-60-0803 (MCU Active Connections)

| | |
|--------------------------|--|
| Metric Number: | EXSPI-60-0803 |
| Name: | MCU Active Connections |
| Description: | Monitors active T.120 MCU connections |
| Type: | Without Reset |
| Schedule: | Every 10min |
| Message Group: | EX_Perf |
| Instruction Text: | Counter(s): MExchangeT120.Active Connections Surpassing this threshold indicates that you have more conference participants than expected. |

| | |
|----------------------|--|
| Condition: | EXSPI-60-0803.1 Critical threshold |
| Severity: | Critical |
| Threshold: | 100.000000 |
| Reset Value: | n/a |
| Duration: | n/a |
| Message Text: | EXSPI-60-0803.1: The number of clients connected to this T.120 MCU server (<\$VALUE>) is too high (> <\$THRESHOLD>) |

| | |
|----------------------|--|
| Condition: | EXSPI-60-0803.2 Warning threshold |
| Severity: | Warning |
| Threshold: | 90.000000 |
| Reset Value: | n/a |
| Duration: | n/a |
| Message Text: | EXSPI-60-0803.2: The number of clients connected to this T.120 MCU server (<\$VALUE>) is too high (\\><\$THRESHOLD>) |

EXSPI-60-0804 (MCU Load)

| | |
|--------------------------|--|
| Metric Number: | EXSPI-60-0804 |
| Name: | MCU Load |
| Description: | Monitors load on MCU servers |
| Type: | Without Reset |
| Schedule: | Every 10min |
| Message Group: | EX_Perf |
| Instruction Text: | Counter(s): MExchangeT120.T.120 MCU Load Surpassing this threshold indicates that too much work has been offloaded to the MCU. |

| | |
|----------------------|---|
| Condition: | EXSPI-60-0804.1 Critical threshold |
| Severity: | Critical |
| Threshold: | 10.000000 |
| Reset Value: | n/a |
| Duration: | n/a |
| Message Text: | EXSPI-60-0804.1: The amount of work being allocated to this MCU (<\$VALUE>%) is too high (>=<\$THRESHOLD>%) |

| | |
|----------------------|---|
| Condition: | EXSPI-60-0804.2 Warning threshold |
| Severity: | Warning |
| Threshold: | 5.000000 |
| Reset Value: | n/a |
| Duration: | n/a |
| Message Text: | EXSPI-60-0804.2: The amount of work being allocated to this MCU (<\$VALUE>%) is too high (>=<\$THRESHOLD>%) |

EXSPI-60-0805 (Failed Conference Join Attempts)

| | |
|--------------------------|--|
| Metric Number: | EXSPI-60-0805 |
| Name: | Failed Conference User Join Attempts |
| Description: | Monitors failed user attempts to join MS Exchange Conferences |
| Type: | Without Reset |
| Schedule: | Every 10min |
| Message Group: | EX_Perf |
| Instruction Text: | Counter(s): MExchangeIpconf.Failed User Join Attempts Failed logins could be a sign of an attempted security breach to your conferencing server. |

| | |
|----------------------|---|
| Condition: | EXSPI-60-0805.1 Critical threshold |
| Severity: | Critical |
| Threshold: | 10.000000 |
| Reset Value: | n/a |
| Duration: | n/a |
| Message Text: | EXSPI-60-0805.1: The number of times users failed to join conferences (<\$VALUE>) is too high (\\> <\$THRESHOLD>) |

| | |
|----------------------|---|
| Condition: | EXSPI-60-0805.2 Warning threshold |
| Severity: | Warning |
| Threshold: | 5.000000 |
| Reset Value: | n/a |
| Duration: | n/a |
| Message Text: | EXSPI-60-0805.2: The number of times users failed to join conferences (<\$VALUE>) is too high (\\> <\$THRESHOLD>) |

EXSPI-60-0806 (Active Video Conferences)

| | |
|--------------------------|--|
| Metric Number: | EXSPI-60-0806 |
| Name: | Video Conferences in Progress |
| Description: | Monitors video conferences in progress |
| Type: | Without Reset |
| Schedule: | Every 10min |
| Message Group: | EX_Perf |
| Instruction Text: | <p>Counter(s): MExchangeIpconf.Video Conferences in Progress</p> <p>The user-defined threshold has been surpassed. Ensure that performance with the conferencing server is adequate. You may wish to add another conferencing server or limit the number of conferencing servers.</p> |

| | |
|----------------------|--|
| Condition: | EXSPI-60-0806.1 Critical threshold |
| Severity: | Critical |
| Threshold: | 10.000000 |
| Reset Value: | n/a |
| Duration: | n/a |
| Message Text: | EXSPI-60-0806.1: The number of video conferences in progress in this site since the last iteration (<\$VALUE>%) is too high (>=<\$THRESHOLD>%) |

| | |
|----------------------|---|
| Condition: | EXSPI-60-0806.2 Warning threshold |
| Severity: | Warning |
| Threshold: | 5.000000 |
| Reset Value: | n/a |
| Duration: | n/a |
| Message Text: | EXSPI-60-0806.2: The number of video conferences in progress in this site since the last iteration (<\$VALUE>%) is too high (>=<\$THRESHOLD>%)) |

EXSPI-60-0807 (Incomplete Calls)

| | |
|--------------------------|---|
| Metric Number: | EXSPI-60-0807 |
| Name: | Incomplete H.323 Calls |
| Description: | Monitors number of incomplete H.323 calls |
| Type: | Without Reset |
| Schedule: | Every 10min |
| Message Group: | EX_Perf |
| Instruction Text: | <p>Counter(s): MExchangeH323.Incomplete Calls</p> <p>The user-defined threshold has been surpassed. Ensure that performance with the conferencing server is adequate. You may wish to add another conferencing server or limit the number of conferencing servers.</p> |

| | |
|----------------------|---|
| Condition: | EXSPI-60-0807.1 Critical threshold |
| Severity: | Critical |
| Threshold: | 10.000000 |
| Reset Value: | n/a |
| Duration: | n/a |
| Message Text: | EXSPI-60-0807.1: The number of H.323 calls that could not be bridged since the last iteration (<\$VALUE>) is too high (<><\$THRESHOLD>) |

| | |
|----------------------|---|
| Condition: | EXSPI-60-0807.2 Warning threshold |
| Severity: | Warning |
| Threshold: | 5.000000 |
| Reset Value: | n/a |
| Duration: | n/a |
| Message Text: | EXSPI-60-0807.2: The number of H.323 calls that could not be bridged since the last iteration (<\$VALUE>) is too high (\\> <\$THRESHOLD>) |

EXSPI-60-0830 (Chat Service: Active Logons)

| | |
|--------------------------|---|
| Metric Number: | EXSPI-60-0830 |
| Name: | Active DNS logon threads |
| Description: | Monitors number of worker threads waiting to process DNS lookup requests |
| Type: | With Reset |
| Schedule: | Every 15min |
| Message Group: | EX_Perf |
| Instruction Text: | Counter(s): Microsoft Exchange Chat Service.Active DNS logon threads This counter is the total number of worker threads waiting to process DNS lookup requests. When this value is high, you may be experiencing DNS server failures. |

| | |
|----------------------|--|
| Condition: | EXSPI-60-0830.1 Critical threshold |
| Severity: | Critical |
| Threshold: | 30.000000 |
| Reset Value: | 20.000000 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0830.1: The MS Exchange Chat Service Active DNS logon threads (<\$VALUE>) is too high (\\> <\$THRESHOLD>) |

| | |
|----------------------|--|
| Condition: | EXSPI-60-0830.2: Warning threshold |
| Severity: | Warning |
| Threshold: | 15.000000 |
| Reset Value: | 10.000000 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0830.2: The MS Exchange Chat Service Active DNS logon threads (<\$VALUE>) is too high (\\> <\$THRESHOLD>) |

EXSPI-60-0831 (Chat Service: Timeout Disconnects)

| | |
|--------------------------|--|
| Metric Number: | EXSPI-60-0831 |
| Name: | Chat Service Timeout Disconnects |
| Description: | Monitors the number of Chat Service client timeout related disconnects |
| Type: | With Reset |
| Schedule: | Every 15min |
| Message Group: | EX_Perf |
| Instruction Text: | Counter(s): Microsoft Exchange Chat Service.Client Timeout Related Disconnects This counter is the total number of clients disconnected because of a ping timeout. If this value is high it may indicate network lag or the client's computer is malfunctioning. |

| | |
|----------------------|---|
| Condition: | EXSPI-60-0831.1 Critical threshold |
| Severity: | Critical |
| Threshold: | 10.000000 |
| Reset Value: | 7.000000 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0831.1: The Microsoft Exchange Chat Service Client Timeout Related Disconnects (<\$VALUE> disconnects) is too high (>=<\$THRESHOLD> disconnects) |

| | |
|----------------------|--|
| Condition: | EXSPI-60-0831.2 Warning threshold |
| Severity: | Warning |
| Threshold: | 5.000000 |
| Reset Value: | 2.000000 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0831.2: The Microsoft Exchange Chat Service Client Timeout Related Disconnects (<\$VALUE> disconnects) is too high (>=<\$THRESHOLD> disconnects)) |

EXSPI-60-0833 (Chat Service: Anonymous Clients)

| | |
|--------------------------|---|
| Metric Number: | EXSPI-60-0833 |
| Name: | Chat Service Anonymous Clients |
| Description: | Monitors number of anonymous clients actively connected to Chat services |
| Type: | With Reset |
| Schedule: | Every 15min |
| Message Group: | EX_Perf |
| Instruction Text: | Counter(s): Microsoft Exchange Chat Service.Anonymous Clients This is the number of anonymous clients currently connected to this chat community. |

| | |
|----------------------|--|
| Condition: | EXSPI-60-0833.1 Critical threshold |
| Severity: | Critical |
| Threshold: | 30.000000 |
| Reset Value: | 20.000000 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0833.1: The Microsoft Exchange Chat Service Anonymous clients (<\$VALUE> clients) is too high (>=<\$THRESHOLD> clients) |

| | |
|----------------------|--|
| Condition: | EXSPI-60-0833.2 Warning threshold |
| Severity: | Warning |
| Threshold: | 15.000000 |
| Reset Value: | 10.000000 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0833.2: The Microsoft Exchange Chat Service Anonymous clients (<\$VALUE> clients) is too high (>=<\$THRESHOLD> clients) |

EXSPI-60-0834 (Chat Service: Active Authenticated Clients)

| | |
|--------------------------|---|
| Metric Number: | EXSPI-60-0834 |
| Name: | Chat Service Authenticated Clients |
| Description: | Monitors number of authenticated clients currently connected |
| Type: | With Reset |
| Schedule: | Every 15min |
| Message Group: | EX_Perf |
| Instruction Text: | Counter(s): Microsoft Exchange Chat Service.Authenticated Clients This is the number of authenticated clients currently connected to this chat community. |

| | |
|----------------------|--|
| Condition: | EXSPI-60-0834.1 Critical threshold |
| Severity: | Critical |
| Threshold: | 100.000000 |
| Reset Value: | 80.000000 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0834.1: The Microsoft Exchange Chat Service Authenticated clients (<\$VALUE> clients) is too high (>=<\$THRESHOLD> clients) |

| | |
|----------------------|--|
| Condition: | EXSPI-60-0834.2 Warning threshold |
| Severity: | Warning |
| Threshold: | 50.000000 |
| Reset Value: | 30.000000 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0834.2: The Microsoft Exchange Chat Service Authenticated clients (<\$VALUE> clients) is too high (>=<\$THRESHOLD> clients) |

EXSPI-60-0835 (Chat Service: Authentication Failures)

| | |
|--------------------------|--|
| Metric Number: | EXSPI-60-0835 |
| Name: | Chat Service Authentication Failures |
| Description: | Monitors number of authentication failures to MS Exchange Chat Service |
| Type: | With Reset |
| Schedule: | Every 15min |
| Message Group: | EX_Perf |
| Instruction Text: | Counter(s): Microsoft Exchange Chat Service.Authentication Failures This is the total number of failed authentication attempts by users trying to connect to the chat server. If this value is high it may indicate an attack on your server to breach security. |

| | |
|----------------------|--|
| Condition: | EXSPI-60-0835.1 Critical threshold |
| Severity: | Critical |
| Threshold: | 20.000000 |
| Reset Value: | 15.000000 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0835.1: The Microsoft Exchange Chat Service Authentication failures (<\$VALUE> failures) is too high (>=<\$THRESHOLD> failures) |

| | |
|----------------------|--|
| Condition: | EXSPI-60-0835.2 Warning threshold |
| Severity: | Warning |
| Threshold: | 10.000000 |
| Reset Value: | 5.000000 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0835.2: The Microsoft Exchange Chat Service Authentication failures (<\$VALUE> failures) is too high (>=<\$THRESHOLD> failures) |

EXSPI-60-0836 (Chat Service: Server Operations Queued)

| | |
|--------------------------|---|
| Metric Number: | EXSPI-60-0836 |
| Name: | Chat Service Operations Queued |
| Description: | Monitors queue of operations on the MS Exchange Chat Service server |
| Type: | With Reset |
| Schedule: | Every 15min |
| Message Group: | EX_Perf |
| Instruction Text: | Counter(s): Microsoft Exchange Chat Service.Server operations queued This is the number of pending server operations. If this value is too high there could be a problem server load. |

| | |
|----------------------|---|
| Condition: | EXSPI-60-0836.1 Critical threshold |
| Severity: | Critical |
| Threshold: | 10.000000 |
| Reset Value: | 7.000000 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0836.1: The Microsoft Exchange Chat Service Server operations queued (<\$VALUE> operations) is too high (>=<\$THRESHOLD> operations) |

| | |
|----------------------|---|
| Condition: | EXSPI-60-0836.2 Warning threshold |
| Severity: | Warning |
| Threshold: | 5.000000 |
| Reset Value: | 2.000000 |
| Duration: | n/a |
| Message Text: | EXSPI-60-0836.2: The Microsoft Exchange Chat Service Server operations queued (<\$VALUE> operations) is too high (>=<\$THRESHOLD> operations) |

EXSPI-60-0841 (IM: Active Users)

| | |
|--------------------------|---|
| Metric Number: | EXSPI-60-0841 |
| Name: | Active Users IM Virtual Servers |
| Description: | Monitors number of IM Virtual Servers users currently online |
| Type: | Without Reset |
| Schedule: | Every 1h |
| Message Group: | EX_Perf |
| Instruction Text: | Counter(s): MExchangeIM Virtual Servers.Current Users Online |

| | |
|----------------------|--|
| Condition: | EXSPI-60-0841.1 Critical threshold |
| Severity: | Critical |
| Threshold: | 100.000000 |
| Reset Value: | n/a |
| Duration: | n/a |
| Message Text: | EXSPI-60-0841.1: The IM user count (<\$VALUE> users) is too high (>=<\$THRESHOLD> Users) |

| | |
|----------------------|--|
| Condition: | EXSPI-60-0841.2 Warning threshold |
| Severity: | Warning |
| Threshold: | 75.000000 |
| Reset Value: | n/a |
| Duration: | n/a |
| Message Text: | EXSPI-60-0841.2: The IM user count (<\$VALUE> users) is too high (>=<\$THRESHOLD> Users) |

EXSPI-60-0842 (IM: Current Subscriptions)

| | |
|--------------------------|--|
| Metric Number: | EXSPI-60-0842 |
| Name: | IM Current Subscriptions |
| Description: | Monitors number of current IM Virtual Servers subscriptions |
| Type: | Without Reset |
| Schedule: | Every 1h |
| Message Group: | EX_Perf |
| Instruction Text: | Counter(s): MExchangeIM Virtual Servers.Current Subscriptions |

| | |
|----------------------|---|
| Condition: | EXSPI-60-0842.1 Critical threshold |
| Severity: | Critical |
| Threshold: | 100.000000 |
| Reset Value: | n/a |
| Duration: | n/a |
| Message Text: | EXSPI-60-0842.1: The IM Current Subscriptions (<\$VALUE> subscriptions) is too high (>=<\$THRESHOLD> Subscriptions) |

| | |
|----------------------|--|
| Condition: | EXSPI-60-0842.2 Warning threshold |
| Severity: | Warning |
| Threshold: | 75.000000 |
| Reset Value: | n/a |
| Duration: | n/a |
| Message Text: | EXSPI-60-0842.2: The IM Current Subscriptions (<\$VALUE> subscriptions) is too high (>=<\$THRESHOLD> Subscriptions) |

EXSPI-60-0845 (IM: Failed Requests)

| | |
|--------------------------|--|
| Metric Number: | EXSPI-60-0845 |
| Name: | IM Failed Requests |
| Description: | Monitors number of IM failed requests per sec. |
| Type: | Without Reset |
| Schedule: | Every 1h |
| Message Group: | EX_Perf |
| Instruction Text: | Counter(s): MExchangeIM.Failed Requests/sec |

| | |
|----------------------|---|
| Condition: | EXSPI-60-0845.1 Critical threshold |
| Severity: | Critical |
| Threshold: | 10.000000 |
| Reset Value: | n/a |
| Duration: | n/a |
| Message Text: | EXSPI-60-0845.1: The IM Failed Requests/sec (<\$VALUE> failures) is too high (>=<\$THRESHOLD> failures) |

| | |
|----------------------|---|
| Condition: | EXSPI-60-0845.2 Warning threshold |
| Severity: | Warning |
| Threshold: | 5.000000 |
| Reset Value: | n/a |
| Duration: | n/a |
| Message Text: | EXSPI-60-0845.2: The IM Failed Requests/sec (<\$VALUE> failures) is too high (>=<\$THRESHOLD> failures) |

EXSPI-60-0846 (IM: Rejected Requests)

| | |
|--------------------------|--|
| Metric Number: | EXSPI-60-0846 |
| Name: | IM Rejected Requests |
| Description: | Monitors number of rejected IM requests per sec. |
| Type: | Without Reset |
| Schedule: | Every 1h |
| Message Group: | EX_Perf |
| Instruction Text: | Counter(s): MExchangeIM.Rejected Requests/sec |

| | |
|----------------------|---|
| Condition: | EXSPI-60-0846.1 Critical threshold |
| Severity: | Critical |
| Threshold: | 10.000000 |
| Reset Value: | n/a |
| Duration: | n/a |
| Message Text: | EXSPI-60-0846.1: The IM Rejected Requests/sec (<\$VALUE> rejections) is too high (>=<\$THRESHOLD> rejections) |

| | |
|----------------------|---|
| Condition: | EXSPI-60-0846.2 Warning threshold |
| Severity: | Warning |
| Threshold: | 5.000000 |
| Reset Value: | n/a |
| Duration: | n/a |
| Message Text: | EXSPI-60-0846.2: The IM Rejected Requests/sec (<\$VALUE> rejections) is too high (>=<\$THRESHOLD> rejections) |

EXSPI-60-1001 (Services Monitor)

| | |
|--------------------------|---|
| Metric Number: | EXSPI-1001 |
| Name: | MSExchange Services Monitor |
| Description: | Monitors Exchange Server process. Generates event if an Exchange service is currently stopped but configured startup automatic. |
| Type: | Without Reset |
| Schedule: | Every 5min |
| Message Group: | EX_Fault |
| Instruction Text: | <p>Probable cause(s): A service marked for automatic start-up is not running.</p> <p>Potential impact: Failure</p> <p>Suggested action(s):</p> <p>(1) Unless the service is known to be down for maintenance, use the Services tool in the Control Panel to re-start the service.</p> <p>NOTE: By default only Exchange related services are monitored. If you would like to receive messages about other stopped services, simply add conditions. A value of 0.0 is sent for running services and 1.0 for stopped services.</p> |

| | |
|----------------------|---|
| Condition: | EXSPI-60-1001.1: Major threshold |
| Severity: | Major |
| Threshold: | 1.000000 |
| Reset Value: | n/a |
| Message Text: | EXSPI-60-1001: Service <prefix> <rest>is currently not running (startup config automatic) |

EXSPI-60-1002 (End to End Message Ping)

| | |
|-----------------------|--|
| Metric Number: | EXSPI-60-1002 |
| Name: | MSExchange End to End Message Ping Monitor |
| Description: | Monitors the round trip time for a message |
| Type: | With Reset |
| Schedule: | Every 30min |
| Message Group: | EX_Perf |

MS Exchange 2000 Monitor Template Specifications

| | |
|--------------------------|--|
| Metric Number: | EXSPI-60-1002 |
| Instruction Text: | <p>Probable cause(s): Slow or non-reply of messages could indicate problems with system load, the MTA, connectors, or the network. The threshold could be too low. For the most accurate alarming, separate thresholds should be set for each ping system pair.</p> <p>Potential impact: Failure or Performance</p> <p>Suggested action(s):</p> <p>If the threshold is too low, make it bigger. See the User's Guide for information on how to set the threshold differently for each system pair.</p> <p>If the threshold is accurate, then evaluate the following suggestions on the source and destination servers:</p> <p>Select the Performance Monitor 'MS Exchange Server Health' to determine if the source system is overloaded. Also check that the MTA process (emsmta) is running. (If it is not running, it will not be shown on the graph.) Re-start it if needed.</p> <p>Select the Performance Monitor 'MS Exchange Server Health' to determine if the message queue to the destination system is large or growing.</p> <p>If the queues on either side are large or growing and the systems are not overloaded, run Exchange Administrator and check for 'stuck' messages in the MTA queue.</p> <p>If there are no stuck messages, check if there are network problems between the two systems.</p> <p>If the connection between the source and destination system is not direct (e.g., the message travels through bridgehead servers), check the connector queue lengths and system load on those systems as well.</p> |

| | |
|----------------------|--|
| Condition: | EXSPI-60-1002.1: Warning threshold |
| Severity: | Warning |
| Threshold: | 300 |
| Reset Value: | 240 |
| Duration: | n/a |
| Message Text: | EXSPI-60-1002.1: End to End Message Ping round trip time (<\$VALUE> seconds) is too high (>=<\$THRESHOLD>) for systems <obj> |

MS Exchange 5.5 Templates

Summary MS Exchange 5.5 Monitor Templates

| Id | Category | Template Group | Template | Description | Threshold | Threshold | Duration | Schedule | Message Group |
|----|----------|---------------------------------|---------------|--|------------------------------------|-----------|----------|-------------|---------------|
| | | | | | w: (r:) c: (r:) | Reset | Reset | Reset | Reset |
| 1 | QS | EXSPI-55 Services and Processes | EXSPI-55-0001 | Process Monitor (Monitors CPU time used by Exchange processes) | w: 80 (r: 75) c: 99 (r: 85) | Reset | | every 5min | EX_Perf |
| 2 | QS | EXSPI-55 Services and Processes | EXSPI-55-0002 | | w: 0.01 | W/O Reset | 12h | every 10min | EX_Fault |
| 5 | QS | EXSPI-55 Transaction Log | EXSPI-55-0005 | Low Log File Disk Space | w: 20 (r: 25) c: 10 (r: 55) | Reset | | every 15min | EX_Fault |
| 6 | QS | EXSPI-55 Transaction Log | EXSPI-55-0006 | Transaction Log File Disk Space | w: 100 (r: 90) c: 300 (r: 250) | Reset | | every day | EX_Fault |
| 10 | QS | EXSPI-55 Message Transfer Agent | EXSPI-55-0010 | MTA Message Delay | w: 60 (r: 50) c: 300 (r: 250) | Reset | | every 5 min | EX_Perf |
| 11 | QS | EXSPI-55 Message Transfer Agent | EXSPI-55-0011 | MTA Work Queue Length | w: 50 (r: 40) c: 100 (r: 80) | Reset | 10m | every 5 min | EX_Perf |
| 12 | QS | EXSPI-55 Message Transfer Agent | EXSPI-55-0012 | MTA Failed Conversions | w: 2 (r: 1) c: 4 (r: 3) | Reset | | every 1h | EX_Perf |
| 13 | QS | EXSPI-55 Message Transfer Agent | EXSPI-55-0013 | MTA Connection Message Delay | w: 300 (r: 250) c: 600 (r: 500) | Reset | | every 5 min | EX_Perf |
| 14 | QS | EXSPI-55 Message Transfer Agent | EXSPI-55-0014 | MTA Connection Queue Lengths | w: 20 (r: 15) c: 40 (r: 30) | Reset | | every 5 min | EX_Perf |
| 15 | QS | EXSPI-55 Message Transfer Agent | EXSPI-55-0015 | MTA Failed Outbound Associations | w: 3 (r: 2) c: 10 (r: 8) | Reset | | every 1h | EX_Perf |
| 16 | QS | EXSPI-55 Message Transfer Agent | EXSPI-55-0016 | MTA Rejected Inbound Associations | w: 3 (r: 2) c: 10 (r: 8) | Reset | | every 1h | EX_Perf |
| 17 | QS | EXSPI-55 Message Transfer Agent | EXSPI-55-0017 | MTA Rejected Inbound Messages | w: 2 (r: 1) c: 4 (r: 3) | Reset | | every 1h | EX_Perf |
| 30 | QS | EXSPI-55 Information Store | EXSPI-55-0030 | IS Public Average Time for Delivery | w: 10 (r: 7) c: 5 (r: 3) | Reset | | every 5min | EX_Perf |
| 31 | QS | EXSPI-55 Information Store | EXSPI-55-0031 | IS Public Average Time for Local Delivery | w: 10 (r: 7) c: 5 (r: 3) | Reset | | every 5min | EX_Perf |
| 32 | QS | EXSPI-55 Information Store | EXSPI-55-0032 | IS Public Replication Queue Size | w: 30 (r: 20) c: 15 (r: 10) | Reset | | every 5min | EX_Perf |
| 33 | QS | EXSPI-55 Information Store | EXSPI-55-0033 | IS Public Receive Queue Size | w: 30 (r: 20) c: 15 (r: 10) | Reset | | every 5min | EX_Perf |
| 34 | QS | EXSPI-55 Information Store | EXSPI-55-0034 | IS Public Send Queue Size | w: 30 (r: 20) c: 15 (r: 10) | Reset | | every 5min | EX_Perf |
| 40 | QS | EXSPI-55 Information Store | EXSPI-55-0040 | IS Private Average Delivery Time | w: 10 (r: 7) c: 5 (r: 3) | Reset | | every 5min | EX_Perf |
| 41 | QS | EXSPI-55 Information Store | EXSPI-55-0041 | IS Private Average Local Delivery Time | w: 10 (r: 7) c: 5 (r: 3) | Reset | | every 5min | EX_Perf |
| 42 | QS | EXSPI-55 Information Store | EXSPI-55-0042 | IS Private Receive Queue Size | w: 30 (r: 20) c: 15 (r: 10) | Reset | | every 5min | EX_Perf |
| 43 | QS | EXSPI-55 Information Store | EXSPI-55-0043 | IS Private Send Queue Size | w: 30 (r: 20) c: 15 (r: 10) | Reset | | every 5min | EX_Perf |

| Id | Category | Template Group | Template | Description | Threshold | Threshold | Duration | Schedule | Message |
|-----|----------|----------------------------------|---------------|---|--------------------------------|-----------|---------------|-------------|----------|
| | | | | | Fail | Warn | Warn | Warn | Group |
| 60 | AO | EXSPI-55 Internet Mail Services | EXSPI-55-0060 | IMS Failed Connections | w: 2 (r: 1) c: 5 (r: 2) | | | every 1h | EX_Perf |
| 61 | AO | EXSPI-55 Internet Mail Services | EXSPI-55-0061 | IMS Rejected Connections | w: 2 (r: 1) c: 5 (r: 2) | | | every 1h | EX_Perf |
| 62 | AO | EXSPI-55 Internet Mail Services | EXSPI-55-0062 | IMS MTS-IN Queue Length | w: 15 (r: 10) c: 30 (r: 20) | | | every 5min | EX_Perf |
| 63 | AO | EXSPI-55 Internet Mail Services | EXSPI-55-0063 | IMS MTS-OUT Queue Length | w: 15 (r: 10) c: 30 (r: 20) | | | every 5min | EX_Perf |
| 64 | AO | EXSPI-55 Internet Mail Services | EXSPI-55-0064 | IMS Queued Inbound | w: 15 (r: 10) c: 30 (r: 20) | | | every 5min | EX_Perf |
| 65 | AO | EXSPI-55 Internet Mail Services | EXSPI-55-0065 | IMS Queued Outbound | w: 15 (r: 10) c: 30 (r: 20) | | | every 5min | EX_Perf |
| 66 | AO | EXSPI-55 Internet Mail Services | EXSPI-55-0066 | IMS NDRs Inbound | w: 2 (r: 1) c: 4 (r: 2) | | | every 1h | EX_Perf |
| 67 | AO | EXSPI-55 Internet Mail Services | EXSPI-55-0067 | IMS NDRs Outbound | w: 2 (r: 1) c: 4 (r: 2) | | | every 1h | EX_Perf |
| 80 | AO | EXSPI-55 News Service | EXSPI-55-0080 | Newsfeed Rejected Inbound Messages | w: 2 (r: 1) c: 4 (r: 2) | | | every 1h | EX_Perf |
| 81 | AO | EXSPI-55 News Service | EXSPI-55-0081 | Newsfeed Rejected Outbound Messages | w: 2 (r: 1) c: 4 (r: 2) | | | every 1h | EX_Perf |
| 90 | AO | EXSPI-55 cc:Mail Connector | EXSPI-55-0090 | cc:Mail MTS-IN Queue Length | w: 20 (r: 15) c: 50 (r: 40) | | | every 5min | EX_Perf |
| 91 | AO | EXSPI-55 cc:Mail Connector | EXSPI-55-0091 | cc:Mail MTS-OUT Queue Length | w: 20 (r: 15) c: 50 (r: 40) | | | every 5min | EX_Perf |
| 92 | AO | EXSPI-55 cc:Mail Connector | EXSPI-55-0092 | Exchange NDRs to cc:Mail | w: 2 (r: 1) c: 4 (r: 2) | | | every 1h | EX_Perf |
| 93 | AO | EXSPI-55 cc:Mail Connector | EXSPI-55-0093 | cc:Mail NDRs to Exchange | w: 2 (r: 1) c: 4 (r: 2) | | | every 1h | EX_Perf |
| 94 | AO | EXSPI-55 Lotus Notes Connector | EXSPI-55-0094 | Lotus Notes Inbound Queued Messages Length | w: 20 (r: 15) c: 50 (r: 40) | | | every 5min | EX_Perf |
| 95 | AO | EXSPI-55 Lotus Notes Connector | EXSPI-55-0095 | Lotus Notes Outbound Queued Messages Length | w: 20 (r: 15) c: 50 (r: 40) | | | every 5min | EX_Perf |
| 96 | AO | EXSPI-55 Lotus Notes Connector | EXSPI-55-0096 | Exchange NDRs sent to Lotus Notes | w: 2 (r: 1) c: 4 (r: 2) | | | every 1h | EX_Perf |
| 97 | AO | EXSPI-55 Lotus Notes Connector | EXSPI-55-0097 | Lotus Notes NDRs sent to Microsoft Exchange | w: 2 (r: 1) c: 4 (r: 2) | | | every 1h | EX_Perf |
| 100 | QS | EXSPI-55 Information Store | EXSPI-55-0100 | IS User Connection Count Low | w: 1 (r: 2) | | | every 15min | EX_Perf |
| 110 | QS | EXSPI-55 Directory Service | EXSPI-60-0110 | DS Pending Synchronizations | c: 4 (r: 2) | | 30m | every 5min | EX_Fault |
| 111 | QS | EXSPI-55 Directory Service | EXSPI-60-0111 | DS Remaining Updates | c: 0.5 | | W/O Reset 30m | every 5min | EX_Fault |
| ### | QS | EXSPI-55 Services and Processes | EXSPI-55-1001 | MSExchange Services Monitor | m:1 | | W/O Reset | every 5min | EX_Fault |
| ### | Ad | EXSPI-55 End to End Message Ping | EXSPI-55-1002 | | w: 2 (r: 1) c: 4 (r: 2) | | | every 1h | EX_Fault |

MS Exchange 5.5 Schedule Data Collection Templates

| Category | Collection | | | | | | | |
|----------|---------------------------------|------------------------------------|--|---|-----------------|-----------------------------|---|--|
| | Template Group | Template | Description | Perfmon Counter | Collection Type | Schedule | Table | Report |
| QS | EXSPI-55 Information Store | EXSPI-55-DC-IS Msg Del Time | Collect data on the average msg delivery times in core procs | 581 : MExchangeIS Mailbox.Average Local Delivery Time 582 : MExchangeIS Mailbox.Average Delivery Time 583 : MExchangeIS Public.Average Local Delivery Time 584 : MExchangeIS Public.Average Delivery Time | Average/h | 6:00-18:00 every 10min, M-F | EXSPI_MULTI (for each Database instance) EXSPI_SINGLE (total over all Databases) | |
| QS | EXSPI-55 Information Store | EXSPI-55-DC-IS Mailbox Msg Vol | Collect data on the vol of messages processed by Mailbox IS | 540 : MExchangeIS Mailbox.Local deliveries 541 : MExchangeIS Mailbox.Messages Delivered 542 : MExchangeIS Mailbox.Messages Sent 543 : MExchangeIS Mailbox.Messages Submitted 544 : MExchangeIS Mailbox.Message Recipients Delivered | Delta/h | 6:00-18:00 hourly, M-F | EXSPI_MULTI (for each Database instance) EXSPI_SINGLE (total over all Databases) | S: Exchange Messaging Trends for all Servers D: Exchange Messaging Trends |
| QS | EXSPI-55 Information Store | EXSPI-55-DC-IS Public Msg Vol | Collect data on the vol of messages processed by Public IS | 550 : MExchangeIS Public.Messages Delivered 551 : MExchangeIS Public.Messages Sent 552 : MExchangeIS Public.Messages Submitted 553 : MExchangeIS Public.Message Recipients Delivered | Delta/h | 6:00-18:00 hourly, M-F | EXSPI_MULTI (for each Database instance) EXSPI_SINGLE (total over all Databases) | S: Exchange Messaging Trends for all Servers D: Exchange Messaging Trends |
| QS | EXSPI-55 Message Transfer Agent | EXSPI-55-DC-MTA & IS Queue Lengths | Collect data on the length of message queues in core procs | Queue Length - MExchangeMTA.Deferred Delivery Msgs 571 : MExchangeIS Mailbox.Send Queue Size 572 : MExchangeIS Mailbox.Receive Queue Size 573 : MExchangeIS Public.Send Queue Size 574 : MExchangeIS Public.Receive Queue Size | Average/h | 6:00-18:00 every 10min, M-F | EXSPI_MULTI (for each Database instance) EXSPI_SINGLE (total over all Databases) | |
| QS | EXSPI-55 Message Transfer Agent | EXSPI-55-DC-MTA Message Volume | Collect data on the vol. of messages processed by MTA | 530 : MExchangeMTA.Inbound Messages Total 531 : MExchangeMTA.Outbound Messages Total 532 : MExchangeMTA.Total Recipients Inbound 533 : MExchangeMTA.Total Recipients Outbound 534 : MExchangeMTA.Inbound Bytes Total 535 : MExchangeMTA.Outbound Bytes Total | Delta/h | 6:00-18:00 hourly, M-F | EXSPI_SINGLE | S: Exchange Messaging Trends for all Servers D: Exchange Messaging Trends |
| QS | EXSPI-55 Services and Processes | EXSPI-55-DC-User Connections | Collect data on the number of users | 520 : MExchangeIS.Active User Count 521 : MExchangeIS.User Count | Value | 7:00-18:00 hourly, M-F | EXSPI_SINGLE | D: Exchange User Connection |
| AO | EXSPI-55 Internet Mail Services | EXSPI-55-DC-IMS Message Volume | Collect data on the vol. of messages processed by the IMS | 590 : MExchangeIMC.Inbound Messages Total 591 : MExchangeIMC.Outbound Messages Total 592 : MExchangeIMC.Total Inbound Kilobytes 593 : MExchangeIMC.Total Outbound Kilobytes 594 : MExchangeIMC.Total Inbound Recipients 595 : MExchangeIMC.Total Outbound Recipients | Delta/h | 6:00-18:00 hourly, M-F | EXSPI_SINGLE | S: Exchange Messaging Trends for all Servers D: Exchange IMS Messaging Trends |
| AO | EXSPI-55 Internet Mail Services | EXSPI-55-DC-IMS Queue Length | Collect data on the vol. of messages processed by the IMS | 600 : MExchangeIMC.Total Messages Queued | Average/h | 6:00-18:00 10min, M-F | EXSPI_SINGLE | |

| Category | | | | | | | | |
|----------|----------------------------------|----------------------------------|--|--|---------|------------------------|--|--|
| | Template Group | Template | Description | Perfmon Counter | Type | Schedule | Table | Report |
| AO | EXSPI-55 News Service | EXSPI-55-DC-News Message Volume | Collect data on the vol. of news messages processed by IS | 560: MExchangeIS.Newsfeed Messages Sent 561: MExchangeIS.Newsfeed Messages Received 562: MExchangeIS.NNTP Messages Read 563: MExchangeIS.NNTP Messages Posted | Delta/h | 6:00-18:00 hourly, M-F | EXSPI_SINGLE | |
| Ad | EXSPI-55 End to End Message Ping | EXSPI-55-End to End Message Ping | 30 m Scheduler for metric in End to End Message Ping group | | Value | every 30min, daily | EXSPI_M1002 | S: Exchange SLA Message Delivery |
| Ad | EXSPI-55 Reporter Collection | EXSPI-55-DC-Exchange Info | Collect data on Exchange Parameters | 655: Server 656: Site 657: Organization | Value | 23:00, daily | EXSPI_MULT | S: Exchange System Information Summary |
| Ad | EXSPI-55 Reporter Collection | EXSPI-55-DC-Mailbox Data | Collect data about all mailboxes on the system | 630: Mailbox size (MB) 631: Number of messages 632: Storage limit 634: Last Logon Date 815: Database Instance | Value | 1:00 every Saturday | EXSPI_MULT | S: Exchange Top 100 Mailboxes D: Exchange Mailbox Details D: Exchange Mailbox Summary |
| Ad | EXSPI-55 Reporter Collection | EXSPI-55-DC-Private IS Sum. Data | Collect summary data about Private Info. Store (Mailboxes) | 610: Physical DB size (EDB) 611: Number of Mailboxes 612: Number of Messages 613: Logical Size 614: MExchangeIS Mailbox.Single Instance Ratio | Value | 23:00, M-S | EXSPI_SINGLE | S: Exchange System Information Summary D: Exchange Mailbox Summary D: Exchange Mailbox Usage Trends |
| Ad | EXSPI-55 Reporter Collection | EXSPI-55-DC-Public Folder Data | Collect data about all public folders on the system | 640: Folder Size 641: Number of Messages | Value | 4:00 every Saturday | EXSPI_MULT | S: Exchange Top 100 Public Folders D: Exchange Folder Summary |
| Ad | EXSPI-55 Reporter Collection | EXSPI-55-DC-Public IS Sum. Data | Collect summary data about Public Info. Store (Folders) | 620: Physical DB size (EDB) 621: Number of Folders 622: Number of Messages 623: Logical Size 624: MExchangeIS Public.Single Instance Ratio | Value | 22:00, M-S | EXSPI_SINGLE | S: Exchange System Information Summary D: Exchange Folder Summary D: Exchange Folder Usage Trends |
| Ad | EXSPI-55 Reporter Collection | EXSPI-55-DC-TrackLog Data | Collect Tracking.Log data | 660: Email Senders 661: Email Recipients 662: Email Destinations 663: Email Sources | Value | 19:00 every Saturday | EXSPI_M0660 EXSPI_M0661 EXSPI_M0662 EXSPI_M0663 | D: Exchange Top Destinations D: Exchange Top Recipients D: Exchange Top Senders D: Exchange Top Sources |

MS Exchange 5.5 Monitor Template Specifications

EXSPI-55-0001 (Process Monitor)

| | |
|--------------------------|--|
| Metric Number: | EXSPI-55-0001 |
| Name: | Process Monitor |
| Description: | Monitors CPU time used by Exchange processes |
| Type: | With reset |
| Schedule: | Every 5min |
| Message Group: | EX_Perf |
| Instruction Text: | <p>Counter(s): Process.% Processor Time</p> <p>Probable cause(s): High CPU use could indicate an overloaded system. An Exchange process consuming a lot of CPU but processing few messages could indicate a problem with the process.</p> <p>Potential impact: Failure, Performance</p> <p>Suggested action(s): (1) Check other messages in the 'Message Browser' to see if Exchange has been reporting problems with the service. (2) Monitor Exchange processes with NT Performance Monitor (Process.% Processor Time) and verify CPU consumption over a period of time. Constantly high value may indicate a scalability problem. (3) Stop and re-start the Exchange service. Use the NT Administrative Tool 'Service Manager'.</p> <p>NOTE: By default only Exchange processes are monitored. The 'Catch All' suppress condition prevents messages about other busy processes. If you would like to receive messages about other busy processes, simply add conditions before the 'Catch All'.</p> |

| | |
|----------------------|--|
| Condition: | EXSPI-55-0001 Process - msexcimc.1 |
| Severity: | Critical |
| Threshold: | 99.0 |
| Reset Value: | 85.0 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0001.1: Exchange INTERNET MAIL CONNECTOR service (pid=<pid>) CPU processor time consumption (<\$VALUE>) too high (\\><\$THRESHOLD>) |

| | |
|----------------------|--|
| Condition: | EXSPI-55-0001 Process - msexcimc.2 |
| Severity: | Warning |
| Threshold: | 80.0 |
| Reset Value: | 75.0 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0001.2: Exchange INTERNET MAIL CONNECTOR service (pid=<pid>) CPU processor time consumption (<\$VALUE>) too high (\\><\$THRESHOLD>) |

MS Exchange 5.5 Monitor Template Specifications

| | |
|----------------------|--|
| Condition: | EXSPI-55-0001 Process - store.1 |
| Severity: | Critical |
| Threshold: | 99.0 |
| Reset Value: | 85.0 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0001.1: Exchange INFORMATION STORE service (pid=<pid>) CPU processor time consumption (<\$VALUE>) too high (\\><\$THRESHOLD>) |

| | |
|----------------------|--|
| Condition: | EXSPI-55-0001 Process - store.2 |
| Severity: | Warning |
| Threshold: | 80.0 |
| Reset Value: | 75.0 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0001.2: Exchange INFORMATION STORE service (pid=<pid>) CPU processor time consumption (<\$VALUE>) too high (\\><\$THRESHOLD>) |

| | |
|----------------------|---|
| Condition: | EXSPI-55-0001 Process - emsmta.1 |
| Severity: | Critical |
| Threshold: | 99.0 |
| Reset Value: | 85.0 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0001.2: Exchange MESSAGE TRANSFER AGENT service (pid=<pid>) CPU processor time consumption (<\$VALUE>) too high (\\><\$THRESHOLD>) |

| | |
|----------------------|---|
| Condition: | EXSPI-55-0001 Process - emsmta.2 |
| Severity: | Warning |
| Threshold: | 80.0 |
| Reset Value: | 75.0 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0001.2: Exchange MESSAGE TRANSFER AGENT service (pid=<pid>) CPU processor time consumption (<\$VALUE>) too high (\\><\$THRESHOLD>) |

MS Exchange 5.5 Monitor Template Specifications

| | |
|----------------------|---|
| Condition: | EXSPI-55-0001 Process - mad.1 |
| Severity: | Critical |
| Threshold: | 99.0 |
| Reset Value: | 85.0 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0001.1: Exchange SYSTEM ATTENDENT service (pid=<pid>) CPU processor time consumption (<\$VALUE>) too high (\\><\$THRESHOLD>) |

| | |
|----------------------|---|
| Condition: | EXSPI-55-0001 Process - mad.2 |
| Severity: | Warning |
| Threshold: | 80.0 |
| Reset Value: | 75.0 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0001.2: Exchange SYSTEM ATTENDENT service (pid=<pid>) CPU processor time consumption (<\$VALUE>) too high (\\><\$THRESHOLD>) |

| | |
|----------------------|--|
| Condition: | EXSPI-55-0001 Process - dsamain.1 |
| Severity: | Critical |
| Threshold: | 99.0 |
| Reset Value: | 85.0 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0001.1: Exchange DIRECTORY service (pid=<pid>) CPU processor time consumption (<\$VALUE>) too high (\\><\$THRESHOLD>) |

| | |
|----------------------|--|
| Condition: | EXSPI-55-0001 Process - dsamain.2 |
| Severity: | Warning |
| Threshold: | 80.0 |
| Reset Value: | 75.0 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0001.2: Exchange DIRECTORY service (pid=<pid>) CPU processor time consumption (<\$VALUE>) too high (\\><\$THRESHOLD>) |

MS Exchange 5.5 Monitor Template Specifications

| | |
|----------------------|--|
| Condition: | EXSPI-55-0001 Process - inetinfo.1 |
| Severity: | Critical |
| Threshold: | 99.0 |
| Reset Value: | 85.0 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0001.1: Exchange IIS service (pid=<pid>) CPU processor time consumption (<\$VALUE>) too high (\\><\$THRESHOLD>) |

| | |
|----------------------|--|
| Condition: | EXSPI-55-0001 Process - inetinfo.2 |
| Severity: | Warning |
| Threshold: | 80.0 |
| Reset Value: | 75.0 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0001.2: Exchange IIS service (pid=<pid>) CPU processor time consumption (<\$VALUE>) too high (\\><\$THRESHOLD>) |

| | |
|----------------------|--|
| Condition: | EXSPI-55-0001 Process - srsmain.1 |
| Severity: | Critical |
| Threshold: | 99.0 |
| Reset Value: | 85.0 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0001.1: Exchange DIRECTORY REPLICATION service (pid=<pid>) CPU processor time consumption (<\$VALUE>) too high (\\><\$THRESHOLD>) |

| | |
|----------------------|--|
| Condition: | EXSPI-55-0001 Process - srsmain.2 |
| Severity: | Warning |
| Threshold: | 80.0 |
| Reset Value: | 75.0 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0001.2: Exchange DIRECTORY REPLICATION service (pid=<pid>) CPU processor time consumption (<\$VALUE>) too high (\\><\$THRESHOLD>) |

MS Exchange 5.5 Monitor Template Specifications

| | |
|----------------------|---|
| Condition: | EXSPI-55-0001 Process - adc.1 |
| Severity: | Critical |
| Threshold: | 99.0 |
| Reset Value: | 85.0 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0001.1: Exchange ACTIVE DIRECTORY CONNECTOR service (pid=<pid>) CPU processor time consumption (<\$VALUE>) too high (\\><\$THRESHOLD>) |

| | |
|----------------------|---|
| Condition: | EXSPI-55-0001 Process - adc.2 |
| Severity: | Warning |
| Threshold: | 80.0 |
| Reset Value: | 75.0 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0001.2: Exchange ACTIVE DIRECTORY CONNECTOR service (pid=<pid>) CPU processor time consumption (<\$VALUE>) too high (\\><\$THRESHOLD>) |

| | |
|----------------------|--|
| Condition: | EXSPI-55-0001 Process - lsmexim.1 |
| Severity: | Critical |
| Threshold: | 99.0 |
| Reset Value: | 85.0 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0001.1: Exchange LOTUS NOTES CONNECTOR service (pid=<pid>) CPU processor time consumption (<\$VALUE>) too high (\\><\$THRESHOLD>) |

| | |
|----------------------|--|
| Condition: | EXSPI-55-0001 Process - lsmexim.2 |
| Severity: | Warning |
| Threshold: | 80.0 |
| Reset Value: | 75.0 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0001.2: Exchange LOTUS NOTES CONNECTOR service (pid=<pid>) CPU processor time consumption (<\$VALUE>) too high (\\><\$THRESHOLD>) |

MS Exchange 5.5 Monitor Template Specifications

| | |
|----------------------|--|
| Condition: | EXSPI-55-0001 Process - lsmexout.1 |
| Severity: | Critical |
| Threshold: | 99.0 |
| Reset Value: | 85.0 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0001.1: Exchange LOTUS NOTES CONNECTOR service (pid=<pid>) CPU processor time consumption (<\$VALUE>) too high (\\><\$THRESHOLD>) |

| | |
|----------------------|--|
| Condition: | EXSPI-55-0001 Process - lsmexout.2 |
| Severity: | Warning |
| Threshold: | 80.0 |
| Reset Value: | 75.0 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0001.2: Exchange LOTUS NOTES CONNECTOR service (pid=<pid>) CPU processor time consumption (<\$VALUE>) too high (\\><\$THRESHOLD>) |

| | |
|----------------------|--|
| Condition: | EXSPI-55-0001 Process - lsmexnts.1 |
| Severity: | Critical |
| Threshold: | 99.0 |
| Reset Value: | 85.0 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0001.2: Exchange LOTUS NOTES CONNECTOR service (pid=<pid>) CPU processor time consumption (<\$VALUE>) too high (\\><\$THRESHOLD>) |

| | |
|----------------------|--|
| Condition: | EXSPI-55-0001 Process - lsmexnts.2 |
| Severity: | Warning |
| Threshold: | 80.0 |
| Reset Value: | 75.0 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0001.2: Exchange LOTUS NOTES CONNECTOR service (pid=<pid>) CPU processor time consumption (<\$VALUE>) too high (\\><\$THRESHOLD>) |

MS Exchange 5.5 Monitor Template Specifications

| | |
|----------------------|--|
| Condition: | EXSPI-55-0001 Process - lsmexdxa.1 |
| Severity: | Critical |
| Threshold: | 99.0 |
| Reset Value: | 85.0 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0001.1: Exchange LOTUS NOTES CONNECTOR service (pid=<pid>) CPU processor time consumption (<\$VALUE>) too high (\\><\$THRESHOLD>) |

| | |
|----------------------|--|
| Condition: | EXSPI-55-0001 Process - lsmexdxa.2 |
| Severity: | Warning |
| Threshold: | 80.0 |
| Reset Value: | 75.0 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0001.2: Exchange LOTUS NOTES CONNECTOR service (pid=<pid>) CPU processor time consumption (<\$VALUE>) too high (\\><\$THRESHOLD>) |

| | |
|----------------------|--|
| Condition: | EXSPI-55-0001 Process - lsntsmex.1 |
| Severity: | Critical |
| Threshold: | 99.0 |
| Reset Value: | 85.0 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0001.1: Exchange LOTUS NOTES CONNECTOR service (pid=<pid>) CPU processor time consumption (<\$VALUE>) too high (\\><\$THRESHOLD>) |

| | |
|----------------------|--|
| Condition: | EXSPI-55-0001 Process - lsntsmex.2 |
| Severity: | Warning |
| Threshold: | 80.0 |
| Reset Value: | 75.0 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0001.2: Exchange LOTUS NOTES CONNECTOR service (pid=<pid>) CPU processor time consumption (<\$VALUE>) too high (\\><\$THRESHOLD>) |

EXSPI-55-0002 (Inactive Process Monitor)

| | |
|--------------------------|--|
| Metric Number: | EXSPI-0002 |
| Name: | Inactive Process Monitor |
| Description: | Monitors the core MS Exchange processes to check that they are using some CPU cycles. A process consistently at 0% could indicate a problem. |
| Type: | Without Reset |
| Schedule: | Every 10min |
| Message Group: | EX_Fault |
| Instruction Text: | <p>Probable cause(s): Low CPU use during the day on an active system could indicate a problem with the process.</p> <p>Potential impact: Failure</p> <p>Suggested action(s): (1) Check other messages in the 'Message Browser' to see if Exchange has been reporting problems with the service. (2) Monitor Exchange processes with NT Performance Monitor (Process.% Processor Time) and verify CPU consumption over a period of time. Constantly high value may indicate a scalability problem. (3) Stop and re-start the Exchange service. Use the NT Administrative Tool 'Service Manager'.</p> |

| | |
|----------------------|---|
| Condition: | EXSPI-55-0002 Process - msexcimc |
| Severity: | n/a |
| Threshold: | 0.01 |
| Reset Value: | n/a |
| Duration: | 12h |
| Message Text: | EXSPI-55-0002: Exchange INTERNET MAIL CONNECTOR service (pid=<pid>) CPU processor time consumption (<\$VALUE>) too low (\\<<\$THRESHOLD>) |

| | |
|----------------------|---|
| Condition: | EXSPI-55-0002 Process - store |
| Severity: | n/a |
| Threshold: | 0.01 |
| Reset Value: | n/a |
| Duration: | 12h |
| Message Text: | EXSPI-55-0002: Exchange INFORMATION STORE service (pid=<pid>) CPU processor time consumption (<\$VALUE>) too low (\\<<\$THRESHOLD>) |

MS Exchange 5.5 Monitor Template Specifications

| | |
|----------------------|--|
| Condition: | EXSPI-55-0002 Process - emsmta |
| Severity: | n/a |
| Threshold: | 0.01 |
| Reset Value: | n/a |
| Duration: | 12h |
| Message Text: | EXSPI-55-0002: Exchange MESSAGE TRANSFER AGENT service (pid=<pid>) CPU processor time consumption (<\$VALUE>) too low (\\<<\$THRESHOLD>) |

| | |
|----------------------|--|
| Condition: | EXSPI-55-0002 Process - mad |
| Severity: | n/a |
| Threshold: | 0.01 |
| Reset Value: | n/a |
| Duration: | 12h |
| Message Text: | EXSPI-55-0002: Exchange SYSTEM ATTENDENT service (pid=<pid>) CPU processor time consumption (<\$VALUE>) too low (\\<<\$THRESHOLD>) |

| | |
|----------------------|---|
| Condition: | EXSPI-55-0002 Process - dsamain |
| Severity: | n/a |
| Threshold: | 0.01 |
| Reset Value: | n/a |
| Duration: | 12h |
| Message Text: | EXSPI-55-0002: Exchange DIRECTORY service (pid=<pid>) CPU processor time consumption (<\$VALUE>) too low (\\<<\$THRESHOLD>) |

| | |
|----------------------|---|
| Condition: | EXSPI-55-0002 Process - inetinfo |
| Severity: | n/a |
| Threshold: | 0.01 |
| Reset Value: | n/a |
| Duration: | 12h |
| Message Text: | EXSPI-55-0002: Exchange IIS service (pid=<pid>) CPU processor time consumption (<\$VALUE>) too low (\\<<\$THRESHOLD>) |

EXSPI-55-0005 (Low Log File Disk Space)

| | |
|--------------------------|--|
| Metric Number: | EXSPI-55-0005 |
| Name: | Low Log File Disk Space |
| Description: | Monitors the free disk space remaining on the logical disk drive where the transaction log files for the IS public and private databases reside. |
| Type: | With Reset |
| Schedule: | Every 15min |
| Message Group: | EX_Fault |
| Instruction Text: | <p>Probable cause(s): The amount of free disk space on the disk drive where the Exchange transaction log files reside is getting low.</p> <p>Potential impact: Failure. Exchange will shutdown processing if there is no disk space for additional transaction log files.</p> <p>Suggested action(s): (1) Free up disk space on this drive. (2) If this drive is filling up because of many Exchange transaction log files, verify that Exchange backups are completing successfully (log files are removed when the i backup completes) and that backups are being done frequently enough.</p> |

| | |
|----------------------|--|
| Condition: | EXSPI-55-0005.1: Critical threshold |
| Severity: | Critical |
| Threshold: | 10.0 |
| Reset Value: | 55.0 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0005.1: Free disk space (<\$VALUE>MB) on the disk drive where the Exchange transaction log files reside is getting low (\\<<\$THRESHOLD>MB) |

| | |
|----------------------|--|
| Condition: | EXSPI-55-0005.2: Warning threshold |
| Severity: | Warning |
| Threshold: | 20.0 |
| Reset Value: | 25.0 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0005.2: Free disk space (<\$VALUE>MB) on the disk drive where the Exchange transaction log files reside is getting low (\\<<\$THRESHOLD>MB) |

EXSPI-55-0006 (Transaction Log File Disc Space)

| | |
|--------------------------|--|
| Metric Number: | EXSPI-55-0006 |
| Name: | Transaction Log File Disc Space |
| Description: | Monitors the disk space used by the Exchange transaction and reserved transaction log files. |
| Type: | With Reset |
| Schedule: | Every day |
| Message Group: | EX_Fault |
| Instruction Text: | <p>Probable cause(s): The amount of disk space being used by the Exchange transaction log files is getting large (disk space being used by edb*.log and res*.log files in the mdbdata and dsadata directories).</p> <p>A large amount of used disk space could indicate a possible problem with backups.</p> <p>Potential impact: Failure</p> <p>Suggested action(s): (1) Verify that Exchange backups are completing successfully (log files are removed when the backup completes). (2) Verify that backups are being done frequently enough. If they are, the conditions can be edited to increase the threshold values so this message is not generated as often.</p> |

| | |
|----------------------|--|
| Condition: | EXSPI-55-0006.1: Critical threshold |
| Severity: | Critical |
| Threshold: | 200.0 |
| Reset Value: | 180.0 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0006.1: The amount of disk space (<\$VALUE>MB) being used by the Exchange transaction log files is getting large (\\><\$THRESHOLD>MB) |

| | |
|----------------------|--|
| Condition: | EXSPI-55-0006.2: Warning threshold |
| Severity: | Warning |
| Threshold: | 100.0 |
| Reset Value: | 90.0 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0006.2: The amount of disk space (<\$VALUE>MB) being used by the Exchange transaction log files is getting large (\\><\$THRESHOLD>MB) |

EXSPI-55-0010 (MTA Message Delay)

| | |
|--------------------------|--|
| Metric Number: | EXSPI-55-0010 |
| Name: | MTA Message Delay |
| Description: | Monitors the rate of delayed messages being processed in the MTA. |
| Type: | With Reset |
| Schedule: | Every 5min |
| Message Group: | EX_Perf |
| Instruction Text: | <p>Counter(s): MExchangeMTA.Work Queue Length MExchangeMTA.Deferred Delivery Msgs MExchangeMTA.Messages/Sec</p> <p>Probable cause(s): Delay of messages being processed could indicate problems with system load, the MTA, connectors, or the network.</p> <p>Potential impact: Performance</p> <p>Suggested action(s): (1) Monitor system with Windows Task Manager or NT Performance Monitor to determine if the system is overloaded. Also check that the MTA process (emsmta) is running. (2) Run Exchange Administrator and check for 'stuck' messages in the MTA queue. (3) Verify that there are no network problems.</p> |

| | |
|----------------------|--|
| Condition: | EXSPI-55-0010.1: Critical threshold |
| Severity: | Critical |
| Threshold: | 300.0 |
| Reset Value: | 250.0 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0010.1: Delivery of messages to other Exchange servers may be delayed (<\$VALUE> secs) by the MTA (\\><\$THRESHOLD> secs) |

| | |
|----------------------|--|
| Condition: | EXSPI-55-0010.2: Warning threshold |
| Severity: | Warning |
| Threshold: | 60.0 |
| Reset Value: | 50.0 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0010.2: Delivery of messages to other Exchange servers may be delayed (<\$VALUE> secs) by the MTA (\\><\$THRESHOLD> secs) |

EXSPI-55-0011 (MTA Work Queue Length)

| | |
|--------------------------|--|
| Metric Number: | EXSPI-55-0011 |
| Name: | MTA Work Queue Length |
| Description: | Monitors the number of delayed messages being processed in the MTA |
| Type: | With Reset |
| Schedule: | Every 5min |
| Message Group: | EX_Perf |
| Instruction Text: | <p>Counter(s): MSExchangeMTA.Work Queue Length MSExchangeMTA.Deferred Delivery Msgs</p> <p>Probable cause(s): Delay of messages being processed could indicate problems with system load, the MTA, connectors, or the network.</p> <p>Potential impact: Performance</p> <p>Suggested action(s): (1) Monitor system with Windows Task Manager or NT Performance Monitor to determine if the system is overloaded. Also check that the MTA process (emsmta) is running. (2) Run Exchange Administrator and check for 'stuck' messages in the MTA queue. (3) Verify that there are no network problems.</p> |

| | |
|----------------------|---|
| Condition: | EXSPI-55-0011.1: Critical threshold |
| Severity: | Critical |
| Threshold: | 100.0 |
| Reset Value: | 80.0 |
| Duration: | 10min |
| Message Text: | EXSPI-55-0011.1: MTA Work Queue Length (<\$VALUE>) too high (>=<\$THRESHOLD>) |

| | |
|----------------------|--|
| Condition: | EXSPI-55-0011.2: Warning threshold |
| Severity: | Warning |
| Threshold: | 50.0 |
| Reset Value: | 40.0 |
| Duration: | 10min |
| Message Text: | EXSPI-55-0011.2: MTA Work Queue Length (<\$VALUE>) too high (>=<\$THRESHOLD>)" |

EXSPI-55-0012 (MTA Failed Conversions)

| | |
|--------------------------|--|
| Metric Number: | EXSPI-55-0012 |
| Name: | MTA Failed Conversions |
| Description: | Monitors the ratio of failed and successful conversion of messages from one form to another. |
| Type: | With Reset |
| Schedule: | Every 1h |
| Message Group: | EX_Perf |
| Instruction Text: | <p>Counter(s): MSExchangeMTA.Total Failed Conversions MSExchangeMTA.Total Successful Conversions</p> <p>Probable cause(s): There may be problems with the MTA converting messages from one format to another.</p> <p>Potential impact: Performance/Failure. A high failure rate could indicate problems with the MTA or how messages being received are formatted.</p> <p>Suggested action(s): (1) Check other messages in the 'Message Browser' to see if Exchange has been reporting problems converting messages. (2) Enable Diagnostics Logging for the MTA (using Exchange Administrator) to help in troubleshooting.</p> |

| | |
|----------------------|--|
| Condition: | EXSPI-55-0012.1: Critical threshold |
| Severity: | Critical |
| Threshold: | 4.0 |
| Reset Value: | 3.0 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0012.1: The rate of Failed MTA Conversions is <\$VALUE>% which has been higher than the set threshold (\\><\$THRESHOLD>%) |

| | |
|----------------------|--|
| Condition: | EXSPI-55-0012.2: Warning threshold |
| Severity: | Warning |
| Threshold: | 2.0 |
| Reset Value: | 1.0 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0012.2: The rate of Failed MTA Conversions is <\$VALUE>% which has been higher than the set threshold (\\><\$THRESHOLD>%) |

EXSPI-55-0013 (MTA Connection Message Delay)

| | |
|--------------------------|---|
| Metric Number: | EXSPI-55-0013 |
| Name: | MTA Connection Message Delay |
| Description: | Monitors the time (secs) since the oldest message in this entity's queue was placed in the queue. |
| Type: | With Reset |
| Schedule: | Every 5min |
| Message Group: | EX_Perf |
| Instruction Text: | <p>Counter(s): MExchangeMTA Connections.Oldest Message Queued.<instance></p> <p>Probable cause(s): Delivery of messages to another Exchange server may be delayed by the MTA because of possible problems with a connection.</p> <p>A long delay time could indicate problems with connectors, system load, the MTA, or the network.</p> <p>Potential impact: Performance/Failure.</p> <p>Suggested action(s): (1) Monitor queue length for the specific connection with NT Performance Monitor: MExchangeMTA Connections.Oldest Message Queued.<CONNECTION></p> <p>(2) If queue lengths for multiple connections are large, that could indicate performance or network problems. Also check that the MTA process (emsmta) is running.</p> <p>(3) Run Exchange Administrator and check for 'stuck' messages in the MTA queue.</p> <p>(4) Verify that there are no network problems.</p> |

| | |
|----------------------|--|
| Condition: | EXSPI-55-0013.1: Critical threshold |
| Severity: | Critical |
| Threshold: | 600 |
| Reset Value: | 500 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0013.1: The oldest message queued for connection <con> has been in the queue for <\$VALUE> secs (\\><\$THRESHOLD> secs) |

| | |
|----------------------|--|
| Condition: | EXSPI-55-0013.2: Warning threshold |
| Severity: | Warning |
| Threshold: | 300 |
| Reset Value: | 250 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0013.2: The oldest message queued for connection <con> has been in the queue for <\$VALUE> secs (\\><\$THRESHOLD> secs) |

EXSPI-55-0014 (MTA Connection Queue Lengths)

| | |
|--------------------------|--|
| Metric Number: | EXSPI-55-0014 |
| Name: | MTA Connection Queue Lengths |
| Description: | Monitors the number of outstanding messages queued for transfer to another Exchange Server. |
| Type: | With Reset |
| Schedule: | Every 5min |
| Message Group: | EX_Perf |
| Instruction Text: | <p>Counter(s): MExchangeMTA Connections.Queue Length.<instance></p> <p>Probable cause(s): Delivery of messages to another Exchange server may be delayed by the MTA because of possible problems with a connection.</p> <p>A large queue length could indicate problems with connectors, system load, the MTA, or the network.</p> <p>Potential impact: Performance/Failure.</p> <p>Suggested action(s): (1) Monitor queue length for the specific connection with NT Performance Monitor: MExchangeMTA Connections.Queue Length.<CONNECTION></p> <p>(2) If queue lengths for multiple connections are large, that could indicate performance or network problems. Also check that the MTA process (emsmta) is running.</p> <p>(3) Run Exchange Administrator and check for 'stuck' messages in the MTA queue.</p> <p>(4) Verify that there are no network problems.</p> |

| | |
|----------------------|---|
| Condition: | EXSPI-55-0014.1: Critical threshold |
| Severity: | Critical |
| Threshold: | 40.0 |
| Reset Value: | 30.0 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0014.1: The MTA queue length (<\$VALUE> messages) for connection <con> is too high (\\><\$THRESHOLD> messages) |

| | |
|----------------------|---|
| Condition: | EXSPI-55-0014.2: Warning threshold |
| Severity: | Warning |
| Threshold: | 20.0 |
| Reset Value: | 15.0 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0014.2: The MTA queue length (<\$VALUE> messages) for connection <con> is too high (\\><\$THRESHOLD> messages) |

EXSPI-55-0015 (MTA Failed Outbound Associations)

| | |
|--------------------------|---|
| Metric Number: | EXSPI-55-0015 |
| Name: | MTA Failed Outbound Associations |
| Description: | Monitors the percentage of failed outbound associations from the MTA. |
| Type: | With Reset |
| Schedule: | Every 1h |
| Message Group: | EX_Perf |
| Instruction Text: | <p>Counter(s): MSExchangeMTA Connections.Failed Outbound Associations.<instance> MSExchangeMTA Connections.Cumulative Outbound Associations.<instance></p> <p>Probable cause(s): There may be problems with the MTA making connections to another system. A high failure rate could indicate problems with the local or remote MTA, the connector, or the network.</p> <p>Potential impact: Performance</p> <p>Suggested action(s): (1) Monitor system with Windows Task Manager or NT Performance Monitor to determine if the system is overloaded. Also check that the MTA process (emsmta) is running. (2) Check other messages in the 'Message Browser' to see if Exchange has been reporting problems with the MTA service on either the problem system or the remote system. (3) Verify that there are no network problems. (4) Enable Diagnostics Logging for the MTA (using Exchange Administrator) to help in troubleshooting.</p> |

| | |
|----------------------|---|
| Condition: | EXSPI-55-0015.1: Critical threshold |
| Severity: | Critical |
| Threshold: | 10 |
| Reset Value: | 8 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0015.1: The rate (<\$VALUE>%) of Failed MTA Outbound Associations for connection <con> is too high (\\><\$THRESHOLD>%) |

| | |
|----------------------|---|
| Condition: | EXSPI-55-0015.2: Warning threshold |
| Severity: | Warning |
| Threshold: | 3 |
| Reset Value: | 2 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0015.2: The rate (<\$VALUE>%) of Failed MTA Outbound Associations for connection <con> is too high (\\><\$THRESHOLD>%) |

EXSPI-55-0016 (MTA Rejected Inbound Associations)

| | |
|--------------------------|--|
| Metric Number: | EXSPI-55-0016 |
| Name: | MTA Rejected Inbound Associations |
| Description: | Monitors the percentage of rejected inbound remote associations to the MTA. |
| Type: | With Reset |
| Schedule: | Every 1h |
| Message Group: | EX_Perf |
| Instruction Text: | <p>Counter(s): MSExchangeMTA Connections.Rejected Inbound Associations.<instance> MSExchangeMTA Connections.Cumulative Inbound Associations.<instance></p> <p>Probable cause(s): There may be problems with the MTA on a remote system making connections to this system. A high rejection rate could indicate problems with the local or remote MTA, the connector, or system load.</p> <p>Potential impact: Performance</p> <p>Suggested action(s): (1) Monitor system with Windows Task Manager or NT Performance Monitor to determine if the system is overloaded. Also check that the MTA process (emsmta) is running. (2) Check other messages in the 'Message Browser' to see if Exchange has been reporting problems with the MTA service on either the problem system or the remote system. (3) Verify that there are no network problems. (4) Enable Diagnostics Logging for the MTA (using Exchange Administrator) to help in troubleshooting.</p> |

| | |
|----------------------|--|
| Condition: | EXSPI-55-0016.1: Critical threshold |
| Severity: | Critical |
| Threshold: | 10 |
| Reset Value: | 8 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0016.1: The rate (<\$VALUE>%) of Rejected MTA Inbound Associations for connection <con> is too high (\\><\$THRESHOLD>%) |

| | |
|----------------------|--|
| Condition: | EXSPI-55-0016.2: Warning threshold |
| Severity: | Warning |
| Threshold: | 3 |
| Reset Value: | 2 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0016.2: The rate (<\$VALUE>%) of Rejected MTA Inbound Associations for connection <con> is too high (\\><\$THRESHOLD>%) |

EXSPI-55-0017 (MTA Rejected Inbound Messages)

| | |
|--------------------------|--|
| Metric Number: | EXSPI-55-0017 |
| Name: | MTA Rejected Inbound Messages |
| Description: | Monitors the percentage of Messages submitted to the MTA that are rejected. |
| Type: | With Reset |
| Schedule: | Every 1h |
| Message Group: | EX_Perf |
| Instruction Text: | <p>Counter(s): MExchangeMTA Connections.Inbound rejected Total.<instance> MExchangeMTA Connections.Inbound Messages Total.<instance></p> <p>Probable cause(s): There may be problems with the MTA on a remote system sending messages to this system. A high rate of rejected messages could indicate problems with the remote or local MTA or the connector.</p> <p>Potential impact: Performance</p> <p>Suggested action(s): (1) Monitor system with Windows Task Manager or NT Performance Monitor to determine if the system is overloaded. Also check that the MTA process (emsmta) is running. (2) Check other messages in the 'Message Browser' to see if Exchange has been reporting problems with the MTA service on either the problem system or the remote system. (3) Verify that there are no network problems. (4) Enable Diagnostics Logging for the MTA (using Exchange Administrator) to help in troubleshooting.</p> |

| | |
|----------------------|--|
| Condition: | EXSPI-55-0017.1: Critical threshold |
| Severity: | Critical |
| Threshold: | 4 |
| Reset Value: | 3 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0017.1: The rate (<\$VALUE>%) of Rejected MTA Inbound Messages for connection <con> is too high (\\><\$THRESHOLD>%) |

| | |
|----------------------|--|
| Condition: | EXSPI-55-0017.2: Warning threshold |
| Severity: | Warning |
| Threshold: | 2 |
| Reset Value: | 1 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0017.2: The rate (<\$VALUE>%) of Rejected MTA Inbound Messages for connection <con> is too high (\\><\$THRESHOLD>%) |

EXSPI-55-0030 (IS Public Average Time for Delivery)

| | |
|--------------------------|--|
| Metric Number: | EXSPI-55-0030 |
| Name: | IS Public Average Time for Delivery |
| Description: | Monitors the average time between the submission of a message to the public information store and submission to the MTA for the last 10 messages |
| Type: | With Reset |
| Schedule: | Every 5min |
| Message Group: | EX_Perf |
| Instruction Text: | <p>Counter(s): MExchangeIS Public.Average Time for Delivery</p> <p>Probable cause(s): Delivery of public folder messages to other Exchange servers may be delayed by the MTA.</p> <p>Delay of messages being processed could indicate problems with system load, the Information Store, or the MTA.</p> <p>Potential impact: Performance</p> <p>Suggested action(s): (1) Monitor system with Windows Task Manager or NT Performance Monitor to determine if the system is overloaded. Also check that the MTA process (msmta) is running.</p> <p>(2) Check other messages in the 'Message Browser' to see if Exchange has been reporting problems with the MTA service on either the problem system or the remote system.</p> <p>(3) Verify that there are no network problems.</p> <p>(4) Enable Diagnostics Logging for the MTA (using Exchange Administrator) to help in troubleshooting.</p> |

| | |
|----------------------|---|
| Condition: | EXSPI-55-0030.1: Critical threshold |
| Severity: | Critical |
| Threshold: | 10 |
| Reset Value: | 7 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0030.1: The IS Public Average Time for Delivery (<\$VALUE> secs) for last 10 messages is too high (>=<\$THRESHOLD> secs) |

| | |
|----------------------|---|
| Condition: | EXSPI-55-0030.2: Warning threshold |
| Severity: | Warning |
| Threshold: | 5 |
| Reset Value: | 3 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0030.2: The IS Public Average Time for Delivery (<\$VALUE> secs) for last 10 messages is too high (>=<\$THRESHOLD> secs) |

EXSPI-55-0031 (IS Public Average Time for Local Delivery)

| | |
|--------------------------|--|
| Metric Number: | EXSPI-55-0031 |
| Name: | IS Public Average Time for Local Delivery |
| Description: | Monitors the average time between submission of a message to the public nformation store and the delivery to all local recipients (recipients on the same server) for the last 10 messages. |
| Type: | With Reset |
| Schedule: | Every 5min |
| Message Group: | EX_Perf |
| Instruction Text: | <p>Counter(s): MExchangeIS Public.Average Time for Local Delivery</p> <p>Probable cause(s): Delivery of public folder messages to local recipients may be delayed by the Information Store.</p> <p>Delay of messages being processed could indicate problems with system load or the Information Store.</p> <p>Potential impact: Performance</p> <p>Suggested action(s): (1) Monitor system with Windows Task Manager or NT Performance Monitor to determine if the system is overloaded. Also check that the MTA process (emsmta) is running. (2) Check other messages in the 'Message Browser' to see if Exchange has been reporting problems with the MTA service on either the problem system or the remote system. (3) Verify that there are no network problems. (4) Enable Diagnostics Logging for the MTA (using Exchange Administrator) to help in troubleshooting.</p> |

| | |
|----------------------|---|
| Condition: | EXSPI-55-0031.1: Critical threshold |
| Severity: | Critical |
| Threshold: | 10 |
| Reset Value: | 7 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0031.1: The IS Public Average Time for Local Delivery (<\$VALUE> secs) for last 10 messages is too high (>=<\$THRESHOLD> secs) |

| | |
|----------------------|---|
| Condition: | EXSPI-55-0031.2: Warning threshold |
| Severity: | Warning |
| Threshold: | 5 |
| Reset Value: | 3 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0031.2: The IS Public Average Time for Local Delivery (<\$VALUE> secs) for last 10 messages is too high (>=<\$THRESHOLD> secs) |

EXSPI-55-0032 (IS Public Replication Queue Size)

| | |
|--------------------------|--|
| Metric Number: | EXSPI-55-0032 |
| Name: | IS Public Replication Queue Size |
| Description: | Monitors the number of replication messages in the public information store's replication receive queue. |
| Type: | With Reset |
| Schedule: | Every 5min |
| Message Group: | EX_Perf |
| Instruction Text: | <p>Counter(s): MSExchangeIS Public.Replication Receive Queue Size</p> <p>Probable cause(s): Delivery of replication messages to public folders may be delayed.</p> <p>A large queue length could indicate problems with system load or the Information Store process.</p> <p>Potential impact: Performance</p> <p>Suggested action(s): (1) Monitor system with Windows Task Manager or NT Performance Monitor to determine if the system is overloaded. Also check that the MTA process (emsmta) is running. (2) Check other messages in the 'Message Browser' to see if Exchange has been reporting problems with the MTA service on either the problem system or the remote system. (3) Verify that there are no network problems. (4) Enable Diagnostics Logging for the MTA (using Exchange Administrator) to help in troubleshooting.</p> |

| | |
|----------------------|--|
| Condition: | EXSPI-55-0032.1: Critical threshold |
| Severity: | Critical |
| Threshold: | 30 |
| Reset Value: | 20 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0032.1: The IS Public Replication Receive Queue length (<\$VALUE> messages) is too high (\\><\$THRESHOLD> messages) |

| | |
|----------------------|--|
| Condition: | EXSPI-55-0032.2: Warning threshold |
| Severity: | Warning |
| Threshold: | 15 |
| Reset Value: | 10 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0032.2: The IS Public Replication Receive Queue length (<\$VALUE> messages) is too high (\\><\$THRESHOLD> messages) |

EXSPI-55-0033 (IS Public Receive Queue Size)

| | |
|--------------------------|--|
| Metric Number: | EXSPI-55-0033 |
| Name: | IS Public Receive Queue Size |
| Description: | Monitors the number of messages in the public information store's receive queue |
| Type: | With Reset |
| Schedule: | Every 5min |
| Message Group: | EX-Perf |
| Instruction Text: | <p>Counter(s): MSExchangeIS Public.Receive Queue Size Probable cause(s): Delivery of replication messages to public folders may be delayed.</p> <p>A large queue length could indicate problems with system load or the Information Store process.</p> <p>Potential impact: Performance</p> <p>Suggested action(s): (1) Monitor system with Windows Task Manager or NT Performance Monitor to determine if the system is overloaded. Also check that the MTA process (emsmta) is running. (2) Check other messages in the 'Message Browser' to see if Exchange has been reporting problems with the MTA service on either the problem system or the remote system. (3) Verify that there are no network problems. (4) Enable Diagnostics Logging for the MTA (using Exchange Administrator) to help in troubleshooting.</p> |

| | |
|----------------------|---|
| Condition: | EXSPI-55-0033.1: Critical threshold |
| Severity: | Critical |
| Threshold: | 30 |
| Reset Value: | 20 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0033.1: The IS Public Receive Queue Size (<\$VALUE> messages) is too high (>=<\$THRESHOLD> messages) |

| | |
|----------------------|---|
| Condition: | EXSPI-55-0033.2: Warning threshold |
| Severity: | Warning |
| Threshold: | 15 |
| Reset Value: | 10 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0033.2: The IS Public Receive Queue Size (<\$VALUE> messages) is too high (>=<\$THRESHOLD> messages) |

EXSPI-55-0034 (IS Public Send Queue Size)

| | |
|--------------------------|---|
| Metric Number: | EXSPI-55-0034 |
| Name: | IS Public Send Queue Size |
| Description: | Monitors the number of messages in the public information store's send queue. |
| Type: | With Reset |
| Schedule: | Every 5min |
| Message Group: | EX_Perf |
| Instruction Text: | <p>Counter(s): MSExchangeIS Public.Send Queue Size</p> <p>Probable cause(s): Delivery of replication messages to public folders may be delayed.</p> <p>A large queue length could indicate problems with system load or the Information Store process.</p> <p>Potential impact: Performance</p> <p>Suggested action(s): (1) Monitor system with Windows Task Manager or NT Performance Monitor to determine if the system is overloaded. Also check that the MTA process (emsmta) is running. (2) Check other messages in the 'Message Browser' to see if Exchange has been reporting problems with the MTA service on either the problem system or the remote system. (3) Verify that there are no network problems. (4) Enable Diagnostics Logging for the MTA (using Exchange Administrator) to help in troubleshooting.</p> |

| | |
|----------------------|--|
| Condition: | EXSPI-55-0034.1: Critical threshold |
| Severity: | Critical |
| Threshold: | 30 |
| Reset Value: | 20 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0034.1: The IS Public Send Queue Size (<\$VALUE> messages) is too high (>=<\$THRESHOLD> messages) |

| | |
|----------------------|--|
| Condition: | EXSPI-55-0034.2: Warning threshold |
| Severity: | Warning |
| Threshold: | 15 |
| Reset Value: | 10 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0034.2: The IS Public Send Queue size (<\$VALUE> messages) is too high (>><\$THRESHOLD> messages) |

EXSPI-55-0040 (IS Private Average Delivery Time)

| | |
|--------------------------|---|
| Metric Number: | EXSPI-55-0040 |
| Name: | IS Private Average Delivery Time |
| Description: | Monitors the average time between submission of a message to the mailbox information store and submission to the MTA for the last 10 messages |
| Type: | With Reset |
| Schedule: | Every 5min |
| Message Group: | EX_Perf |
| Instruction Text: | <p>Counter(s): MExchangeIS Private.Average Delivery Time</p> <p>Probable cause(s): Delivery of messages to other Exchange servers may be delayed by the MTA.</p> <p>Delay of messages being processed could indicate problems with system load, the Information Store, or the MTA.</p> <p>Potential impact: Performance</p> <p>Suggested action(s):</p> <ol style="list-style-type: none">(1) Monitor system with Windows Task Manager or NT Performance Monitor to determine if the system is overloaded. Also check that the MTA process (emsmta) is running.(2) Check other messages in the 'Message Browser' to see if Exchange has been reporting problems with the MTA service on either the problem system or the remote system.(3) Verify that there are no network problems.(4) Enable Diagnostics Logging for the MTA (using Exchange Administrator) to help in troubleshooting. |

| | |
|----------------------|--|
| Condition: | EXSPI-55-0040.1: Critical threshold |
| Severity: | Critical |
| Threshold: | 10 |
| Reset Value: | 7 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0040.1: The IS Private Average Delivery Time (<\$VALUE> secs) for last 10 messages is too high (>=<\$THRESHOLD> secs) |

| | |
|----------------------|--|
| Condition: | EXSPI-55-0040.2: Warning threshold |
| Severity: | Warning |
| Threshold: | 5 |
| Reset Value: | 3 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0040.2: The IS Private Average Delivery Time (<\$VALUE> secs) for last 10 messages is too high (>=<\$THRESHOLD> secs) |

EXSPI-55-0041 (IS Private Average Local Delivery Time)

| | |
|--------------------------|---|
| Metric Number: | EXSPI-55-0041 |
| Name: | IS Private Average Local Delivery Time |
| Description: | Monitors the average time between submission of a message to the mailbox information store and the delivery to all local recipients (recipients on the same server) for the last 10 messages. |
| Type: | With Reset |
| Schedule: | Every 5min |
| Message Group: | EX_Perf |
| Instruction Text: | <p>Counter(s): MSExchangeIS Private.Average Local Delivery Time</p> <p>Probable cause(s): Delivery of messages to local recipients may be delayed by the Information Store. Delay of messages being processed could indicate problems with system load or the Information Store.</p> <p>Potential impact: Performance</p> <p>Suggested action(s): (1) Monitor system with Windows Task Manager or NT Performance Monitor to determine if the system is overloaded. Also check that the MTA process (emsmta) is running. (2) Check other messages in the 'Message Browser' to see if Exchange has been reporting problems with the MTA service on either the problem system or the remote system. (3) Verify that there are no network problems. (4) Enable Diagnostics Logging for the MTA (using Exchange Administrator) to help in troubleshooting.</p> |

| | |
|----------------------|--|
| Condition: | EXSPI-55-0041.1: Critical threshold |
| Severity: | Critical |
| Threshold: | 10 |
| Reset Value: | 7 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0041.1: The IS Private Average Local Delivery Time (<\$VALUE> secs) for last 10 messages is too high (>=<\$THRESHOLD> secs) |

| | |
|----------------------|--|
| Condition: | EXSPI-55-0041.2: Warning threshold |
| Severity: | Warning |
| Threshold: | 5 |
| Reset Value: | 3 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0041.2: The IS Private Average Local Delivery Time (<\$VALUE> secs) for last 10 messages is too high (>=<\$THRESHOLD> secs) |

EXSPI-55-0042 (IS Private Receive Queue Size)

| | |
|--------------------------|---|
| Metric Number: | EXSPI-55-0042 |
| Name: | IS Private Receive Queue Size |
| Description: | Monitors the number of messages in the mailbox information store's receive queue. |
| Type: | With Reset |
| Schedule: | Every 5min |
| Message Group: | EX_Perf |
| Instruction Text: | <p>Counter(s): MSExchangeIS Private.Receive Queue Size</p> <p>Probable cause(s): Delivery of messages to mailboxes may be delayed.</p> <p>A large queue length could indicate problems with system load or the Information Store process</p> <p>Potential impact: Performance</p> <p>Suggested action(s):</p> <ol style="list-style-type: none">(1) Monitor system with Windows Task Manager or NT Performance Monitor to determine if the system is overloaded. Also check that the MTA process (emsmta) is running.(2) Check other messages in the 'Message Browser' to see if Exchange has been reporting problems with the MTA service on either the problem system or the remote system.(3) Verify that there are no network problems.(4) Enable Diagnostics Logging for the MTA (using Exchange Administrator) to help in troubleshooting. |

| | |
|----------------------|--|
| Condition: | EXSPI-55-0042.1: Critical threshold |
| Severity: | Critical |
| Threshold: | 30 |
| Reset Value: | 20 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0042.1: The IS Private Receive Queue Size (<\$VALUE> messages) is too high (>=<\$THRESHOLD> messages) |

| | |
|----------------------|--|
| Condition: | EXSPI-55-0042.2: Warning threshold |
| Severity: | Warning |
| Threshold: | 15 |
| Reset Value: | 10 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0042.2: The IS Private Receive Queue Size (<\$VALUE> messages) is too high (>=<\$THRESHOLD> messages) |

EXSPI-55-0043 (IS Private Send Queue Size)

| | |
|--------------------------|--|
| Metric Number: | EXSPI-55-0043 |
| Name: | IS Private Send Queue Size |
| Description: | Monitors the number of messages in the mailbox information store's send queue. |
| Type: | With Reset |
| Schedule: | Every 5min |
| Message Group: | EX_Perf |
| Instruction Text: | <p>Counter(s): MExchangeIS Private.Send Queue Size</p> <p>Probable cause(s): Delivery of messages to other Exchange servers may be delayed by the MTA.</p> <p>A large queue length could indicate that the MTA is not processing messages being sent by the Information Store at all or quickly enough so they are backing up in the queue.</p> <p>There could be a problem with system load or the MTA process.</p> <p>Potential impact: Performance</p> <p>Suggested action(s):</p> <ol style="list-style-type: none"> (1) Monitor system with Windows Task Manager or NT Performance Monitor to determine if the system is overloaded. Also check that the MTA process (emsmta) is running. (2) Check other messages in the 'Message Browser' to see if Exchange has been reporting problems with the MTA service on either the problem system or the remote system. (3) Verify that there are no network problems. (4) Enable Diagnostics Logging for the MTA (using Exchange Administrator) to help in troubleshooting. |

| | |
|----------------------|---|
| Condition: | EXSPI-55-0043.1: Critical threshold |
| Severity: | Critical |
| Threshold: | 30 |
| Reset Value: | 20 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0043.1: The IS Private Send Queue Size (<\$VALUE> messages) is too high (>=<\$THRESHOLD> messages) |

| | |
|----------------------|---|
| Condition: | EXSPI-55-0043.2: Warning threshold |
| Severity: | Warning |
| Threshold: | 15 |
| Reset Value: | 10 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0043.2: The IS Private Send Queue Size (<\$VALUE> messages) is too high (>=<\$THRESHOLD> messages) |

EXSPI-55-0060 (IMS Failed Connections)

| | |
|--------------------------|--|
| Metric Number: | EXSPI-55-0060 |
| Name: | IMS Failed Connections |
| Description: | Monitors the rate at which SMTP connections to other hosts are failing for the Internet Mail Service. |
| Type: | With Reset |
| Schedule: | Every 1h |
| Message Group: | EX_Perf |
| Instruction Text: | <p>Counter(s): MSExchangeIMC.Connections Total Failed MSExchangeIMC.Connections Total Outbound Failure rate = number failed / total connections made since last checked.</p> <p>Probable cause(s): There may be problems with the Internet Mail Service making connections to remote systems. A high rate of failures could indicate problems with the network, remote systems, or the IMS configuration.</p> <p>Potential impact: Performance</p> <p>Suggested action(s):</p> <ol style="list-style-type: none"> (1) Verify that there are no network problems. (2) Check the IMS configuration using Exchange Administration. If all Internet mail is being forwarded to a specific host, check if that system is having problems. (3) Check other messages in the 'Message Browser' to see if Exchange has been reporting problems with the IMS. (4) Enable diagnostics Logging for the IMS (using Exchange Administrator) to help in troubleshooting. |

| | |
|----------------------|---|
| Condition: | EXSPI-55-0060.1: Critical threshold |
| Severity: | Critical |
| Threshold: | 5 |
| Reset Value: | 2 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0060.1: The rate of Failed IMS Outbound Connections (<\$VALUE> messages) is too high (\\><\$THRESHOLD> messages) |

| | |
|----------------------|---|
| Condition: | EXSPI-55-0060.2: Warning threshold |
| Severity: | Warning |
| Threshold: | 2 |
| Reset Value: | 1 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0060.2: The rate of Failed IMS Outbound Connections (<\$VALUE> messages) is too high (\\><\$THRESHOLD> messages) |

EXSPI-55-0061 (IMS Rejected Connections)

| | |
|--------------------------|---|
| Metric Number: | EXSPI-55-0061 |
| Name: | IMS Rejected Connections |
| Description: | Monitors the rate at which SMTP connections to the Internet Mail Services from other hosts are being rejected. |
| Type: | With Reset |
| Schedule: | Every 1h |
| Message Group: | EX_Perf |
| Instruction Text: | <p>Counter(s): MSExchangeIMC.Connections Total Rejected MSExchangeIMC.Connections Total Inbound Failure rate = number rejected / total connections made since last checked.</p> <p>Probable cause(s): There may be problems with the Internet Mail Service making connections to remote systems. A high rate of rejections could indicate problems with the network, remote systems, or the IMS configuration.</p> <p>Potential impact: Performance</p> <p>Suggested action(s):</p> <ol style="list-style-type: none">(1) Verify that there are no network problems.(2) Check the IMS configuration using Exchange Administration. If all Internet mail is being forwarded to a specific host, check if that system is having problems.(3) Check other messages in the 'Message Browser' to see if Exchange has been reporting problems with the IMS.(4) Enable diagnostics Logging for the IMS (using Exchange Administrator) to help in troubleshooting. |

| | |
|----------------------|--|
| Condition: | EXSPI-55-0061.1: Critical threshold |
| Severity: | Critical |
| Threshold: | 5 |
| Reset Value: | 2 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0061.1: The rate of Rejected IMS Inbound Connections (<\$VALUE> messages) is too high (\\><\$THRESHOLD> messages) |

| | |
|----------------------|--|
| Condition: | EXSPI-55-0061.2: Warning threshold |
| Severity: | Warning |
| Threshold: | 2 |
| Reset Value: | 1 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0061.2: The rate of Rejected IMS Inbound Connections (<\$VALUE> messages) is too high (\\><\$THRESHOLD> messages) |

EXSPI-55-0062 (IMS MTS-IN Queue Length)

| | |
|--------------------------|---|
| Metric Number: | EXSPI-55-0062 |
| Name: | IMS MTS-IN Queue Length |
| Description: | Monitors the number of messages awaiting final delivery in MS Exchange Server. |
| Type: | With Reset |
| Schedule: | Every 5min |
| Message Group: | EX_Perf |
| Instruction Text: | <p>Counter(s): MSExchangeIMC.Queued MTS-IN</p> <p>Probable cause(s): Delivery of messages from the Internet may be delayed. A large queue length could indicate that the Information Store process is not processing incoming messages quickly enough or at all so they are backing up in the queue. There could be problems with system load or the Information Store process.</p> <p>Potential impact: Performance</p> <p>Suggested action(s):</p> <ol style="list-style-type: none">(1) Verify that there are no network problems.(2) Check other messages in the 'Message Browser' to see if Exchange has been reporting problems with the IMS.(3) Enable diagnostics Logging for the IMS (using Exchange Administrator) to help in troubleshooting.(4) Monitor system with Windows Task Manager or NT Performance Monitor to determine if the system is overloaded. |

| | |
|----------------------|---|
| Condition: | EXSPI-55-0062.1: Critical threshold |
| Severity: | Critical |
| Threshold: | 30 |
| Reset Value: | 20 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0062.1: The IMS MTS-IN Queue length (<\$VALUE> messages) is too high (\\><\$THRESHOLD> messages) |

| | |
|----------------------|---|
| Condition: | EXSPI-55-0062.2: Warning threshold |
| Severity: | Warning |
| Threshold: | 15 |
| Reset Value: | 10 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0062.2: The IMS MTS-IN Queue length (<\$VALUE> messages) is too high (\\><\$THRESHOLD> messages) |

EXSPI-55-0063 (IMS MTS-OUT Queue Length)

| | |
|--------------------------|---|
| Metric Number: | EXSPI-55-0063 |
| Name: | IMS MTS-OUT Queue Length |
| Description: | Monitors the number of messages waiting to be converted to Internet Mail format. |
| Type: | With Reset |
| Schedule: | Every 5min |
| Message Group: | EX_Perf |
| Instruction Text: | <p>Counter(s): MSExchangeIMC.Queued MTS-OUT</p> <p>Probable cause(s): Delivery of messages from the Internet may be delayed. A large queue length could indicate that the Internet Mail Service process is not processing outgoing messages quickly enough or at all, so they are backing up in the queue. There could be problems with system load or the Internet Mail Service.</p> <p>Potential impact: Performance</p> <p>Suggested action(s):</p> <ol style="list-style-type: none">(1) Verify that there are no network problems.(2) Check other messages in the 'Message Browser' to see if Exchange has been reporting problems with the IMS.(3) Enable diagnostics Logging for the IMS (using Exchange Administrator) to help in troubleshooting.(4) Monitor system with Windows Task Manager or NT Performance Monitor to determine if the system is overloaded. |

| | |
|----------------------|--|
| Condition: | EXSPI-55-0063.1: Critical threshold |
| Severity: | Critical |
| Threshold: | 30 |
| Reset Value: | 20 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0063.1: The IMS MTS-OUT Queue length (<\$VALUE> messages) is too high (\\><\$THRESHOLD> messages) |

| | |
|----------------------|--|
| Condition: | EXSPI-55-0063.2: Warning threshold |
| Severity: | Warning |
| Threshold: | 15 |
| Reset Value: | 10 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0063.2: The IMS MTS-OUT Queue length (<\$VALUE> messages) is too high (\\><\$THRESHOLD> messages) |

EXSPI-55-0064 (IMS Queued Inbound)

| | |
|--------------------------|--|
| Metric Number: | EXSPI-55-0064 |
| Name: | IMS Queued Inbound |
| Description: | Monitors the number of messages from the Internet queued for delivery to the MS Exchange Server. |
| Type: | With Reset |
| Schedule: | Every 5min |
| Message Group: | EX_Perf |
| Instruction Text: | <p>Counter(s): MSExchangeIMC.Queued Inbound</p> <p>Probable cause(s): Delivery of messages from the Internet may be delayed. A large queue length could indicate that the Internet Mail Service process is not processing incoming messages quickly enough or at all so they are backing up in the queue. There could be problems with system load or the Internet Mail Service.</p> <p>Potential impact: Performance</p> <p>Suggested action(s):</p> <ol style="list-style-type: none">(1) Verify that there are no network problems.(2) Check other messages in the 'Message Browser' to see if Exchange has been reporting problems with the IMS.(3) Enable diagnostics Logging for the IMS (using Exchange Administrator) to help in troubleshooting.(4) Monitor system with Windows Task Manager or NT Performance Monitor to determine if the system is overloaded. |

| | |
|----------------------|--|
| Condition: | EXSPI-55-0064.1: Critical threshold |
| Severity: | Critical |
| Threshold: | 30 |
| Reset Value: | 20 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0064.1: The IMS Inbound Queue length (<\$VALUE> messages) is too high (\\><\$THRESHOLD> messages) |

| | |
|----------------------|--|
| Condition: | EXSPI-55-0064.2: Warning threshold |
| Severity: | Warning |
| Threshold: | 15 |
| Reset Value: | 10 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0064.2: The IMS Inbound Queue length (<\$VALUE> messages) is too high (\\><\$THRESHOLD> messages) |

EXSPI-55-0065 (IMS Queued Outbound)

| | |
|-----------------------|---|
| Metric Number: | EXSPI-55-0065 |
| Name: | IMS Queued Outbound |
| Description: | Monitors the number of messages from MS Exchange Server that are queued for delivery to the Internet. |
| Type: | With Reset |
| Schedule: | Every 5min |
| Message Group: | EX_Perf |

| | |
|--------------------------|--|
| Metric Number: | EXSPI-55-0065 |
| Instruction Text: | <p>Counter(s): MSExchangeIMC.Queued Outbound</p> <p>Probable cause(s): Delivery of messages from the Internet may be delayed. A large queue length could indicate that the Internet Mail Service process is not processing outgoing messages quickly enough or at all, so they are backing up in the queue. The maximum number of outbound connections may be too low. There could be problems with system load or the Internet Mail Service.</p> <p>Potential impact: Performance</p> <p>Suggested action(s):</p> <ol style="list-style-type: none"> (1) Verify that there are no network problems. (2) Run Exchange Administrator and check for 'stuck' messages in the IMS Outbound queue. (3) For systems processing large volumes of Internet Mail, the maximum number of outbound connections and number of messages sent in a connection may need to be increased. Use Exchange Administrator to increase these values if needed (using the Advanced button on the Connections tab of the Internet Mail Service Connection Properties). (4) If the queue length continues to increase and the system is not overloaded, there could be a problem with the Internet Mail Service. Check other messages in the 'Message Browser' to see if Exchange has been reporting problems with the IMS service. Try stopping and re-starting the IMS service. (4) Enable Diagnostics Logging for the IMS (using Exchange Administrator) to help in troubleshooting. (5) Monitor system with Windows Task Manager or NT Performance Monitor to determine if the system is overloaded. |

MS Exchange 5.5 Monitor Template Specifications

| | |
|----------------------|---|
| Condition: | EXSPI-55-0065.1: Critical threshold |
| Severity: | Critical |
| Threshold: | 30 |
| Reset Value: | 20 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0065.1: The IMS Outbound Queue length (<\$VALUE> messages) is too high (\\><\$THRESHOLD> messages) |

| | |
|----------------------|---|
| Condition: | EXSPI-55-0065.2: Warning threshold |
| Severity: | Warning |
| Threshold: | 15 |
| Reset Value: | 10 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0065.2: The IMS Outbound Queue length (<\$VALUE> messages) is too high (\\><\$THRESHOLD> messages) |

EXSPI-55-0066 (IMS NDRs Inbound)

| | |
|--------------------------|--|
| Metric Number: | EXSPI-55-0066 |
| Name: | IMS NDRs Inbound |
| Description: | Monitors the rate at which non-delivery reports are being generated for inbound mail. |
| Type: | With Reset |
| Schedule: | Every 1h |
| Message Group: | EX_Perf |
| Instruction Text: | <p>Counter(s): MSExchangeIMC.NDRs Total Inbound MSExchangeIMC.Inbound Message Total Non-delivery rate = number NDRs / total messages sent since last checked.</p> <p>Probable cause(s): There may be problems with addressing of mail being received from the Internet. A high rate of non-delivery reports could indicate problems with the IMS configuration or how mail is being addressed.</p> <p>Potential impact: Performance</p> <p>Suggested action(s):</p> <ol style="list-style-type: none"> (1) If the IMS has been configured to send notification of NDRs, check the Administrator's mailbox for the system to get information about the NDRs. Otherwise, configure the IMS to send notifications for NDRs to help in troubleshooting. (2) Check other problems in the Message Browser to see if Exchange has been reporting problems with IMS. (3) Enable diagnostics logging for IMS (using Exchange Administrator) to help in troubleshooting. |

MS Exchange 5.5 Monitor Template Specifications

| | |
|----------------------|---|
| Condition: | EXSPI-55-0066.1: Critical threshold |
| Severity: | Critical |
| Threshold: | 4 |
| Reset Value: | 3 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0066.1: The rate of IMS Inbound Non-delivery Reports (<\$VALUE>) is too high (&\\><\$THRESHOLD>) |

| | |
|----------------------|---|
| Condition: | EXSPI-55-0066.2: Warning threshold |
| Severity: | Warning |
| Threshold: | 2 |
| Reset Value: | 1 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0066.2: The rate of IMS Inbound Non-delivery Reports (<\$VALUE>) is too high (&\\><\$THRESHOLD>) |

EXSPI-55-0067 (IMS NDRs Outbound)

| | |
|--------------------------|---|
| Metric Number: | EXSPI-55-0067 |
| Name: | IMS NDRs Outbound |
| Description: | Monitors the rate at which non-delivery reports are being generated for outbound mail |
| Type: | With Reset |
| Schedule: | Every 1h |
| Message Group: | EX_Perf |
| Instruction Text: | <p>Counter(s): MSExchangeIMC.NDRs Total Outbound MSExchangeIMC.Outbound Messages Total</p> <p>Non-delivery rate = number NDRs / total messages sent since last checked.</p> <p>Probable cause(s): There may be problems with addressing of mail being received from the Internet. A high rate of non-delivery reports could indicate problems with the IMS configuration or how mail is being addressed.</p> <p>Potential impact: Performance</p> <p>Suggested action(s):</p> <ol style="list-style-type: none"> (1) If the IMS has been configured to send notification of NDRs, check the Administrator's mailbox for the system to get information about the NDRs. Otherwise, configure the IMS to send notifications for NDRs to help in troubleshooting. (2) Verify that there are no network problems. (3) Check other problems in the Message Browser to see if Exchange has been reporting problems with IMS. (4) Enable diagnostics logging for IMS (using Exchange Administrator) to help in troubleshooting. |

MS Exchange 5.5 Monitor Template Specifications

| | |
|----------------------|--|
| Condition: | EXSPI-55-0067.1: Critical threshold |
| Severity: | Critical |
| Threshold: | 4 |
| Reset Value: | 2 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0067.1: The rate of IMS Outbound Non-delivery Reports (<\$VALUE>) is too high (&\\><\$THRESHOLD>) |

| | |
|----------------------|--|
| Condition: | EXSPI-55-0067.2: Warning threshold |
| Severity: | Warning |
| Threshold: | 2 |
| Reset Value: | 1 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0067.2: The rate of IMS Outbound Non-delivery Reports (<\$VALUE>) is too high (&\\><\$THRESHOLD>) |

EXSPI-55-0080 (Newsfeed Rejected Inbound Messages)

| | |
|--------------------------|--|
| Metric Number: | EXSPI-55-0080 |
| Name: | Newsfeed Rejected Inbound Messages |
| Description: | Monitors the rate at which inbound newsfeed messages are being rejected because of duplicates or due to errors. |
| Type: | With Reset |
| Schedule: | Every 1h |
| Message Group: | EX_Perf |
| Instruction Text: | Counter(s): MSExchangeIS.Newsfeed Inbound Rejected Messages MSExchangeIS.Newsfeed Messages Received Potential impact: Performance |

MS Exchange 5.5 Monitor Template Specifications

| | |
|----------------------|--|
| Condition: | EXSPI-55-0080.1: Critical threshold |
| Severity: | Critical |
| Threshold: | 4 |
| Reset Value: | 2 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0080.1: The rate of Newsfeed Rejected Inbound Messages (<\$VALUE>) is too high (\\><\$THRESHOLD>) |

| | |
|----------------------|--|
| Condition: | EXSPI-55-0080.2: Warning threshold |
| Severity: | Warning |
| Threshold: | 2 |
| Reset Value: | 1 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0080.2: The rate of Newsfeed Rejected Inbound Messages (<\$VALUE>) is too high (\\><\$THRESHOLD>) |

EXSPI-55-0081 (Newsfeed Rejected Outbound Messages)

| | |
|--------------------------|---|
| Metric Number: | EXSPI-55-0081 |
| Name: | Newsfeed Rejected Outbound Messages |
| Description: | Monitors the rate at which outbound newsfeed messages are being rejected because of duplicates or due to errors. |
| Type: | With Reset |
| Schedule: | Every 1h |
| Message Group: | EX_Perf |
| Instruction Text: | Counter(s): MSExchangeIS.Newsfeed Outbound Rejected Messages MSExchangeIS.Newsfeed Messages Sent Potential impact: Performance |

MS Exchange 5.5 Monitor Template Specifications

| | |
|----------------------|---|
| Condition: | EXSPI-55-0081.1: Critical threshold |
| Severity: | Critical |
| Threshold: | 4 |
| Reset Value: | 2 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0081.1: The rate of Newsfeed Rejected Outbound messages (<\$VALUE>) is too high (\\><\$THRESHOLD>) |

| | |
|----------------------|---|
| Condition: | EXSPI-55-0081.2: Warning threshold |
| Severity: | Warning |
| Threshold: | 2 |
| Reset Value: | 1 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0081.2: The rate of Newsfeed Rejected Outbound messages (<\$VALUE>) is too high (\\><\$THRESHOLD>) |

EXSPI-55-0090 (cc:Mail MTS-IN Queue Length)

| | |
|--------------------------|--|
| Metric Number: | EXSPI-55-0090 |
| Name: | cc:Mail MTS-IN Queue Length |
| Description: | Monitors the number of messages awaiting delivery to Exchange from Lotus ccMail. |
| Type: | With Reset |
| Schedule: | Every 5min |
| Message Group: | EX_Perf |
| Instruction Text: | Counter(s): MSExchangeCCMC.Microsoft Exchange MTS-IN Potential impact: Performance |

| | |
|----------------------|---|
| Condition: | EXSPI-0090.1: Critical threshold |
| Severity: | Critical |
| Threshold: | 50 |
| Reset Value: | 40 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0090.1: The cc:Mail MTS-IN Queue Length (<\$VALUE> messages) is too high (\\><\$THRESHOLD> messages) |

MS Exchange 5.5 Monitor Template Specifications

| | |
|----------------------|---|
| Condition: | EXSPI-55-0090.2: Warning threshold |
| Severity: | Warning |
| Threshold: | 20 |
| Reset Value: | 15 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0090.1: The cc:Mail MTS-IN Queue Length (<\$VALUE> messages) is too high (\\><\$THRESHOLD> messages) |

EXSPI-55-0091 (cc:Mail MTS-OUT Queue Length)

| | |
|--------------------------|---|
| Metric Number: | EXSPI-55-0091 |
| Name: | cc:Mail MTS-OUT Queue Length |
| Description: | Monitors the number of messages awaiting delivery to Lotus ccMail. |
| Type: | With Reset |
| Schedule: | Every 5min |
| Message Group: | EX_Perf |
| Instruction Text: | Counter(s): MSExchangeCCMC.Microsoft Exchange MTS-OUT Potential impact: Performance |

| | |
|----------------------|--|
| Condition: | EXSPI-55-0091.1: Critical threshold |
| Severity: | Critical |
| Threshold: | 50 |
| Reset Value: | 40 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0091.1: The cc:Mail MTS-OUT Queue Length (<\$VALUE> messages) is too high (\\><\$THRESHOLD> messages) |

MS Exchange 5.5 Monitor Template Specifications

| | |
|----------------------|--|
| Condition: | EXSPI-55-0091.2: Warning threshold |
| Severity: | Warning |
| Threshold: | 20 |
| Reset Value: | 15 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0091.2: The cc:Mail MTS-OUT Queue Length (<\$VALUE> messages) is too high (\\><\$THRESHOLD> messages) |

EXSPI-55-0092 (Exchange NDRs to cc:Mail)

| | |
|--------------------------|---|
| Metric Number: | EXSPI-0092 |
| Name: | cc:Mail NDRs to cc:Mail |
| Description: | Monitors the rate at which non-delivery reports are being sent to Lotus cc:Mail from MS Exchange. |
| Type: | With Reset |
| Schedule: | Every 1h |
| Message Group: | EX_Perf |
| Instruction Text: | Counter(s): MSExchangeCCMC.NDRs to Lotus cc:Mail MSExchangeCCMC.Messages Sent to Lotus cc:Mail Potential impact: Performance |

| | |
|----------------------|--|
| Condition: | EXSPI-55-0092.1: Critical threshold |
| Severity: | Critical |
| Threshold: | 4 |
| Reset Value: | 2 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0092.1: The rate of Exchange NDRs to cc:Mail (<\$VALUE>%) is too high (\\><\$THRESHOLD>%) |

MS Exchange 5.5 Monitor Template Specifications

| | |
|----------------------|---|
| Condition: | EXSPI-55-0092.2: Warning threshold |
| Severity: | Warning |
| Threshold: | 2 |
| Reset Value: | 1 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0092.2: The rate of cc:Mail NDRs to cc:Mail (<\$VALUE>%) is too high (\\><\$THRESHOLD>%) |

EXSPI-55-0093 (cc:Mail NDRs to Exchange)

| | |
|--------------------------|--|
| Metric Number: | EXSPI-0093 |
| Name: | cc:Mail NDRs to Exchange |
| Description: | Monitors the rate at which non-delivery reports are sent to MS Exchange from Lotus cc:Mail. |
| Type: | With Reset |
| Schedule: | Every 1h |
| Message Group: | EX_Perf |
| Instruction Text: | <p>Counter(s): MSExchangeCCMC.NDRs to Microsoft Exchange MSExchangeCCMC.Messages sent to Microsoft Exchange</p> <p>Potential impact: Performance</p> |

| | |
|----------------------|---|
| Condition: | EXSPI-55-0093.1: Critical threshold |
| Severity: | Critical |
| Threshold: | 4 |
| Reset Value: | 2 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0093.1: The rate of cc:Mail NDRs to Exchange (<\$VALUE>%) is too high (\\> <\$THRESHOLD>%) |

MS Exchange 5.5 Monitor Template Specifications

| | |
|----------------------|---|
| Condition: | EXSPI-55-0093.2: Warning threshold |
| Severity: | Warning |
| Threshold: | 2 |
| Reset Value: | 1 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0093.2: The rate of cc:Mail NDRs to Exchange (<\$VALUE>%) is too high (\\> <\$THRESHOLD>%) |

EXSPI-55-0094 (Lotus Notes Inbound Queued Messages Length)

| | |
|--------------------------|---|
| Metric Number: | EXSPI-55-0094 |
| Name: | Lotus Notes Inbound Queued Messages Length |
| Description: | Monitors the number of messages awaiting delivery to Exchange from Lotus Notes. |
| Type: | With Reset |
| Schedule: | Every 5min |
| Message Group: | EX_Perf |
| Instruction Text: | <p>Counter(s): MSExchangeNOTES.Inbound Queued Messages</p> <p>Probable cause(s): The Lotus Notes Connector service has stopped or stalled and is not processing messages.</p> <p>Potential impact: Performance</p> <p>Suggested action(s):</p> <ol style="list-style-type: none"> (1) Verify that the Network is not experiencing any problems. (2) Check for 'stuck' messages in the Connector for Lotus Notes queue. (3) Verify that the Services - Microsoft Exchange Connectivity Controller and Microsoft Exchange Connector for Lotus notes are still active. (4) Verify that the Connector Processes are active (5) Check the 'Event Viewer' to see if Exchange has been reporting problems with the Lotus Notes connector. (6) Verify the Notes client can access the mailbox assigned to the Notes connector. (7) Stop and re-start the Exchange services from Step (3). |

MS Exchange 5.5 Monitor Template Specifications

| | |
|----------------------|---|
| Condition: | EXSPI-55-0094.1: Critical threshold |
| Severity: | Critical |
| Threshold: | 50 |
| Reset Value: | 40 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0094.1: The Lotus Notes Inbound Queued Messages Length (<\$VALUE> messages) is too high (>=<\$THRESHOLD> messages) |

| | |
|----------------------|---|
| Condition: | EXSPI-55-0094.2: Warning threshold |
| Severity: | Warning |
| Threshold: | 20 |
| Reset Value: | 15 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0094.2: The Lotus Notes Inbound Queued Messages Length (<\$VALUE> messages) is too high (>=<\$THRESHOLD> messages) |

EXSPI-55-0095 (Lotus Notes Outbound Queued Messages Length)

| | |
|--------------------------|---|
| Metric Number: | EXSPI-55-0095 |
| Name: | Lotus Notes Outbound Queued Messages Length. |
| Description: | Monitors the number of messages awaiting delivery to Lotus Notes. |
| Type: | With Reset |
| Schedule: | Every 5min |
| Message Group: | EX_Perf |
| Instruction Text: | <p>Counter: MExchangeNOTES.Outbound Queued Messages</p> <p>Probable cause(s): The Lotus Notes Connector service has stopped or stalled and is not processing messages.</p> <p>Potential impact: Performance</p> <p>Suggested action(s):</p> <ol style="list-style-type: none"> (1) Verify that the Network is not experiencing any problems. (2) Check for 'stuck' messages in the Connector for Lotus Notes queue. (3) Verify that the Services - Microsoft Exchange Connectivity Controller and Microsoft Exchange Connector for Lotus notes are still active. (4) Verify that the Connector Processes are active (5) Check the 'Event Viewer' to see if Exchange has been reporting problems with the Lotus Notes connector. (6) Verify the Notes client can access the mailbox assigned to the Notes connector. (7) Stop and re-start the Exchange services from Step (3) |

MS Exchange 5.5 Monitor Template Specifications

| | |
|----------------------|--|
| Condition: | EXSPI-55-0095.1: Critical threshold |
| Severity: | Critical |
| Threshold: | 50 |
| Reset Value: | 40 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0095.1: The Lotus Notes Outbound Queued Messages Length (<\$VALUE> messages) is too high (>=<\$THRESHOLD> messages) |

| | |
|----------------------|--|
| Condition: | EXSPI-55-0095.2: Warning threshold |
| Severity: | Warning |
| Threshold: | 20 |
| Reset Value: | 15 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0095.2: The Lotus Notes Outbound Queued Messages Length (<\$VALUE> messages) is too high (>=<\$THRESHOLD> messages) |

EXSPI-55-0096 (Exchange NDRs sent to Lotus Notes)

| | |
|--------------------------|--|
| Metric Number: | EXSPI-55-0096 |
| Name: | Exchange NDRs sent to Lotus Notes |
| Description: | Monitors the rate at which non-delivery reports are being sent to Lotus Notes from MS Exchange. |
| Type: | With Reset |
| Schedule: | Every 1h |
| Message Group: | EX_Perf |
| Instruction Text: | Counter(s): MSExchangeNOTES.NDRs sent to Lotus Notes MSExchangeNOTES.Messages Sent to Lotus Notes Potential impact: Performance |

| | |
|----------------------|---|
| Condition: | EXSPI-55-0096.1: Critical threshold |
| Severity: | Critical |
| Threshold: | 4 |
| Reset Value: | 2 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0096.1: The rate of Exchange NDRs to Lotus Notes (<\$VALUE>%) is too high (>=<\$THRESHOLD>%) |

MS Exchange 5.5 Monitor Template Specifications

| | |
|----------------------|--|
| Condition: | EXSPI-55-0096.2: Warning threshold |
| Severity: | Warning |
| Threshold: | 2 |
| Reset Value: | 1 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0096.2: The rate of Lotus Notes NDRs to Lotus Notes (<\$VALUE>%) is too high (>=<\$THRESHOLD>%) |

EXSPI-55-0097 (Lotus Notes NDRs sent to MS Exchange)

| | |
|--------------------------|--|
| Metric Number: | EXSPI-55-0097 |
| Name: | Lotus Notes NDRs sent to Microsoft Exchange |
| Description: | Monitors the rate at which non-delivery reports are sent to MS Exchange from Lotus Notes. |
| Type: | With Reset |
| Schedule: | Every 1h |
| Message Group: | EX_Perf |
| Instruction Text: | Counter(s): MSExchangeNOTES.NDRs sent to Microsoft Exchange MSExchangeNOTES.Messages sent to Microsoft Exchange Potential impact: Performance |

| | |
|----------------------|---|
| Condition: | EXSPI-55-0097.1: Critical threshold |
| Severity: | Critical |
| Threshold: | 4 |
| Reset Value: | 2 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0097.1: The rate of Lotus Notes NDRs to Exchange (<\$VALUE>%) is too high (>= <\$THRESHOLD>%)" |

MS Exchange 5.5 Monitor Template Specifications

| | |
|----------------------|---|
| Condition: | EXSPI-55-0097.2: Warning threshold |
| Severity: | Warning |
| Threshold: | 2 |
| Reset Value: | 1 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0097.2: The rate of Lotus Notes NDRs to Exchange (<\$VALUE>%) is too high (>= <\$THRESHOLD>%)" |

EXSPI-55-0100 (IS User Connection Count Low)

| | |
|--------------------------|---|
| Metric Number: | EXSPI-55-0100 |
| Name: | IS User Connection Count Low |
| Description: | Monitors the number of client processes connected to the information store. |
| Type: | With Reset |
| Schedule: | Every 15min |
| Message Group: | EX_Perf |
| Instruction Text: | <p>Counter(s): MExchangeIS.User Count</p> <p>Probable cause(s): The number of client processes logged on to the Information Store is low.</p> <p>A low user logon count during the day could indicate problems with the Information Store process or network connectivity.</p> <p>Potential impact: Performance, Fault</p> <p>Suggested action(s):</p> <ol style="list-style-type: none"> (1) Verify that this system has active mailboxes. If it does not, this template should be removed from this system. (2) Using a test mailbox account, verify that you can connect to the server without problems. (3) Verify that there are no network problems. |

MS Exchange 5.5 Monitor Template Specifications

| | |
|----------------------|---|
| Condition: | EXSPI-55-0100: Warning threshold |
| Severity: | Warning |
| Threshold: | 1 |
| Reset Value: | 2 |
| Duration: | n/a |
| Message Text: | EXSPI-55-0100: The IS User Count (<\$VALUE>) is too low (<\< <\$THRESHOLD> connections) |

EXSPI-55-0110 (DS Pending Synchronizations)

| | |
|--------------------------|---|
| Metric Number: | EXSPI-55-0110 |
| Name: | DS Pending Synchronizations |
| Description: | Monitor directory replication to verify that synchronization updates are being processed efficiently. |
| Type: | With Reset |
| Schedule: | n/a |
| Message Group: | EX_Fault |
| Instruction Text: | <p>Counter(s): MSExchangeDS.Pending Replication Synchronizations</p> <p>Probable cause(s): Replication of directory information may be delayed. A delay in processing replication updates could indicate problems with system load or the Directory Service process.</p> <p>Potential impact: Performance, Fault</p> <p>Suggested action(s): (1) Check that the Directory process (dsamain) is running. (2) Verify that there are no network problems. (3) Monitor system with Windows Task Manager or NT Performance Monitor to determine if the system is overloaded.</p> |

MS Exchange 5.5 Monitor Template Specifications

| | |
|----------------------|--|
| Condition: | EXSPI-55-0110: Critical threshold |
| Severity: | Critical |
| Threshold: | 4 |
| Reset Value: | 2 |
| Duration: | 30min |
| Message Text: | EXSPI-55-0110: The DS Pending Replication Synchronizations value (<\$VALUE>) is too high (\\> <\$THRESHOLD>) |

EXSPI-55-0111 (DS Remaining Updates)

| | |
|--------------------------|--|
| Metric Number: | EXSPI-55-0111 |
| Name: | DS Remaining Updates |
| Description: | Monitor directory replication to verify that synchronization updates are being processed efficiently. |
| Type: | Without Reset |
| Schedule: | Every 5min |
| Message Group: | EX_Fault |
| Instruction Text: | <p>Counter(s): MSExchangeDS.Remaining Replication Updates</p> <p>Probable cause(s): Replication of directory information may be delayed. A delay in processing replication updates could indicate problems with system load or the Directory Service process.</p> <p>Potential impact: Performance, Fault</p> <p>Suggested action(s): (1) Check that the Directory process (dsamain) is running. (2) Verify that there are no network problems. (3) Monitor system with Windows Task Manager or NT Performance Monitor to determine if the system is overloaded.</p> |

MS Exchange 5.5 Monitor Template Specifications

| | |
|----------------------|---|
| Condition: | EXSPI-55-0111 Critical threshold |
| Severity: | Critical |
| Threshold: | 0.5 |
| Reset Value: | n/a |
| Duration: | 30min |
| Message Text: | EXSPI-55-0111: The DS Remaining Replication Updates value (<\$VALUE>) is too high (\\> <\$THRESHOLD>) |

EXSPI-55-1001 (Services Monitor)

| | |
|--------------------------|---|
| Metric Number: | EXSPI-1001 |
| Name: | MSExchange Services Monitor |
| Description: | Monitors Exchange Server process. Generates event if an Exchange service is currently stopped but configured startup automatic. |
| Type: | Without Reset |
| Schedule: | Every 5min |
| Message Group: | EX_Fault |
| Instruction Text: | <p>Probable cause(s): A service marked for automatic start-up is not running.</p> <p>Potential impact: Failure</p> <p>Suggested action(s):</p> <p>(1) Unless the service is known to be down for maintenance, use the Services tool in the Control Panel to re-start the service.</p> <p>NOTE: By default only Exchange related series are monitored. If you would like to receive messages about other stopped services, simply add conditions. A value of 0.0 is sent for running services and 1.0 for stopped services.</p> |

| | |
|----------------------|---|
| Condition: | EXSPI-55-1001.1: Major threshold |
| Severity: | Major |
| Threshold: | 1.000000 |
| Reset Value: | n/a |
| Message Text: | EXSPI-55-1001: Service <prefix> <rest>is currently not running (startup config automatic) |

EXSPI-55-1002 (End to End Message Ping)

| | |
|-----------------------|--|
| Metric Number: | EXSPI-55-1002 |
| Name: | End to End Message Ping Monitor |
| Description: | Monitors the round trip time for a message |
| Type: | With Reset |
| Schedule: | Every 1h |
| Message Group: | EX_Perf |

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|--------------------------|--|
| Metric Number: | EXSPI-55-1002 |
| Instruction Text: | <p>Probable cause(s): Slow or non-reply of messages could indicate problems with system load, the MTA, connectors, or the network. The threshold could be too low. For the most accurate alarming, separate thresholds should be set for each ping system pair.</p> <p>Potential impact: Failure or Performance</p> <p>Suggested action(s):</p> <p>If the threshold is too low, make it bigger. See the User's Guide for information on how to set the threshold differently for each system pair.</p> <p>If the threshold is accurate, then evaluate the following suggestions on the source and destination servers:</p> <p>Select the Performance Monitor 'MS Exchange Server Health' to determine if the source system is overloaded. Also check that the MTA process (emsmta) is running. (If it is not running, it will not be shown on the graph.) Re-start it if needed.</p> <p>Select the Performance Monitor 'MS Exchange Server Health' to determine if the message queue to the destination system is large or growing.</p> <p>If the queues on either side are large or growing and the systems are not overloaded, run Exchange Administrator and check for 'stuck' messages in the MTA queue.</p> <p>If there are no stuck messages, check if there are network problems between the two systems.</p> <p>If the connection between the source and destination system is not direct (e.g., the message travels through bridgehead servers), check the connector queue lengths and system load on those systems as well.</p> |

MS Exchange 5.5 Monitor Template Specifications

| | |
|----------------------|--|
| Condition: | EXSPI-55-1002.1: Warning threshold |
| Severity: | Warning |
| Threshold: | 300 |
| Reset Value: | 240 |
| Duration: | n/a |
| Message Text: | EXSPI-55-1002.1: End to End Message Ping round trip time (<\$VALUE> seconds) is too high (>=<\$THRESHOLD>) for systems <From system, To system>. |