

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.

Edition 1	July 1999
Edition 2	April 2000
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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/11.OHPUX.sdtape SPI-EXCHANGE-OVO
cdrom/OV_DEPOT/SOLARIS.sdtape SPI-EXCHANGE-OVO
cdrom/OV_REPORTER/EXCHANGE_SPI_A.08.10/EXSPI-Reporter.msi
cdrom/OV_REPORTER/EXCHANGE_SPI_A.08.10/EXSPI-Reporter.jp.msi
cdrom/OV_REPORTER/EXCHANGE_SPI_A.08.10/EXSPI-Reporter.ko.msi
cdrom/OV_REPORTER/EXCHANGE_SPI_A.08.10/EXSPI-Reporter.zh_CN.msi
```

Documentation Files:

```
OV_DOC/EXCHANGE_SPI_A.08.10/release_notes.txt
OV_DOC/EXCHANGE_SPI_A.08.10/exspi_users_guide.pdf
OV_DOC/EXCHANGE_SPI_A.08.10/exspi_ref_guide.pdf
```

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Exchange 2000/2003 Templates

Summary Exchange 2000/2003 Monitor Templates

NOTE: In OVO for UNIX version 8, templates are referred as policies.

#	CAT	Template group	Template	Description	Default Threshold	Thresh-old type	Schedule	Messsge group
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	every 10min	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	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: 300 (r: 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

#	CAT	Template group	Template	Description	Default Threshold	Thresh-old type	Schedule	Messsge group
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
23	QS	EXSPI-60 Directory Svc Access	EXSPI-60-0023	Monitors the Exchange DSAccess Cache Hit-Miss ratio	w:2 (r:2) c:1 (r:1)	Reset	every 15min	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
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
100	QS	EXSPI-60 Information Store	EXSPI-60-0100	IS User Connection Count Low	w: 1 (r: 2)	Reset	every 15min	EX_Perf

Chapter: 1 Exchange 2000/2003 Templates
Summary Exchange 2000/2003 Monitor Templates

#	CAT	Template group	Template	Description	Default Threshold	Thresh-old type	Schedule	Messsge group
	QS	EXSPI-60 Information Store	EXSPI-60-IS_Db LogRecordStalls PerSec	Alarm on Information Store Transaction Log Record Buffer Addition Stalls	w: 2 (r: 2) c: 1 (r: 1)	Reset	every 5min	EX_Perf
	QS	EXSPI-60 Information Store	EXSPI-60-IS_Db LogThreadsWaiting	Alarm on Information Store Threads Waiting to write to Transaction Log	w: 2 (r: 2) c: 1 (r: 1)	Reset	every 5min	EX_Perf
	QS	EXSPI-60 Information Store	EXSPI-60-IS_Db LogWritesPerSec	Alarm on the number of times the transaction log buffers are written	w: 500	Reset	every 5min	EX_Perf
	QS	EXSPI-60 Information Store	EXSPI-60-IS_RP COperations	Alarm on number of MAPI client RPC operations/sec	w: 1 (r: 1) c: 2 (r: 2)	Reset	every 10min	EX_Perf
	QS	EXSPI-60 Information Store	EXSPI-60-IS_RP CRequest	Alarm on number of MAPI client RPC requests	w: 80 (r: 80) c: 100 (r: 100)	Reset	every 10min	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
1001	QS	EXSPI-60 Services and Processes	EXSPI-60-1001	MSExchange Services Monitor	m:1	W/O Reset	every 5min	EX_Fault

#	CAT	Template group	Template	Description	Default Threshold	Thresh-old type	Schedule	Messsge group
4	AO	EXSPI-60 Transaction Log	EXSPI-60-0004	Percent Low Log File Disk Space	w:20 (r:20) c: 10 (r:10)	Reset	every 1h	EX_Perf
5	AO	EXSPI-60 Transaction Log	EXSPI-60-0005	Low Log File Disk Space	w: 20 (r: 25) c: 10 (r: 15)	Reset	every 41min	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
	AO	EXSPI-60 IPC	EXSPI-60-Epoxy ClientOutQueue Length	Alarm on epoxy client out queue length	w: 2 (r: 2) c: 5 (r: 5)	W/O Reset	every 10min	EX_Perf
	AO	EXSPI-60 IPC	EXSPI-60-Epoxy StoreOutQueueLength	Alarm on epoxy store out queue length	w: 2 (r: 2) c: 5 (r: 5)	Reset	every 15min	EX_Perf
	AO	EXSPI-65 IPC	EXSPI-65-Epoxy ClientOutQueue Length	Alarm on epoxy client out queue length	w: 2 (r: 2) c: 5 (r: 5)	Reset	every 10min	EX_Perf
	AO	EXSPI-65 IPC	EXSPI-65-Epoxy StoreOutQueueLength	Alarm on epoxy store out queue length	w: 2 (r: 2) c: 5 (r: 5)	Reset	every 10min	EX_Perf
25	AO	EXSPI-60 IS Virtual Memory	EXSPI-60-0025	Monitors total number of free virtual memory blocks regardless of size	w: 16 (r:16) c: 32 (r:32)	Reset	every 1h	EX_Perf
	AO	EXSPI-60 IS Virtual Memory	EXSPI-60-IS-VMLargestBlock	Monitors the size (in bytes) of the largest free block of virtual memory	w: 16 (r:16) c: 32 (r:32)	Reset	every 1h	EX_Perf
	AO	EXSPI-60 IS Virtual Memory	EXSPI-60-IS_VMTotall6MBFreeBlocks	Monitors total number of free virtual memory blocks that are greater than or equal to 16 MB	w: 3 (r:3) c:5 (r:5)	Reset	every 1h	EX_Perf
	AO	EXSPI-60 IS Virtual Memory	EXSPI-60-IS_VMTotallLargeFreeBlock	Monitors sum in bytes of all the free virtual memory blocks	w:60 (r:60) c:55 (r:55)	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

Chapter: 1 Exchange 2000/2003 Templates
Summary Exchange 2000/2003 Monitor Templates

#	CAT	Template group	Template	Description	Default Threshold	Thresh-old type	Schedule	Messsge group
70	AO	EXSPI-60 Mailbox	EXSPI-60-0070	Mailbox Database File Disk Space	w:20 (r:20) c:10 (r;10)	Reset	every 1h	EX_Perf
72	AO	EXSPI-60 Public Folder	EXSPI-60-0072	Mailbox Database File Disk Space	w:20 (r:20) c: 10 (r:10)	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:Mai	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
110	AO	EXSPI-60 Site Replication Service	EXSPI-60-0110	SRS Pending Replication Synchronizations	c: 4 (r: 2)	Reset	every 5min	EX_Fault
111	AO	EXSPI-60 Site Replication Service	EXSPI-60-0111	SRS Remaining Replication Updates	c: 0.5	W/O Reset	every 5min	EX_Fault

#	CAT	Template group	Template	Description	Default Threshold	Threshold type	Schedule	Message group
800	AO	EXSPI-60 Conference Svr (Ex2000)	EXSPI-60-0800	MSExchangeCONF.Active Conferences	w: 5 c: 10	W/O Reset	every 10min	EX_Perf
801	AO	EXSPI-60 Conference Svr (Ex2000)	EXSPI-60-0801	DCOM Calls To MCUs	w: 100 (r: 50) c: 1000 (r: 500)	Reset	every 10min	EX_Perf
802	AO	EXSPI-60 Conference Svr (Ex2000)	EXSPI-60-0802	Average Load Per MCU	w: 5 c: 10	W/O Reset	every 10min	EX_Perf
803	AO	EXSPI-60 MCU Server (Ex2000)	EXSPI-60-0803	MCU.Active Connections	w: 90 c: 100	W/O Reset	every 10min	EX_Perf
804	AO	EXSPI-60 MCU Server (Ex2000)	EXSPI-60-0804	MCU Load	w: 5 c: 10	W/O Reset	every 10min	EX_Perf
805	AO	EXSPI-60 Conferencing Bdg (Ex2000)	EXSPI-60-0805	Failed Conference Join Attempts	w: 5 c: 10	W/O Reset	every 10min	EX_Perf
806	AO	EXSPI-60 Conferencing Bdg (Ex2000)	EXSPI-60-0806	Video Conferences in Progress	w: 5 c: 10	W/O Reset	every 10min	EX_Perf
807	AO	EXSPI-60 Conferencing Bdg (Ex2000)	EXSPI-60-0807	Incomplete Calls	w: 5 c: 10	W/O Reset	every 10min	EX_Perf
830	AO	EXSPI-60 Chat Service (Ex2000)	EXSPI-60-0830	Microsoft Exchange Chat Service.Active DNS logon threads	w: 15 (r: 10) c: 30 (r: 20)	Reset	every 15min	EX_Perf
831	AO	EXSPI-60 Chat Service (Ex2000)	EXSPI-60-0831	Microsoft Exchange Chat Service.Client Timeout Related Disconnects	w: 5 (r: 2) c: 10 (r: 7)	Reset	every 15min	EX_Perf
833	AO	EXSPI-60 Chat Service (Ex2000)	EXSPI-60-0833	Microsoft Exchange Chat Service.Anonymous Clients	w: 15 (r: 10) c: 30 (r: 20)	Reset	every 15min	EX_Perf
834	AO	EXSPI-60 Chat Service (Ex2000)	EXSPI-60-0834	Microsoft Exchange Chat Service.Authenticated Clients	w: 50 (r: 30) c: 100 (r: 80)	Reset	every 15min	EX_Perf

Chapter: 1 Exchange 2000/2003 Templates
Summary Exchange 2000/2003 Monitor Templates

#	CAT	Template group	Template	Description	Default Threshold	Thresh-old type	Schedule	Messsge group
835	AO	EXSPI-60 Chat Service (Ex2000)	EXSPI-60-0835	Microsoft Exchange Chat Service.Authentication Failures	w: 10 (r: 5) c: 20 (r: 15)	Reset	every 15min	EX_Perf
836	AO	EXSPI-60 Chat Service (Ex2000)	EXSPI-60-0836	Microsoft Exchange Chat Service.Server operations queued	w: 5 (r: 2) c: 10 (r: 7)	Reset	every 15min	EX_Perf
841	AO	EXSPI-60 Instant Msg (Ex2000)	EXSPI-60-0841	MSExchangeIM Virtual Servers.Current Users Online	w: 75 c: 100	W/O Reset	every 1h	EX_Perf
842	AO	EXSPI-60 Instant Msg (Ex2000)	EXSPI-60-0842	MSExchangeIM Virtual Servers.Current Subscriptions	w: 75 c: 100	W/O Reset	every 1h	EX_Perf
845	AO	EXSPI-60 Instant Msg (Ex2000)	EXSPI-60-0845	MSExchangeIM.Failed Requests/sec	w: 5 c: 10	W/O Reset	every 1h	EX_Perf
846	AO	EXSPI-60 Instant Msg (Ex2000)	EXSPI-60-0846	MSExchangeIM.Rejected Requests/sec	w: 5 c: 10	W/O Reset	every 1h	EX_Perf
100 2	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

Exchange 2000/2003 Schedule Data Collection Templates

CAT	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	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

Exchange 2000/2003 Schedule Data Collection Templates

CAT	Template Group	Template	Description	Collection Metric	Collection type	Schedule	Table	Report
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 Information Store	EXSPI-60-DC-Info rmation Store	Log RPC requests and operations/sec	28: MExchangeIS.RPC Operations/sec 29: MExchangeIS.RPC Request	Value	Hourly every 10 mins	EXSPI_ MULTI	
QS	EXSPI-60 Message Transfer Agent	EXSPI-60-DC-MTA & IS Queue Length	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)	

CAT	Template Group	Template	Description	Collection Metric	Collection type	Schedule	Table	Report
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
QS	EXSPI-60 SMTP	EXSPI-60-Dc SMTP 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	

Exchange 2000/2003 Schedule Data Collection Templates

CAT	Template Group	Template	Description	Collection Metric	Collection type	Schedule	Table	Report
QS	EXSPI-60 SMTP	EXSPI-60-Dc SMTP Message Queues	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_MULT	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	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-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	800 : MExchangeCONF.Active Conferences 808 : MExchangeDcsMgr.Local Conferences 809 : MExchangeDcsMgr.Remote Conferences 810 : MExchangeDcsMgr.Active MCUs	Value	every 30min, M-F	EXSPI_MULTI	D: Exchange 2000 Conferencing Trends

CAT	Template Group	Template	Description	Collection Metric	Collecti-on type	Sched-ule	Table	Report
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_MULT	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
AO	EXSPI-60 Transact-ion Log	EXSPI-60 Dc-Transact-ion Log Space Usage	Collects and logs transaction log space usage activity	7: Log File Size Free Space on Volume Total Size of Volume Percentage Free on Volume	Hourly	Hourly	EXSPI_TRANSLOG	2003 and 2000 Transaction Log Statistics 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

Exchange 2000/2003 Schedule Data Collection Templates

CAT	Template Group	Template	Description	Collection Metric	Collection type	Schedule	Table	Report
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

Chapter 1: Exchange 2000/2003 Templates
Exchange 2000/2003 Schedule Data Collection Templates

CAT	Template Group	Template	Description	Collection Metric	Collection type	Schedule	Table	Report
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

Exchange 2000/2003 Schedule Data Collection Templates

CAT	Template Group	Template	Description	Collection Metric	Collection type	Schedule	Table	Report
Ad	EXSPI-60 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

Exchange 2000/2003 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):</p> <ol style="list-style-type: none"> (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>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>

Exchange 2000/2003 Monitor Template Specifications

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>)

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>)

Exchange 2000/2003 Monitor Template Specifications

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>)

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>)

Exchange 2000/2003 Monitor Template Specifications

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>)

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>)

Exchange 2000/2003 Monitor Template Specifications

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>)

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>)

Exchange 2000/2003 Monitor Template Specifications

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>)

Condition:	EXSPI-60-0001 Process - Ismexout.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 - Ismexout.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>)

Exchange 2000/2003 Monitor Template Specifications

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>)

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>)

Exchange 2000/2003 Monitor Template Specifications

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>

Exchange 2000/2003 Monitor Template Specifications

Condition:	EXSPI-60-0002 Process - msexcime
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>)

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>)

Exchange 2000/2003 Monitor Template Specifications

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-60-0004 (Transaction Log)

Metric Name:	EXSPI-0004
Description:	Percent Low Log File Disk Space
Template group	EXSPI-60 Add Ons > EXSPI-60 Transaction Log
Type:	Reset
Schedule:	Every 41 min
Message Group:	EX_Perf
Warning Threshold	20
Critical Threshold	10

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): MSExchangeMTA 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: MSExchangeMTA 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): MExchangeMTA Connections.Rejected Inbound Associations.<instance> MExchangeMTA 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):</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-60-0016.1: 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.</p> <p>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-60-0023 (Directory Svc Access)

Metric Number:	EXSPI-60-0023
Name:	Directory Service Access
Description:	Monitors Exchange DSAccess Cache Hit-Miss Ratio.
Template group	EXSPI-60 Quick Start > EXSPI-60 Directory Svc Access
Type:	Reset
Schedule:	Every 15mins
Message Group:	EX_Perf
Warning Threshold	2
Critical Threshold	12

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): MSExchangeIS 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):</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.

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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. 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>

Exchange 2000/2003 Monitor Template Specifications

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>

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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): MExchangeIS 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):</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.

Exchange 2000/2003 Monitor Template Specifications

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>

Exchange 2000/2003 Monitor Template Specifications

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): MSExchangeIS Mailbox.Average Delivery Time.<instance></p> <p>Probable cause(s): Delivery of messages to other Exchange servers may be delayed by the MTA. 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>

Exchange 2000/2003 Monitor Template Specifications

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>

Exchange 2000/2003 Monitor Template Specifications

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>

Exchange 2000/2003 Monitor Template Specifications

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): (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>

Exchange 2000/2003 Monitor Template Specifications

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-IS_DbLogRecordStallsPerSec

Metric Name:	EXSPI-60-IS_DbLogRecordStallsPerSec
Description:	Alarm on Information Store Transaction Log Record Buffer Addition Stalls
Template group	EXSPI-60 Quick Start > EXSPI-60 Information Store
Type:	Reset
Schedule:	Every 5 min
Message Group:	EX_Perf
Warning Threshold	2
Critical Threshold	1

EXSPI-60-IS_DbLogThreadsWaiting

Metric Name:	EXSPI-60-IS_DbLogThreadsWaiting
Description:	Alarm on Information Store Threads Waiting to Write to Transaction Log
Template group	EXSPI-60 Quick Start > EXSPI-60 Information Store
Type:	Reset
Schedule:	Every 5 min
Message Group:	EX_Perf
Warning Threshold	2
Critical Threshold	1

EXSPI-60-IS_DbLogWritesPerSec

Metric Name:	EXSPI-60-IS_DbLogWritesPerSec
Description:	Alarm on the number of times the transaction log buffers are written
Template group	EXSPI-60 Quick Start > EXSPI-60 Information Store
Type:	Reset
Schedule:	Every 5 min
Message Group:	EX_Perf
Warning Threshold	500
Critical Threshold	n/a

EXSPI-60-IS_RPCOperations

Metric Name:	EXSPI-60-IS_RPCOperations
Description:	Alarm on number of MAPI client RPC operations/sec
Template group	EXSPI-60 Quick Start > EXSPI-60 Information Store
Type:	Reset
Schedule:	Every 10 min
Message Group:	EX_Perf
Warning Threshold	1
Critical Threshold	2

EXSPI-60-IS_RPCRequests

Metric Name:	EXSPI-60-IS_RPCRequests
Description:	Alarm on number of MAPI client RPC requests
Template group	EXSPI-60 Quick Start > EXSPI-60 Information Store
Type:	Reset
Schedule:	Every 10 min
Message Group:	EX_Perf
Warning Threshold	80
Critical Threshold	100

EXSPI-60-0025 (IS Virtual Memory)

Metric Name:	EXSPI-0025
Description:	Monitors total number of free virtual memory blocks regardless of size
Template group	EXSPI-60 Add Ons > EXSPI-60 IS Virtual Memory
Type:	Reset
Schedule:	Every 1 hr
Message Group:	EX_Perf
Warning Threshold	16
Critical Threshold	32

EXSPI-60-IS_VMLargestBlock

Metric Name:	EXSPI-60-IS_VMLargestBlock
Description:	Monitors the size (in bytes) of the largest free block of virtual memory
Template group	EXSPI-60 Add Ons > EXSPI-60 IS Virtual Memory
Type:	Reset
Schedule:	Every 1 hr
Message Group:	EX_Perf
Warning Threshold	16
Critical Threshold	32

EXSPI-60-IS_VMTotal16MBFreeBlocks

Metric Name:	EXSPI-60-IS_VMTotal16MBFreeBlocks
Description:	Monitors total number of free virtual memory blocks that are greater than or equal to 16 MB
Template group	EXSPI-60 Add Ons > EXSPI-60 IS Virtual Memory
Type:	Reset
Schedule:	Every 1 hr
Message Group:	EX_Perf
Warning Threshold	3
Critical Threshold	5

EXSPI-60-IS_VMTotallargeFreeBlock

Metric Name:	EXSPI-60-IS_VMTotallargeFreeBlock
Description:	Monitors sum in bytes of all the free virtual memory blocks that are greater than or equal
Template group	EXSPI-60 Add Ons > EXSPI-60 IS Virtual Memory
Type:	Reset
Schedule:	Every 1 hr
Message Group:	EX_Perf
Warning Threshold	60
Critical Threshold	55

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 2000/2003, 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>

Exchange 2000/2003 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

Exchange 2000/2003 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 2000/2003, 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 2000/2003, 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>

Exchange 2000/2003 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

Exchange 2000/2003 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 0/2003, 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 2000/2003, 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>

Exchange 2000/2003 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

Exchange 2000/2003 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 2000/2003, 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-60-0070 (Mailbox)

Metric Name:	EXSPI-0070
Description:	Mailbox Database File Disk Space
Template group	EXSPI-60 Add Ons > EXSPI-60 Mailbox
Type:	Reset
Schedule:	Every 1 hr
Message Group:	EX_Perf
Warning Threshold	20
Critical Threshold	10

EXSPI-60-0072 (Public Folder)

Metric Name:	EXSPI-0072
Description:	Public Folder Database File Disk Space
Template group	EXSPI-60 Add Ons > EXSPI-60 Public Folder
Type:	Reset
Schedule:	Every 1 hr
Message Group:	EX_Perf
Warning Threshold	20
Critical Threshold	10

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): MExchangeNMC.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:	<p>Counter(s): MSExchangeNMC.Messages from Exchange rejected by Connector MSExchangeNMC.Messages Received</p> <p>Potential impact: Performance</p>

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):</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.

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. 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): (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>

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. 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): (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>

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:	<p>Counter(s): MExchangeCONF.Active Conferences</p> <p>You have hit the threshold for the number of active conferences. Ensure that performance is not being impacted. If not, consider increasing the threshold.</p>

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): MExchangeDesMgr.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:	<p>Counter(s): Microsoft Exchange Chat Service.Active DNS logon threads</p> <p>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.</p>

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:	<p>Counter(s): Microsoft Exchange Chat Service.Client Timeout Related Disconnects</p> <p>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.</p>

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:	<p>Counter(s): Microsoft Exchange Chat Service.Anonymous Clients</p> <p>This is the number of anonymous clients currently connected to this chat community.</p>

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:	<p>Counter(s): Microsoft Exchange Chat Service.Authenticated Clients</p> <p>This is the number of authenticated clients currently connected to this chat community.</p>

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:	<p>Counter(s): Microsoft Exchange Chat Service.Authentication Failures</p> <p>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.</p>

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:	<p>Counter(s): Microsoft Exchange Chat Service.Server operations queued</p> <p>This is the number of pending server operations. If this value is too high there could be a problem server load.</p>

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

Exchange 2000/2003 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>

EXSPI-60-EpoxyClientOutQueueLength

Metric Name:	EXSPI-60-EpoxyClientOutQueueLength (Exchange 2000)
Description:	Alarm on epoxy client out queue length
Template group	EXSPI-60 Add Ons > EXSPI-60 IPC
Type:	Reset
Schedule:	Every 10 min
Message Group:	EX_Perf
Warning Threshold	2
Critical Threshold	5

EXSPI-60-EpoxyStoreOutQueueLength

Metric Name:	EXSPI-60-EpoxyStoreOutQueueLength (Exchange 2000)
Description:	Alarm on epoxy store out queue length
Template group	EXSPI-60 Add Ons > EXSPI-60 IPC
Type:	Reset
Schedule:	Every 10 min
Message Group:	EX_Perf
Warning Threshold	2
Critical Threshold	5

EXSPI-65-EpoxyClientOutQueueLength

Metric Name:	EXSPI-65-EpoxyClientOutQueueLength (Exchange 2003)
Description:	Alarm on epoxy client out queue length
Template group	EXSPI-60 Add Ons > EXSPI-65 IPC
Type:	Reset
Schedule:	Every 10 min
Message Group:	EX_Perf
Warning Threshold	2
Critical Threshold	5

EXSPI-65-EpoxyStoreOutQueueLength

Metric Name:	EXSPI-65-EpoxyStoreOutQueueLength (Exchange 2003)
Description:	Alarm on epoxy store out queue length
Template group	EXSPI-60 Add Ons > EXSPI-65 IPC
Type:	Reset
Schedule:	Every 10 min
Message Group:	EX_Perf
Warning Threshold	2
Critical Threshold	5

Exchange 5.5 Templates

Summary Exchange 5.5 Monitor Templates

NOTE: In OVO for UNIX version 8, templates are referred as policies.

#	CA T	Template group	Template	Description	Default Threshold	Thres-h o-ld type	Sched-u le	Messsge grp
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	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 5min	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	every 5min	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 5min	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 5min	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

#	CA T	Template group	Template	Description	Default Threshold	Thresh-h o-ld type	Sched-ule	Messsge grp
16	QS	EXSPI-55 Message Transfer Agent	EXSPI-55-0016	MTA Rejected Inbound Associations	w: 3 (r: 2) c: 10 (r: 8)	Reset	every1h	EX_Perf
17	QS	EXSPI-55 Message Transfer Agent	EXSPI-55-0017	MTA Rejected Inbound Associations	w: 2 (r: 1) c: 4 (r: 3)	Reset	every1h	EX_Perf
30	QS	EXSPI-55 Information Store	EXSPI-55-0030	IS Public Average Delivery Time	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 Local Delivery Time	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: 10 (r: 7) c: 5 (r: 3)	Reset	every 5min	EX_Perf
40	QS	EXSPI-55 Information Store	EXSPI-55-0040	IS Mailbox 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	S Mailbox Average Local Delivery Time	w: 30 (r: 20) c: 15 (r: 10)	Reset	every 5min	EX_Perf
42	QS	EXSPI-55 Information Store	EXSPI-55-0042	S Mailbox 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 Mailbox Send Queue Size	w: 2 (r: 1) c: 5 (r: 2)	Reset	every 5min	EX_Perf
60	AO	EXSPI-55 Internet Mail Services	EXSPI-55-0060	MSX 5.5-IMS Failed Connections	w: 2 (r: 1) c: 5 (r: 2)	Reset	every1h	EX_Perf

Chapter 2: Exchange 5.5 Templates
Summary Exchange 5.5 Monitor Templates

#	CA T	Template group	Template	Description	Default Threshold	Thres-h o-ld type	Sched-u le	Messsge grp
61	AO	EXSPI-55 Internet Mail Services	EXSPI-55-0061	MSX 5.5-IMS Rejected Connections	w: 15 (r: 10) c: 30 (r: 20)	Reset	every1h	EX_Perf
62	AO	EXSPI-55 Internet Mail Services	EXSPI-55-0062	MSX 5.5-IMS MTS-IN Queue Length	w: 15 (r: 10) c: 30 (r: 20)	Reset	every 5min	EX_Perf
63	AO	EXSPI-55 Internet Mail Services	EXSPI-55-0063	MSX 5.5-IMS MTS-OUT Queue Length	w: 15 (r: 10) c: 30 (r: 20)	Reset	every 5min	EX_Perf
64	AO	EXSPI-55 Internet Mail Services	EXSPI-55-0064	MSX 5.5-IMS Queued Inbound	w: 15 (r: 10) c: 30 (r: 20)	Reset	every 5min	EX_Perf
65	AO	EXSPI-55 Internet Mail Services	EXSPI-55-0065	MSX 5.5-IMS Queued Outbound	w: 2 (r: 1) c: 4 (r: 2)	Reset	every 5min	EX_Perf
66	AO	EXSPI-55 Internet Mail Services	EXSPI-55-0066	MSX 5.5-IMS NDRs Inbound	w: 2 (r: 1) c: 4 (r: 2)	Reset	every 1h	EX_Perf
67	AO	EXSPI-55 Internet Mail Services	EXSPI-55-0067	MSX 5.5-IMS NDRs Outbound	w: 2 (r: 1) c: 4 (r: 2)	Reset	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)	Reset	every 1h	EX_Perf
81	AO	EXSPI-55 News Service	EXSPI-55-0081	Newsfeed Rejected Outbound Messages	w: 20 (r: 15) c: 50 (r: 40)	Reset	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)	Reset	every 5min	EX_Perf
91	AO	EXSPI-55 cc:Mail Connector	EXSPI-55-0091	cc:Mail MTS-OUT Queue Length	w: 2 (r: 1) c: 4 (r: 2)	Reset	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)	Reset	every 1h	EX_Perf

#	CAT	Template group	Template	Description	Default Threshold	Thresh-h o-ld type	Sched-ule	Messsge grp
93	AO	EXSPI-55 cc:Mail Connector	EXSPI-55-0093	cc:Mail NDRs to Exchange	w: 1 (r: 2)	Reset	every 1h	EX_Perf
94	AO	EXSPI-55 Lotus Notes Connector	EXSPI-55-0094	Lotus Notes Inbound Queued Messages Length	c: 4 (r: 2)	Reset	every 5min	EX_Perf
95	AO	EXSPI-55 Lotus Notes Connector	EXSPI-55-0095	Lotus Notes Outbound Queued Messages Length	c: 0.5	Reset	every 5min	EX_Perf
96	AO	EXSPI-55 Lotus Notes Connector	EXSPI-55-0096	Exchange NDRs sent to Lotus Notes	m:1	Reset	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)	Reset	every 1h	EX_Perf
100	QS	EXSPI-55 Information Store	EXSPI-55-0100	IS User Connection Count Low	w: 1 (r: 2)	Reset	every 15min	EX_Perf
110	QS	EXSPI-55 Directory Service	EXSPI-60-0110	DS Pending Synchronizations	c: 4 (r: 2)	Reset	every 5min	EX_Fault
111	QS	EXSPI-55 Directory Service	EXSPI-60-0111	DS Remaining Updates	c: 0.5	W/O Reset	every 5min	EX_Fault
1001	QS	EXSPI-55 Services and Processes	EXSPI-55-1001	MSEExchange Services Monitor	m:1	W/O Reset	every 5min	EX_Fault
1002	Ad	EXSPI-55 End to End Message Ping	EXSPI-55-1002		w: 2 (r: 1) c: 4 (r: 2)	Reset	every 1h	EX_Fault

Exchange 5.5 Schedule Data Collection Templates

CAT	Template Group	Template	Description	Collec-tion type	Sched-ule	Table	Report
QS	EXSPI-55 Information Store	EXSPI-55-DC-IS Msg Del Time	581 : MSExchangeIS Mailbox.Average Local Delivery Time 582 : MSExchangeIS Mailbox.Average Delivery Time 583 : MSExchangeIS Public.Average Local Delivery Time 584 : MSExchangeIS 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)	

CAT	Template Group	Template	Description	Collecti-on type	Sched-ule	Table	Report
QS	EXSPI-55 Information Store	EXSPI-55-DC-IS Mailbox Msg Vol	540 : MSExchangeIS Mailbox.Local deliveries 541 : MSExchangeIS Mailbox.Messages Delivered 542 : MSExchangeIS Mailbox.Messages Sent 543 : MSExchangeIS Mailbox.Messages Submitted 544 : MSExchangeIS 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	550 : MSExchangeIS Public.Messages Delivered 551 : MSExchangeIS Public.Messages Sent 552 : MSExchangeIS Public.Messages Submitted 553 : MSExchangeIS 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

Exchange 5.5 Schedule Data Collection Templates

CAT	Template Group	Template	Description	Collection type	Schedule	Table	Report
QS	EXSPI-55 Message Transfer Agent	EXSPI-55-DC-MT A & IS Queue Lengths	570 : MSExchangeMTA. Work Queue Length - MSExchangeMTA. Deferred Delivery Msgs 571 : MSExchangeIS Mailbox.Send Queue Size 572 : MSExchangeIS Mailbox.Receive Queue Size 573 : MSExchangeIS Public.Send Queue Size 574 : MSExchangeIS Public.Receive Queue Size	Value	6:00-18:00 every 10min, M-F	EXSPI_MULTI (for each Database instance) EXSPI_SINGLE (total over all Databases)	

CAT	Template Group	Template	Description	Collection type	Schedule	Table	Report
QS	EXSPI-55 Message Transfer Agent	EXSPI-55-DC-MTA Message Volume	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	Average/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	520 : MExchangeIS.Active User Count 521 : MExchangeIS.User Count	Delta/h	7:00-18:00 hourly, M-F	EXSPI_SINGLE	D: Exchange User Connection

Exchange 5.5 Schedule Data Collection Templates

CAT	Template Group	Template	Description	Collection type	Schedule	Table	Report
QS	EXSPI-55 Internet Mail Services	EXSPI-55-DC-IMS Message Volume	590 : MSEExchangeIMC.I nbound Messages Total 591 : MSEExchangeIMC. Outbound Messages Total 592 : MSEExchangeIMC. Total Inbound Kilobytes 593 : MSEExchangeIMC. Total Outbound Kilobytes 594 : MSEExchangeIMC. Total Inbound Recipients 595 : MSEExchangeIMC. 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	600 : MSEExchangeIMC. Total Messages Queued	Average/h	6:00-18:00 10min, M-F	EXSPI_SINGLE	
Ad	EXSPI-55 News Service	EXSPI-55-DC-Ne ws Message Volume	560: MSEExchangeIS.Ne wsfeed Messages Sent 561: MSEExchangeIS.Ne wsfeed Messages Received 562: MSEExchangeIS.NN TP Messages Read 563: MSEExchangeIS.NN TP Messages Posted	Delta/h	6:00-18:00 hourly, M-F	EXSPI_SINGLE	

CAT	Template Group	Template	Description	Collecti-on type	Sched-ule	Table	Report
Ad	EXSPI-55 End to End Message Ping	EXSPI-55-End to End Message Ping		Value	every 30min, daily	EXSPI_M1002	S: Exchange SLA Message Delivery
Ad	EXSPI-55 Reporter Collection	EXSPI-55-DC-Exc hange Info	655: Server 656: Site 657: Organiztion	Value	23:00, daily	EXSPI_MU	S: Exchange System Information Summary
Ad	EXSPI-55 Reporter Collection	EXSPI-55-DC-Mai lbox Data	630: Mailbox size (MB) 631: Number of messages 632: Storage limit 634: Last Logon Date 815: Database Instance	Value	1:00 every Saturday	EXSPI_MU	S: Exchange Top 100 Mailboxes D: Exchange Mailbox Details D: Exchange Mailbox Summary
Ad	EXSPI-55 Reporter Collection	EXSPI-55-DC-Priv ate IS Sum. Data	610: Physical DB size (EDB) 611: Number of Mailboxes 612: Number of Messages 613: Logical Size 614: MSExchangeIS 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-Publ ic Folder Data	640: Folder Size 641: Number of Messages	Value	4:00 every Saturday	EXSPI_MULTI	S: Exchange Top 100 Public Folders D: Exchange Folder Summary

Exchange 5.5 Schedule Data Collection Templates

CAT	Template Group	Template	Description	Collection type	Schedule	Table	Report
Ad	EXSPI-55 Reporter Collection	EXSPI-55-DC-Public IS Sum. Data	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	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

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>

Exchange 5.5 Monitor Template Specifications

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>)

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>)

Exchange 5.5 Monitor Template Specifications

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>)

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>)

Exchange 5.5 Monitor Template Specifications

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>)

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>)

Exchange 5.5 Monitor Template Specifications

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>)

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>)

Exchange 5.5 Monitor Template Specifications

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>)

Condition:	EXSPI-55-0001 Process - Ismexout.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 - Ismexout.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>)

Exchange 5.5 Monitor Template Specifications

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>)

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>)

Exchange 5.5 Monitor Template Specifications

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>

Exchange 5.5 Monitor Template Specifications

Condition:	EXSPI-55-0002 Process - msexcime
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>)

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>)

Exchange 5.5 Monitor Template Specifications

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>

Exchange 5.5 Monitor Template Specifications

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>

Exchange 5.5 Monitor Template Specifications

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>

Exchange 5.5 Monitor Template Specifications

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>

Exchange 5.5 Monitor Template Specifications

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>

Exchange 5.5 Monitor Template Specifications

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. 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>

Exchange 5.5 Monitor Template Specifications

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): MSExchangeMTA 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: MSExchangeMTA 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>

Exchange 5.5 Monitor Template Specifications

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>

Exchange 5.5 Monitor Template Specifications

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>

Exchange 5.5 Monitor Template Specifications

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>

Exchange 5.5 Monitor Template Specifications

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. 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>

Exchange 5.5 Monitor Template Specifications

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 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 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>

Exchange 5.5 Monitor Template Specifications

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>

Exchange 5.5 Monitor Template Specifications

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>

Exchange 5.5 Monitor Template Specifications

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>

Exchange 5.5 Monitor Template Specifications

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. 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>

Exchange 5.5 Monitor Template Specifications

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.</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>

Exchange 5.5 Monitor Template Specifications

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): MExchangeIS Private.Receive Queue Size</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>

Exchange 5.5 Monitor Template Specifications

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.

Exchange 5.5 Monitor Template Specifications

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.

Exchange 5.5 Monitor Template Specifications

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.

Exchange 5.5 Monitor Template Specifications

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.

Exchange 5.5 Monitor Template Specifications

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.

Exchange 5.5 Monitor Template Specifications

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.

Exchange 5.5 Monitor Template Specifications

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

Exchange 5.5 Monitor Template Specifications

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.

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.

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.

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

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

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)

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)

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>%)

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>%)

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).

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)

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): MExchangeNOTES.NDRs sent to Lotus Notes MExchangeNOTES.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>%)

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): MExchangeNOTES.NDRs sent to Microsoft Exchange MExchangeNOTES.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>%)"

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): (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-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>

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>

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>

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>.

