

# **Spotlight**<sup>®</sup> on Messaging

## Optimize the Performance of Your Communications Environment with Quest<sup>®</sup> Spotlight<sup>®</sup> on Messaging

### Real-time Diagnostics and Problem Resolution for Microsoft<sup>®</sup> Exchange Server, BlackBerry Enterprise Server, and Microsoft Office Communications Server 2007

The growth of e-mail, IM, mobile, VoIP, and conferencing has increased the complexity of the messaging environment. This raises the bar when it comes to system performance and availability: problems can quickly spiral out of control, impacting users across an organization. Performance bottlenecks can slow message delivery and increases in traffic can complicate problem resolution. Problems become chronic when left unattended. Now more than ever, administrators need a solution to diagnose and resolve system issues across multiple platforms. Quest Spotlight on Messaging is the answer.

Spotlight on Messaging helps administrators manage their messaging and real-time communications environment by enabling them to detect problems, accurately locate the root causes, and resolve the problems, all from a single, easy-to-use interface. Spotlight on Messaging is a robust troubleshooting solution for Exchange Server, BlackBerry Enterprise Server, and Office Communications Server 2007.

Spotlight on Messaging simplifies administration in the following ways:

- **Accelerates problem resolution**

Spotlight enables faster problem resolution: as soon as a problem arises, administrators know why it occurred and how to resolve it. Centralized diagnostics provide simple, quick identification of problems that would normally require the use of multiple native tools.

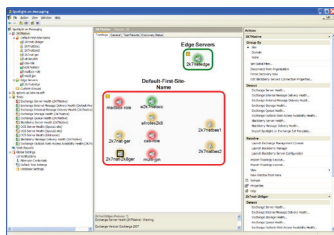
- **Reduces cost**

Spotlight helps save money in multiple ways. Its powerful diagnostic tools will help administrators reduce hardware costs by identifying configurable performance bottlenecks. Spotlight also helps eliminate e-mail downtime to avoid costs associated with lost productivity. And since Spotlight provides an easy-to-use, robust interface, organizations can streamline management processes and reduce training expenses.

- **Improves system performance**

Spotlight maximizes the availability and responsiveness of messaging servers. Diagnosis is simple with expert guidance built into the solution. All monitoring information is displayed 24x7 through a single console.

### Key Features



Management Console

#### Management Console

Spotlight's unique management console provides a high-level view of the entire messaging organization at a glance. It displays the status of core operations on all Exchange, BlackBerry, and Office Communications Server 2007 servers, and provides familiar, multi-color alerts when thresholds are exceeded. Administrators can also use the console to monitor specific areas of concern after fixes are implemented to verify the effects of changes.



Diagnostic Console

#### Diagnostic Console

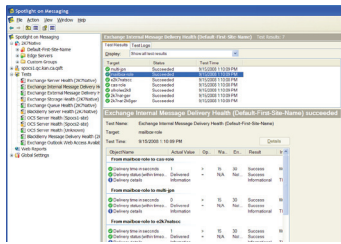
Spotlight's console simplifies troubleshooting and diagnosis. Platform-specific diagnostics depict the flow of data through the Exchange, BlackBerry, and Office Communications Server 2007 servers using flow charts, graphs, and icons. Bottlenecks are highlighted in yellow and red, helping to locate issues quickly, allowing administrators to drill down for accurate problem resolution.

### BENEFITS

- Provides a comprehensive view into an organization's entire unified communications infrastructure
- Displays the status of core operations on BlackBerry and Office Communications Server 2007 servers from one interface
- Proactively alerts administrators to problems, reducing the need to constantly monitor messaging server status
- Optimizes the performance and availability of messaging and real-time communications environments
- Reduces hardware costs by identifying configurable performance bottlenecks
- Provides real-time information and notifications during migrations to ensure message delivery remains unaffected
- Provides immediate ROI
- Installs in minutes

*"With Spotlight on Messaging, we're able to...react to performance issues before they have an impact on business."*

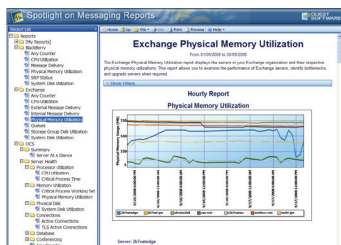
– Scott Bueffel  
Lead Systems Administrator  
Con-way



Real-Time Tests

**Real-Time Tests**

Simple yet powerful tests ensure that the key parts of Exchange, BlackBerry and Office Communications Server 2007 are running properly, including message delivery, Outlook Web Access (OWA) availability, mailbox logons, and information store responsiveness. Tests can be scheduled based on the organization's needs, and Spotlight will provide alerts when problems arise.



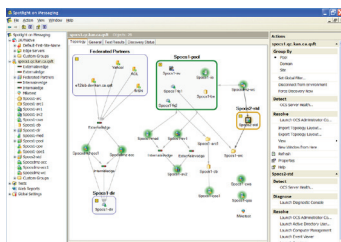
Web Report

**Web Reports**

Reports specific to Exchange, BlackBerry, and Office Communications Server 2007 provide a deeper understanding of the server components and usage over time.

**Capacity Planning**

Message Flow Views assist in capacity planning by showing the number of messages that have flowed through each platform, from server to server or from routing group to routing group, during a specific period of time. Administrators can immediately identify over- or under-utilized servers or other potential routing bottlenecks.



Office Communications Server 2007 Topology

**Exchange Migration Support**

Spotlight complements Quest Exchange Migration Wizard and Quest Migration Manager for Exchange to ensure key aspects of your Exchange migration process are working properly.

**Agentless Architecture**

Spotlight uses an agentless architecture, which increases the speed and ease of server deployment and reduces maintenance costs. Since it does not require server-side agent software, Spotlight reduces compatibility issues and does not impact server performance.

**Product Customization**

Spotlight on Messaging helps administrators stay in control of the environment by enabling them to apply specific counters to problem servers. Administrators can adjust thresholds and they are notified (visually or by e-mail or pager) when thresholds are exceeded.

**Expert Help**

Expert Help assists administrators in troubleshooting every aspect of Exchange, BlackBerry, and Office Communications Server 2007 environments. This valuable resource provides proven practices and suggested solutions for identifying the true source of problems and resolving them faster.

**About Quest Software, Inc.**

Now more than ever, organizations need to work smart and improve efficiency. Quest Software creates and supports smart systems management products—helping our customers solve everyday IT challenges faster and easier. Visit [www.quest.com](http://www.quest.com) for more information.



5 Polaris Way, Aliso Viejo, CA 92656 | PHONE 800.306.9329 | WEB [www.quest.com](http://www.quest.com) | E-MAIL [sales@quest.com](mailto:sales@quest.com)

If you are located outside North America, you can find local office information on our Web site.

© 2009 Quest Software, Inc.  
ALL RIGHTS RESERVED.

Quest Software and Spotlight are registered trademarks of Quest Software, Inc. in the U.S.A. and/or other countries. All other trademarks and registered trademarks are property of their respective owners. DSW-SPOTLIGHTMSG-US-MJ-20091203

**SYSTEM REQUIREMENTS**

**Operating System:**

- Supports installation on various Windows OSs including:
    - Windows Server 2008 and Server 2008 R2
    - Windows Server 2003 and Server 2003 R2
    - Windows 7
    - Windows Vista
    - Windows XP
- See *product documentation for specific versions and service pack levels*

**Microsoft Exchange Server**

- Microsoft Exchange versions 2000, 2003, 2007, 2010
  - BlackBerry Enterprise Server 4.1 or later
  - OCS 2007 Servers and OCS 2007 R2 Servers
- See *product documentation for specific versions and service pack levels*

**Database**

Supports versions of Microsoft SQL Server from 2000 to 2008, and SQL Server Express Edition

See *product documentation for specific versions and service pack levels*

**Platform:**

x86 or x64, running at a minimum speed of 2 GHz

**Memory:**

2 GB

**Disk Space:**

300 MB on system drive for application. Historical reporting database requires additional space.

**Additional Software:**

- See *product documentation for specific versions and service pack levels for:*
- Microsoft XML Core Services
  - Microsoft Exchange System Manager (ESM) and/or Microsoft Exchange Management Console (EMC)
  - Microsoft Exchange Server MAPI Client and Collaborative Data Objects (MAPI CDO)
  - Microsoft .NET Framework
  - Microsoft Management Console
  - Microsoft Internet Explorer (Web Reports only)
  - Microsoft IIS (Web Reports only)