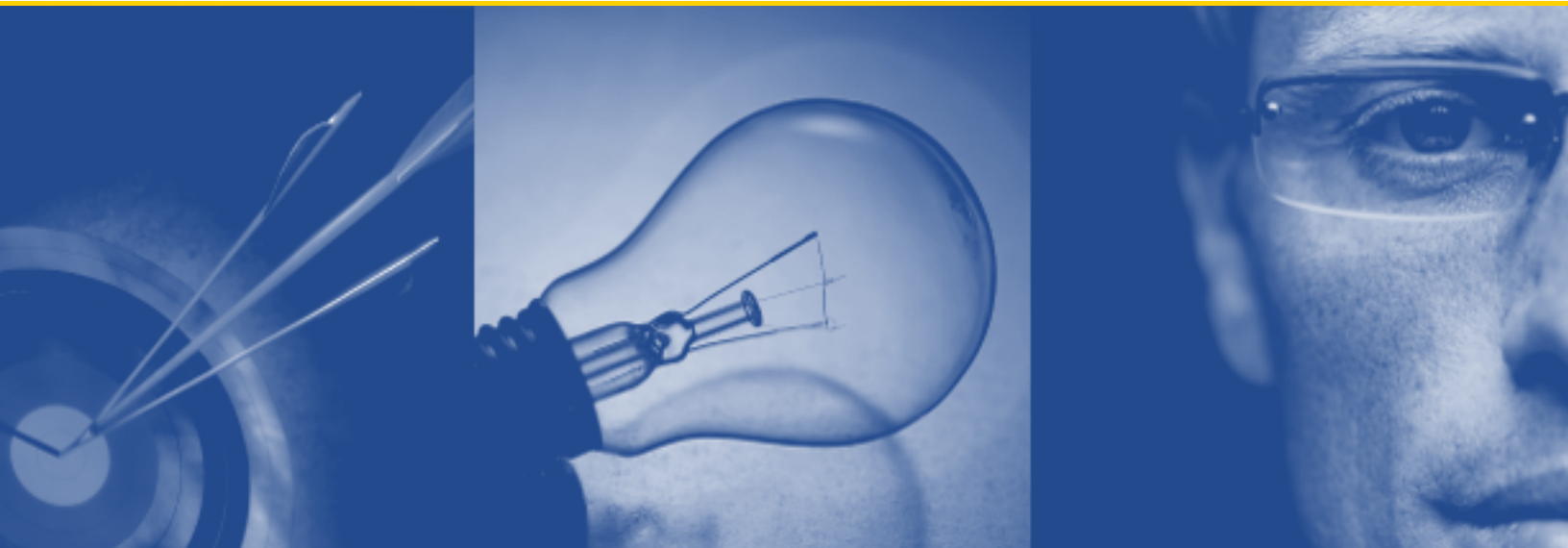


Quest Solutions for Unified Communications and Microsoft Exchange Server 2007

Frequently Asked Questions

*written by
Quest Software, Inc.*



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GENERAL

1. What are Quest's Solutions for Unified Communications?

Organizations are adopting Microsoft's Unified Communications (UC) platforms—Exchange Server 2007 and Office Communications Server 2007—to increase the productivity of their knowledge workers. Organizations are driven to this because of the need to improve collaboration, productivity, efficiency, system performance and reliability, as well as reducing risk, cost and complexity. The goal of UC therefore is to streamline communications, improve protection and security, increase efficiency and provide a foundation for the future.

Quest Software's Solutions for Unified Communications include everything that IT administrators need to adopt and proactively manage a future-ready foundation on Exchange Server 2007 and Office Communications Server 2007. With ZeroIMPACT migration, simplified administration and comprehensive data management, organizations will see improved collaboration, productivity and access to relevant data, and reduced cost and system complexity.

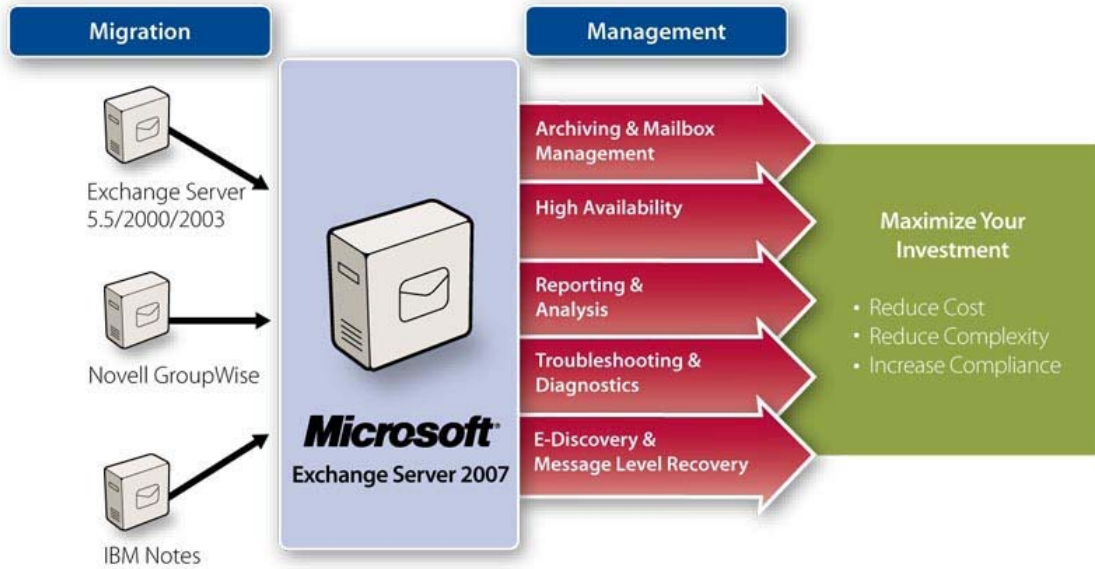
Quest Solutions for Exchange and OCS Migrations include everything you need to plan and execute a successful ZeroIMPACT™ migration to Exchange Server 2007, whether you are migrating from Exchange 5.5, 200x, Lotus Notes or Novell GroupWise. Quest provides solutions to help you measure and justify ROI as you are testing or deploying OCS 2007. From analyzing and planning, to ensuring performance and data recovery, to reducing messaging volumes, Quest provides assurance that your migration will be fast and efficient, that your end users will be able to collaborate, and that your organization will be exposed to less risk.

Quest Solutions for Exchange and OCS Management help you get the most from your investment in Exchange Server and Office Communications Server. Intuitive troubleshooting and automated diagnostic tools quickly detect, analyze and resolve messaging issues before they reach your end users. Detailed historical reporting identifies key trends so you can avoid bottlenecks and plan for future capacity. Helping you provide better service to your end users, Quest solutions also provide granular recovery of lost messaging from backups, an unlimited mailbox and access to historical messaging with fewer PST headaches.

Quest Solutions for Archiving and Discovery help you control the huge repository of data your organizations has that must be managed securely and efficiently through email storage optimization, messaging compliance and policy enforcement. Quest can help you capture, retain, discover and manage this data to satisfy legal and regulatory requirements and control storage costs.

2. Why should I invest in Quest with Exchange 2007?

Exchange 2007 is expected to be Microsoft's biggest and most complex Exchange release to date. Quest's Solutions for Unified Communications will help control costs, decrease complexity and reduce the risk of non-compliance in your Exchange environment. Quest offers a total solution, one which doesn't impact your bandwidth, is simple to deploy, and intuitive to use. From migration, to management, and archiving and discovery, realize your potential with Quest Software.



MIGRATION SOLUTIONS

1. I am currently running Exchange 5.5 and want to upgrade to Exchange 2007, what options are available to me?

Microsoft Exchange 2007 does not offer any native tools to upgrade from Exchange 5.5 to Exchange 2007. Customers interested in migrating from Exchange 5.5 can turn to Quest for our Exchange Migration Wizard. Quest Exchange Migration Wizard is an award-winning migration and coexistence application for transitioning Exchange 5.5-based environments to Exchange 2007. Quest Exchange Migration Wizard includes real-time synchronization, true coexistence, remote user collection, simplified administration, and on-the-fly reconfiguration to ensure a ZeroIMPACT transition.

2. I am currently running Exchange 2000/2003 and want to upgrade to Exchange 2007, what options are available to me?

Depending on individual business requirements organizations may choose to do either an inter-org (transition) migration or an intra-org (upgrade) migration. An intra-org (upgrade) migration means maintaining the current 2000/2003 set-up in Exchange 2007, making it more difficult to benefit from the enhancements made available with 2007 which requires a different set-up. Customer are therefore likely to prefer to do an inter-org migration so they can set-up their structure specifically for Exchange 2007 and have it be in native mode from day one.

Utilizing Quest Migration Manager for Exchange customers will experience a seamless Exchange 2000/2003 inter-org migration. Quest Migration Manager for Exchange enables a ZeroIMPACT migration across all components of Exchange including sync mailboxes, distribution lists/groups, and public folders between, all of which is clearly documented in our complete migration guide.

3. What can be done in advance of our migration to ensure its success?

Quest MessageStats offers pre-migration assessment capability to ensure a successful migration. MessageStats includes a number of inventory reports that are useful for pre-migration cleanup, such as inactive mailboxes, orphaned mailboxes, mailboxes with disabled accounts, unused DLs, etc.

4. Do we need to clean up our Active Directory structure prior to migrating to Exchange 2007?

No Active Directory clean-up is required. It is as simple as creating a new AD org in Exchange 2007. Customers can take this opportunity to create an improved AD set-up based on previous lessons learned. In some cases it may be easier to migrate to a new AD/Exchange org than to fix the current one. Using Quest Migration Manager for Exchange, organizations can simply migrate cross org into the new structure, saving organizations time and resources.

5. Microsoft has added EMS move-mailbox script, which handles a lot of migration scenarios. Why would I not to use this native tool available to me?

Move Mailbox does a good job of supporting an organization upgrade (Intra-org migration), which involves adding an Exchange 2007 server to your existing organization and moving mailboxes between servers in the same organization. This type of upgrade is a good solution for small companies that have a small number of servers, a simple organization structure and are not involved in a merger or acquisition.

A cross-org migration is another path a customer can choose to take in migrating to Exchange 2007. A cross-org migration involves deploying Exchange 2007 in a completely new organization that is separate from the existing organization and then moving mailboxes from one Organization to the new one. A cross-org migration may be needed if a larger corporation has an Exchange organization that is complex, contains many servers and users, or is involved with a merger and acquisition. When a cross-org migration is used then there is a need for coexistence, profile updating and data synchronization. Quest's Exchange Migration Wizard and Quest Migration Manager for Exchange provide a cross-org migration solution that is ZeroIMPACT to users, provides true seamless coexistence and synchronizes all data between environments maintaining complete collaboration through the migration project.

6. What options are available to me for my public folders with Exchange 2007?

Depending on customer preference customer can choose to migrate their public folders to Exchange 2007 or SharePoint.

Using our Exchange Migration tools, we will be able to migrate public folders into Exchange 2007.

-OR-

Quest Public Folder Migrator for SharePoint can help organizations that need to consolidate their collaboration strategies and technologies from Exchange public folders to the Microsoft SharePoint platform. Customers benefit from managing one collaboration platform by reducing time and money. Automated migration can be performed individually or on a bulk basis. Scheduled migration, content synchronization, permission mapping and multiple migration job handling is controlled through a single, user friendly management console.

7. Exchange 2007 doesn't include a GroupWise Connector, what are our options?

Customers are faced with deciding whether to migrate without a connector or to keep the old GroupWise connector around by keeping an Exchange 2003 server in their Exchange 2007 organization. It is recommended that customers do the complete migration to Exchange 2007 so they do not need to incur the additional costs associated with running two systems in parallel. Therefore customers choosing to migrate can use the GroupWise Migrator for Exchange, which provides a secure and reliable migration from GroupWise to Exchange. It converts users' mail, calendars, tasks, personal address books and frequent contacts and stores them in users' new mailboxes on the Exchange server ensuring coexistence between migrated and unmigrated users. It also migrates GroupWise Archives into Microsoft Outlook personal stores.

8. I am migrating from Lotus Notes to Exchange 2007, why should I not use the native tools available in Exchange 2007?

To date, Quest has migrated more than 2 million Notes mailboxes to Exchange. With that experience comes accuracy, speed and increased automation. Quest Notes Migrator for Exchange provides a reliable, high-performance migration from Lotus Notes to Microsoft Exchange. It converts users' mail, calendars, tasks, personal address books and stores them in users' new mailboxes on the Exchange server. Administrators manage the migration process with confidence using the project management and reporting capabilities. We feel that our superior project management, reporting and scheduling functionality will justify the investment in Quest.

MANAGEMENT SOLUTIONS

Spotlight on Exchange

1. **Exchange 2007 ships with 'toolkit' including all Exchange Analyzer tools. Why would I continue to need Spotlight on Exchange?**

Spotlight on Exchange integrates with the native tools provided by Microsoft to ensure that administrators have all the information they require in a timely and accurate manner, taking diagnostics to the next level and lowering the time to the resolution. Spotlight on Exchange visually represents your entire Exchange organization (in the Topology Viewer) and provides near-real time server health information, focusing on the key components of Exchange such as services, queues, etc. It also offers proactive notifications to prevent outages from occurring as well as a diagnostic console that drills down into the specific components of an Exchange server, visually displaying problems, and recommending courses of action.

2. **Exchange 2007 is the most complex release of Exchange to date, my administrators are already spread too thin, can Quest help?**

Spotlight on Exchange excels at simplifying Exchange through visualization, both for troubleshooting/diagnostics purposes but also for learning Exchange. Adding visualization of CCR, LCR and roles support will simplify the complexity of Exchange. It detects when problems have occurred (or are going to occur), diagnoses the specific root cause of the problem, and then provides the ability to resolve the problem from a single interface, lowering the time to resolution and expertise required for Exchange problems.

MessageStats

- 1. Microsoft has built PowerShell in a manner that scripts can access message tracking log data and can pipe results out to HTML, is this all that is required for the 'reporting' of message tracking logs?**

There have always been log parsers or other manual ways to get data from the Tracking Logs, but it's cumbersome. While PowerShell has more capability than previous scripting methods, scripting is not a skill most administrators possess. The breadth of reporting and ability to slice and dice data is still limited using PowerShell. MessageStats' customizability, sleek reporting interface, automated report distribution, etc. still make MessageStats an obvious choice.

- 2. Can MessageStats report on Microsoft ActiveSync?**

Quest has released the MessageStats Report Pack for Windows Mobile which provides reports from both users and server perspectives so companies can understand usage and growth trends of their mobile infrastructure.

- 3. Can we not use the Exchange 2007 ActiveSync reporting in the MOM/SCOM Exchange Management Pack?**

MOM/SCOM ActiveSync reporting focuses on real-time availability and connectivity, whereas the MessageStats Report Pack for Windows Mobile focuses on long-term historical trending and analysis of ActiveSync servers and Windows Mobile devices and users.

- 4. Exchange 2007 allows users to store more than just e-mail in their mailboxes. How can I understand the impact to my environment for that additional storage?**

Exchange 2007 Unified Messaging allows for non-email items such as Voicemails, Faxes, Missed Calls, etc. to be stored in user mailboxes. MessageStats can report on mailbox contents that relates to Unified Communications message classes, in terms of type of file, number and size.

ARCHIVING AND DISCOVERY

Archive Manager

1. Can I use my Org Folders in Exchange 2007 to address our compliance requirements?

The use of organizational folders relies upon manual intervention, requires an employee to manually identifying & executing what data is important for a company to retain. Therefore successfully storing data relies upon the accuracy of the employee which can be prone to human error. Quest believes that a compliance solution should be intuitive and not require additional workload for employees. With Archive Manager all required information is automatically retained or destroyed, allowing employees to focus on other areas of strategic value.

2. If Exchange 2007 no longer includes Organizational Forms support, will Archive Manager continue to work?

Archive Manager has been successfully tested with Exchange 2007

3. Do I still require Archive Manager when I can use 'large mailboxes' with Exchange 2007?

The use of 'large mailboxes' with Exchange 2007 will require extensive amounts of additional storage space to provide the optimum performance. Storage space on the Exchange 2007 server is very expensive, while statistics have shown that email older than 60 days is hardly ever accessed therefore there is no value in maintaining it within the mailboxes. Archive Manager enables the storage of this email while still providing employees with easy access to this information at a much better price point.

4. Can I use the native search capabilities within Exchange 2007?

Exchange 2007 only has limited capabilities for discovering information and storing long term data. Archive Manager provides a simple search interface which allows for easy discovery while the back end storage is optimized for handling and storing compliance data.

5. Can I use SharePoint "Official File" as a compliance solution?

The SharePoint index supports a limited volume of storage items and this amount is not sufficient to provide a long term storage solution for compliance data. Archive Managers repository can scale beyond that of SharePoint.

6. The launch of Exchange 2007 includes anywhere access to email, will that be true of our archived email as well?

With Archive Manager users will secure mobile access to "archived messaging information" inside and outside the corporate firewall, using their mobile devices i.e., Windows Mobile 5, Blackberry, etc.

Recovery Manager for Exchange

- 1. Exchange 2007 includes Exchange Disaster Recovery Analyzer (ExDRA) 2.0 as part of Exchange Troubleshooting Assistant (ExTrA) which includes recovery functionality when integrated with Recovery Storage Groups, is this all that is required for my discovery and recovery needs?**

There is a definite misconception about this, with Exchange 2007, Exchange System Manager (ESM) includes a "toolbox" with a node called "Disaster recovery tools". In this node are two sub-nodes, called (a) "Database Recovery Management" and (b) Database Troubleshooter.

The first of these nodes is basically an automated version of Recovery Storage Groups (RSGs), which simplifies the recovery process by allowing administrators to restore a backup from tape or other media into a special RSG, then locate and extract the data of interest from the RSG and place it back in a production mailbox. Historically, RSGs have not had support for Public Folders, and our assumption so far (still TBC) is that this continues in Exchange 2007. As well, RSGs have not supported recover of any mailboxes for which the Active Directory account is no longer in Active Directory. We are also assuming this will still be the case, in which case RSGs (i.e., the "Database Recovery Management" node) are limited to a subset of recovery scenarios. Furthermore, RSGs are very limited for discovery scenarios and do not permit export to PST, which is key for litigation purposes (essentially customers would have to extract the backup from tape/other to RSG, then find the data and save it into a mailbox, then log onto the mailbox with Outlook, create a PST manually and export the data from that mailbox to the PST manually, and finally take the PST to whoever requested it). Using Quest Recovery Manager for Exchange will do all this much faster saving your organization resources.

What (b) does is really just check the status of an unmounted Exchange database to determine if it's clean or whether there is something wrong with it. The purpose here is to troubleshoot databases that are down and to avoid administrators having to deal with database issues and making mistakes which cost their companies a ton of unnecessary downtime. The Database Troubleshooter is read-only and just gives directions to customers on what to do to fix a database to bring it back online. None of this has anything to do with what RME does. The way this sub-node works is when you double-click the Database Troubleshooter node it launches the Exchange Troubleshooting Analyzer (basically Microsoft merged a bunch of tools namely ExDRA, the Exchange Mailflow Analyzer ExMFA, and the Exchange Performance Troubleshooting Analyzer (ExPTA) into one tool (ExTrA) and pulled some/all of the point tools from distribution). ExTrA is simply launched into what used to be ExDRA when you double-click the Database Troubleshooter icon ... from there it's identical to the old ExDRA tool, and does not assist with recovery/discovery requirements.

ABOUT QUEST SOFTWARE, INC.

Quest Software, Inc., a leading enterprise systems management vendor, delivers innovative products that help organizations get more performance and productivity from their applications, databases, Windows infrastructure and virtual environments. Through a deep expertise in IT operations and a continued focus on what works best, Quest helps more than 90,000 customers worldwide meet higher expectations for enterprise IT. Quest provides customers with client management as well as server and desktop virtualization solutions through its subsidiaries, ScriptLogic, Vizioncore and Provision Networks. Quest Software can be found in offices around the globe and at www.quest.com.

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