

# Exchange Observer™

## FREQUENTLY ASKED QUESTIONS

Q. How do I install Exchange Observer?

A. You simply run the EXE file from any location on your machine: Exchange Observer is an MFC executable.

Q. What Exchange platforms does Exchange Observer support?

A. Currently, Exchange Observer supports Exchange 2003.

Q. What permissions are needed to run Exchange Observer?

A. You must first have local administrator permission on the machine where you are running Exchange Observer. The account also must have local administrator permission on all monitored Exchange server, and must have “Exchange View Only Administrator” permission at the organizational level.

Q. What kind of network connectivity do I need to have to run Exchange Observer successfully?

A. You must have network connectivity to the monitored Exchange server(s) and at least one Active Directory controller.

Q. I am getting a “Cannot Connect to WMI” error message when I am trying to connect to an Exchange server. What should I do?

A. First, make sure that the Windows Management Instrumentation service on your Exchange server is started. If it is not, then start the service and check to see that the WMI Control properties show a successful connection to the local computer. If that doesn’t work, try pointing to a working WMI installation.

Q. I am getting “LDAP error 0x31” when trying to connect to an Active Directory Controller. What am I doing wrong?

A. You must use an account that has at least Exchange View Only Administrator rights for your Exchange organization.

Q. I have successfully added an Exchange server to monitor: however, all the buttons are greyed out. What’s wrong?

A. In order to suspend monitoring or show Exchange server info by using toolbar buttons, you must highlight the Exchange server at the topmost level.

Q. What types of support options do you offer for Exchange Observer?

A. Since Exchange Observer is a “free” tool, we offer “best effort” email support only. A support request should be sent to [support@appassure.com](mailto:support@appassure.com): we will strive to return support requests using “best effort” attempt within 24 hours.