



INTELLIGENT EVENT MODULE BASICS

The Microsoft Exchange Server Intelligent Event Module (IEM) enables you to automate real-time monitoring of Microsoft® Exchange Server 2000™ and capture the critical information you need for effective enterprise management.

The Microsoft Exchange Server IEM provides ConsoleWorks® with a watch-list of text messages, including error codes, system warnings, and status alerts, produced by Exchange Server. ConsoleWorks watches for these messages, called Events, in the data streams of your managed infrastructure.

Events

When ConsoleWorks detects an Event, it alerts you to the Event as it is happening, records the circumstances surrounding the Event, and automatically performs the default or customer-configured responses associated with that Event.

Scans

IEMs come with Events pre-arranged in logical groupings, called Scans™. Working with a Scan—or a combination of Scans—instead of hundreds of individual Events simplifies managing Events across your enterprise.

MICROSOFT EXCHANGE SERVER IEM AT A GLANCE

Events:	293
Scans:	1 Master 5 Event Severity
Filename:	<code>cw_iem-microsoft_ms-exchange-0000.bin</code>
License Required:	<code>CONWRKS-DB-MSEXCHANGE.lic</code>
Connector Required:	Syslog

USING THE MICROSOFT EXCHANGE SERVER IEM

To use this IEM, complete the following tasks:

1. Download the IEM from the TDi web site.
2. Import the IEM into ConsoleWorks.
3. Associate the Scans from the IEM with the server you want to manage.

To Download the IEM

1. Install the license for the Microsoft Exchange Server IEM. To obtain this license, contact your TDi Solutions Team Manager (sales@tditx.com).
2. Move to the TDi web site (www.tditx.com/support_iemdownloads.asp).
3. On the Product Downloads page, locate and click **Microsoft Exchange Server**.
4. In the Connect to support2.tditx.com dialog box, enter your User name and Password, and click **OK**. To obtain a User name and Password, contact TDi Support (support@tditx.com).
5. Save the file (`cw_iem-microsoft_ms-exchange-0000.bin`) to a directory accessible from your client workstation.

To Import the IEM

1. On the ConsoleWorks main menu, click **Admin > Database > Import IEM**.
2. On the Import IEM page, click **Browse**.
3. On the Choose file dialog box, locate and double-click `cw_iem-microsoft_ms-exchange-0000.bin`.
4. On the Import IEM page, click **Import IEM**, and wait for the **IEM import completed** message to appear on the page before associating the IEM's Scans.

To Associate the Scans

Associate the Scans with the server you want ConsoleWorks to monitor. When you associate Scans with a server, you are specifying that ConsoleWorks scan the data streams of that server for the Events contained in the Scans.

Example: To associate MSEXCHANGE_ERROR Scan

1. On the ConsoleWorks main menu, click **Manage > Scans > Show Scans**.
2. On the Show Scans page, in the Scans column, click **MSEXCHANGE_ERROR**.
3. On the Scan: MSEXCHANGE_ERROR page, in the Unassociated Consoles column, select the check boxes next to the names of the managed server you want to associate with the Scan.
4. Click **Update Scan**.

For detailed instructions on associating Scans, please refer to the ConsoleWorks user's guide.



SCANS AVAILABLE IN THE MICROSOFT EXCHANGE SERVER IEM

The Microsoft Exchange Server IEM contains a Master Scan and five Event Severity Scans.

Master Scan

The Master Scan, **MSEXCHANGE**, is the top-level Scan. It references all the other Scans in the IEM. When you associate the Master Scan with a server, you are specifying that ConsoleWorks scan the data streams of that server for any of the IEM's 293 Events.

Event Severity Scans

The Microsoft Exchange Server IEM contains five Event Severity Scans. Use one or more of these Scans to monitor Exchange Server for Events based on their Severity level.

The IEM provides the following Event Severity Scans:

- **MSEXCHANGE_ERROR** 174 Events
- **MSEXCHANGE_FAILUREAUDIT** 3 Events
- **MSEXCHANGE_INFORMATION** 52 Events
- **MSEXCHANGE_SUCCESAUDIT** 1 Event
- **MSEXCHANGE_WARNING** 63 Events

SAMPLE MICROSOFT EXCHANGE SERVER IEM EVENTS

The Microsoft Exchange Server IEM provides you with names, message texts, Severity ratings, descriptions, discussions, and links to further information for Events produced by Exchange Server 2000.

The following section displays samples of the information you receive for each Event in the Microsoft Exchange Server IEM.

Sample Event 1

Name: EXC_1080_MSEXCHANGEIS

Message: Source.* MSeXchangeIS
.*
EventID: 1080\$

Severity: ERROR

Description: Unable to recover the database because error 0xc8000228 occurred after a restore operation. The patch file is not generated from this backup.

Discussion: This problem is a result of running `isinteg -patch` or `eseutil /r /is` immediately after you restore from an online backup and before you start the information store service.

Links: Microsoft Knowledge Base [Q231299](#)

Sample Event 2

Name: EXC_9582_MSEXCHANGEIS

Message: Source.* MSeXchangeIS
.*
EventID: 9582\$

Severity: ERROR

Description: The virtual memory necessary to run your Exchange server is fragmented in such a way that normal operation may begin to fail.

Discussion: This is for Exchange 2000. Microsoft Knowledge Base Article Q319682 says to obtain the latest SP. Q314736 says that this issue can occur if the /3GB switch in the Boot.ini file is used incorrectly on a server that runs Exchange 2000 Server. Q324118 mentions a problem that was fixed in E2K SP3.

Links: Microsoft Knowledge Base [Q302254](#), [Q314736](#), [Q324118](#), [Q319682](#), [Q296073](#), [Q324331](#), [Q325467](#)

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