



# Spotlight® on Exchange Data Recorder

User Guide

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Version 4.1

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# About This Guide

This document has been prepared to assist you in becoming familiar with the Spotlight® on Exchange Data Recorder. The Data Recorder User Guide contains the information required to use the Data Recorder. It is intended for network administrators, consultants, analysts, and any other IT professionals evaluating or using Spotlight on Exchange.

## Conventions

In order to help you get the most out of this guide, we have used specific formatting conventions. These conventions apply to procedures, icons, keystrokes and cross-references.

ELEMENT	CONVENTION
Select	This word refers to actions such as choosing or highlighting various interface elements, such as files and radio buttons.
<b>Bolded text</b>	Interface elements that appear in Quest products, such as menus and commands.
<i>Italic text</i>	Used for comments.
<b><i>Bold Italic text</i></b>	Used for emphasis.
Blue text	Indicates a cross-reference. When viewed in Adobe Acrobat, this format can be used as a hyperlink.
	Used to highlight additional information pertinent to the process being described.
	Used to provide Best Practice information. A best practice details the recommended course of action for the best result.
	Used to highlight processes that should be performed with care.
	Used to direct the user to more information about a particular topic.
+	A plus sign between two keystrokes means that you must press them at the same time.
	A pipe sign between elements means that you must select the elements in that particular sequence.

## About Quest Software, Inc.

Quest Software, Inc. (NASDAQ: QSFT) is the leading provider of application management solutions. Our software gives businesses confidence that their vital applications will be available and performing well - while simultaneously driving down the costs of managing them. By focusing on the people and technology that make applications run, Quest enables IT professionals to achieve more with fewer resources and get the most out of existing application investments. Founded in 1987 and based in Irvine, California, Quest Software has offices around the globe and more than 1,800 employees. Approximately 10,000 businesses worldwide use Quest Software because business runs better on Quest. For more information, visit [www.quest.com](http://www.quest.com).

## Contacting Quest Software

You can contact Quest Software for product and pricing information in any of the following ways:



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email: [info@quest.com](mailto:info@quest.com)  
U.S. and Canada: 949.754.8000

Please refer to our Web site for regional and international office information.

## Support

Quest Software's world-class support team is dedicated to ensuring successful product installation and use for all Quest Software solutions. You can access Support at [www.quest.com/support](http://www.quest.com/support) or by email at [support@quest.com](mailto:support@quest.com).

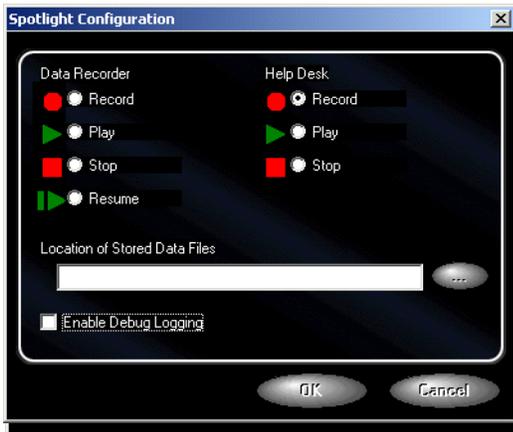
Access [SupportLink](#) for the following:

- Create / Update / View Support Requests
- Search the Knowledge Base
- Access FAQs
- Download Patches

## Product Overview

The Spotlight on Exchange Data Recorder enhances Spotlight on Exchange by capturing Exchange server performance data, making it easier for you as an Exchange administrator to troubleshoot and resolve possible issues. Quest technical support staff can use the Data Recorder to record and analyze Exchange server performance data on customer sites.

The Data Recorder functions in one of two modes, Data Recorder or Help Desk, and has a log file feature, which creates log entries for Spotlight on Exchange. You can choose the mode in which to use the Data Recorder by selecting the **Record**, **Play**, **Stop**, and **Resume** options available under the Data Recorder and Help Desk labels, as shown in the image below:



### Data Recorder Mode

The Data Recorder allows you to take a snapshot of the performance of an Exchange server and save it as a reference that can be reviewed at a later time. The Data Recorder records (saves) the data collected by Spotlight on Exchange proxies to .xml files.

### Help Desk Mode

Help Desk mode is a different form of Data Recorder usage. When in Help Desk mode, the Data Recorder provides a source of all information necessary to populate and activate the Spotlight on Exchange user interface without administrator privileges to a specific live Exchange server. The data recorded by one Spotlight on Exchange Help Desk server can be played in real-time by one or more remote Spotlight on Exchange Help Desk clients.

Help Desk mode allows multiple Spotlight on Exchange Help Desk clients to display data from a specific server while collecting the data from that server only once. It allows Internet Spotlight on Exchange users to pass through firewall protection using http protocol to collect data. Anyone with the right to access the Web server or network share can view the Exchange server data.

## Spotlight on Exchange Mode Indicator

The Spotlight on Exchange user interface indicates the mode in which Spotlight on Exchange is operating. The mode indicator is circled in red in the image below:



## Debug Logging Feature

The Debug Logging feature provides you with more information when troubleshooting possible problems with your Exchange server. When Debug Logging is initialized, issues that occur when Spotlight on Exchange is running are entered into the SOE\_INFO log file. You can view the SOE\_INFO log file to analyze the issues.



You should disable the Debug Logging option during the Data Recorder Play and Help Desk Play mode.

## Minimum System Requirements

The system requirements for the Data Recorder are based on the requirements for Spotlight on Exchange.



For details about system requirements and other information about Spotlight on Exchange, refer to the Spotlight on Exchange documentation.

## Starting the Data Recorder

You can start the Data Recorder from the following location:

quest software | Spotlight | Plug-ins | SpotlightonExchange | DataRecorderUtility | DataRecorderConfig.exe

### To start the Data Recorder

1. After installing Spotlight on Exchange, double-click **DataRecorderConfig.exe**.
2. Select a Data Recorder or Help Desk option.
3. Click **OK**.
4. Start Spotlight on Exchange and connect to an Exchange server.

## Using the Data Recorder Mode



If you use the Data Recorder in Data Recorder mode, you must have administrative access to a live Exchange server.

## Record

While recording, the Data Recorder generates .xml data files for each server to which Spotlight on Exchange is connected. The .xml are stored in the location you select. The directory and the .xml files are named according to the server name. New .xml files are created for each polling interval. After recording, you can view the .xml files.



After recording for five minutes, the Data Recorder produces data files that use approximately 1.5 MB of hard disk space. Make sure you have adequate disk space before you record.

### To record data from a live Exchange server

1. Start the Data Recorder.
2. Select **Record** under the Data Recorder label.



3. Enter the location for the stored data files.

– OR –

Click  to browse to the storage location.



4. Click **OK**.

5. Start Spotlight on Exchange and connect to an Exchange server.



When you select **Record**, a new directory is created for each server. The name of the directory reflects the connection name address. If the directory already exists from a previous recording, the old data files are replaced with new recordings. Select **Resume** if you do not want the old files to be replaced.

## Play

When the Data Recorder plays back a recording, the Spotlight on Exchange user interface reflects the recorded data in the .xml files for each Exchange server to which you are connected.



You should disable the Debug Logging option during the Data Recorder Play mode.



If no data files exist for a server connection, most Spotlight on Exchange user interface components appear gray in color and some will display "-2".

**To play data from a live Exchange server**

1. Exit Spotlight on Exchange.
2. Start the Data Recorder.
3. Click **Play** under the Data Recorder label.



4. Enter the location for the stored data files.

- OR -

Click  to browse to the storage location.

5. Click **OK**.
6. Start Spotlight on Exchange and connect to the corresponding Exchange server for which the data is stored.

**Stop**

As mentioned earlier, it is important to stop recording because of the amount of hard disk space consumed by the data files. When the play option is stopped, Spotlight on Exchange does not display the recorded data and will establish a live connection with the Exchange server the next time you launch Spotlight on Exchange.

**To stop recording from a live Exchange server**

1. Exit Spotlight on Exchange.
2. Start the Data Recorder.
3. Select **Stop** under the Data Recorder label.

- Click **OK**.



## Resume

When you select **Resume**, data is appended to the existing data file.

### *To resume recording from a live Exchange server*

- Exit Spotlight on Exchange.
- Start the Data Recorder.
- Select **Resume** under the Data Recorder label.
- Enter the location for the stored data files.

– OR –

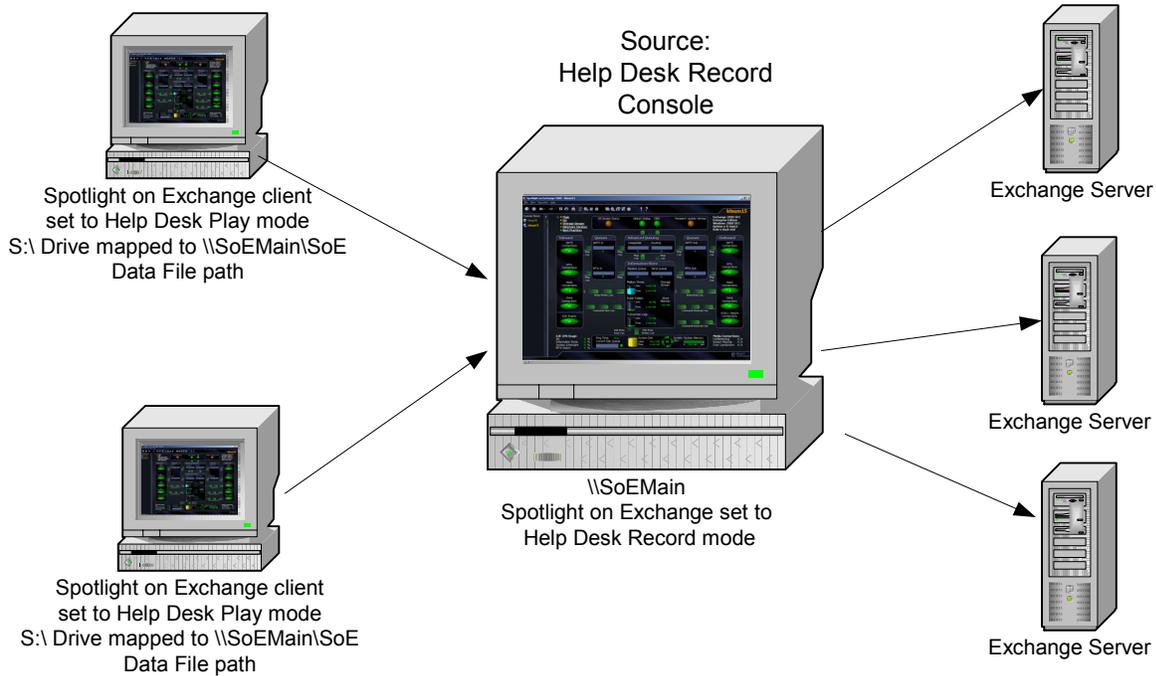
Click  to browse to the storage location.

- Click **OK**.
- Start Spotlight on Exchange and connect to the corresponding Exchange server for which the data was recorded.



## Using the Help Desk Mode

The following diagram demonstrates the Help Desk mode configuration:



### Record

When you record in Help Desk mode, you make a connection to a live Exchange server. The computer with the live connection is the source. The data on the source is recorded to a shared directory. Non-administrators can read the data files from a client with access to the shared directory. Data files are written for each Exchange server to which you are connected, and are appended at each polling interval.

If you want Spotlight on Exchange Help Desk clients to use HTTP to access this server, you need to create a virtual directory for this folder in your IIS set up. For example, you can create a virtual directory "DataFilePath" on folder "C:\\DataRecorder\_DataFile".



You should copy default.asp from <Install Drive>:\\Program Files\\Quest Software\\Spotlight\\DataRecorderUtility to the virtual directory you created.

**To record in Help Desk mode**

1. Start the Data Recorder on the source computer.
2. Select **Record** under the Help Desk label.
3. Enter the location for the stored data files.

– OR –

Click  to browse to the storage location.

4. Click **OK**.
5. Start Spotlight on Exchange and connect to an Exchange server.



The data files must be stored to a shared or virtual directory.

**Play**

When you use the Help Desk mode, the stored data can be played on a remote client with access to the shared or virtual directory. Users can also use HTTP to view the data.



You should disable the Debug Logging option during the Help Desk Play mode.

**To play data on the client computer using a shared directory**

1. Obtain the server name and the name of the shared directory containing the Spotlight on Exchange data files from the Exchange administrator.
2. Map a drive to the location of the shared directory.
3. Start the Data Recorder.
4. Enter the location for the stored data files.

– OR –

Click  to browse to the location of the stored data files on the mapped drive.

5. Select **Play** under the Help Desk label.

## Data Recorder

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- Click **OK**.
- Start Spotlight on Exchange and connect to the corresponding Exchange server for which the data has been recorded.

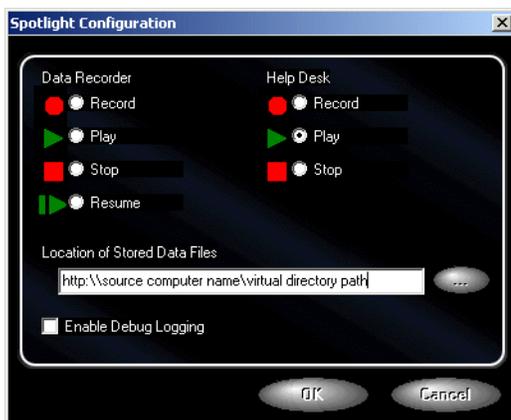
*Spotlight on Exchange displays recorded data from a live Exchange server stored on the source computer.*



### **To play data on the client computer using HTTP**

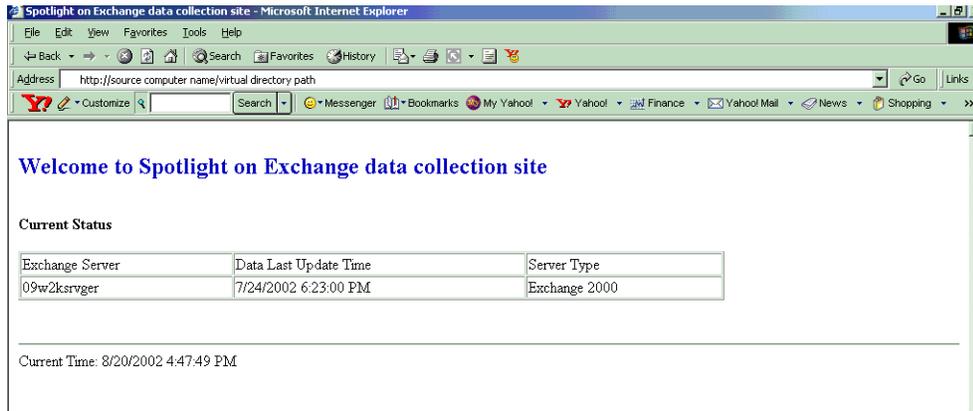
- Obtain the URL containing the Spotlight on Exchange data files from the Exchange administrator.
- Start the Data Recorder.
- Enter the URL in the Location of Stored Data Files box.
- Select **Play** under the Help Desk label.
- Click **OK**.
- Start Spotlight on Exchange and connect to the corresponding Exchange server for which the data has been recorded.

*Spotlight on Exchange displays the recorded data stored on the source computer from a live Exchange server.*



## Verify Recording Activity

The Help Desk client computer will continue to display recorded data even when the source computer has stopped recording. As a result, you may not be aware that the source computer has stopped recording. You can type the URL address of the path of the recorded files in the source computer into your Web browser to verify that the source Help Desk computer is still recording. You can compare the current time with the last recording time of the data by viewing the Data Last Update Time field in the Current Status table, as shown in the image below:

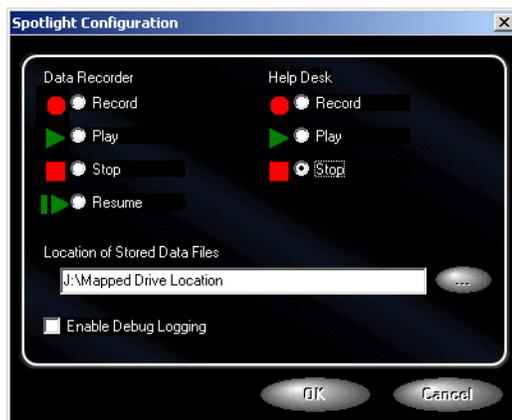


## Stop

When Help Desk play mode is stopped on Spotlight on Exchange Help Desk clients, Spotlight on Exchange will not display the recorded data but will establish a live connection with the Exchange server the next time you launch Spotlight on Exchange.

### To stop recording or playing in Help Desk mode

1. Exit Spotlight on Exchange.
2. Start the Data Recorder.
3. Select **Stop** under the Help Desk label.
4. Click **OK**.



### Using the Debug Logging Feature

When Debug Logging is initialized, issues that occur when Spotlight on Exchange is running are entered into the SOE\_INFO log file. You can view the SOE\_INFO log file to analyze the issues.



The SOE\_INFO log file is stored in the <Install Drive>:\Program Files\Quest Software\Plug-ins\PerMonDataSource directory.

#### **To start the Debug Logging feature**

1. Exit Spotlight on Exchange.
2. Start the Data Recorder.
3. Select the **Enable Debug Logging** check box.
4. Click **OK**.
5. Start Spotlight on Exchange and connect to an Exchange server.

#### **To stop the Debug Logging feature.**

1. Exit Spotlight on Exchange.
2. Start the Data Recorder.
3. Clear the **Enable Debug Logging** check box.
4. Click **OK**.

## Frequently Asked Questions

You should review the following section to read answers to the most common questions asked about the Spotlight on Exchange Data Recorder:

### Data Recorder Mode

#### **Where are the Data Recorder files stored?**

The Data Recorder .xml files are stored in the location specified by the user. For more information about storage location, see ["To record data from a live Exchange server" on page 8](#).

#### **How can I tell if Spotlight on Exchange is playing recorded data?**

There is a Data Recorder indicator on the Spotlight on Exchange user interface. For more information please see ["Spotlight on Exchange Mode Indicator" on page 7](#).

#### **How can I view and edit the data files?**

You can use Internet Explorer to read the data files. To edit the data files, you can use Microsoft XML Notepad, which can be downloaded from the Microsoft Web site.

## Help Desk Mode

### What is Help Desk mode?

The data recorded by one Help Desk server can be replayed by one or more remote Spotlight on Exchange Help Desk clients in real time.

### Why is Help Desk mode useful?

Help Desk mode allows:

- Multiple Spotlight on Exchange clients to monitor the same server while collecting data only once.
- Users to view data from an Exchange server without administrative privileges.
- Internet Spotlight on Exchange users to pass through firewall protection using http protocol.