

Quest Availability Suite for Exchange

FEWER OUTAGES, ZERO DOWNTIME

The Quest Availability Suite for Exchange includes:

- Availability Manager for Exchange
- Spotlight on Exchange
- Management Console for Exchange

Organizations are so reliant upon e-mail that even short e-mail disruptions can lead to significant productivity and financial losses. As a result, Exchange administrators face tremendous pressure to promptly rectify issues in Exchange and to ensure that their e-mail system remains operational at all times.

Exchange bottlenecks can bring productivity across the organization to a standstill. When outages occur, most end users cannot access their e-mail, send or receive messages, or view their calendar information and contact lists. Since so much business critical information is housed in e-mail and e-mail-attached documents, administrators must keep end users' e-mail functionality at peak performance – even when outages occur – so that the organization is productive and efficient.

Quest® Availability Suite for Exchange ensures the performance and availability of Exchange environments, maintaining the productivity of end users even when outages occur. Benefits include the following:

Always Available E-Mail

In the event of an outage (either planned or unplanned), Quest® Availability Manager for Exchange automatically switches users to a defined Exchange server/store where they will continue to have send/receive e-mail capabilities. With Availability Manager, you can maintain higher service level agreements (SLAs) by ensuring that users can send/receive e-mails within minutes after a disaster. As a result, recovery teams have time to restore their Exchange servers properly, without the additional pressure caused by end users when e-mail is down.

During an outage, users continue to have ongoing access to historical messages using their familiar Outlook client. After the failed server/store has been restored, users and their e-mails, are moved back to their original server without any data loss. Availability Manager provides the confidence that comes with maintaining availability control in-house, and peace of mind that critical business information will be available both during and after an outage.

Diagnostics and Resolution for Exchange Servers

Quest® Spotlight® on Exchange diagnoses and resolves bottlenecks more effectively by displaying the real-time activity of all Exchange components in a single interface. When problems arise, Spotlight displays the components of the messaging and collaboration architecture so you can accurately and efficiently pinpoint the source of these problems.

Spotlight maximizes the availability and responsiveness of Exchange servers, delivering faster problem resolution and reducing downtime. Since Spotlight greatly simplifies diagnostics tasks, it accelerates resolution and reduces associated Exchange management and migration costs. Centralized diagnostics provide simple, quick identification of problems that would normally require the use of multiple native tools to diagnose.



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For system requirements, please refer to individual product information.

Availability Manager for Exchange

ZeroIMPACT on Users: Availability Manager allows users to continue sending and receiving e-mails, even in the event of an e-mail outage.

Outage Detection: Availability Manager detects your e-mail outage and recognizes the type of e-mail outage (i.e. planned server restart versus disaster).

Safe Switch: Availability Manager's e-mail switch capabilities allow administrators to move users from a failed Exchange server or store to another server or store, and vice versa. When the administrator switches users back, there is no loss of data.

Spotlight on Exchange

Topology Viewer: Spotlight's unique Topology Viewer provides a high-level view of your entire Exchange organization and displays the status of core operations on your Exchange servers. It auto-discovers in seconds and presents your entire Exchange organization at a glance, providing familiar multi-color visual alerts when thresholds are exceeded.

Expert Help: Expert Help is your checklist for troubleshooting every aspect of your Exchange environment, helping you to identify and resolve issues faster.

Graphical Diagnostics Console: Spotlight's intuitive Diagnostic Console, displays the real-time server processes and flow of data, indicating resource bottlenecks and immediately directing you to the problem.

Real-Time Tests: Spotlight tests the availability and performance of your Exchange environment, including the messaging server and all back-end application support processes. Tests can be scheduled for routine execution, and the proactive notifications serve as early warnings to reduce system downtime and disruption.

Management Console for Exchange

Integrated Solution: The Availability Suite works with the Quest® Management Console for Exchange, allowing you to manage Exchange and its supporting infrastructure from within the Microsoft Management Console (MMC).



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