

M86 MailMarshal SMTP SCOM Management Pack

Microsoft System Center Operations Manager

The M86 MailMarshal SMTP SCOM Management Pack is an optional module for use with Microsoft System Center Operations Manager™. It enables live and historical monitoring of events and alerts on M86 MailMarshal Servers. The M86 MailMarshal SMTP SCOM Management Pack provides specific M86 MailMarshal event integration including performance counters, security alerts, critical error alerts and general system health.

KEY BENEFITS

The M86 MailMarshal SMTP SCOM Management pack is a customized set of tools, scripts and reports designed to feed specific M86 MailMarshal SMTP data to the SCOM administration console. This in turn provides the administrator with a range of important benefits:

- **High Availability and Reliability**
 - Helps to support high availability and uptime for email. SCOM enables administrators to monitor the health of their M86 MailMarshal environment and proactively address issues that may indicate a threat to email availability. E.g. if disk space is running low on a M86 MailMarshal logging server or if message queue length is exceeding established norms.
- **Improved Productivity and Efficiency**
 - SCOM Management Pack allows administrators to consolidate network management tasks into one application. This improves productivity by providing a single point of administration. The SCOM Management Pack also allows automatic restarting of M86 MailMarshal services, improving response times.
- **Increased Knowledge & Awareness**
 - Administrators are able to see M86 MailMarshal as part of the overall network environment and gain an understanding of how operations are affected during peak demand times. Administrators are also able to observe traffic patterns and understand what is normal to the network-and what is not.

THE BUSINESS ISSUE

Running large scale IT networks is a critical part of any modern organization's daily operations. Microsoft System Center Operations Manager (SCOM) is a tool that can centralize and streamline many of the tasks associated with maintaining large IT infrastructures:

“Microsoft System Center Operations Manager helps provide you with the knowledge to avoid the avoidable-reducing the complexity associated with managing today's IT infrastructure environment and lowering the cost of operations.”

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SCOM allows network administrators to consolidate monitoring information for multiple servers and set customized trigger levels for events and alerts. This means that administrators can rely on SCOM to alert them to potential issues pulled together from many separate sources, improving efficiency and focusing the administrator's efforts on key tasks.

THE SOLUTION

M86 MailMarshal SMTP is an email security and anti-spam solution used by more than 40% of the Global Fortune 500 Companies. Many of the world's largest companies have selected M86 MailMarshal for its extensive enterprise-class functionality, scalability and reliability. M86 MailMarshal is well suited to large, distributed multi-server environments. This support for large-scale IT environments complements the design and purpose of SCOM.

SCOM allows an IT administrator to monitor and report on many different computers in a network from a central console. It can monitor the hardware (including disk space and processor performance) as well as specific applications running on those computers.

SCOM also supports the use of special Management Packs which have been created to allow customized, integrated management of third-party applications. Examples of applications with Management Packs include Active Directory, Microsoft SQL Server and Microsoft Exchange Server.

The M86 MailMarshal SMTP SCOM Management Pack is one such package; allowing specific monitoring of M86 MailMarshal events with Microsoft System Center Operations Manager. The Management Pack supports monitoring of one or multiple M86 MailMarshal servers, enabling consolidated event management of an entire M86 MailMarshal SMTP environment.

The M86 MailMarshal SMTP SCOM Management Pack monitors over 30 unique events including performance, processing, services and security events.

LIST OF EVENTS AND ALERTS

1. Database error (Array Manager error)
2. License expired (Array Manager error)
3. License is nearing expiration (Array Manager error)
4. Failed to deploy configuration (MMController error)
5. Transaction log file error (MMController error)
6. Dynamic config reload failed (MMEngine warning)
7. MIME format error (MMEngine warning)
8. Failed to deadletter (MMEngine error)
9. Resident virus scanner found (MMEngine error)
10. External command error (MMEngine error)
11. Fatal virus scanner error (MMEngine error)
12. Message processing error (MMEngine error)
13. Message unpacking error (MMEngine error)
14. DNS error (MMReceiver warnings)
15. Dynamic config reload failed (MMReceiver warnings)
16. Relay attempt (MMReceiver warnings)
17. DNS alert raised (MMReceiver warnings)
18. Disk space alert raised (MMReceiver warnings)
19. Buffer limit exceeded (MMReceiver errors)
20. Thread cleanup error (MMReceiver errors)
21. Disk full (MMReceiver errors)
22. Possible SMTP attack (MMReceiver errors)
23. Ruleset/Rule error (MMReceiver errors)
24. Dynamic config reload failed (MMSender warnings)
25. All worker threads are busy (MMSender warnings)
26. Network transport error (MMSender warnings)
27. Protocol error (MMSender warnings)
28. Timed out waiting for external command (MMSender warnings)
29. Thread cleanup error (MMSender errors)
30. Queuing message for delivery error (MMSender errors)
31. Failed to deadletter (MMSender errors)
32. Failed to generate notification (MMSender errors)
33. Failed to open connection (MMSender errors)
34. Failed to deliver (POP3) (MMSender errors)

LIST OF PERFORMANCE COUNTERS

1. MMEngine Messages Total / sec
2. MMEngine Bytes Total/sec
3. MMEngine Time Behind
4. MMEngine Virus Detected
5. MMSender Messages External / sec
6. MMSender Active Connections External
7. MMReceiver Active Sessions
8. MMReceiver Messages per Second

SYSTEM REQUIREMENTS

SCOM – Microsoft System Center Operations Manager
2007 Service Pack 1 or later

M86 MailMarshal – M86 MailMarshal SMTP version 6.1.4.441
or later

ABOUT M86 SECURITY

M86 Security is the global expert in real-time threat protection and the industry's leading Secure Web Gateway provider. The company's appliance, software, and Software as a Service (SaaS) solutions for Web and email security protect more than 24,000 customers and over 17 million users worldwide. M86 products use patented real-time code analysis and behavior-based malware detection technologies as well as threat intelligence from M86 Security Labs to protect networks against new and advance threats, secure confidential information, and ensure regulatory compliance. The company is based in Orange, California with international headquarters in London and development centers in California, Israel, and New Zealand.

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Corporate Headquarters
828 West Taft Avenue
Orange, CA 92865
United States
Phone: +1 (714) 282-6111
Fax: +1 (714) 282-6116

International Headquarters
Renaissance 2200
Basing View, Basingstoke
Hampshire RG21 4EQ
United Kingdom
Phone: +44 (0) 1256 848 080
Fax: +44 (0) 1256 848 060

Asia-Pacific
Millennium Centre, Bldg C, Level 1
600 Great South Road
Ellerslie, Auckland, 1051
New Zealand
Phone: +64 (0) 9 984 5700
Fax: +64 (0) 9 984 5720

Version 04/06/10