



PROMODAG REPORTS 14

Getting started

Office 365

COPYRIGHTS

Copyright © 1999 - 2024 PROMODAG SA. All rights reserved.

Information in this document is subject to change without notice. The software described in this document is furnished under a license agreement or nondisclosure agreement. The software may be used or copied only in accordance with the terms of those agreements. No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or any means electronic or mechanical, including photocopying and recording for any purpose other than the purchaser's personal use without the written permission of PROMODAG SA.

PROMODAG SA
8, rue Charles-Pathé
94300 VINCENNES
France

<https://www.promodag.com>

Rev- 10 - 02/2024

TABLE OF CONTENTS

Introducing Promodag Reports	4
How does it work?	5
Chapter 1 - Prerequisites	6
A - Computer requirements	6
B - Certificate-based authentication to Office 365	6
C - User-based authentication to Office 365	8
D - SQL Server requirements for Promodag Reports Enterprise edition	9
Chapter 2 - Getting started	10
A - Evaluating the product	10
B - Installing the application	10
C - Initial setup	10
Chapter 3 - Using reports	17
A - How to find your way?	17
B - Creating new custom reports	17
C - Saving custom reports	20
D - Previewing, exporting, publishing and e-mailing reports	21
Support	22
Index	23

About this guide

This guide is designed to provide a quick introduction to Promodag Reports for Microsoft Exchange, and it describes steps from getting started to producing the first report.

For more details about specific features of Promodag Reports, please refer to the online Help system.

Introducing Promodag Reports

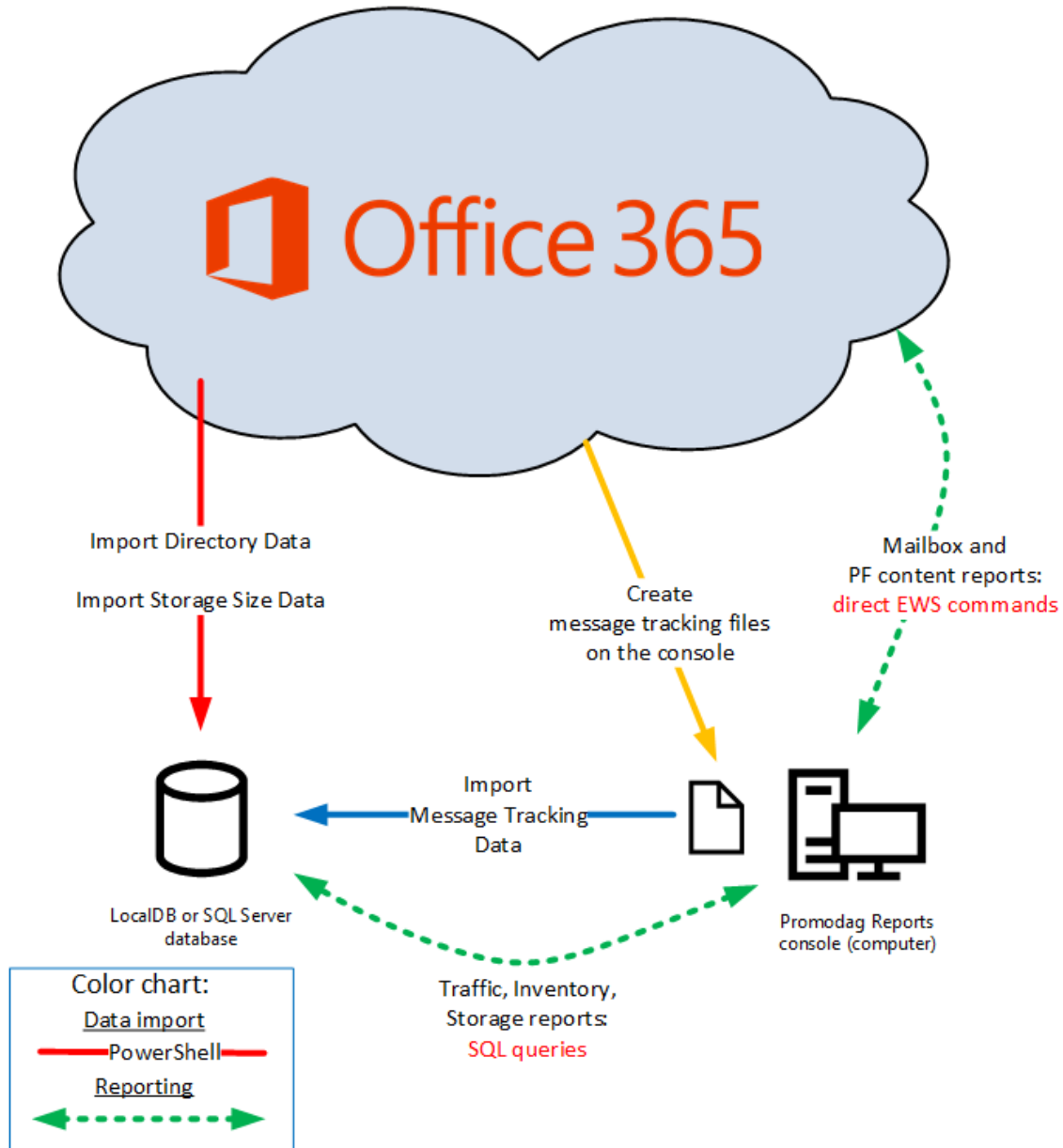
Promodag Reports is an advanced and cost-effective reporting tool that enables administrators and IT managers to obtain valuable information about all aspects of their email system.

With its powerful and easy-to-understand features, Promodag Reports produces comprehensive reports that you can rely on to ensure better security, business continuity, and to get a better understanding on the email activity within your organization.

Promodag Reports is easy to install and configure. Reports use native Office 365 data sources. The product collects and stores the necessary data into a SQL Server Express LocalDB or SQL Server database. You can choose from over 30 ready-made report templates and publish reports to various destinations in different formats. All operations can be easily automated and scheduled so you can set up the product and forget about it.

How does it work?

Office 365 environments: schematic system layout



Chapter 1 - Prerequisites

A - Computer requirements

The 'Promodag computer' is the computer on which Promodag Reports is installed.

Promodag Reports can be installed on a machine running a supported desktop or server operating system. It is not recommended to install it on a strategic element of your environment, for example a GC server or an Exchange server.

1 - Computer hardware and software requirements

- Computer: A Core i3 Intel Processor with 4 GB of RAM or an equivalent Virtual Machine.
- Supported operating systems: A 64-bit version of Windows 10/Windows Server 2016 to Windows 11/Windows Server 2022. Core versions of Microsoft Windows Server are not supported.
- The Windows Remote Management (WS-Management) service should be enabled and set to Automatic (Delayed Start).

2 - Internet access

The computer must have access to the Internet and the endpoints whose list is regularly updated by Microsoft must be reachable for customers using Office 365 plans, including Government Community Cloud (GCC).

B - Certificate-based authentication to Office 365

If your company's security policy doesn't allow you to use an account and password to access Office 365 or if you use MFA, you can skip the **User-based authentication** mode and use the **Certificate-based authentication** mode instead. You can make this choice in the Configuration Wizard or in the Office 365 configuration tab of **Tools > Options**.


1. Create the certificate and the Promodag Reports Application

Please follow these steps to create the Promodag Reports Application, the certificate and register them in Azure AD:

Prerequisites

The computer's operating system version must be greater than or equal to Windows 10/Windows Server 2016.

The AzureAD PowerShell module should be installed on the computer. If it is not, please proceed with these steps:

1. Click  and search for PowerShell > Windows PowerShell and run it as administrator.
2. Install the AzureAD module: [Install-Module AzureAD -Scope CurrentUser](#)

Create the certificate and application using the provided script

These steps will enable you to create a self-signed certificate valid for two years in the same directory as the script, and an application named "Promodag Reports Application" in Azure to access your tenant.

1. Navigate to the script directory: C:\Users\Public\Documents\Promodag\Reports\
2. Run the script: [.\CreateRepexApp.ps1](#)
3. Enter certificate password at prompt and write it down.

Getting started with Promodag Reports

4. The script will proceed and you will be prompted to sign-in to Office 365. Use a Global Administrator account.
5. A certificate valid for 2 years has now been created in the script directory with the name "RepexAppCertificate.pfx". The application has been created in Azure with the name "Promodag Reports Application".
6. The script displays the summary information to be used in Promodag Reports: Application ID and certificate path, plus a link to connect to Azure and authorize the newly created application. This information is then saved into a file in the current directory.

```
Input certificate password, please: ****
[INFO] Creating the client application (Promodag Reports Application )
[INFO] '...'@promodag.com' added as an application owner to app 'Promodag Reports Application '
[INFO] Done creating the client application (Promodag Reports Application )
[INFO] Getting API permissions for Microsoft Graph, Microsoft 365 Exchange Online, Microsoft 365 SharePoint Online
[INFO] Granting permissions ...

-----
| Your Promodag Reports application and certificate has been successfully generated. |
-----

Tenant domain: promodag.com
Tenant Id: c4ec82ad-f7a6-4... Be8
Application name: Promodag Reports Application
Application Id: 7314e090-... 0d0858b
Certificate file: .\RepexAppCertificate.pfx
Certificate expiration: 11/24/2025 12:16:08

Copy the below URL and paste it into your browser to grant permission to the application:
URL: https://portal.azure.com/#blade/Microsoft_AAD_RegisteredApps/ApplicationMenuBlade/CallAnAPI/appId/7... 11b
0d0858b/objectId/a326... 5c9f1/isMSAApp/

A summary of these information has been saved in .\RepexAppCreation.log
```

2. Authorize this new application in Azure

Grant admin consent

1. Paste the link displayed in a web browser to connect to Azure. The Promodag Reports Application | API permissions page opens.
2. Click **Grant admin consent for <name of your Office 365 tenant>**.
3. Review the permissions granted to the application (see the help file for detailed information).

Optional: You can delete the self-signed certificate and use your own if you prefer. See the help file on how to do it.

Assign the Global Reader role to the Promodag Reports Application

Please follow these steps to assign the Global Reader role to the Promodag Reports Application in Azure AD:

1. On the Azure AD portal at <https://portal.azure.com/>, under Manage Azure Active Directory, click **View**.
2. On the Overview page that opens, under Manage, select Roles and administrators.
3. On the Roles and administrators page that opens, find and select the Global Reader role by clicking on the name of the role (not the check box) in the results.
4. On the Global Reader | Assignments page that opens, click **Add assignments**.
5. In the Add assignments page that opens, click **No member selected** under Select member(s)* and select the previously created Promodag Reports Application. You can use the Application ID set in the Office 365 configuration tab of **Tools > Options** to identify it if several Promodag applications are listed.
6. When you're finished, click **Assign**.

7. Back on the Global Reader | Assignments page, verify that the Promodag Reports Application has been assigned to the Global Reader role.

3. Apply "Promodag Reports Application" settings to Promodag Reports

Please make sure that you have retrieved the following information the first step:

- Application ID,
 - Certificate path,
 - Certificate password.
1. In Promodag Reports, go to **Tools > Options**, Office 365 configuration.
 2. Select Certificate-based authentication.
 3. Enter the Application ID, Certificate file path and Certificate password in the corresponding fields.
 4. Click the [Check validity](#) link to verify the certificate expiration date.
 5. Click the [Check connection](#) links to verify that Promodag Reports can connect to your tenant using the Azure application and the certificate.

C - User-based authentication to Office 365

Promodag Reports can collect information from your Office 365 tenant through a user with specific permissions. It is possible to use an existing account; however, we recommend creating a dedicated user for that purpose. This account must not be subject to multi-factor authentication (MFA). You can make this choice in the Configuration Wizard or in the Office 365 configuration tab of **Tools > Options**.

1. Create a user account for Promodag Reports

- Sign in to Microsoft 365 Admin Center as an administrator.
- Click **Users > Active users** and select Add a user.
- Choose a Display name and a user name, for example 'Promodag user'.

2. Assigning the appropriate roles to the Office 365 Promodag user

- Sign in to Microsoft 365 Admin Center as an administrator.
- Click **Admin > Exchange** to open the Exchange Admin Center.
- Click **Roles > Admin roles** and then click **Add role group**.
- In the Set up the basics window that appears, enter a name and a description pour this new group, for example 'Promodag Reports Role Group'.
- In Permissions, select the Mail Recipients and View-Only Recipients roles.
- In Admins, add the Promodag user.
- Click **Add role group**.

3. Allowing reports on mailbox content

Some additional conditions must be met to allow Promodag Reports to retrieve the content of mailboxes when running the reports of the Mailbox Content category:

- The Promodag user must be assigned a user mailbox and therefore an Office 365 license.
- Grant the ApplicationImpersonation role to the Office 365 Promodag user. To assign this role, please edit the role group created at the previous step, open the Permissions tab and add the ApplicationImpersonation role.
- If you use Modern Authentication with Office 365, authorize Promodag Reports in Azure AD. To perform this task, open the application, go to Tools > Options, test your connection in Office 365 configuration and follow the instructions provided .

Getting started with Promodag Reports

Note : The ApplicationImpersonation role is about to be deprecated (May, 2024) and it will no longer be possible to run reports on mailbox and public folder content.

D - SQL Server requirements for Promodag Reports Enterprise edition

1. Supported versions

Promodag Reports supports all editions of Microsoft SQL Server from SQL Server 2008 to SQL Server 2022.

SQL Server Express (2008 to 2022) may be used with Promodag Reports Enterprise edition; however, database size is limited depending on the version (10 GB for SQL Server 2008 R2/2022 Express and 4 GB for SQL Server 2008 Express).

2. Permissions

The Promodag account must have been granted the **db_owner** role on the Promodag Reports database. It must also have the **public** and **db_datareader** roles on the TEMPDB database.

The ability to create databases requires specific SQL permissions (CREATE DATABASE).

Chapter 2 - Getting started

A - Evaluating the product

You may evaluate Promodag Reports for a period of up to **45 days** from first installation. The only other limitation is that your reports on e-mail traffic can only cover a maximal period of **15 consecutive days**.

You can indeed only import up to 15 consecutive days of Office 365 message tracking files in evaluation mode, which explains the latter restriction.

There is no limitation to the number of report templates you can use - all options being available, during your 45-day evaluation period.

B - Installing the application

Note: Please make sure that your workstation complies with all points listed in Workstation requirements before proceeding with the installation process.

Installing Promodag Reports

- a. Go to <https://www.promodag.com/> to download Promodag Reports.
- b. Choose a temporary directory to store the installation package.
- c. Double-click the installation package to start the installation process.
- d. Simply follow the instructions of the installation wizard.

For more information about default paths for installation and settings, see the help file.

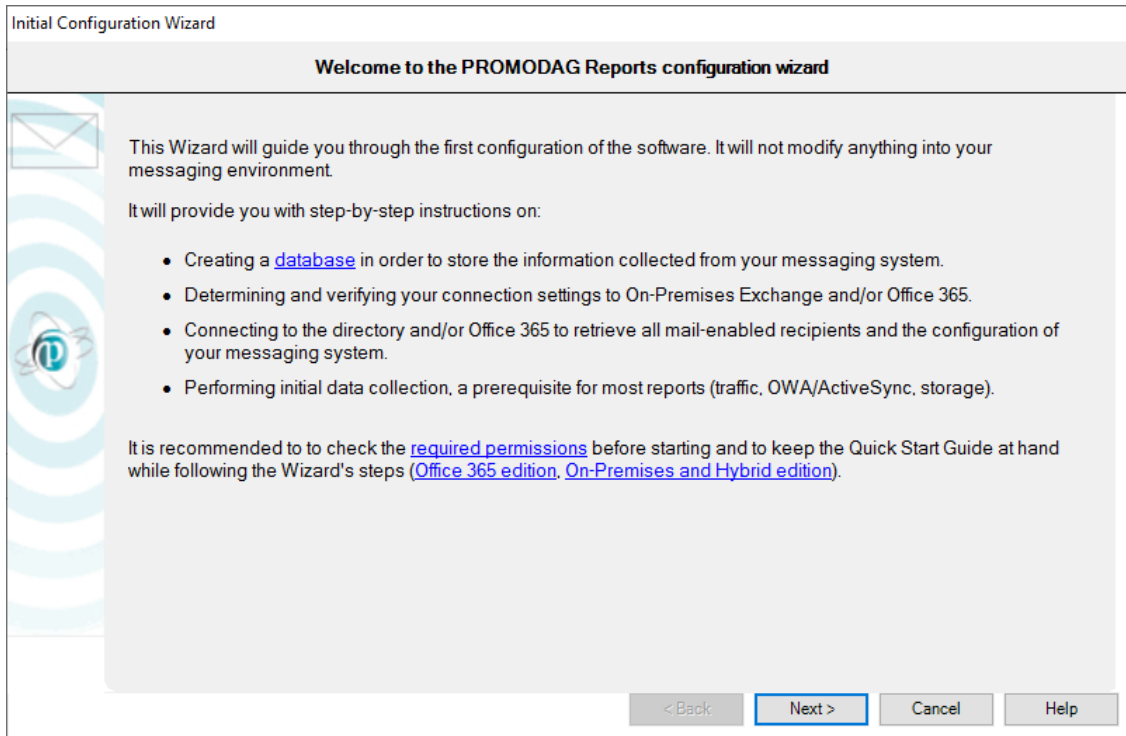
C - Initial setup

Starting the application

From the Start Menu, select Programs > Promodag > Promodag Reports 14 to start Promodag Reports.

The configuration wizard provides a user-friendly interface to start with Promodag Reports. It automatically appears when you run the software for the first time, and guides you through the first configuration of the product.

Getting started with Promodag Reports

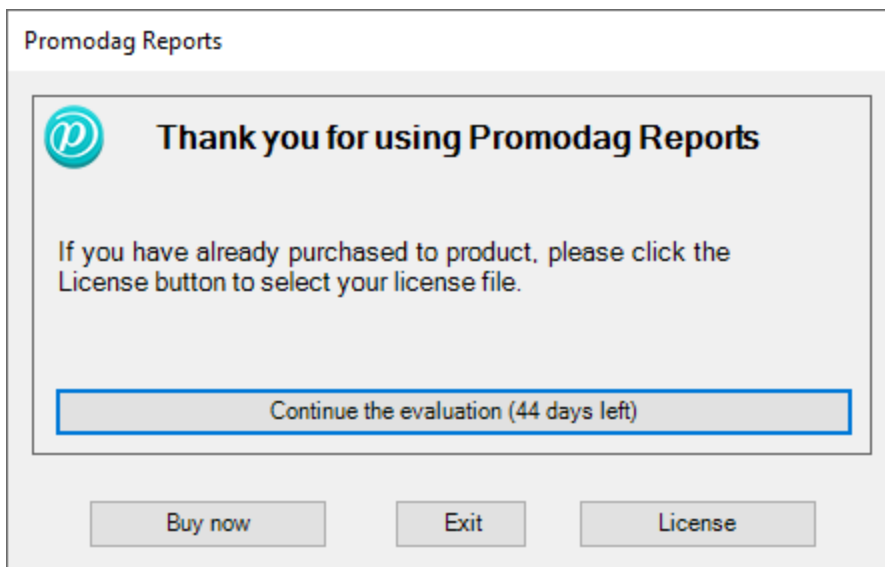


It provides you with instructions on :

1. Evaluating or licensing the product,
2. Creating a new Promodag Reports database,
3. Configuring a connection to your Office 365 tenant,
4. Selecting data sources for traffic and storage size reports,
5. Starting the data import process.

1. Evaluating or licensing the product

This window lets you carry on using Promodag Reports in evaluation mode or apply a valid license to the database.



2. Creating a new Promodag Reports database

Promodag Reports requires a database in order to store the data it collects from Microsoft Exchange. It will then use this data to generate reports. It is possible to create multiple databases.

To create a new database, select the type of your messaging environment, and the type of database that best suits your needs.

Exchange Organization type

- Office 365: The messaging system is hosted by Microsoft. Microsoft Exchange Online is an email, calendar and contacts solution delivered as a Cloud service and it is part of the Office 365 suite.
- Hybrid deployment: Hybrid deployment is a mixed environment: part of the messaging system is hosted in an Office 365 tenant, but the company has kept some Exchange servers on-premise.
- On-Premises: Administrators run the messaging system on their own servers, in their own company.

Select Office 365.

Database type

SQL Server Express LocalDB

- Best suited for small Exchange organization.
- Usable with all editions of Promodag Reports.
- The physical size limit set by Microsoft to LocalDB database files is 10 GB (10,240 MB).
- Microsoft SQL Server LocalDB 2017 is installed with Promodag Reports.
- No multi-user access.
- The database file should be located on the same computer as Promodag Reports.
- Easy upgrade to SQL Server.

Microsoft SQL Server

- Best suited for medium or large Office 365 tenants (more than 1,000 mailboxes).
- Requires the Enterprise edition of Promodag Reports.
- The database size is only limited by disk space on the SQL Server.
- Multi-user access.
- Performance is determined by the power of the SQL server.
- An additional SQL Server license (not provided) may be required.

The LocalDB format is recommended for evaluating the product, for it does not require anything else.

Choose a name for your database. For SQL, enter the name of the server without \\, and then the name of the instance if applicable.

Click **Next** to confirm your settings and move on to the next step.

Getting started with Promodag Reports

Initial Configuration Wizard

Database creation

Promodag Reports requires a database to store the information it collects from your messaging system and generate reports. You may create as many databases as you need.

General | Advanced options

Exchange Organization type [\(more\)](#):

- On-Premises: local installation of your exchange servers.
- Office 365: Microsoft Cloud-based Exchange Online organization.
- Hybrid deployment: a mix of both (some of the mailboxes are local, the others are in Office 365).

Database type:

- Microsoft SQL localdb [\(more\)](#).
- Microsoft SQL Server [\(more\)](#).

Server name:

Database name: [Advanced...](#)

Authentication:

Login:

Password:

Description:

< Back Next > Cancel Help

3. Configuring a connection to your Office 365 tenant

If you have subscribed to an Office 365 GCC High or DoD plan, choose your Office 365 Cloud from the drop-down list.

You can choose between two sets of settings that allow Promodag Reports to access Office 365 resources:

- **Certificate-based authentication (recommended)**: Promodag Reports must be published as an application in Azure. In this context, the permissions are those that have been granted to the application and not to a user. To create this standard Promodag Reports Application and the linked certificate, see "Certificate-based authentication to Office 365", on page 6. To create a custom Azure application manually, see the help file.
 - Pros:
 - No specific user account and mailbox are required, which completely eliminates the problem of password expiration.
 - No Office 365 license is required.
 - Import of Office 365 licenses.
 - Cons: Permissions are granted through an Azure role.
- **User-based authentication**: The permissions are those granted to the Promodag Office 365 account. For more information about the required permissions, see Creating a Promodag user for your Office 365 tenant.
 - Pros: Permissions can be granted to the account in a more granular way.
 - Cons:
 - An Office 365 license for a user and mailbox are required.
 - If the password regularly expires, it must be updated in Promodag Reports.

- This mode is incompatible with MFA.
- No import of Office 365 licenses.

Click **Next** to confirm your settings and move on to the next step.


Initial Configuration Wizard

The Wizard needs to know your parameters to establish a connection to Office 365.

Certificate-based authentication [\(What is it?\)](#) and [How to configure it?](#)

Tenant name: Example: company.onmicrosoft.com

Application ID:

Certificate file: 

Certificate password: [Check validity:](#) November 28 2025

Public folder access mailbox: Example: user@domain.com

User-based authentication [\(What is it?\)](#) and [How to configure it?](#)

To establish a connection to your Office 365 tenant, please enter the credentials of an Office 365 user with the View-Only Recipients, Mail Recipients and ApplicationImpersonation roles.
Click on this link to see how to create this user.

User name: Example: user@domain.com

Password:

Exchange Online PowerShell Module 3.3.0 [Check Powershell connection \(not tested\)](#)
[Check EWS connection \(not tested\)](#)

Office 365 Cloud:

< Back Next > Cancel Help

4. Selecting data sources for traffic and storage size reports

Data sources for traffic reports

Promodag Reports will create and then import Office 365 message tracking files to generate traffic reports. Message tracking data is only available from Office 365 for the past 10 days.

Data sources for storage size reports

The size of mailboxes is selected by default. If you have public folders in the Cloud, select Public folder size.

Click the *Next* button to confirm your settings and move on to the next page.

Getting started with Promodag Reports

Data Source Configuration Wizard

Select the data sources to configure.

Select and configure data sources according to the reports that you want to produce.

Data sources for traffic reports

Message Tracking Files

Import from: To:

Data sources for storage size reports

- Mailbox size
- Mailbox folder size
- Public folder size
- Mailbox count per database
- Mobile device statistics

To run this wizard again, use the Tools > Configuration Wizard option.

< Back **Next >** Cancel Help

5. Starting the import data process

Processing imports

Click **Finish** to start importing data. The complete process includes all previously configured steps and can take some time depending on your selections.

Data Source Configuration Wizard

The configuration wizard has now collected sufficient information import data and run reports.

Congratulations! You have now completed the last step of this wizard.

By clicking the Finish button you will save your changes and immediately start importing data from the following data sources:

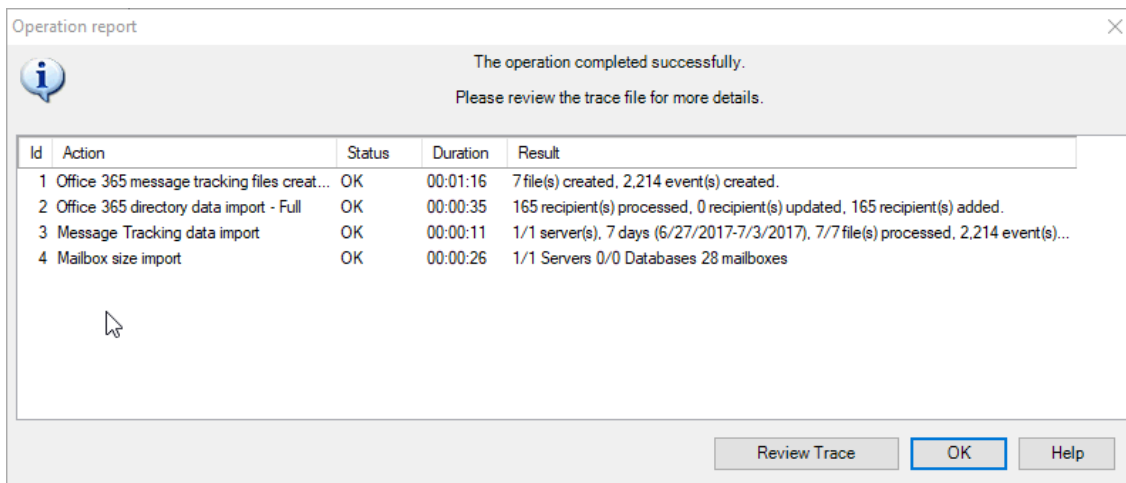
- Import the structure of your Exchange organization
- Import data for traffic reports
- Import data for storage size reports

< Back Finish **Cancel** Help

Promodag Reports

1. Imports recipients from Office 365,
2. Creates message tracking files,
3. Imports message tracking data,
4. Imports storage size data.

Each operation finishes off by displaying an operation report dialog box. A trace file is also recorded and can be used to troubleshoot possible errors or resolve various configuration issues. If you need to do so, use the Consult Trace Files option to view the content of the last trace files.




Chapter 3 - Using reports

A - How to find your way?

Promodag Reports includes about 30 report templates adapted to Office 365 that you can use to create your own custom reports.


1. Report templates

To open a template, you can either

1. Use the Templates menu.
2. Use the Report Explorer, on the left pane of the main window. It can be hidden or displayed by clicking the  icon.

Before you start using the product, we suggest you open our List of reports templates in the embedded help file.

Templates are grouped in categories, such as **Storage** or **Billing** for example. These categories appear as main nodes in the Report Explorer and they cannot be modified. The names of these categories are meant to help you find your way among templates. Each entry comes with a short description.

Graphical reports are distinguished from tabular reports in the **Templates** menu as well as in the Report Explorer by a specific  icon.

EXAMPLE

- A template that would let you generate a report showing the size of public folders is likely to be found in the category called **Storage**. If you open that category, you will find a template called Public Folder Storage Information.
- Should you likewise need to produce a report showing the top 10 email senders in your organization, open the category called **Mailbox Traffic**. If you open that category, you will find a template called Mailbox by Traffic Level.

2. Canned reports (Favorites)

The software is delivered with a number of ready-to use custom reports, for example: 'What are the 10 largest mailboxes'. These canned reports are available on the Favorites menu and they are grouped in custom categories based on the main use cases of the product: **Traffic Analysis and SLA Reporting, Compliance, Capacity Planning and Exchange Migrations, Chargeback**.

You can rename these sample reports or delete them at will. You can also rearrange the existing tree or create your own hierarchy in the **Favorites** menu.

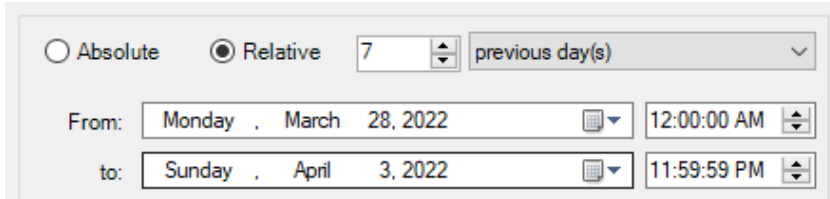
B - Creating new custom reports

1. Selecting a valid reporting period

Period tab and data sources

Many report templates include a Period tab: all traffic reports and some reports on storage size. These templates share in common the use of data that must previously be imported into the database.

Getting started with Promodag Reports



The screenshot shows a control panel for selecting a reporting period. It features two radio buttons: 'Absolute' (unselected) and 'Relative' (selected). To the right of the 'Relative' button is a numeric input field containing the number '7' and a dropdown menu set to 'previous day(s)'. Below this, there are two rows of date and time pickers. The first row is labeled 'From:' and shows 'Monday, March 28, 2022' with a calendar icon and '12:00:00 AM' with a time picker icon. The second row is labeled 'to:' and shows 'Sunday, April 3, 2022' with a calendar icon and '11:59:59 PM' with a time picker icon.

What reporting period can be selected?

The time range you select in the **Period** tab must always be covered by matching data imports.

EXAMPLE

Requesting a report on mailbox traffic for January until June last year will not work if you have only started to import message tracking files of this year. If you do so, you will get a message to inform you that 'No data was found for the selected period'.

Note: In evaluation mode, it is only possible to import 15 days of data: as a consequence, it is also only possible to report on that same time period.

For more information on the limitations of the evaluation mode, see Evaluating the product.

2. Selecting recipients

Selection tab and recipients

All report templates include a **Selection** tab. This feature lets you include recipients whose traffic, content or storage must be displayed in the report.

A recipient can be a mailbox, a distribution group, a public folder or a mail contact.

Recipients are imported with most of their attributes into the database, which lets you select them using the attribute of your choice in the **Selection** tab.

EXAMPLE

Mailboxes can be selected by Country, or Department, or Employee ID.

The screenshot shows a web interface for selecting mailboxes. At the top, there are two radio buttons: "All organization mailboxes" (unselected) and "Mailboxes by:" (selected). Below "Mailboxes by:" is a dropdown menu currently set to "Department". Underneath is a "Selection:" section with a search bar containing "Enter text to search..." and a magnifying glass icon. Below the search bar is a list of mailboxes with checkboxes: "[no value]", "Administration", "Development", "Management", "R & D", "Sales", "Spam", "Support", and "Training". To the right of the list are three sets of four small square icons, likely for grid or list view toggles. At the top left of the list area, it says "... 10 / 10 (0 Selected)".

What recipients can be selected?

Each report template focuses on a specific aspect of the messaging system. As a consequence, the available **Selection** tabs differ depending on the scope of the report template.

EXAMPLE

A report template focused on mailbox traffic will let you select mailboxes, whereas a report template dedicated to public folder content will let you select public folders only.

Some transverse templates like Find Specific Messages, that is focused on messages, will let you select different recipient types: mailboxes, or distribution groups, or public folders.

Excluding recipients

Click the **Exclude >>** button to exclude recipients from the report using the same principle.

3. Selecting correspondents

The 'correspondents' are those who sent messages to or received messages from your selection of recipients.

The vast majority of traffic report templates include a **Correspondents** tab. This feature lets you filter the correspondents of the recipients previously selected in the **Selection** tab.

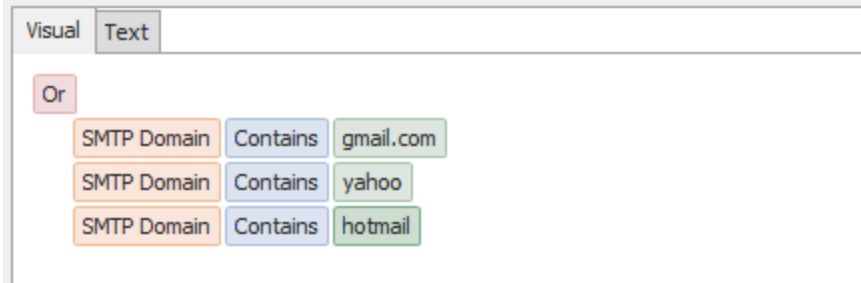
The most usually available option allows you to select correspondents by address type.

- To select all internal correspondents, select: Correspondent type, Is any of, Internal.
- To select all external correspondents, select: Correspondent type, Is any of, External.
- To select all application agents, devices etc. that have an SMTP address but no mailbox, select: Correspondent type, Is any of, Unidentified local recipient.

EXAMPLE

You may want to select correspondents from specific SMTP domains, for example the gmail.com, yahoo and hotmail correspondents of the selection of mailboxes you have just checked in the **Selection** tab.

Getting started with Promodag Reports

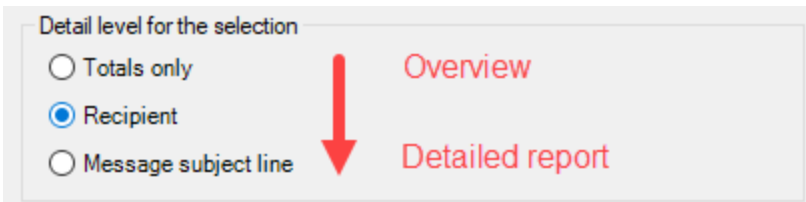


4. Selecting the right detail level

Many report templates include a **Content** tab with *Detail level* options. This feature is aimed at focusing the report at different levels.

EXAMPLE

A report template on recipient traffic such as General Mailbox Traffic includes three detail levels: Totals only, Recipient and Message subject line. If you select Totals only, it will merely display a cumulated total of all messages sent/received by the selected recipients, whereas it would display each single message if you had selected Message subject line.



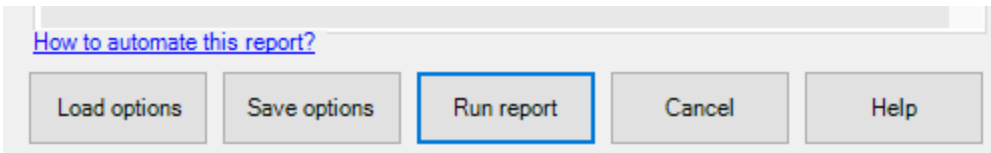
The same principle applies to all other templates that have a *Detail level* option: the more you go down the list, the more detailed the report will be.

C - Saving custom reports

1. Saving and reloading a report with its options

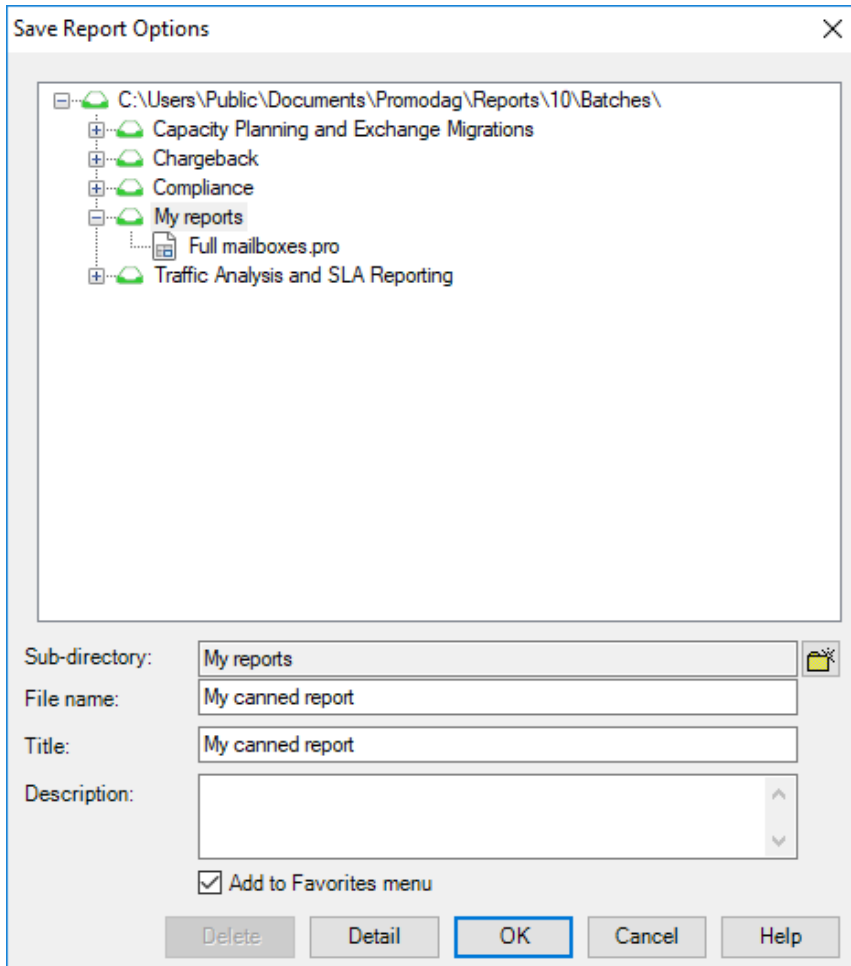
To create and save a new custom report, select a report template from the Templates menu, and select the options of your choice. You may also record specific selection settings separately if you plan to reuse them in other reports.

- Click the *Save options* button at the bottom of the report interface to save the option file.
- Click the *Load options* button to reload it once the report interface is open.



2. Adding a report to the Favorites

Make your own custom reports available in the Favorites menu by selecting the 'Add to Favorites menu' check box before saving them.



D - Previewing, exporting, publishing and e-mailing reports

A report can either be previewed on screen, exported to various file formats, published to a SharePoint document library or automatically attached to an e-mail and sent to a recipient of your choice.

1. Previewing reports

The default output is 'Screen'. It is recommended to use it when generating a report for the first time, so that you can reload your options and adapt them if necessary.

2. Exporting reports

Use the File > Export Report option once the report is available for preview on screen.

Available formats

Reports can be exported to different file formats: CSV, PDF, XLS, XLSX, RTF, HTML, MHT.

3. Publishing reports

You can export reports

- To your Intranet: Export reports as PDF or HTML files to the web root of your intranet.
- To a public folder: Select the 'Exchange folder' output option.

Getting started with Promodag Reports

- To SharePoint: Select the SharePoint output option. The default server and document library can be selected in the Export tab of Tools > Options.

4. E-mailing reports

All reports can be emailed to specific recipients, by selecting the Email output option. Moreover, the Individual reports tab allows you to email reports to all mailboxes selected in the report.

Support

This page provides an overview of Promodag support resources for our existing users and newcomers evaluating the product. Alongside a suite of on-line resource tools focused on addressing common user issues, we also provide a dedicated support system.

Self-help resources

The quickest starting point for your support needs is to consult our on-line resource tools on our support page (<https://www.promodag.com/support>).

Submitting a Support Request

Our customer support team will respond to requests from both users evaluating the product and customers with a valid maintenance contract.

Support requests can be submitted either ...

- Via our contact form: <https://www.promodag.com/contact-us/>
- Via email at support@promodag.com or use Help > Technical Support Request from the product's menu system.
- Or by phone: +33 1 45 73 49 96 or Toll Free (from USA only): (844) 311-5003.

We normally respond within 2 hours, but please allow 24 hours for us to respond to account for differences in international time zones. Our office hours are 10 AM to 7 PM UTC+1 (Paris), Monday to Friday.

Index

Certificate-based authentication		Requirements	
Office 365	6	Hardware	6
Configuration		Operating system	6
Connection to the Office 365 tenant	13	SQL Server	9
Data sources		Workstation	6
Storage size	14	SQL LocalDB database	12
Traffic	14	SQL Server	
Database		Permissions	9
Microsoft SQL LocalDB	12	Requirements	9
Microsoft SQL Server	12	SQL Server database	12
Evaluation mode	10	Support	
Installation	10	Self-help resources	22
Office 365		Submit a request	22
ApplicationImpersonation role	8	User-based authentication	
Certificate-based authentication ...	6	Office 365	8
Permissions	6,8	Wizard	
Roles	8	Configuration	10,13-14
System layout	5		
User-based authentication	8		
Permissions			
Office 365	6,8		
SQL Server	9		
Report options file	20		
Reports			
Detail level	20		
Export	21		
Period	17		
Preview	21		
Publish	21		
Selecting correspondents	19		
Selecting Exchange recipients	18		