



## **PROMODAG REPORTS 12**

### **Getting started**

### **On-Premises and Hybrid environments**

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## About this guide

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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

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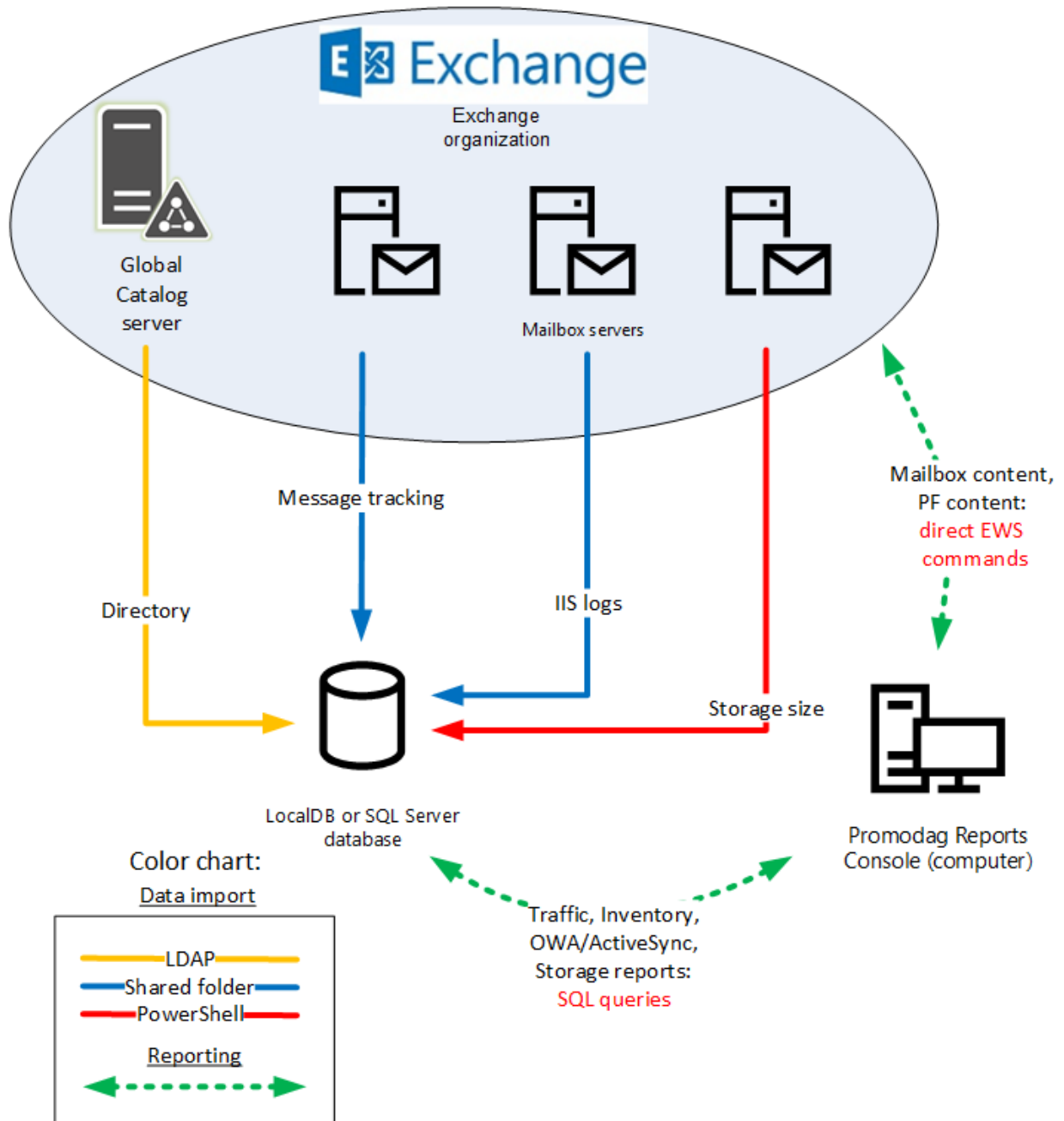
Promodag Reports is an advanced and cost-effective reporting tool that enables Exchange Server administrators and IT managers to obtain valuable information about all aspects of their email system.

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 improve Exchange organization performance.

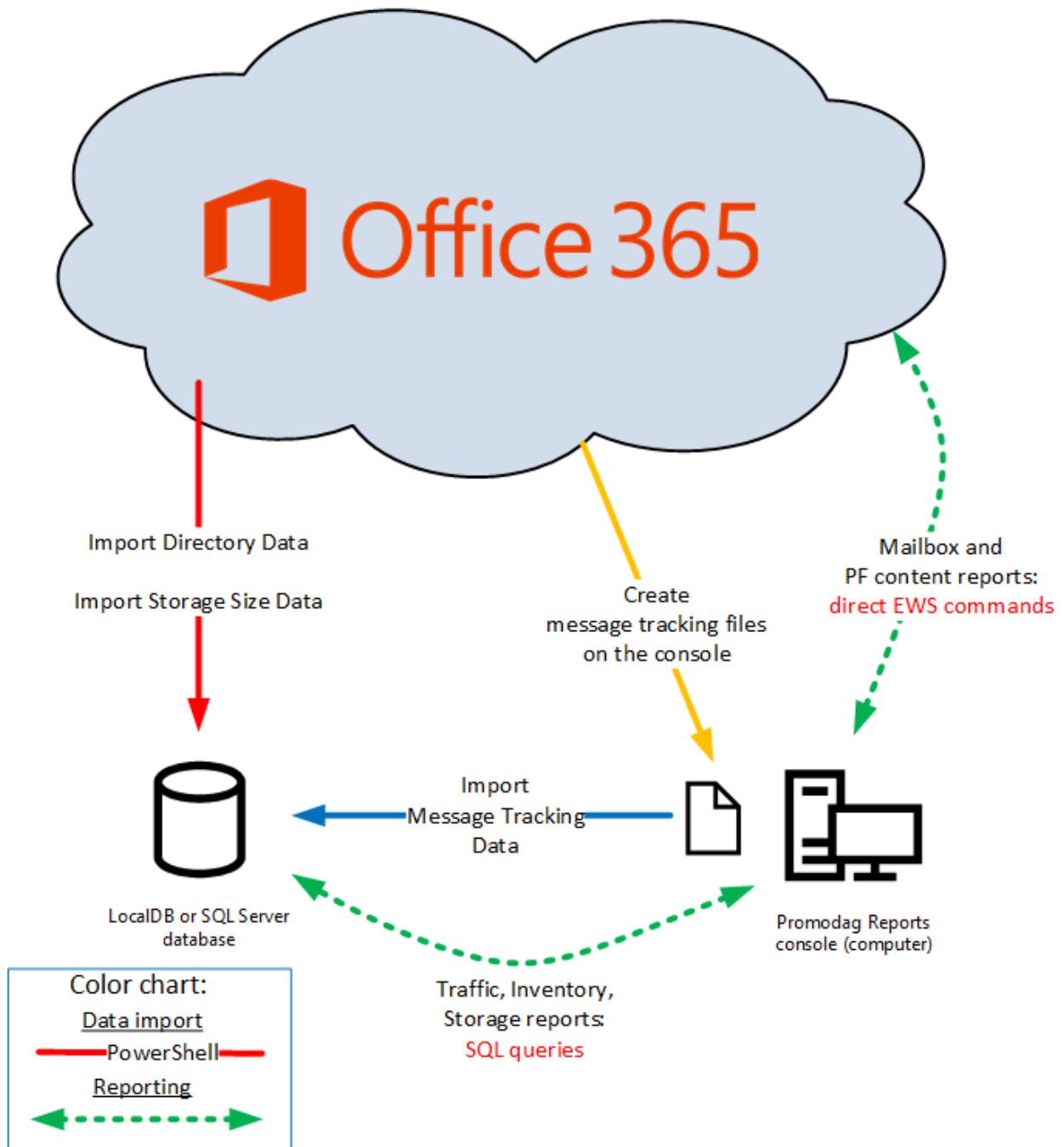
Promodag Reports is easy to install and configure. Reports use native Exchange server data sources; so, there is nothing to install on the server. The product collects and stores the necessary data into a LocalDB or an SQL Server database. You can choose from over 80 ready-made report templates and publish 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?

# On-Premises environments: schematic system layout



# Office 365 environments: schematic system layout



## Chapter 1 - Prerequisites

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### A - Microsoft Exchange Server requirements

Promodag Reports supports Microsoft Exchange Server 2010 to Exchange Server 2019 and Office 365 (Exchange Online). It is possible to use the product with a mix of different versions of Exchange.

**You do not need to install anything on the Exchange Server, or to modify anything in your Exchange organization.**

### B - 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. Common computer hardware and software requirements

- Computer: A Core i3 Intel Processor with 4 GB of RAM or an equivalent Virtual Machine.
- Disk space: Sufficient disk space to store the database.
- Supported operating systems: A 64-bit version of Windows 7/Windows Server 2008 R2 to Windows 10/Windows Server 2019. Core versions of Microsoft Windows Server are not supported.
- Software Framework: .NET Framework 4.7.2.
- Windows Management Framework 5.1.
- The Windows Remote Management (WS-Management) service should be enabled and set to Automatic (Delayed Start).

#### 2. Specific requirements for Office 365

##### Internet access

If your Exchange organization is Hybrid or full Office 365, the computer must have access to the Internet.

##### Exchange Online Management PowerShell V2 module

The Exchange Online Management PowerShell V2 module v.2.0.4 or newer is required for Office 365 and Hybrid environments.

To install the module, please follow these steps:

- On the Promodag computer, run Windows PowerShell as Administrator.
  - Enter this command: `Install-Module PowershellGet -Force`
  - Quit Window PowerShell to close the session.
- Restart Window PowerShell as Administrator and enter the following commands:
  - `Set-ExecutionPolicy RemoteSigned`. Click Y to accept to change the execution policy.
  - `Install-Module -Name ExchangeOnlineManagement`. Click Y to validate the repository and then to accept the license terms.

To verify if the module has already been installed, follow these steps:

- On the Promodag computer, run Windows PowerShell as Administrator.
  - Enter this command: `Get-InstalledModule -name ExchangeOnlineManagement`
  - Quit Window PowerShell to close the session.

To update the version of the module, follow these steps:

- On the Promodag computer, run Windows PowerShell as Administrator.
  - Enter this command: `Update-Module -Name ExchangeOnlineManagement`
  - Quit Window PowerShell to close the session.

## **C - Creating a Promodag account for an On-Premises environment**

The 'Promodag account' is the service account that is used to start Promodag Reports. It should be created along with a mailbox.

### **1. Create a user account and a mailbox**

Create a new user and a mailbox using the Exchange admin center (EAC) and give it a meaningful name, for example 'ServicePromodag'. The password for this user should never expire.

### **2. Add the user to the local Administrators group**

Follow these steps to add the Promodag user to the local Administrators group:

1. Open Computer Management.
2. In the console tree, click Groups (Computer Management\System Tools\Local Users and Groups\Groups).
3. Right-click the Administrators group, click Add to Group, and then click Add.
4. In the Select Users, Computers, or Groups dialog box, type the name of the Promodag user, and then click OK.

### **3. Assigning the appropriate roles to the Promodag user**

#### **Exchange 2013/2019:**

- Click Admin > Exchange to open the Exchange Admin Center.
- Click Permissions and open the Admin role tab and then click Add +.
- In the New role group window that appears, enter a name and a description for this new group, for example 'Promodag Reports'.
- In Roles, click Add + and select the ApplicationImpersonation role.
- Click + to add the Promodag user.
- Click Save.
- Add the Promodag user to the Recipient Management and Public Folder Management role groups.
- Click Save.

#### **Exchange 2010:**

Add the user account into the Organization Management and Hygiene Management role groups using Active Directory Users and Computers tool (ADUC). You will find these groups in the Microsoft Exchange Security Group Organizational Unit.



## D - Creating a Promodag user for your Office 365 tenant

Promodag Reports needs a user with sufficient permissions to collect information from your Office 365 tenant. It is possible to use an existing account; however, we recommend creating a dedicated user for that purpose.

### 1. Create a user account for Promodag Reports

- Sign in to Office 365 Admin Center as an administrator.
- On the Home page, choose 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 Office 365 Admin Center as an administrator.
- Click Admin > Exchange to open the Exchange Admin Center.
- Click Permissions and open the Admin role tab and then click Add +.
- In the New role group window that appears, enter a name and a description for this new group, for example 'Promodag Reports Role Group'.
- In Roles, click Add + and select the Mail Recipients and View-Only Recipients roles.
- Click + to add the Promodag user.
- Click Save.

### 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 license and a user mailbox.
- It must be granted the ApplicationImpersonation role. To assign this role, please follow the steps described in the previous section.
- Promodag Reports must be authorized in Azure AD. To request it, open the application, go to Tools > Options and test your connection in Office 365 configuration.

## E - SQL Server requirements for Promodag Reports Enterprise edition

### 1. Supported versions

Promodag Reports supports all editions of Microsoft SQL Server 2008 to SQL Server 2019.

SQL Server Express (2008 to 2019) may be used with Promodag Reports Enterprise edition; however, database size is limited depending on the version (10 GB for SQL Server 2008 R2/2019 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

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### 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 or OWA and Active Sync activity can only cover a maximal period of **15 consecutive days**.

You can indeed only import up to 15 consecutive days of Exchange message tracking files or IIS log 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 "Computer requirements", on page 7 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 12 to start Promodag Reports.

You will first be prompted to select the type of Exchange organization you wish to analyze.

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.

It provides you with instructions on:

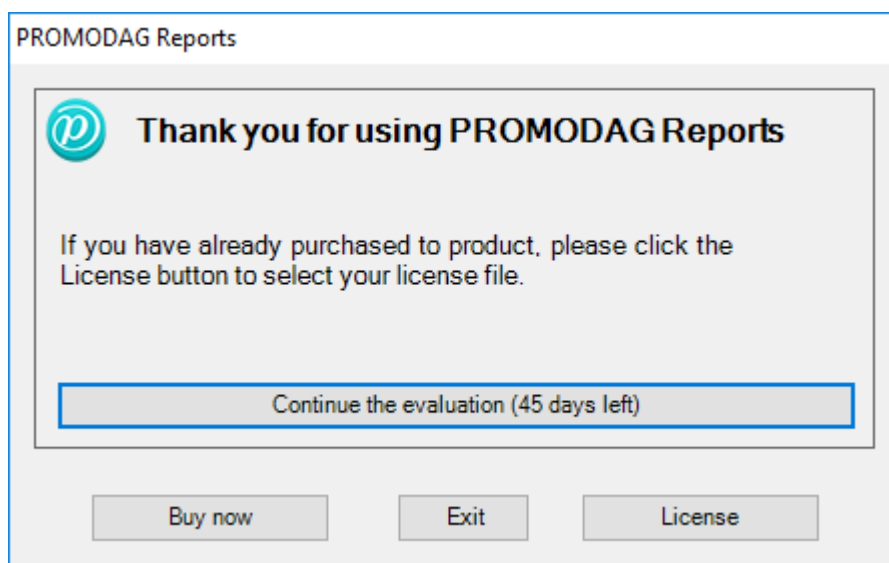
1. Evaluating or licensing the product,
2. Creating a new PROMODAG Reports database,
3. Discovering the on-premise Exchange servers,
4. Configuring a connection to your Office 365 tenant (Hybrid deployment),
5. Selecting data sources to import depending on the reports you need:
  - a. Message tracking files,

- b. Internet Information Services log files,
- c. Storage size:
  - Mailbox size,
  - Database size,
  - Mailbox count per database,
  - Public folder size,

6. 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

- On-Premises: Administrators run the messaging system on their own servers, in their own company.
- Hybrid deployment: This 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.
- 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.

Select On-Premises or Hybrid deployment depending on your messaging environment.

#### Database type

##### SQL Server 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).

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

Initial Configuration Wizard

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**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. Discovering the on-premise Exchange servers

Note: This step does not appear if you have chosen to analyze a type of organization that does not requires a connection to the directory, that is 'Office 365'.

Promodag Reports attempts to automatically discover a Global Catalog server, to establish a connection using LDAP and to discover your on-premise Exchange servers. If the discovery fails, you will be requested to manually enter the name of a Global Catalog server along with the credentials of an administrative account that has sufficient permissions to connect to the directory to retrieve the structure of the Exchange organization, and all Exchange-related objects. Click the *Next* button to confirm your settings and move on to the next step.

The screenshot shows the 'Initial Configuration Wizard' window. The title bar reads 'Initial Configuration Wizard'. The main heading is 'The Wizard needs to know your parameters to establish a Directory connection.' Below this, there is a text box for 'Global Catalog server:' with a 'Suggest a server' button to its right. A red box highlights this text box. Below the text box, there is a note: 'To access the directory, use an Exchange admin account. Click [this link](#) to see how to create this administrative account.' There are two radio button options: 'Current account (Promodag\Service\_SupportEmail)' which is selected, and 'Specific account'. A red box highlights the 'Specific account' option and its associated input fields: 'User name:', 'Password:', and 'Domain:'. Below these fields is a blue link that says 'Check connection (not tested)'. At the bottom of the window, there are four buttons: '< Back', 'Next >', 'Cancel', and 'Help'. The 'Next >' button is highlighted with a blue border.

### 4. 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.

Enter the credentials of the user you created for using with the product, see "Creating a Promodag user for your Office 365 tenant", on page 9.

Click the *Next* button 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.**

Office 365 Cloud :

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:

The PowerShell Exchange Online Management version 1.0.1 module has been detected.

[Check connection \(PowerShell success, EWS success\)](#)

< Back   Next >   Cancel   Help

## 5. Selecting data sources to import depending on the reports you need

### Message tracking files

Promodag Reports will use this data source to generate traffic reports. Select the servers whose message tracking files will be imported. The default date range covers the last 7 days.

You may specify the period to be imported:

- Import from: Date of the first message tracking file to import.
- To: Date of the last message tracking file to import.

Click the *Next* button to confirm your settings and move on to the next page. The location of message tracking files will be tested on each selected server.

Data Source Configuration Wizard

**Data sources for traffic reports**

Select the servers and the period for which you want to produce reports on e-mail traffic.

Available server(s): 13

BRAGI (7/1/2015)
Edge2016 (5/26/2017)
GandalfCcr (7/1/2015)
HEL (2/10/2020)
IVAR (7/1/2015)
JORD (11/19/2019)
LOKI (2/11/2020)
TARANIS (7/1/2015)
THOR (9/25/2015)
TOUTATIS (11/3/2018)
TYR (4/3/2016)
VAR (2/10/2020)
Vili (4/29/2016)

Selected server(s): 3

Server	Last import	Next import
Office 365	2/10/2020	2/10/2020
DEMETER	2/10/2020	2/10/2020
HERA	2/10/2020	2/10/2020

Set Import Options...

Import from: Mon 10 Feb 2020 To: Mon 10 Feb 2020

< Back Next > Cancel Help

### IIS log files

Promodag Reports will use this data source to generate OWA and ActiveSync reports. Select the servers whose IIS log files will be imported. The default date range covers the last 7 days.

You may specify the period to be imported:

- Import from: Date of the first message tracking file to import.
- To: Date of the last message tracking file to import.

Click the *Next* button to confirm your settings and move on to the next page. The location of IIS log files will be tested on each selected server.

Data Source Configuration Wizard

**Data sources for OWA and ActiveSync reports**

Select the servers and the period for which you want to produce reports on OWA and ActiveSync activity.

Available server(s): 14

- Office 365 (2/1/2020)
- BRAGI (2/11/2020)
- Edge2016 (2/1/2020)
- GandalfCcr (7/1/2015)
- HEL (8/17/2018)
- IVAR (7/1/2015)
- JORD (1/17/2020)
- LOKI (10/17/2019)
- TARANIS (7/1/2015)
- THOR (9/30/2015)
- TOUTATIS (11/6/2018)
- TYR (4/3/2016)
- VAR (2/11/2020)
- Vili (2/1/2020)

Selected server(s): 2

Server	Last import	Next import
DEMETER	2/10/2020	2/11/2020
HERA	2/10/2020	2/11/2020

Set Import Options...

Import from:  To:

**Storage size**

Promodag Reports will use this data source to generate storage size reports. Select the servers whose storage size (mailbox and public folder size, Exchange database size) will be imported.

Click the *Next* button to confirm your settings and move on to the next page. The location of mailbox and public folder databases will be tested on each selected server.

Data Source Configuration Wizard

**Data sources for storage size reports**

Select the servers for which you want to produce reports on storage.

Available server(s): 13

- BRAGI
- Edge2016
- GandalfCcr
- HEL
- IVAR
- JORD
- LOKI
- TARANIS
- THOR
- TOUTATIS
- TYR
- VAR
- Vili

Selected server(s): 3

Server	1.	2.	3.	4.	5.
Office 365	X	X			X
DEMETER	X	X	X	X	X
HERA	X	X	X	X	X

1. Mailbox size

2. Mailbox folder size

3. Public folder size

4. Mailbox count per database

5. Database size

Server Properties



## 6. Starting the import data process

For more information about these options, please refer to our Online help.

### Processing imports

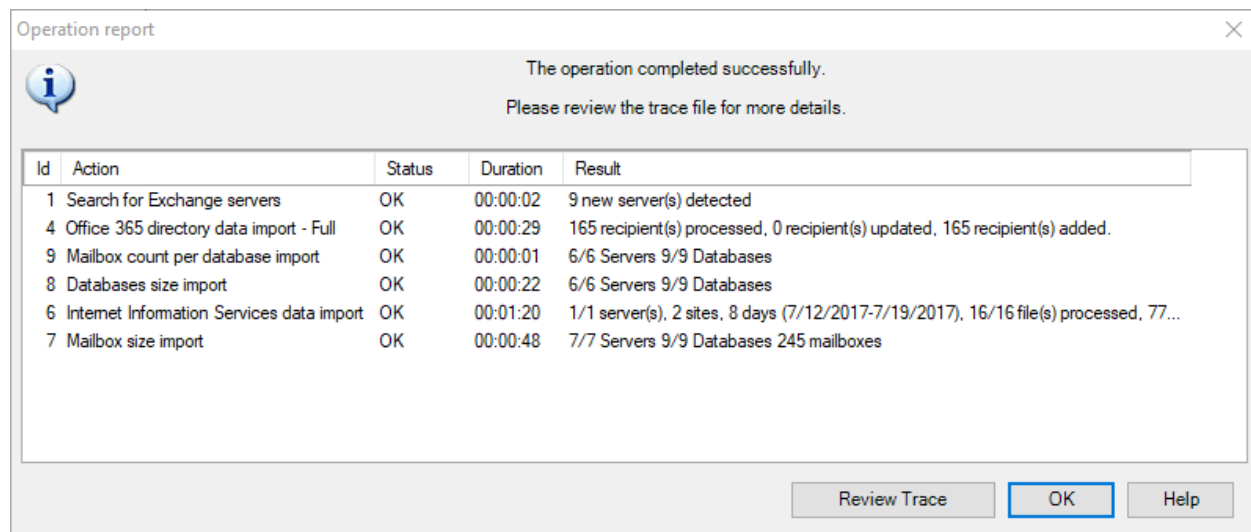
Click the *Finish* button to start importing data. The complete process includes all previously configured steps, and can take some time depending on your selections.

Note: Import options may be saved in a batch file, so that the import process can be automated and scheduled at your convenience. See [Automating and scheduling the collection of data and other actions](#).

#### Promodag Reports

1. Imports recipients from the directory/the Office 365 tenant,
2. Creates message tracking files (Office 365),
3. Imports message tracking data,
4. Imports IIS data,
5. 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.



The screenshot shows a dialog box titled "Operation report" with a close button (X) in the top right corner. The main area contains an information icon (i) and the following text: "The operation completed successfully. Please review the trace file for more details." Below this is a table with the following data:

Id	Action	Status	Duration	Result
1	Search for Exchange servers	OK	00:00:02	9 new server(s) detected
4	Office 365 directory data import - Full	OK	00:00:29	165 recipient(s) processed, 0 recipient(s) updated, 165 recipient(s) added.
9	Mailbox count per database import	OK	00:00:01	6/6 Servers 9/9 Databases
8	Databases size import	OK	00:00:22	6/6 Servers 9/9 Databases
6	Internet Information Services data import	OK	00:01:20	1/1 server(s), 2 sites, 8 days (7/12/2017-7/19/2017), 16/16 file(s) processed, 77...
7	Mailbox size import	OK	00:00:48	7/7 Servers 9/9 Databases 245 mailboxes

At the bottom of the dialog box, there are three buttons: "Review Trace", "OK" (highlighted with a blue border), and "Help".

## Chapter 3 - Using reports


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### A - How to find your way?

Promodag Reports includes about 80 report templates 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 on our website.

Templates are grouped in categories, such as **Storage**, **Mailbox Content** 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**.

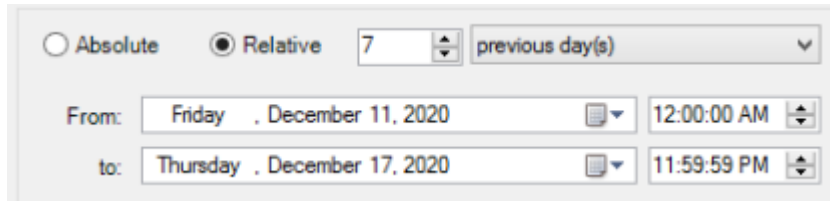
You can rename these sample reports or delete them at will. You can also rearrange the existing tree or create your own hierarchy in the **Favorites** menu.

### 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, OWA and ActiveSync reports and some reports on storage size. These templates share in common the use of data that must previously be imported into the database.



Absolute  Relative 7 previous day(s)

From: Friday, December 11, 2020 12:00:00 AM

to: Thursday, December 17, 2020 11:59:59 PM

### 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", on page 10.

## 2. Selecting objects or recipients

### Selection tab and directory objects

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

A directory object can be a server, or an Exchange database; it can also be a recipient, for example a mailbox or a distribution group.

Directory objects 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 company.

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:', there is a dropdown menu currently showing 'Department'. To the right of this dropdown are two icons: a funnel and a refresh symbol. Below these is a 'Selection:' label and a search bar with the placeholder text 'Enter text to search...'. Under the search bar, there is a summary row showing '9 / 9 (0 Selected)' and a small square icon. Below this is a list of departments, each with a checkbox to its left: [no value], Administration, Development, Management, R & D, Sales, Spam, Support, and Training. All checkboxes are currently unchecked.

### What objects 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 objects

Click the  Exclude >> button to exclude directory objects or 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.

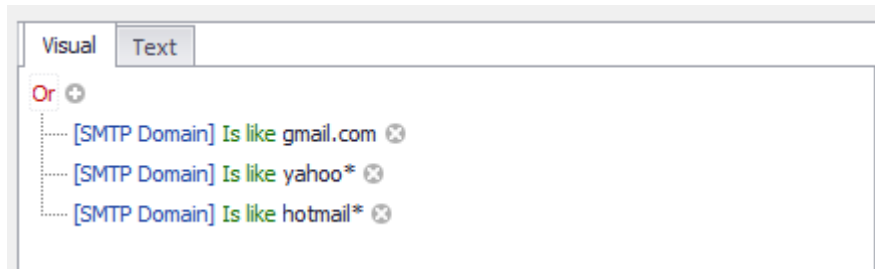
The most usually available option allow you to select correspondents by address type.

- 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.

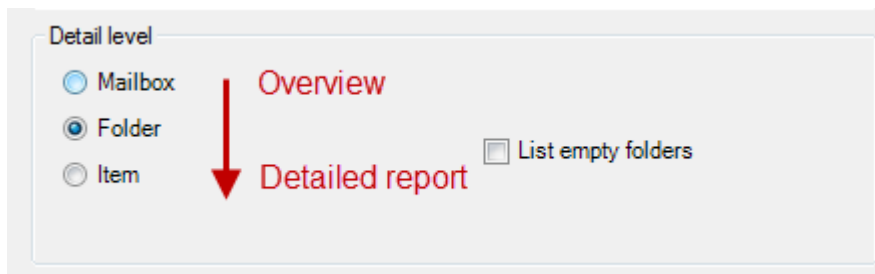


#### 4. Selecting the right detail level

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 mailbox content such as General Mailbox Content includes three detail levels: Mailbox, Folder, Item. If you select Mailbox, it will only display the mailbox name and a total item count and size, whereas it would display a list of items within the mailboxes you selected if you had selected Item.



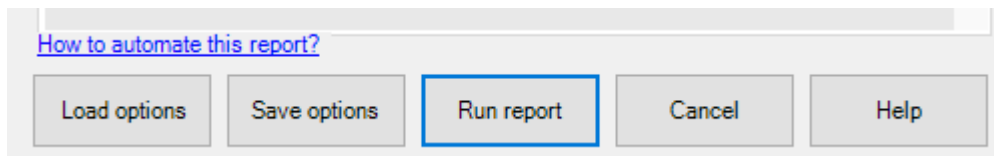
The same principle applies to all other templates that have a *Detail level* option: the more you go down the list, the more detailed the report will be.

## C - Saving custom reports

### 1. Saving and reloading a report with its options

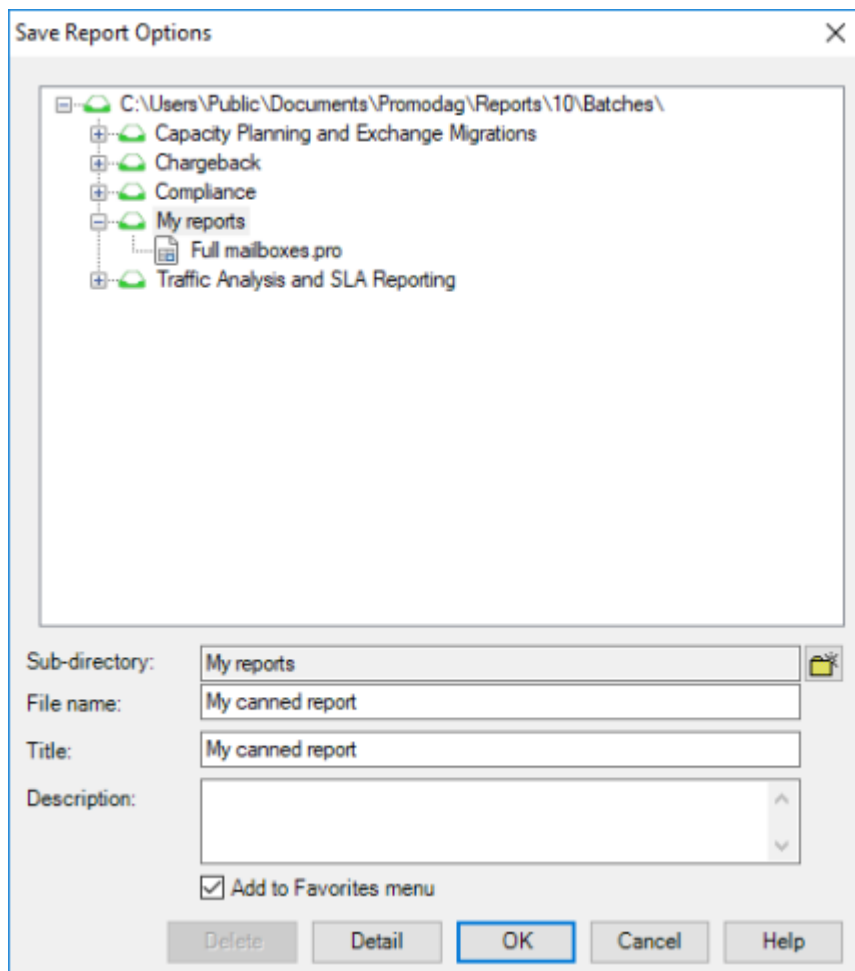
To create and save a new custom report, select a report template from the Templates menu, and select the options of your choice. You may also record specific selection settings separately if you plan to reuse them in other reports.

- 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.
- 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

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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](mailto: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.

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