



Case Study – MS-Exchange Application Issues

Customer

- IT Manager, UK Event Company.

Challenge

- Microsoft Outlook users were experiencing disconnections from their Microsoft Exchange server.
- Remote site users were severely affected by the problem.
- The infrastructure was extremely complex, using encrypted Internet based VPN technology between offices.

Methodology

- Using Advance7's **RPR** methodology, the **REACT®** team captured data during re-occurrences of the problem.
- Complete review of Exchange and network environments was performed.
- The slow response-time was broken into its component parts.

Result

- Issue with the reverse lookup relay configuration on the Microsoft Exchange server discovered, configuration modified as per Advance7 recommendations.
- Exchange server identified as being used as a mail relay by external spammers.
- Identified a capacity issue with one of the backbone network links.
- Resolved remote user disconnection problems.
- Eradicated delivery delays for internal e-mail.
- Reduced inbound spam mail by 95% thus increasing performance of the exchange environment

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