

# How To Use the Zimbra Reporting Tool (ZRT) Portal

ZRT Portal User Guide for  
BSPs and Aggregators




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Go to: <https://zimbra.flexnetoperations.com/>

- Screenshot:

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HOME > DOWNLOAD AND LICENSE CENTER > LOGIN

Please log in.

Login ID

Password

Remember my password until I logout

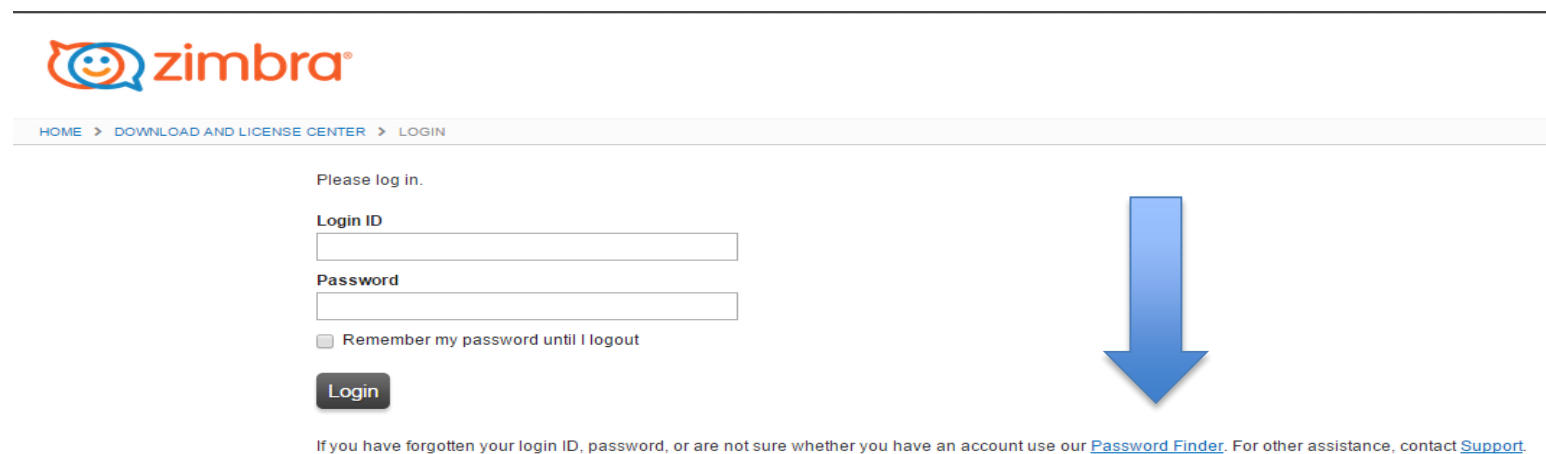
Login

If you have forgotten your login ID, password, or are not sure whether you have an account use our [Password Finder](#). For other assistance, contact [Support](#).

# Setting up your account:

- On your first visit, you will need to set up a password. You can do this by clicking on the "[Password Finder](#)" link on the login page. Your email address is your Login ID.

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The screenshot shows the Zimbra login page. At the top left is the Zimbra logo. Below it is a breadcrumb trail: HOME > DOWNLOAD AND LICENSE CENTER > LOGIN. The main content area contains the text "Please log in." followed by two input fields: "Login ID" and "Password". Below these fields is a checkbox labeled "Remember my password until I logout" and a "Login" button. A large blue arrow points downwards from the "Password" field towards the "Password Finder" link in the text below. At the bottom of the form area, there is a link: "If you have forgotten your login ID, password, or are not sure whether you have an account use our [Password Finder](#). For other assistance, contact [Support](#)."

- Once you click Password Finder it will take you to the Password Finder page:

# Obtaining your password:

- Enter your Email Address and Submit. If you do not get a email within 1 hour with your password that means that the email address you put in is not in the system. Please email [partners@zimbra.com](mailto:partners@zimbra.com) and they will make sure the email you are registering with is indeed registered to your BSP account.



HOME > DOWNLOAD AND LICENSE CENTER > PASSWORD FINDER

## Password Finder

If you have already signed up as a member for Download and License Center but have forgotten your password, enter your email address below and click the "Submit" button.

For security reasons, we will not display your User Name and Password on the screen. We will send the necessary information to the email address you enter below.

\* Required

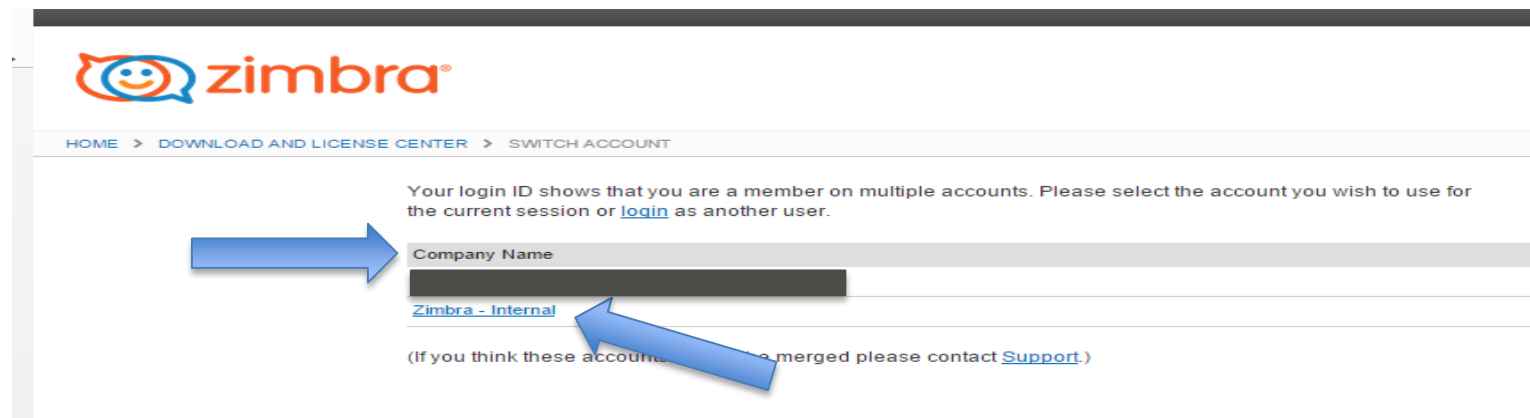
Email Address:\*

Submit



# Seeing your account(s):

- Once you get logged in you will be able to see all accounts associated with your email address, please see below. If there are accounts that you should be seeing in your view but find them to be missing, please email that information to [partners@zimbra.com](mailto:partners@zimbra.com) and we can assist in adding those to your view.



# Viewing Account Data:

- Click on the Account Name you wish to view and it will take you to the view usage screen. (see next slide for screenshot)
- The arrows on the next page direct you to:
  1. View Usage
  2. As of Date
  3. Customer Name
  4. Switch Account – This will take you back to the list of customers
  5. The different options for how to view the usage. This is the gauge view

# Account Data:

Help | Customer Service | You are logged into | Logout | Switch Account

zimbra®

HOME > DOWNLOAD AND LICENSE CENTER > USAGE REPORT

**Usage Management**  
Usage Report  
Hosted Servers

**Get Help 0**  
Download Help  
Table of Contents  
FAQs  
Support

**View Usage** 1.

The gauges below show the percentage of entitled amount used for the statement period which includes the selected date. Selecting a new date will show percentages for meters within the statement period surrounding the new date. Click the download link on a meter to see that meter's usage events for the selected statement period.

Product Family  2.

As of Date

3. 4.

5.

Service Edition	Usage	Entitled	Overage	Interval/Reset
Business Email Edition	0%	0 Accounts (0%)	0	1 Month/1 Month
Business Email Plus Edition	0%	0 Accounts (0%)	0	1 Month/1 Month
EWS Usage	0%	0 Accounts (0%)	0	1 Month/1 Month
Professional Email Edition	17%	171 Accounts (17%)	0	1 Month/1 Month
Standard Email Edition	0%	0 Accounts (0%)	0	1 Month/1 Month

**The usage number shown is ONLY for the date selected in #2 above. For additional usage details or monthly high usage number, you have to download the usage per class of service.**

# Table View:

HOME > DOWNLOAD AND LICENSE CENTER > USAGE REPORT

## Usage Management

### Usage Report

Hosted Servers

### Get Help

Download Help

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FAQs

Support

## View Usage

This is a detailed summary of meter usage. Click on a column header to sort that column. Changing the date shows the usage totals for the statement period containing the chosen date. Click the download link to view the usage events for that meter during that statement period.

Product Family

As of Date



[Download Summary](#)

Meter	Unit	Actual Use	Entitled	Overage (since statement)	Overage (since reset)	%	Interval/Reset	Period
Business Email Edition <a href="#">Download</a>	Accounts	0	1000	0	0	0	1 Month/1 Month	Jan 01, 2015- Feb 01, 2015
Business Email Plus Edition <a href="#">Download</a>	Accounts	0	1000	0	0	0	1 Month/1 Month	Jan 01, 2015- Feb 01, 2015
EWS Usage <a href="#">Download</a>	Accounts	0	1000	0	0	0	1 Month/1 Month	Jan 01, 2015- Feb 01, 2015
Professional Email Edition <a href="#">Download</a>	Accounts	171	1000	0	0	17	1 Month/1 Month	Jan 01, 2015- Feb 01, 2015
Standard Email Edition <a href="#">Download</a>	Accounts	0	1000	0	0	0	1 Month/1 Month	Jan 01, 2015- Feb 01, 2015



# Additional Details:

- You can get further detail of the numbers reported by the ZRT simply by clicking the download link in any of the classes of service. This will download an excel file that will show you each report date, server ID and count for those dates.
  - Please note that the **ONLY** number shown on the quick view of the report is the usage number for the date selected. In order to see the high usage number for a month you have to download the data for the class of service.

## Part 2 of Viewing Usage

**The ZRT Tool does not run on 1<sup>st</sup> thru the 3<sup>rd</sup> of Every Month it runs the entire month if the CRON JOB is set up correctly**

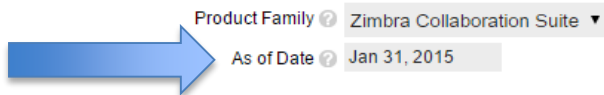
**- When looking at the ZRT it is best that you put the last day of the Month in the “As of Date” (see below)**



## Usage Reports

### View Usage





This is a detailed summary of meter usage. Click on a column header to sort that column. Changing the date shows the usage totals for the statement period containing the chosen date. Click the download link to view the usage events for that meter during that statement period.



# An Example for January below when selecting the last day of the month as the reporting date will show the last collected usage number, once you selected and download the usage you will see all reported usage for the entire month.

## View Usage

This is a detailed summary of meter usage. Click on a column header to sort that column. Changing the date shows the usage totals for the statement period containing the chosen date. The usage events for that meter during that statement period.


 Product Family  Zimbra Collaboration Suite   
 As of Date  Jan 31, 2015



 [Download summary](#)

Meter	Unit	Actual Use	Entitled	Overage (since statement)	Overage (since reset)	%	Interval/Reset	Period
Business Email Edition <a href="#">Download</a>	Accounts	0	4000	0	0	0	1 Month/1 Month	Jan 01, 2015- Feb 01, 2015
Business Email Plus Edition <a href="#">Download</a>	Accounts	0	1000	0	0	0	1 Month/1 Month	Jan 01, 2015- Feb 01, 2015
EWS Usage <a href="#">Download</a>	Accounts	0	1000	0	0	0	1 Month/1 Month	Jan 01, 2015- Feb 01, 2015
Professional Email Edition <a href="#">Download</a>	Accounts	3521	1000	2521	2521	352	1 Month/1 Month	Jan 01, 2015- Feb 01, 2015
Standard Email Edition <a href="#">Download</a>	Accounts	0	1000	0	0	0	1 Month/1 Month	Jan 01, 2015- Feb 01, 2015

# You will now need to click download under the Email Edition that has usage

## View Usage

This is a detailed summary of meter usage. Click on a column header to sort that column. Changing the date shows the usage totals for the statement period containing the chosen date. The usage events for that meter during that statement period.

Product Family Zimbra Collaboration Suite

As of Date Jan 31, 2015



Download summary

Meter	Unit	Actual Use	Entitled	Overage (since statement)	Overage (since reset)	%	Interval/Reset	Period
Business Email Edition <a href="#">Download</a>	Accounts	0	4000	0	0	0	1 Month/1 Month	Jan 01, 2015-Feb 01, 2015
Business Email Plus Edition <a href="#">Download</a>	Accounts	0	1000	0	0	0	1 Month/1 Month	Jan 01, 2015-Feb 01, 2015
EWS Usage <a href="#">Download</a>	Accounts	0	1000	0	0	0	1 Month/1 Month	Jan 01, 2015-Feb 01, 2015
Professional Email Edition <a href="#">Download</a>	Accounts	3521	1000	2521	2521	352	1 Month/1 Month	Jan 01, 2015-Feb 01, 2015
Standard Email Edition <a href="#">Download</a>	Accounts	0	1000	0	0	0	1 Month/1 Month	Jan 01, 2015-Feb 01, 2015

- This will bring up a Excel Spreadsheet to view the usage
- There is a CRON JOB in the installation of the ZRT TOOL that when installed properly allows the ZRT TOOL run approximately every 3 days
- When you view the Excel Download you will be able to see how many times the ZRT TOOL ran during the month and what server it is reporting on.

Transaction Time	Received Time	Count	Acquisition ID	Consumer ID	Device ID	Server ID
2015-01-25T23:26:40.-0800	2015-01-25T23:26:56.-0800	3521			tdc-fi-ldap	MJZJYMDT7U5B

- This example shows that the tool only ran 1 time in January (\*indicating the CRON JOB is not working)

# I am going to show you February as another example because the ZRT TOOL ran multiple times

## Usage Reports

### View Usage

This is a detailed summary of meter usage. Click on a column header to sort that column. Changing the date shows the usage totals for the statement period containing the chosen date. | the usage events for that meter during that statement period.

Product Family ⓘ Zimbra Collaboration Suite ▾

As of Date ⓘ Feb 28, 2015 ←



Download summary

Meter	Unit	Actual Use	Entitled	Overage (since statement)	Overage (since reset)	%	Interval/Reset	Period
Business Email Edition <a href="#">Download</a>	Accounts	0	4000	0	0	0	1 Month/1 Month	Feb 01, 2015- Mar 01, 2015
Business Email Plus Edition <a href="#">Download</a>	Accounts	0	1000	0	0	0	1 Month/1 Month	Feb 01, 2015- Mar 01, 2015
EWS Usage <a href="#">Download</a>	Accounts	0	1000	0	0	0	1 Month/1 Month	Feb 01, 2015- Mar 01, 2015
Professional Email Edition <a href="#">Download</a>	Accounts	268	1000	0	0	27	1 Month/1 Month	Feb 01, 2015- Mar 01, 2015
Standard Email Edition <a href="#">Download</a>	Accounts	3256	1000	2256	2256	326	1 Month/1 Month	Feb 01, 2015- Mar 01, 2015

- February Usage

- PE: 268 (high usage)

Transaction Time	Received Time	Count	Acquisition ID	Consumer ID	Device ID	Server ID
February 2, 2015	February 2, 2015	268			tdc-fi-ldap	MJZJYMDT7U5B
February 9, 2015	February 9, 2015	268			tdc-fi-ldap	MJZJYMDT7U5B
February 9, 2015	February 9, 2015	268			tdc-fi-ldap	MJZJYMDT7U5B
February 9, 2015	February 9, 2015	268			tdc-fi-ldap	MJZJYMDT7U5B
February 12, 2015	February 12, 2015	268			tdc-fi-ldap	MJZJYMDT7U5B
February 15, 2015	February 15, 2015	268			tdc-fi-ldap	MJZJYMDT7U5B
February 18, 2015	February 18, 2015	268			tdc-fi-ldap	MJZJYMDT7U5B
February 21, 2015	February 21, 2015	268			tdc-fi-ldap	MJZJYMDT7U5B
February 24, 2005	February 24, 2005	268			tdc-fi-ldap	MJZJYMDT7U5B
February 27, 2015	February 27, 2015	268			tdc-fi-ldap	MJZJYMDT7U5B
February 28, 2015	February 28, 2015	268			tdc-fi-ldap	MJZJYMDT7U5B

- SE: 3258 (high usage)

Transaction Time	Received Time	Count	Acquisition ID	Consumer ID	Device ID	Server ID
February 2, 2015	February 2, 2015	3257			tdc-fi-ldap	MJZJYMDT7U5B
February 9, 2015	February 9, 2015	3253			tdc-fi-ldap	MJZJYMDT7U5B
February 9, 2015	February 9, 2015	3253			tdc-fi-ldap	MJZJYMDT7U5B
February 9, 2015	February 9, 2015	3253			tdc-fi-ldap	MJZJYMDT7U5B
February 12, 2015	February 12, 2015	3254			tdc-fi-ldap	MJZJYMDT7U5B
February 15, 2015	February 15, 2015	3254			tdc-fi-ldap	MJZJYMDT7U5B
February 18, 2015	February 18, 2015	3255			tdc-fi-ldap	MJZJYMDT7U5B
February 21, 2015	February 21, 2015	3258			tdc-fi-ldap	MJZJYMDT7U5B
February 24, 2015	February 24, 2015	3257			tdc-fi-ldap	MJZJYMDT7U5B
February 27, 2015	February 27, 2015	3256			tdc-fi-ldap	MJZJYMDT7U5B
February 28, 2015	February 28, 2015	3256			tdc-fi-ldap	MJZJYMDT7U5B





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