

ZIMBRA BSP USAGE REPORTING (ZURT) GUIDE

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Zimbra Usage Reporting Tool Guide

Zimbra Usage Reporting Tool (ZURT) is a service that collects usage against a provisioned license.

A single instance of the ZURT client needs to be configured for Zimbra each cluster. The client can be installed on any server in the cluster or on a non-zimbra server. In a multi-server environment, it should be installed on one server only. If more than one instance is configured, the data will be reported multiple times, but there are safeguards that prevent double counting.

Prerequisites

The ZURT client requires:

1. Ability to access usage.zimbra.com on port 8443
2. Ability to access master LDAP on targeted cluster
3. Supported Operating System
 - Ubuntu version 22/20/18
 - RHEL version 9/8/7
 - CentOS version 7
 - Rocky version 9/8
4. Access to root user

You can verify accessibility to usage.zimbra.com by telneting to the hostname from the server on which the ZURT will be installed.

```
telnet usage.zimbra.com 8443
```

Installation

The ZURT client is installed from the Zimbra package repository. When installing on a Zimbra server, all systems running 8.7.x and newer will already have the repository configured. Admins installing on systems not running a Zimbra server will need to manually configure a package repository.

Zimbra Development is making the best effort to support the ZURT client on end of life OS's. If installation is unsuccessful, please open a Support case and Zimbra Support will try to assist. If the issue results into a bug, Zimbra Support may recommend installing the ZURT client on a new or existing Linux system with latest updates.

Configuring Package Repository for Ubuntu

Select the correct version configuration and add it to the zimbra.list file as root user. If the zimbra.repo does not exist, create the file.

Ubuntu 22

```
root@repo:~# cat > /etc/apt/sources.list.d/zimbra.list << EOF
deb [arch=amd64] https://repo.zimbra.com/apt/87 jammy zimbra
EOF
```

Ubuntu 20

```
root@repo:~# cat > /etc/apt/sources.list.d/zimbra.list << EOF
deb [arch=amd64] https://repo.zimbra.com/apt/87 focal zimbra
EOF
```

Ubuntu 18

```
root@repo:~# cat > /etc/apt/sources.list.d/zimbra.list << EOF
deb [arch=amd64] https://repo.zimbra.com/apt/87 bionic zimbra
EOF
```

Add the next Zimbra key to the apt keychain

```
root@repo:~# apt-key adv --keyserver keyserver.ubuntu.com --
recv-keys 9BE6ED79
root@repo:~# apt-get update
```

Configuring Package Repository for RHEL/CentOS/Rocky

Select the correct version configuration and add it to the zimbra.repo file as root user. If zimbra.repo does not exist, create the file.

RHEL/Rocky 9

```
root@repo:~# cat > /etc/yum.repos.d/zimbra.repo <<EOF
[zimbra]
name=Zimbra RPM Repository
baseurl=https://repo.zimbra.com/rpm/87/rhel9
gpgcheck=1
enabled=1
EOF
```

RHEL/Rocky 8

```
root@repo:~# cat > /etc/yum.repos.d/zimbra.repo <<EOF
[zimbra]
name=Zimbra RPM Repository
baseurl=https://repo.zimbra.com/rpm/87/rhel8
gpgcheck=1
enabled=1
EOF
```

RHEL/CentOS 7

```
root@repo:~# cat > /etc/yum.repos.d/zimbra.repo <<EOF
[zimbra]
name=Zimbra RPM Repository
baseurl=https://repo.zimbra.com/rpm/87/rhel7
gpgcheck=1
enabled=1
EOF
```

Add Zimbra keys to the apt keychain

```
root@repo:~# rpm --import
https://files.zimbra.com/downloads/security/public.key
```

Note: Zimbra key is different for RHEL 9/Rocky 9, refer below

```
root@repo:~# rpm -import
https://files.zimbra.com/downloads/security/public-sha-256.key
```

To verify a successful configuration, run:

```
yum search zimbra-urt
```

Client installation

To install the client, run the following:

Ubuntu

```
apt-get install zimbra-urt
```

RHEL/CentOS/Rocky

```
yum install zimbra-urt
```

When Installing where Zimbra is already installed, the installation process obtains the configuration data. If installing on a system that does not have Zimbra installed, obtain the ldap hostname, port, user DN and password by running the following command on one of the Zimbra systems in your cluster as the zimbra user:

```
zmlocalconfig -s ldap_host ldap_port zimbra_ldap_userdn  
zimbra_ldap_password
```

Here is an overview of the installation process.

1. The installer installs the client within /opt/zurt
2. The installation will collect LDAP config using one of the following methods:
 - a. Check if LDAP configuration can be read from /opt/zimbra/conf/localconfig.xml
 - b. If no, check if it can be found in /opt/zurt/conf/zurt_ldap_config.xml.in
 - c. If no, prompt user to enter the data
3. The installer then uses the LDAP config to verify connection to LDAP
4. Then verifies connectivity to usage.zimbra.com
5. The installer then registers the deployment with usage.zimbra.com. It sends the LicenseId and ActivationId to usage.zimbra.com for verification.
6. Then zurt service is started, and usage is collected and reported once a day.

Note: LDAP protocol (SSL or plain) will be defined based on the configuration obtained from the ldap. During the installation, the client will verify the defined protocol from ldap_master_url within /opt/zimbra/conf/localconfig.xml file.

ldaps:// = Secure connection attempt

ldap:// = non-secure plain connection

If the installation fails during steps 2 or 3, the connectivity issues to the LDAP service need to be resolved, and the registration process needs to be performed manually.

When installing on a system not running Zimbra or manually configuring after installation, running register.sh under /opt/zurt/bin provides the option to add the LDAP configuration during the registration process:

```
Usage: /opt/zurt/bin/register.sh [option...]
```

```
-c    run continue on error
-r    reconfigure ldap details
-l    test ldap connection
-u    test usage portal connection
```

```
bin]# ./register.sh
```

```
[Info] By default you are agree with the terms of the software
license agreement
[Info] Please see /opt/zurt/docs/license.txt for license agreement
[Info] Checking for an installed version of Java...
[Info] Found valid system java version
Please provide the value of ldap_host (): <Host Name>
Please provide the value of ldap_port (): <Port>
Please provide the value of zimbra_ldap_userdn (): (LDAP_userdn)
Please provide the value of zimbra_ldap_password (): (Password)
```

A failed installation is logged in error.log, located at /opt/zurt/log, and a successful installation reports usage data to usage.zimbra.com on port 8443.

Testing, Debugging & Maintenance

Updating LDAP Configuration

For ZURT clients running on Zimbra servers, any update to the LDAP is made in the zmlocalconfig and propagates to the client. There is no action required.

Non Zimbra servers need their configuration updated. To do this, either:

- Update zurt_ldap_config.xml file then run register.sh
- Or
- Run register.sh with the -r command to provide the LDAP configuration prompts during the registration process

Connectivity Testing

The register.sh command also provides the ability to test the LDAP and usage portal connectivity. You can do this by adding the following flags:

```
-l    test ldap connection
```


-u test usage portal connection

License Update

The ZURT tool automatically recognizes a license update. There is no action required.

Moving ZURT instance

To move a ZURT instance:

1. Install the client at the new location.
2. Verify the reported usage.
3. Uninstall the deprecated installation.

Dry-Run

Dry-Run is a tool that verifies the client's ability to calculate usage and accuracy without reporting the data to usage.zimbra.com. This creates a file in .csv format with a list of users, assigned COS and attributes enabled on the account. Find this file under /opt/zurt/data using mailboxes-yyyymmdd-hh-mm-ss.csv.

To run a dry run:

```
cd /opt/zurt/bin
./run.sh -d
```

Enhance Logging

In the zurt.properties file, /opt/zurt/conf allows the admin to enable debug logging for:

- **account.level:** Create a .csv file for each reporting that contains a list of users, COS setting and attribute configuration. This can be set to TRUE or FALSE, with the default of FALSE. Logging provides a detailed method to audit reported usage at the account level.
- **collect.domain:** Write detailed domain level data to the usage-collector.log file, located at /opt/zurt/log. This can be set to TRUE or FALSE, with the default of FALSE.

A restart of the zurt is required.

```
/opt/zurt/bin/zurt restart
```

Logging

ZURT tool writes all logging in /opt/zurt/log:

- *Install.log*: Logging of all installations.
- *Usage logging*: Each reporting will log the attempt in usage-collector.log. This log rotates each night -YYYY-MM-dd.com. This log needs to be manually purged.
- *Error.log*: Contains all reported errors during the reporting or installation. If the file is missing, the client hasn't experienced an error.

The /opt/zurt/data log captures *mailboxes-YYYYMMDD-HH-MM-RR.csv*. This is a detailed usage report containing each account reviewed, attributes, COS information and reported classification. A new file is created for each run and is not purged. To obtain this reporting, enable the feature in the zurt.properties files. This data is stored locally and is not shared with Zimbra.

dgsdb.lock.db *dgsdb.mv.db*: are internal databases used during usage reporting.

Usage Configuration

The ZURT tool reports usage for:

Professional Edition (PE)
 Standard Edition (SE)
 Business EMail Plus (BEP)
 Business Email (BE)
 Exchange Web Service (EWS)
 Basic Chat (BONO)
 Advanced Chat (ADVC)

Professional Edition (PE) allows all available account attributes to be enabled at the COS or account level. If any of the following three attributes are enabled, regardless of the status of any other attribute, the account will be classified at PE:

zimbraFeatureMAPIConnectorEnabled
 zimbraFeatureMobileSyncEnabled
 zimbraArchiveEnabled

The following commands will list attributes for PE at COS and account level:

```
zmprov gc <COS> zimbraFeatureMAPIConnectorEnabled
zimbraFeatureMobileSyncEnabled zimbraArchiveEnabled
```

```
zmprov ga <email@domain.com> zimbraFeatureMAPIConnectorEnabled  
zimbraFeatureMobileSyncEnabled zimbraArchiveEnabled
```

You can create a PE COS by running the following:

```
zmprov cc PE zimbraFeatureMAPIConnectorEnabled TRUE  
zimbraFeatureMobileSyncEnabled TRUE zimbraArchiveEnabled TRUE  
zimbraFeatureConversationsEnabled TRUE zimbraFeatureTaggingEnabled TRUE  
zimbraAttachmentsIndexingEnabled TRUE zimbraFeatureViewInHtmlEnabled TRUE  
zimbraFeatureGroupCalendarEnabled TRUE zimbraFreebusyExchangeURL TRUE  
zimbraFeatureSharingEnabled TRUE zimbraFeatureTasksEnabled TRUE  
zimbraFeatureBriefcasesEnabled TRUE zimbraFeatureSMIMEEnabled TRUE  
zimbraFeatureVoiceEnabled TRUE zimbraFeatureManageZimlets TRUE  
zimbraFeatureCalendarEnabled TRUE
```

Standard Edition (SE) contains all offerings excluding ZCO Connector, ActiveSync and Archiving. For an account or COS to be classified as SE, all PE attributes need to be configured to FALSE and any one of the following attributes set to TRUE at the COS or account level:

```
zimbraFeatureConversationsEnabled  
zimbraFeatureTaggingEnabled  
zimbraAttachmentsIndexingEnabled  
zimbraFeatureViewInHtmlEnabled  
zimbraFeatureGroupCalendarEnabled  
zimbraFreebusyExchangeURL  
zimbraFeatureSharingEnabled  
zimbraFeatureTasksEnabled  
zimbraFeatureBriefcasesEnabled  
zimbraFeatureSMIMEEnabled  
zimbraFeatureVoiceEnabled
```

The following commands will list SE attributes at COS and account level:

```
zmprov gc <COS> zimbraFeatureConversationsEnabled zimbraFeatureTaggingEnabled  
zimbraAttachmentsIndexingEnabled zimbraFeatureViewInHtmlEnabled  
zimbraFeatureGroupCalendarEnabled zimbraFreebusyExchangeURL  
zimbraFeatureSharingEnabled zimbraFeatureTasksEnabled  
zimbraFeatureBriefcasesEnabled zimbraFeatureSMIMEEnabled  
zimbraFeatureVoiceEnabled
```

```
zmprov ga <email@domain.com> zimbraFeatureConversationsEnabled  
zimbraFeatureTaggingEnabled zimbraAttachmentsIndexingEnabled  
zimbraFeatureViewInHtmlEnabled zimbraFeatureGroupCalendarEnabled  
zimbraFreebusyExchangeURL zimbraFeatureSharingEnabled  
zimbraFeatureTasksEnabled zimbraFeatureBriefcasesEnabled  
zimbraFeatureSMIMEEnabled zimbraFeatureVoiceEnabled
```

You can create a SE COS by running the following:

```
zmprov cc SE zimbraFeatureMAPIConnectorEnabled FALSE  
zimbraFeatureMobileSyncEnabled FALSE zimbraArchiveEnabled FALSE  
zimbraFeatureConversationsEnabled TRUE zimbraFeatureTaggingEnabled TRUE  
zimbraAttachmentsIndexingEnabled TRUE zimbraFeatureViewInHtmlEnabled TRUE  
zimbraFeatureGroupCalendarEnabled TRUE zimbraFreebusyExchangeURL TRUE  
zimbraFeatureSharingEnabled TRUE zimbraFeatureTasksEnabled TRUE  
zimbraFeatureBriefcasesEnabled TRUE zimbraFeatureSMIMEEnabled TRUE  
zimbraFeatureVoiceEnabled TRUE zimbraFeatureManageZimlets TRUE  
zimbraFeatureCalendarEnabled TRUE
```

For **Business EMail Plus (BEP)**, all PE and SE attributes need to be set to FALSE and any one of the following two attributes will enable BEP offering:

```
zimbraFeatureManageZimlets  
zimbraFeatureCalendarEnabled
```

The following commands will list attributes for BEP at COS and account level:

```
zmprov gc <COS> zimbraFeatureManageZimlets zimbraFeatureCalendarEnabled
```

```
zmprov ga <email@domain.com> zimbraFeatureManageZimlets  
zimbraFeatureCalendarEnabled
```

You can create a BEP COS by running the following:

```
zmprov cc BEP zimbraFeatureMAPIConnectorEnabled FALSE  
zimbraFeatureMobileSyncEnabled FALSE zimbraArchiveEnabled FALSE
```

*zimbraFeatureConversationsEnabled FALSE zimbraFeatureTaggingEnabled FALSE
zimbraAttachmentsIndexingEnabled FALSE zimbraFeatureViewInHtmlEnabled FALSE
zimbraFeatureGroupCalendarEnabled FALSE zimbraFreebusyExchangeURL FALSE
zimbraFeatureSharingEnabled FALSE zimbraFeatureTasksEnabled FALSE
zimbraFeatureBriefcasesEnabled FALSE zimbraFeatureSMIMEEnabled FALSE
zimbraFeatureVoiceEnabled FALSE zimbraFeatureManageZimlets TRUE
zimbraFeatureCalendarEnabled TRUE*

Note: zimbraAttachmentsIndexingEnabled is the only attribute that can not be set in the Admin console. It is very common for BEP and BE accounts to be incorrectly classified as SE because Partners do not update zimbraAttachmentsIndexingEnabled from the command line when configuring BEP and BE COS or Accounts.

Business Email (BE) has all attributes set to false. The following commands will list attributes that need to be disabled on the COS or account level:

*zmprov gc <COS> zimbraFeatureMAPIConnectorEnabled
zimbraFeatureMobileSyncEnabled zimbraArchiveEnabled
zimbraFeatureConversationsEnabled zimbraFeatureTaggingEnabled
zimbraAttachmentsIndexingEnabled zimbraFeatureViewInHtmlEnabled
zimbraFeatureGroupCalendarEnabled zimbraFreebusyExchangeURL
zimbraFeatureSharingEnabled zimbraFeatureTasksEnabled
zimbraFeatureBriefcasesEnabled zimbraFeatureSMIMEEnabled
zimbraFeatureVoiceEnabled zimbraFeatureManageZimlets
zimbraFeatureCalendarEnabled*

*zmprov ga <email@domain.com> zimbraFeatureMAPIConnectorEnabled
zimbraFeatureMobileSyncEnabled zimbraArchiveEnabled
zimbraFeatureConversationsEnabled zimbraFeatureTaggingEnabled
zimbraAttachmentsIndexingEnabled zimbraFeatureViewInHtmlEnabled
zimbraFeatureGroupCalendarEnabled zimbraFreebusyExchangeURL
zimbraFeatureSharingEnabled zimbraFeatureTasksEnabled
zimbraFeatureBriefcasesEnabled zimbraFeatureSMIMEEnabled
zimbraFeatureVoiceEnabled zimbraFeatureManageZimlets
zimbraFeatureCalendarEnabled*

You can create a BP COS by running the following:

*zmprov cc BE zimbraFeatureMAPIConnectorEnabled FALSE
zimbraFeatureMobileSyncEnabled FALSE zimbraArchiveEnabled FALSE
zimbraFeatureConversationsEnabled FALSE zimbraFeatureTaggingEnabled FALSE*

*zimbraAttachmentsIndexingEnabled FALSE zimbraFeatureViewInHtmlEnabled FALSE
zimbraFeatureGroupCalendarEnabled FALSE zimbraFreebusyExchangeURL FALSE
zimbraFeatureSharingEnabled FALSE zimbraFeatureTasksEnabled FALSE
zimbraFeatureBriefcasesEnabled FALSE zimbraFeatureSMIMEEnabled FALSE
zimbraFeatureVoiceEnabled FALSE zimbraFeatureManageZimlets FALSE
zimbraFeatureCalendarEnabled FALSE*

Exchange Web Services (EWS) is an extra attribute that can be applied to any offering:

zimbraFeatureEwsEnabled

The following command will provide the current status at the COS or Account level:

*zmprov gc <COS> zimbraFeatureEwsEnabled
zmprov ga <[email@domain.com](#)> zimbraFeatureEwsEnabled*

Note: When reviewing reports, users can be listed in one offering but counted in another. The cause of this is account level configuration overriding the COS setting. So if a user who belongs to SE the COS but is counted as a PE user, it's because the user has one of the three PE attributes enabled at the account level.

Basic Chat (BONO) is an extra attribute that can be applied to any offering:

zimbraFeatureBasicOneToOneChatEnabled

The following command will provide the current status at the COS or Account level:

*zmprov gc <COS> zimbraFeatureBasicOneToOneChatEnabled
zmprov ga <[email@domain.com](#)> zimbraFeatureBasicOneToOneChatEnabled*

Advanced Chat (ADVOC) is an extra attribute that can be applied to any offering:

zimbraFeatureAdvancedChatEnabled

The following command will provide the current status at the COS or Account level:

```
zmprov gc <COS> zimbraFeatureAdvancedChatEnabled  
zmprov ga <email@domain.com> zimbraFeatureAdvancedChatEnabled
```

ZURT Service Management

Using command line zurt within /opt/zurt/bin will stop, start or verify the status

```
/opt/zurt/bin/zurt -help  
Usage: ./zurt {start|stop|restart|status}
```

Server Status Check

To ensure that the ZURT services are continuously running and reporting usage, the following status checks have been configured:

Systemctl Support

ZURT service has been updated to support the systems with systemctl installed for service commands. The service is configured to respawn after 45 seconds in case the ZURT service is stopped or the process is terminated

Init.d service update

Init.d is updated to respond on termination or stopping of the ZURT service. The init.d service also will check if upstart is installed to keep server status in sync with status check for zurt start command or from /etc/init.d/zurt status..

Cron Job

Crontab was updated to check and restart the ZURT every 12 hours

Auto Update

With the installation of ZURT version 1.5 and higher, a cronjob is added to check if the latest version is installed every Sunday morning at midnight. The configuration can be found at /etc/cron.d/zurt with the following configuration:

```
0 0 * * 0 root PATH=/usr/bin:/bin:/usr/sbin:/sbin /opt/zurt/bin/run.sh upgrade
```

Customers who have change controls requirements, this can be removed or commented out. Please note, each upgrade will reconfigure this attribute and any modification will need to be recreated.

Uninstalling

To uninstall ZURT do the following:

1. Stop the zurt services
`/opt/zurt/bin/zurt stop`
2. Remove ZURT packages
Ubuntu: `apt-get remove zimbra-urt`
RHEL/CentOS: `yum remove zimbra-urt`
3. Delete the log and zurt directory within `/opt/zurt`
4. Delete folder extract from ZURT tar

ZURT Folder / File structure

The following folders and files are installed:

```
/opt/zurt
/opt/zurt/bin/register.sh
/opt/zurt/bin/run.sh
/opt/zurt/conf/log4j2.xml
/opt/zurt/conf/zurt_ldap_config.xml.in
/opt/zurt/conf/zurt.properties
/opt/zurt/bin/register.sh
/opt/zurt/bin/run.sh
/opt/zurt/docs/license.txt
/opt/zurt/docs/README.txt
/opt/zurt/lib/usage-collector.jar
/opt/zurt/lib/zrt-cli.jar
/opt/zurt/log/
/opt/zurt/data/
```


Legacy ZRT Manager

Customers who have been running the legacy ZRT client will need to remove it from their systems. This can be done right after or a few weeks after the installation of the ZURT tool. Both reporting clients can be installed and configured on the same system.

The data usage should be the same but may differ if user count changes occur between reporting. Also, once data is reported to the ZURT cloud, it is used for billing. Eventually the ZRT will no longer report to the Flexnet cloud and will fail. When this occurs, delete the legacy ZRT from all clusters.

To remove the legacy client:

Remove the cron entry:

```
su - zimbra  
crontab -e
```

Locate, comment out or delete the ZRT entry. In a default installation, it's added at the bottom of the file and is similar to one of the following examples:

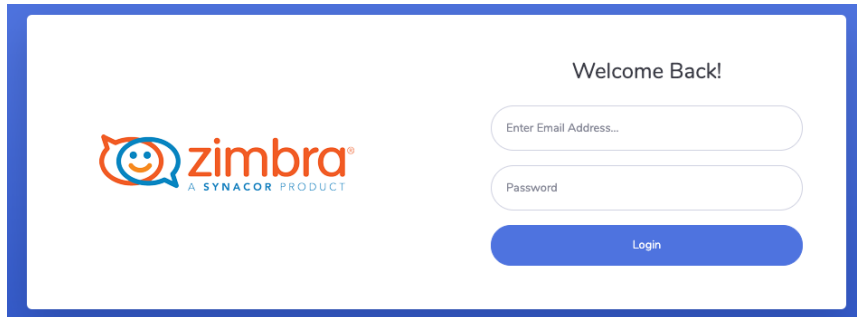
```
0 2 */3 * * . /opt/zimbra/.bashrc; /opt/zrt/run.sh;  
0 2 */3 * * . /etc/skel/.bashrc; /opt/zrt/run.sh;
```

When this entry is removed, the legacy ZRT client no longer reports usage. Remove the ZRT installation at your convenience by deleting the ZRT directory and all of its information. The ZRT default installation path is `/opt/zrt` but can be different for custom installations.

Zimbra User Reporting Page

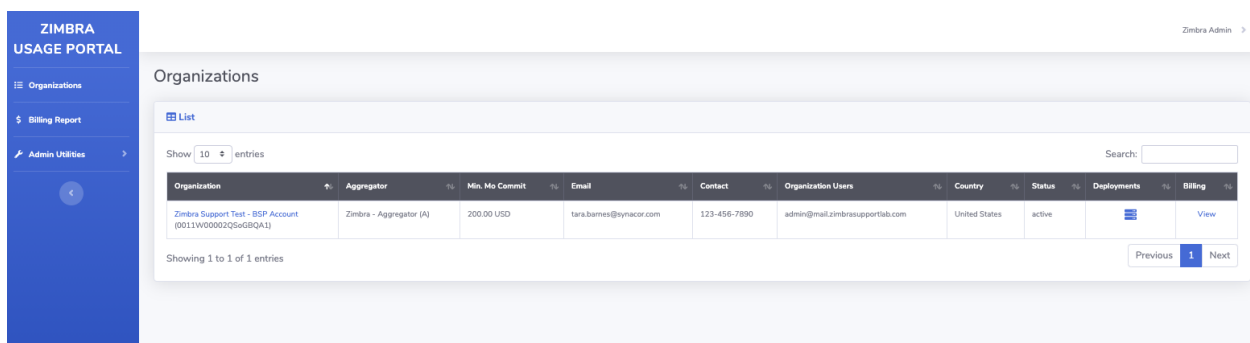
To access your usage reporting account, your account manager needs to enable and send you a password. If you do not have an account, please request one from your account manager.

Login here with your email address and password: <https://usage.zimbra.com>



The login form is titled "Welcome Back!" and is enclosed in a blue border. On the left is the Zimbra logo, which consists of a stylized orange and blue face icon next to the word "zimbra" in orange, with "A SYNACOR PRODUCT" in smaller blue text below it. To the right of the logo are two input fields: "Enter Email Address..." and "Password". Below these fields is a blue "Login" button.

Once logged in, the Organizations page will load.




The screenshot shows the "ZIMBRA USAGE PORTAL" with a sidebar on the left containing "Organizations", "Billing Report", and "Admin Utilities". The main content area is titled "Organizations" and features a "List" tab. Below the tab is a search bar and a "Show 10 entries" dropdown. A table displays the following data:

Organization	Aggregator	Min. Mo Commit	Email	Contact	Organization Users	Country	Status	Deployments	Billing
Zimbra Support Test - BSP Account (0011W00002Q5c0BQA1)	Zimbra - Aggregator (A)	200.00 USD	tara.barnes@synacor.com	123-456-7890	admin@mail.zimbrasupportlab.com	United States	active		View










At the bottom, it says "Showing 1 to 1 of 1 entries" and includes "Previous", "1", and "Next" navigation links.

Organization Page

The organization page contains your account overview and access to your reported usage. Select your account under Organization to view total usage reported for a defined time period. Select the link under Deployment to filter usage based on each reporting cluster.

 List

Show entries Search:

Organization 	Aggregator 	Min. Mo Commit 	Email 	Contact 	Country 	Status 	Deployments 
Zimbra Support Test - BSP Account (0011W00002QSoGBQA1)	Zimbra - Aggregator (A)	200.00 USD	tara.barnes@synacor.com	123-456-7890	United States	active	


Showing 1 to 1 of 1 entries Previous **1** Next

Columns:






- **Organization:** Your organization name, which is a hyperlink to your reported data.
- **Aggregator:** Name of the Aggregator assigned to your account
- **Min Mo Commit:** Minimum Monthly commitment
- **Email:** Zimbra Contact in Operations Department
- **Contact:** Phone number associated with your contact profile
- **Country:** Country where the BSP is headquartered
- **Status:** Current Account Status
- **Deployments:** Hyperlink to list of all configured clusters

Deployments

The Deployment page shows each configured cluster in your account.

 List

Show entries Search:

# 	Deployment UUID 	Deployment Name 	License ID 	Activation ID 
1	e648de90-1db8-4125-bc29-d5331a44f611	mail.zimbrasupportlab.com	9d17505f-204d-4b56-a263-c6aa67199f51	f904ab80-525b-4665-851d-91f5da4ae67c
2	45695d08-3f2b-4b79-bdb9-0100993ce87d	email.zimbrasupportlab.com	9d17505f-204d-4b56-a263-c6aa67199f51	54bd7f0c-b473-406e-910b-0c1a5d8b0036

Showing 1 to 2 of 2 entries Previous **1** Next

Columns:

- **Deployment UUID:** A unique cluster identifier and hyperlink to the reporting page. Click to filter usage reporting by cluster.
- **Deployment Name:** Name of the cluster, which is taken from the first hostname in the LDAP Master URL:

zmlocalconfig ldap_master_url

- **License ID:** ID of the license used to activate the server
- **Activation ID:** License server ID assigned to the cluster during activation

Usage Reporting Page

Usage report provides the highest reported usage that occurred in the selected time period. The same page shows when selecting Organization or Deployments. Deployments filter all data for the selected deployments, and Organization shows all data reported against the account. Default time period will show for the current month and is changeable.

Usage Report - Zimbra Support Test - BSP Account

Date From:

Date To:

Get Report

Data

Download Summary


Columns:

- **Date From:** Start date used to filter requested data
- **Date To:** Last date used to filter requested data
- **Get Report:** Runs the date filter using the selected dates
- **Download Summary:** Downloads total reported data for the time period selected. The report is created using .csv format and contains:

Edition: Usage classification

Unit type: What was counted, default count is Accounts
max count: Highest reported usage within the time period
Entitled: Target monthly usage, default is 1000
Percent: Percentage of entitled / Max count
Period: Search time period

There are two ways to review usage, graphical meter or list. Select the icon in the middle of the page to change the view. List is the default view.

 is the list view.

Usage Report - BSP - Test 3

Date From:
Apr 01, 2025

Date To:
Apr 29, 2025

Get Report

Data


Download Summary

Show: 10 entries

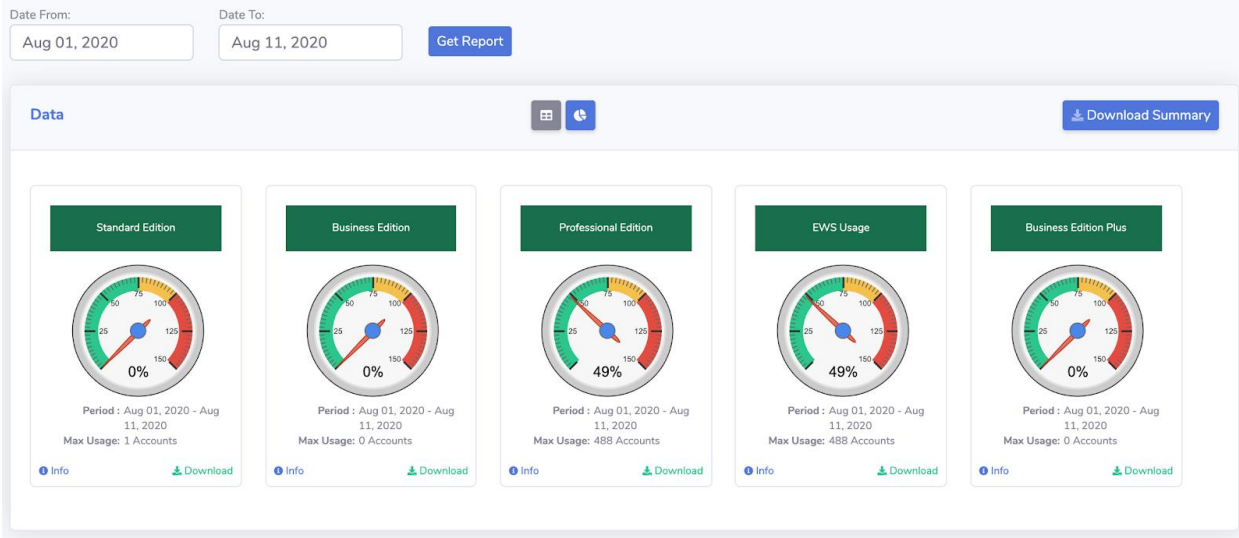
Search:

Meter	Unit	Max Usage	Period	Download
Advanced Chat Usage	Accounts	484	Mar 31, 2025 - Apr 29, 2025	
Basic Chat Usage	Accounts	626	Mar 31, 2025 - Apr 29, 2025	
Business Edition	Accounts	494	Mar 31, 2025 - Apr 29, 2025	
Business Edition Plus	Accounts	440	Mar 31, 2025 - Apr 29, 2025	
EWS Usage	Accounts	277	Mar 31, 2025 - Apr 29, 2025	
Professional Edition	Accounts	12256	Mar 31, 2025 - Apr 29, 2025	
Standard Edition	Accounts	3177	Mar 31, 2025 - Apr 29, 2025	

Showing 1 to 7 of 7 entries

 Shows reported usage in a graphical meter window

Usage Report - Zimbra Support Test - BSP Account



The max usage is the highest reported usage for the selected time period. If more than one client is reporting usage, then the max usage is the sum of the highest reported count for each cluster.

Select the offering under Meter in the list or click the Info Icon on the speed monitor list to enable a detailed pane that contains all reported data for the selected search.

Show entries Search:

Received Time	Count	Deployment Name	Deployment ID	License ID	Activation ID
2020-08-11 21:34:40	448	mail.zimbrasupportlab.com	e648de90-1db8-4125-bc29-d5331a44f611	9d17505f-204d-4b56-a263-c6aa67199f51	f904ab80-525b-4665-851d-91f5da4ae67c
2020-08-11 20:33:57	40	email.zimbrasupportlab.com	45695d08-3f2b-4b79-bdb9-0100993ce87d	9d17505f-204d-4b56-a263-c6aa67199f51	54bd7f0c-b473-406e-910b-0c1a5d8b0036

Columns:

- **Receive Time:** Time and date the reported data was posted in the Usage portal
- **Count:** Total count of all accounts on the system that match the defined offering.
- **Deployment Name:** Hostname of the master ldap
- **Deployment ID:** UUID of the cluster
- **License ID:** ID of license currently activated on the cluster
- **Activation ID:** ID assigned to the customer during license activation

This only shows one entitlement at a time, selecting a new entitlement automatically updates the data.

Please Note: A COS can have multiple reporting for different offerings. A user who is assigned to a COS could be counted in another offering. This occurs when attributes at the user level are changed to reclassify the user to a different service level. For a detailed report, we recommend running a dry run and creating a .csv file for review.

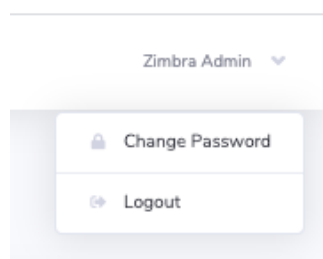
Data - 2025-04-29 12:10:18

Download Report

Edition	Class Of Service	Accounts
Business Edition	be2	3
Professional Edition	cosb	9
Professional Edition	cos_disable_bep	3
Professional Edition	cos.pe.seven.attrs	3
Professional Edition	default	29
Professional Edition	cos_disable_se	3
Standard Edition	cosa	6
Standard Edition	cos_disable_pe	3
Standard Edition	cos.be.seven.attrs	15
Standard Edition	default	15
Standard Edition	cos.se.seven.attrs	6
Standard Edition	cos.bep.seven.attrs	3
Advanced Chat Usage	n/a	3
Basic Chat Usage	n/a	3
EWS Usage	n/a	3

Password & Logging Out

After logging in, the Zimbra Admin dropdown list is located in the upper right of the page. Use the dropdown to change password or logout.



Changing Password

Select Change Password, and enter and confirm your new password.

Passwords must be at least 8 characters, with a lower and upper case letters, a number and a special character (2, \$, %, *, #, ?, &).

**** Internal ****

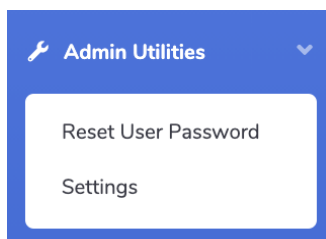
End User Access to Zimbra End User Reporting Tool:

ZURT user accounts are configured in Salesforce. To provide access, the user account under the BSP account needs to have Flexera Contact selected:

- Locate and select the user contact under the BSP account, edit, check *Flexera Contact*, then save. (Only users under the account with Flexera contact checked will have access to view reported data)

Account Data Repository on usage.zimbra.com

All account data, Account, user, licences is copied to usage.zimbra.com repository and is not real time. The data repository will be updated once a day. To update the repository outside of the schedule sync, log into <http://usage.zimbra.com> portal using an admin account. Select Admin Utilities, then Setting:



Then Sync Salesforce Data:

Settings

Data Sync Details

Last Sync Date: August 13, 2020, 11:50 am

Sync Salesforce Data

By selecting Sync SaleForce Data, the system will do a full sync and may take a few minutes.