

# Quest® Unified Communications Diagnostics 8.4.1 Release Notes

**March 2017**

These release notes provide information about the Quest® Unified Communications Diagnostics release.

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## About Unified Communications Diagnostics 8.4.1

Unified Communications Diagnostics (UC Diagnostics) helps you detect problems in your messaging environment, accurately locate the root cause, and resolve the problems from a single, easy-to-use interface. It provides a robust and informed troubleshooting solution for Exchange, BlackBerry, Office Communications Server (OCS), Lync, and Skype for Business.

From the Management Console, you can run health tests to verify server functionality. You can also launch the Diagnostic Console for an individual server which shows, in real-time, the actual flow of data within individual servers at increasingly granular levels of detail. This level of detail allows you to pinpoint problems and take preventative action. UC Diagnostics supports the following platforms:

- Exchange 2007/2010/2013/2016
- BlackBerry Enterprise Server and BlackBerry Enterprise Server Express 4.1.2 to 5.0.4 (including 5.0.4 MR4) for Microsoft Exchange
- Office Communications Server 2007 and 2007 R2
- Lync Server 2010, Lync Server 2013, and Skype for Business 2015
- Office 365 (Exchange Online and Skype for Business Online)

UC Diagnostics 8.4.1 is a minor release, with new features and functionality. See [New features](#) and [Known issues](#).

## New features

In this release, UC Diagnostics has been rebranded to the Quest company name and the installation path is now Quest. New features in UC Diagnostics 8.4.1 include the following:

- Two new web reports are added for Exchange Online message delivery:
  - The Exchange Online Internal Message Delivery report shows information about message delivery between Exchange on-premise mailboxes and Exchange Online mailboxes, or between mailboxes within Exchange Online. The report data is generated using the internal message deliveries in the Exchange Online Message Delivery Health test.
  - The Exchange Online External Message Delivery report shows message delivery information between Exchange Online and external email addresses. The report data is generated using the external message deliveries in the Exchange Online Message Delivery Health test.
- You can now directly launch the Office 365 Admin Center by right-clicking the Exchange Online organization node and Exchange Online service node.
- Support is added for Exchange 2016 CU 3 and Exchange 2016 CU 4.
- Support is added for Exchange 2013 CU 14 and Exchange 2013 CU 15.

See also:

- [Enhancements](#)
- [Resolved issues](#)

## If you are upgrading from a previous version

You can perform a direct upgrade from 8.2 and later. If you are upgrading from 8.1 or earlier, you must first upgrade to 8.4 and then upgrade from 8.4 to 8.4.1.

If you are upgrading from a previous version, IIS services will stop while upgrading the Web Reports components. IIS services will automatically restart once upgrading is complete.

If you are upgrading from version 8.2 or later, you must use the Force Rediscovery option to repopulate the topology view or show service pack information for Exchange. For more information, see [Upgrading from version 8.2 or later](#).

## Upgrading a manually installed database

If you manually installed the database, you must manually upgrade the database. For more information, see the *Unified Communications Diagnostics Deployment Guide*.

# Enhancements

The following is a list of enhancements implemented in this release.

**Table 1. Installation enhancements**

<b>Enhancements</b>	<b>Issue ID</b>
If you have customized the communication port settings for your UC Diagnostics deployment, when you upgrade (or remove) UC Diagnostics, the customized communication port registry keys are now retained.	635390

**Table 2. Management console and web report enhancements**

<b>Enhancements</b>	<b>Issue ID</b>
Two new web reports are added for Exchange Online message delivery: <ul style="list-style-type: none"><li>The Exchange Online Internal Message Delivery report shows information about message delivery between Exchange on-premise mailboxes and Exchange Online mailboxes, or between mailboxes within Exchange Online. The report data is generated using the internal message deliveries in the Exchange Online Message Delivery Health test.</li><li>The Exchange Online External Message Delivery report shows message delivery information between Exchange Online and external email addresses. The report data is generated using the external message deliveries in the Exchange Online Message Delivery Health test.</li></ul>	637054
You can directly launch the Office 365 Admin Center by right-clicking the Exchange Online organization node and Exchange Online service node.	649944

# Resolved issues

The following is a list of issues addressed in this release.

**Table 3. Diagnostic console or management console resolved issues**

<b>Resolved issue</b>	<b>Issue ID</b>
The customer saw the following error: "The process was terminated due to an unhandled exception, System.OutOfMemoryException." The issue was caused by processor and memory limitations (set by default) in a large scale environment. A new retry method is implemented to ensure the test engine can handle unexpected situations.	649979
After upgrading to Exchange 2016 CU 4, the Exchange Modern Message Delivery Health Test failed with the following error: "Organization exit status within timeout - Failed to exit. The message did not exit the Exchange organization within the timeout". The cause was a new event ID "SENDEXTERNAL" that was introduced in the message tracking log file in CU 4. The new event ID is now supported.	678065

# Known issues

The following is a list of issues, including those attributed to third-party products, known to exist at the time of release.

**Table 4. General known issues**

Known issue	Issue ID
Do not install UC Diagnostics on the same machine as Spotlight on Active Directory or as MessageStats.	NA
The Collector Recovery executable file crashes occasionally. There is a "Spotlight has Stopped working" error (Application Name: CollectorRecovery.exe) that is popped up.	346032

### Solution

Go to the Task Scheduler and select the Spotlight Distributed Collector Recovery to disable it.

**Table 5. Management console known issues**

Known issue	Issue ID
When running the Exchange External Message Delivery Health Test against Exchange 2013 in which the CAS server is behind a load balancer, the test did not complete and it failed with the error "Failed to open the default message store".	452686

### Workaround

Remove the Exchange External Message Delivery Health Test and run the Exchange Modern Message Delivery Health Test instead.

If you are upgrading from 8.2 and earlier, some health tests will not run immediately for Exchange 2016. You must edit each test once and click **Finish** to cause the previous test to run and retrieve some of the counter values correctly. The tests that must be edited after upgrade are as follows:

- Exchange Replication Health Test
- Exchange Server Health Test
- Exchange Storage Health Test
- Exchange Queue Health Test
- Exchange System Health Test

For a Skype for Business/Lync environment, if a DNS Alias record is configured for a front-end pool or standard edition server rather than a Host A record, UC Diagnostics will fail to discover and run the synthetic transaction health tests with that pool or server. This issue is only found on 32-bit and 64-bit systems of Windows 2008. Newer operating systems do not have this issue.

In Skype for Business or Lync Discovery, the display name of PstnGateway only shows the numbers/characters before the first dot. There is a problem when PstnGateway name is an IP address.

**Upgrading from version 8.2 or later** 599577

As of UC Diagnostics 8.3, Exchange 2000 and Exchange 2003 are not supported. If you are upgrading from UC Diagnostics 8.2, use the **Force Discovery Now** option to repopulate your topology view. If you are upgrading from 8.3, use this option to ensure Exchange version service pack and CU (cumulative update) information is shown for Exchange servers.

### Solution

- 1 After you have upgraded to UC Diagnostics, reconnect to your messaging environment by clicking the menu option "Connect to xxx Environment/Organization".
- 2 Click **Force Discovery Now** from the menu.  
All objects in the treeview and topology and the health tests are now displayed. The service pack and CU information is also displayed for Exchange servers

**Table 5. Management console known issues**

Known issue	Issue ID
<p>If the BlackBerry Server Health Test runs on a standby BlackBerry server in a high availability configuration, the test results show errors for BlackBerry services that are not running. However, these services are not required to run in the standby server and no error exists.</p> <p><b>Workaround:</b> Perform the BlackBerry server health test on the primary BlackBerry server only, or run a separate BlackBerry server health test on the standby BlackBerry server with the affected service counters set to 'informational'.</p>	161453
<p>If you are installing Exchange 2013 and have upgraded to the newest version of MAPI &amp; CDO (version 6.5.8320.0) to support RPC over HTTP) in a mixed environment, some health tests may not run properly. ESM and MAPI &amp; CDO might not work together.</p> <p>Workaround: Uninstall ESM. Reinstall the new MAPI &amp; CDO for Exchange: (<a href="http://www.microsoft.com/en-us/download/details.aspx?id=39045">http://www.microsoft.com/en-us/download/details.aspx?id=39045</a>).</p>	274631

**Table 6. Diagnostic console known issues**

Known issue	Issue ID
<p>UC Diagnostics 8.4.1 has been rebranded to the Quest company name and the installation path now is Quest. After you upgrade to 8.4.1, the Save As Template and Save As (Drilldown/AlarmLog) dialogs might still point to the previous installation path since Windows saved the path in the registry.</p> <p><b>Workaround</b></p> <p>You must manually redirect and save to the new default Quest path such as "%current_user%\AppData\Roaming\Quest\Shared\Templates".</p>	687018
<p>On a Windows Server 2016, when you launch the Diagnostics Console for the first time, you can see the following error: "There is no default printer currently selected."</p> <p><b>Workaround</b></p> <p>Open the Devices and Printer page by selecting either:</p> <ul style="list-style-type: none"> <li>• Control Panel   All Control Panel Items   Devices and Printers</li> <li>-OR-</li> <li>• Control Panel   Hardware   Devices and Printers</li> </ul> <p>All subsequent launches of the Diagnostic Console will be successful.</p>	652667
<p>If there is no Reverse Lookup Pointer (PTR) created for the target Lync 2013 Server in a different domain and users connect the server with its NetBIOS name, the Lync 2013 plug-in of the diagnostic console is unable to get values for some components.</p> <p><b>Solution</b></p> <p>Add a Reverse Lookup Pointer (PTR) for the Lync 2013 Server in the "Reverse Lookup Zones" of DNS.</p>	369446
<p>In Data Recorder Mode, if you connect to a Lync 2013 or Skype for Business 2015 Server with the NetBIOS name (such as wm-skp-st), the home page does not display properly. Some components are greyed out in the Diagnostics Console Play Back Mode.</p> <p><b>Workaround</b></p> <p>Use the server FQDN instead of the NetBIOS name when you connect in Data Recorder Mode.</p>	453310

Table 7. Web reports known issues

Known issue	Issue ID
On Windows Server 2016, when you opened Web Reports, the web site would fail if Internet Explorer was not set as the default browser.	652943
<b>Workaround</b>	
Set Internet Explorer as the default browser on the computer that is running Windows Server 2016.	
On Windows Server 2016, if the account that is running Web Reports is not a domain administrator, the following issues can occur:	651422 652856
<ul style="list-style-type: none"> <li>• User is unable to open <b>Subscriptions   Configure Subscriptions</b>.</li> <li>• After a user created a Web Reports custom report/graft/folder/subscription in the Microsoft Management Console (MMC), when the same user account accessed the Web Reports web site using Internet Explorer, the user cannot see the items that were created using MMC.</li> <li>• Sometimes Web Reports cannot be opened in Internet Explorer and the following error is displayed: "Unable to create copy template files to [My Reports] folders."</li> <li>• Subscription emails cannot be sent correctly.</li> <li>• On the Subscriptions page, the checkbox "Show Subscriptions for all users" is not shown in Internet Explorer but can be viewed in MMC.</li> </ul>	
<b>Workaround</b>	
<ol style="list-style-type: none"> <li>1 Disable UAC by changing the registry key "EnableLUA" to value "0"</li> <li>2 Restart the operating system.</li> </ol> <p>Web Reports will work without error.</p>	
On Windows Server 2016, when you are creating a custom report in Web Reports, the Preview option does not work correctly for data for a large number groups.	651425
<b>Workaround</b>	
<ul style="list-style-type: none"> <li>• Do not preview the custom report in the wizard. Click <b>Finish</b>. Then click <b>Preview</b> on the toolbar.</li> </ul> <p>-OR-</p> <ul style="list-style-type: none"> <li>• Select Organization, Server Name or Date field to group the data in the report instead of the counter name or counter value.</li> </ul>	
Even though the SMTP Server and SMTP From Address were not configured for a subscription, when the user ran the subscription, the result showed Success.	652729
Always ensure that you have configured the SMTP server and SMTP From Address before you run a report subscription.	
Web Reports support Skype for Business 2015. As of UC Diagnostics 8.2, the names of the Lync web reports were changed to reflect both Lync and Skype for Business.	458110
If you upgrade from a release before 8.2, the existing subscriptions for the Lync Web Reports will fail. You must re-add each Lync/Skype report to the subscription and save the subscription.	
<b>Solution</b>	
<ol style="list-style-type: none"> <li>1 In Web Reports, select <b>File   Subscriptions</b>.</li> <li>2 Select a subscription and click <b>Modify</b>.</li> <li>3 Select the <b>Reports</b> link.</li> <li>4 Add the same reports as the existing ones.</li> <li>5 Remove the old reports.</li> <li>6 Click <b>Finish</b>.</li> </ol>	

Table 7. Web reports known issues

Known issue	Issue ID
<p>Web Reports fail to open from the Management Console (MMC snap-in) if Web Reports is using another web site rather than the default web site with 80 port.</p> <p><b>Solution</b></p> <ul style="list-style-type: none"> <li>Click the Web Reports menu in MMC. Click the Select Web Reports Server option and enter the correct server name: <code>http://&lt;WebReportServerName&gt;[:portnumber]</code></li> </ul> <p>The Web Reports can now be launched successfully.</p>	386971
<p>When UAC is enabled, Web Report pops up an error to say that it has no enough permission to read Web Report related folders, such as, <code>C:\inetpub\wwwroot\UCDiagnostics\Reports</code>.</p> <p><b>Solution</b></p> <ol style="list-style-type: none"> <li>Disable UAC by changing the registry key "EnableLUA" to value "0"</li> <li>Restart the operating system.</li> </ol> <p>The Web Report will work without error.</p>	385509

## System requirements

Before installing UC Diagnostics 8.4.1, ensure that your system meets the following minimum hardware and software requirements.

## Hardware requirements

Table 8. Hardware requirements

Requirement	Details
Processor	Processor x86 or x64, running at a minimum speed of 2 GHz
Memory	8 GB
Hard disk space	<p>300 MB on system drive for application.</p> <p>Historical reporting database requires additional space.</p> <p>For more information, see the <i>Unified Communications Diagnostics Deployment Guide</i>.</p>

## Software requirements

Local Windows Administrator privileges are required on the computer where the product is installed. For more detailed permissions for operating UC Diagnostics, see the *Unified Communications Diagnostics Deployment Guide*.

**Table 9. Management console requirements**

Component	Requirement
Operating system	<p data-bbox="616 297 836 327">One of the following:</p> <ul data-bbox="655 338 1402 725" style="list-style-type: none"> <li data-bbox="655 338 1402 394">• Microsoft Windows Server 2008 Service Pack 2 or later (32 bit or 64 bit)</li> <li data-bbox="655 405 1150 434">• Microsoft Windows Server 2008 R2 (64 bit)</li> <li data-bbox="655 445 1342 474">• Microsoft Windows 7 Service Pack 1 or later (32 bit or 64 bit)</li> <li data-bbox="655 486 1091 515">• Microsoft Windows 8 (32 bit or 64 bit)</li> <li data-bbox="655 526 1112 555">• Microsoft Windows 8.1 (32 bit or 64 bit)</li> <li data-bbox="655 566 1115 595">• Microsoft Windows Server 2012 (64 bit)</li> <li data-bbox="655 607 1150 636">• Microsoft Windows Server 2012 R2 (64 bit)</li> <li data-bbox="655 647 1241 676">• Microsoft Windows 8.1 with update (32 bit or 64 bit)</li> <li data-bbox="655 687 1283 716">• Microsoft Windows Server 2012 R2 with update (64 bit)</li> <li data-bbox="655 728 1115 757">• Microsoft Windows Server 2016 (64 bit)</li> </ul> <p data-bbox="616 745 1402 792"><b>NOTE:</b> To run health tests against Office 365, UC Diagnostics must be installed on a 64-bit operating system.</p>
Database	<p data-bbox="616 808 836 837">One of the following:</p> <ul data-bbox="655 848 1402 1368" style="list-style-type: none"> <li data-bbox="655 848 1235 878">• Microsoft SQL Server 2008 Service Pack 3 or later</li> <li data-bbox="655 889 1358 945">• Microsoft SQL Server 2008 Express Edition Service Pack 3 or later</li> <li data-bbox="655 956 1272 985">• Microsoft SQL Server 2008 R2 Service Pack 1 or later</li> <li data-bbox="655 996 1402 1052">• Microsoft SQL Server 2008 R2 Express Edition Service Pack 1 or later</li> <li data-bbox="655 1064 986 1093">• Microsoft SQL Server 2012</li> <li data-bbox="655 1104 1158 1133">• Microsoft SQL Server 2012 Express Edition</li> <li data-bbox="655 1144 1235 1173">• Microsoft SQL Server 2012 Service Pack 1 or later</li> <li data-bbox="655 1184 1358 1240">• Microsoft SQL Server 2012 Express Edition Service Pack 1 or later</li> <li data-bbox="655 1252 986 1281">• Microsoft SQL Server 2014</li> <li data-bbox="655 1292 1158 1321">• Microsoft SQL Server 2014 Express Edition</li> <li data-bbox="655 1332 1150 1361">• Microsoft SQL Server 2016 Service Pack 1</li> <li data-bbox="655 1373 1326 1402">• Microsoft SQL Server 2016 Express Edition Service Pack 1</li> </ul> <p data-bbox="616 1391 1402 1462"><b>NOTE:</b> If you are installing the database on a remote computer, ensure remote connections are enabled on the SQL server and you have sufficient permissions to create/modify the database.</p>



**Table 9. Management console requirements**

Component	Requirement
<b>Diagnostic Services (Health Tests) for all environments</b>	<p>The following software is required for diagnostic services (health tests) to run on any environment:</p> <ul style="list-style-type: none"> <li>• Microsoft .NET Framework 4.5.1 or later</li> <li>• Microsoft Data Access Components (MDAC) 2.8</li> </ul> <p><b>NOTE:</b> MDAC 2.8 comes with your operating system. If MDAC is uninstalled, UC Diagnostics will not run.</p>
Diagnostic Services (Health Tests) for Exchange 2007	<ul style="list-style-type: none"> <li>• Exchange Management Console (EMC) 2007 Service Pack 1 and Update Rollup 1 or later</li> </ul> <p>If your organization is mixed and contains Exchange 2007 servers, you must install EMC 2007 Service Pack 2 or later.</p> <p>The Exchange Management Tools version installed on your UC Diagnostics computer must match the Exchange version installed on your Exchange server. For example, if you have Exchange 2007 Service Pack 2 installed on your Exchange server, Exchange Management Console 2007 Service Pack 2 must be installed on your UC Diagnostics computer.</p> <ul style="list-style-type: none"> <li>• Exchange Server MAPI Client and Collaborative Data Objects (MAPI CDO) 1.2.1 (Build 6.5.8320.0 or later)</li> </ul> <p>Microsoft Outlook should not be installed on the same computer on which MAPI &amp; CDO is installed. For more information, see the following Microsoft knowledgebase article <a href="http://support.microsoft.com/kb/266418">http://support.microsoft.com/kb/266418</a>.</p>
Diagnostic Services (Health Tests) for Exchange 2010	<ul style="list-style-type: none"> <li>• Microsoft PowerShell 2.0 or later</li> <li>• MAPI Client and Collaborative Data Objects (MAPI &amp; CDO) 1.2.1 (version 6.5.8320.0 or later).</li> </ul>
Diagnostic Services (Health Tests) for Exchange 2013	<ul style="list-style-type: none"> <li>• Microsoft PowerShell 2.0 or later</li> <li>• MAPI Client and Collaborative Data Objects (MAPI &amp; CDO) 1.2.1 (version 6.5.8320.0 or later)</li> </ul>
Diagnostic Services (Health Tests) for Exchange 2016	<ul style="list-style-type: none"> <li>• Microsoft PowerShell 2.0 or later</li> </ul>
Diagnostic Services (Health Tests) for BlackBerry	<ul style="list-style-type: none"> <li>• MAPI Client and Collaborative Data Objects (MAPI CDO) 1.2.1 (version 6.5.8320.0 or later)</li> </ul>
Diagnostic Services (Health Tests) for Lync	<ul style="list-style-type: none"> <li>• Microsoft PowerShell 2.0 or later</li> </ul>
Diagnostic Services (Health Tests) for Skype for Business	<ul style="list-style-type: none"> <li>• Microsoft PowerShell 2.0 or later</li> </ul>
Diagnostic Services (Health Tests) for Office 365 (Exchange Online and Skype for Business Online)	<ul style="list-style-type: none"> <li>• Windows PowerShell 3.0 or later</li> <li>• Microsoft Online Service Sign-in Assistant</li> <li>• Windows Azure Active Directory for Windows PowerShell</li> </ul>

You can download Microsoft MAPI & CDO from the Microsoft web site here: <https://www.microsoft.com/en-us/download/details.aspx?id=39045>.

**Table 10. Diagnostic console requirements**

Component	Requirement
Diagnostic Console for all Environments	<ul style="list-style-type: none"> <li>• Microsoft .NET Framework 4.5.1 or later</li> </ul>
Diagnostic Console for Exchange 2007	<ul style="list-style-type: none"> <li>• EMC 2007 Service Pack 1 or later</li> </ul>
Diagnostic Console for Exchange 2010	<ul style="list-style-type: none"> <li>• Microsoft PowerShell 2.0 or later</li> </ul>

**Table 10. Diagnostic console requirements**

Component	Requirement
Diagnostic Console for Exchange 2013	<ul style="list-style-type: none"><li>• Microsoft PowerShell 2.0 or later</li></ul>
Diagnostic Console for Exchange 2016	<ul style="list-style-type: none"><li>• Microsoft PowerShell 2.0 or later</li></ul>
Diagnostic Console for Lync 2013/ Skype for Business 2015	<ul style="list-style-type: none"><li>• Microsoft PowerShell 2.0 or later</li></ul>

**Table 11. Web reports requirements**

Requirement	Details
Web reports	<p>For installing Web Reports, you need one of the following:</p> <ul style="list-style-type: none"><li>• IIS 7.0 or later with the following enabled: World Wide Web Services or Web Server (IIS) Application Development Features: ASP, ASP.NET, Server-Side Includes Security: Windows Authentication</li><li>- OR -</li><li>• IIS 8.0 or later with the following enabled: World Wide Web Services or Web Server (IIS) Application Development Features: ASP, ASP.NET 3.5, Server-Side Includes Security: Windows Authentication</li></ul> <p>For viewing Web Reports, you need:</p> <ul style="list-style-type: none"><li>• Internet Explorer 9.0 or later</li></ul> <p>Requirements for specific operating systems:</p> <ul style="list-style-type: none"><li>• If you are using Windows 7, you must enable Static Content and Default Documents in IIS to view Web Reports.</li><li>• If you are installing Web Reports on a remote computer, you must use SQL Authentication.</li></ul>

For detailed requirements and a list of rights and permissions necessary for product operation, refer to the *Unified Communications Diagnostics Deployment Guide*.

## Product licensing

Quest uses the Quest license type (.dlv) and will be emailing your new license file to you.

## Existing customers

If you are an existing customer, you might have an .asc license file installed. When you upgrade UC Diagnostics, the legacy .asc license will continue to work.

When you receive the new license, use the following procedure to activate it.

### ***To activate a purchased commercial license***

- 1 On home page of the Unified Communications Diagnostics management console, select the **Plug-In Information** tab.
  - 2 Select one plug-in on the list, right-click and select **Update License**.
  - 3 Select the purchased commercial license (xxxxxxx.dlv) to activate.
- OR -
- 1 On UC Diagnostics diagnostic console, click **Help** and select **About Spotlight** on the menu.
  - 2 Select the Installed Products tab and click **View/change product license**.
- OR -
- 1 Select the **Spotlight Modules** tab, select a UC Diagnostics plug-in and click **View/change license**.
  - 2 Click the **Update license**.
  - 3 Select the purchased commercial license (xxxxxxx.dlv) to activate.

Repeat these steps on each computer on which you have the UC Diagnostics console installed.

## **New customers**

Typically, when you install UC Diagnostics, a trial license is automatically activated. In some cases, you might extend the trial with another trial license (.dlv file). When you later obtain a purchased license, you can install the commercial license (.dlv file) over the trial license. You can install or update a license from either the management console or from the diagnostic console.

### ***To activate a trial license***

- 1 On the home page of the Unified Communications Diagnostics management console, select the **Plug-In Information** tab.
  - 2 Select the UC Diagnostics plug-in on the list, right-click and select **Update License**.
  - 3 Select the new trial license (xxxxxxx.dlv) to activate.
- OR -
- 1 On UC Diagnostics diagnostic console, click **Help** and select **About Spotlight** on the menu.
  - 2 Select the Installed Products tab and click **View/change product license**.
- OR -
- 1 Select the **Spotlight Modules** tab, select the UC Diagnostics plug-in and click **View/change license**.
  - 2 Click **Update license**.
  - 3 Select the new trial license (xxxxxxx.dlv) to activate.

Repeat these steps on each computer on which you have the UC Diagnostics console installed.

### ***To activate a purchased commercial license***

- 1 On home page of the Unified Communications Diagnostics management console, select the **Plug-In Information** tab.
  - 2 Select one plug-in on the list, right-click and select **Update License**.
  - 3 Select the purchased commercial license (xxxxxxx.dlv) to activate.
- OR -
- 1 On UC Diagnostics diagnostic console, click **Help** and select **About Spotlight** on the menu.
  - 2 Select the Installed Products tab and click **View/change product license**.

-OR -

- 1 Select the **Spotlight Modules** tab, select a UC Diagnostics plug-in and click **View/change license**.
- 2 Click the **Update license**.
- 3 Select the purchased commercial license (xxxxxxx.dlv) to activate.

Repeat these steps on each computer on which you have the UC Diagnostics console installed.

# Getting started with UC Diagnostics

## 8.4.1

The UC Diagnostics release package contains the following products:

- UC Diagnostics application

Product Documentation, including:

- Evaluator's Guide
- Deployment Guide
- User Guide
- Data Recorder User Guide
- Online Help

## Installation Instructions

See the *Unified Communications Diagnostics Deployment Guide* for installation instructions.

## Globalization

This section contains information about installing and operating this product in non-English configurations, such as those needed by customers outside of North America. This section does not replace the materials about supported platforms and configurations found elsewhere in the product documentation.

This release is Unicode-enabled and supports any character set. In this release, all product components should be configured to use the same or compatible character encodings and should be installed to use the same locale and regional options. This release is targeted to support operations in the following regions: North America, Western Europe and Latin America, Central and Eastern Europe, Far-East Asia, Japan.

# About us

## We are more than just a name

We are on a quest to make your information technology work harder for you. That is why we build community-driven software solutions that help you spend less time on IT administration and more time on business innovation. We help you modernize your data center, get you to the cloud quicker and provide the expertise, security and accessibility you need to grow your data-driven business. Combined with Quest's invitation to the global community to be a part of its innovation, and our firm commitment to ensuring customer satisfaction, we continue to deliver solutions that have a real impact on our customers today and leave a legacy we are proud of. We are challenging the status quo by transforming into a new software company. And as your partner, we work tirelessly to make sure your information technology is designed for you and by you. This is our mission, and we are in this together. Welcome to a new Quest. You are invited to Join the Innovation.

## Our brand, our vision. Together.

Our logo reflects our story: innovation, community and support. An important part of this story begins with the letter Q. It is a perfect circle, representing our commitment to technological precision and strength. The space in the Q itself symbolizes our need to add the missing piece—you—to the community, to the new Quest.

## Contacting Quest

For sales or other inquiries, visit <http://quest.com/company/contact-us.aspx> or call +1-949-754-8000.

## Technical support resources

Technical support is available to Quest customers with a valid maintenance contract and customers who have trial versions. You can access the Quest Support Portal at <https://support.quest.com>.

The Support Portal provides self-help tools you can use to solve problems quickly and independently, 24 hours a day, 365 days a year. The Support Portal enables you to:

- Submit and manage a Service Request.
- View Knowledge Base articles.
- Sign up for product notifications.
- Download software and technical documentation.
- View how-to-videos.
- Engage in community discussions.
- Chat with support engineers online.
- View services to assist you with your product.

# Third-party contributions

This product contains the following third-party components. For third-party license information, go to <http://www.quest.com/legal/license-agreements.aspx>. Source code for components marked with an asterisk (\*) is available at <http://opensource.quest.com>.

**Table 12. List of third-party contributions**

Component	License or acknowledgement
Blowfish v2	MIT 1.0
Indy Sockets 9.0.1	Mozilla Public License (MPL) 1.1
SNMP SharpNet 0.7.9	Copyright © 2007 Free Software Foundation, Inc. GNU Lesser General Public License v3
ZipMaster 1.78	GNU Lesser General Public License v2.1
Zlib	zlib 1.2.8

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