# Quest® MessageStats® 7.4.1

## Release Notes

**June 2017**

These release notes provide information about the Quest® MessageStats® release.

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# About this release

MessageStats is a Windows-based data collection and reporting application that facilitates the analysis of messaging statistics for a number of messaging environments. The core MessageStats application focuses on the Microsoft Exchange messaging environments.

MessageStats provides comprehensive information regarding critical metrics for resource usage, capacity monitoring and planning, and migration preparedness. It also provides detailed information for monitoring mailbox content and mail flow, allowing you to track capacity and improper usage.

To aid information gathering from wide-ranging messaging systems, MessageStats provides a dynamic task-based gathering engine that allows the collection of information to be intelligently scheduled, minimizing the impact to the messaging system and corporate network.

In addition, MessageStats offers the ability to horizontally scale out gathering components so that MessageStats can gather efficiently from remote messaging systems.

With the extensive information that MessageStats gathers, MessageStats provides an extremely flexible web-based reporting engine that allows all interested individuals to view messaging information and to package the information in many different ways. All reports are available by accessing the web site directly, by signing up for automated subscriptions that can be sent to any email address, or through export to a number of supported formats.

MessageStats 7.4.1 is a minor release. See New features and Resolved issues.

# Supported platforms

MessageStats supports the following minimum Exchange versions:

- Exchange 2007 Service Pack 3
- Exchange 2010 Service Pack 3
- Exchange 2013 Service Pack 1

# New features

MessageStats 7.4.1 is a minor release:

- MessageStats and the report packs have been rebranded to Quest.
- MessageStats supports Exchange 2013 CU7, Exchange 2013 CU8, Exchange 2013 CU 15, Exchange 2013 CU 16, and Exchange 2013 SP3 RU9.
- The node for MessageStats Business Insight has been removed.
- The MessageStats Report Pack for Microsoft Online is not included in this release. The Report Pack for Microsoft Online is available only in MessageStats 7.4 or earlier.

See Resolved issues.

# Resolved issues

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

**Table 1. Configuration resolved issues**

| Resolved issue | Issue ID |
|---|---|
| Even though an IP address was part of the IP address range that was defined in the Internal Subnets property page, SMTP email traffic for the subnet did not appear in the reports.<br><br>MessageStats incorrectly determined the range for IP addresses by comparing values part-by-part and the specific IP address was treated as if it were out of the defined IP range. | 471064 |

**Table 2. Gathering resolved issues**

| Resolved issue | Issue ID |
|---|---|
| Servers were removed from the domain, but when the customer regathered the organizational structure in MessageStats, the servers still appeared. The old Exchange servers were not removed | 489874 |
| For Exchange 2013, some system messages were counted as user messages in the Server Activity report. | 419610 |
| When running Distribution List gathering, the customer had the following SQL error:<br><br>The following error occurred while processing a data object for a given gathering: Error in Executing SQL Statement - Message: Cannot insert duplicate key row in object 'dbo.T_DistributionListExpandedChildDLs' with unique index 'IX_T_DistributionListExpandedChildDLsDistributionListGUIDChild'.<br><br>Also the Inventory \| Distribution Group membership report was empty. | 427284 |

**Table 3. Reports and subscriptions resolved issues**

| Resolved issue | Issue ID |
|---|---|
| Emails that were sent to external SMTP domains did not appear in the Mailbox Activity \| Internal vs External report as sent to external domains. Instead the emails were reported as sent to internal domains. These domains were not listed in SMTP Namespaces list for the organization so messages sent to them should have shown in Internal vs External report as external messages.<br><br>Customer had an internal namespace of "m" (possibly autodiscovered from a mailbox test SMTP address) and MessageStats interpreted all domains that ended in 'm' as internal. | 445698 |
| When the customer ran the Mailboxes \| Mailbox Profile \| Mailbox Profile report, the report would often give a timeout error. The SQL query has been optimized to improve the report performance. | 464047 |
| The Managed Availability relay fields (such as Managed Availability Messages Sent, Managed Availability Volume Sent, Managed Availability Messages Received, Managed Availability Volume Received) always showed 0 or null value when inserted into a report. | 597210 |
| After a customer moved MessageStats to a new server running Windows Server 2012 R2 and moved the database from SQL 2005 to SQL 2014, MessageStats Web Reports showed the error: "Object reference not set to an instance" when the customer modified an existing subscription that exported to a file location. | 454454 |
| The link titled Go to Received Messages in the Top Internet Domain Users by Volume report contained a typographical error. | 665851 |

# 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. Installation known issues**

| Known issue | Issue ID |
|---|---|
| After you upgrade to MessageStats 7.4.1, the path for the application service logs does not get updated to the new Quest installation path.<br><br>**Workaround**<br><br>You must manually set the path to the new location.<br><br>1 Select the MessageStats Server (scheduler server) in the treeview.<br><br>2 Right-click and select **Properties**.<br><br>3 Select the **Service Logging** tab.<br><br>4 For a 64-bit computer, set the path to the following:<br>C:\Program Files (x86)\Quest\MessageStats\Application Logs. | NA |
| MessageStats does not support the installation of the MessageStats database on the same SQL Server instance as the Archiving or the CDR database for Microsoft Lync Server or Microsoft Office Communications Server (OCS).<br><br>**NOTE:** For performance and troubleshooting reasons, Microsoft does not recommend configurations in which the server that is hosting an Archiving or CDR database is used to host other SQL applications. | 63311 |

**Table 4. Installation known issues**

| Known issue | Issue ID |
|---|---|
| When you upgrade from MessageStats 6.1.1 or from MessageStats 6.5.0, all task execution server properties revert to their default values. After you complete the upgrade, use the following procedure to restore any changes that you made to the task execution server properties:<br>1 In the MessageStats Console, expand the **Task Execution Servers** node.<br>2 Select the task execution server whose properties you want to edit, and right-click.<br>3 Select **Properties**.<br>4 Make the configuration changes to the Task Logging Paths, Task Logging Archive, or Task Processors property tabs. | NA |
| The MessageStats installer does not verify the server name that is entered for the MessageStats Scheduler Service. As a result, an incorrect server name causes an error to occur later in the installation process. To correct this problem, uninstall MessageStats and re-install with the correct name for the scheduler server. | NA |
| MessageStats does not support the installation on a domain controller (DC) or on an Exchange server. | NA |
| When MessageStats Reports is installed on a Windows Server 2008 machine, and if you view the MessageStats Reports using a browser on the same machine as the IIS server, you can receive the following error message:<br><br>Unable to connect to the database. [DBNETLIB][ConnectionOpen (Connect()).]SQL Server does not exist or access denied.<br><br>In certain circumstances, you can also see other error messages that indicate permission was denied while trying to access resources on the web server.<br><br>To correct this issue, you must turn off Internet Explorer Protected Mode for the local MessageStats Reports web site.<br>1 Add http://machinename to the Trusted Sites security zone.<br>2 Ensure that the Enable Protected Mode checkbox is unchecked (the default setting.<br><br>If you use other URLs such as http://localhost/MessageStatsReports to access the site, you must also add **http://localhost** as a trusted site. This configuration change is required only if you view the MessageStats Reports web site on the same computer that hosts MessageStats Reports. | NA |
| If you have customized the qmsReports.udl file to support SQL Server authentication, you must make changes to run reports on Windows Server 2008. On Windows Server 2008, saving changes to the qmsReports.udl file has no effect unless you are running with elevated permissions. This occurs because changes to the qmsReports.udl are saved in a per-user area of the file system instead of the per-computer location used by MessageStats Reports.<br><br>To avoid this issue, edit and save the file with elevated UAC (User Account Control) rights.<br>1 From the Start menu, right-click CMD.EXE, and select **Run as Administrator**.<br>2 At the command prompt, enter:<br>cd c:\program files\Quest\MessageStats\<br>Start qmsReports.udl<br>**NOTE:** If MessageStats is not installed in the default path, modify the command to include the path where it is installed. | NA |
| During installation, if the installation account and the MessageStats service account are different, the MessageStats installer requests a reboot. This reboot is required to ensure that the Service Account has the appropriate rights to run the service.<br>**NOTE:** On x64 implementations, a reboot is requested and the MessageStats installer does not resume the installation. In this case, you must rerun the Setup.exe file to continue the installation | 33536 |
| SQL Server Agent must be running to use the Database Management tasks: database reindexing, defragmenting, or database aging.<br><br>SQL Express (the personal edition of SQL Server) does not include the SQL Server Agent. Database Maintenance tasks are not available when running on SQL Express; you must use full SQL Server. | NA |

**Table 4. Installation known issues**

| Known issue | Issue ID |
| --- | --- |
| When installing a report pack in a distributed MessageStats installation, you must install the report pack task processors on the server that hosts the MessageStats Scheduler Service, even if you do not plan to run the report pack tasks on that server. The scheduler service manages all remote task processors and the service needs to know the task dependencies of all tasks, including the report pack tasks. | NA |
| MessageStats does not support case sensitivity on SQL Server. Some non-Latin database collations can cause SQL Server to observe case sensitivity. | NA |
| MessageStats does not support installation for scenarios where the installation files have been encrypted. | NA |
| If you are installing MessageStats Reports on Windows Server 2008, you must reboot the server after the installation is complete. | NA |

**Table 5. Console known issues**

| Known issue | Issue ID |
| --- | --- |
| On a rare occasion, you might notice that your tasks and task instances are not displayed in the console. <br><br>**Workaround** <br><br>Close the MessageStats console and stop and start the MessageStats Scheduler Service. When you reopen the console, the tasks and task instances will be shown, | NA |
| Due to a change in in how Microsoft Management Console (MMC) handles HTMLHelp, opening help from within MessageStats console may not display the Index tab for newer MMC versions. <br><br>**Workaround** <br><br>Open MessageStats.chm file directly from MessageStats installation directory. | NA |
| In MessageStats 7.3 and later, MAPI connections to Exchange 2013 organizations are attempted using the client authentication method and host name that is specified for internal Outlook Anywhere clients of the CAS server. In some Exchange environments, MessageStats cannot connect using the internal Outlook Anywhere client settings of the CAS server. <br><br>**Solution** <br><br>You can configure MessageStats tasks to use a different authentication method and host name using the MapCASName utility. The MapCASName utility can be found in the MessageStats installation folder of MessageStats task execution servers. <br><br>For more information about the utility, see the MessageStats Knowledge Article 121093 (MessageStats is not able to connect using the internal Outlook Anywhere settings). | NA |

**Table 6. Gathering known issues**

| Known issue | Issue ID |
| --- | --- |
| If you upgrade from a version that is earlier than 7.3, and if you upgrade the Exchange ActiveSync, OWA, or Lync report packs before upgrading other report packs, the tasks for the other report packs are no longer able to run. <br><br>**Workaround** <br><br>Open each task in the task wizard and re-save all the task properties. The existing tasks can now be re-run. | 393412 |
| The Public Folder Content & Attachment gathering and reports are not supported for Exchange 2013 servers. | NA |

**Table 6. Gathering known issues**

| Known issue | Issue ID |
|---|---|
| After you upgrade to MessageStats 7.3 or later, any existing Public Folder Content & Attachment gatherings will cease to work. To resolve this issue, you must regather the organization structure.<br><br>***To regather the organization structure***<br>    1   In the console treeview, select the Exchange organization.<br>    2   Right-click and select Regather Structure. | NA |
| In an Exchange 2013 mixed environment, if you are connected to an Exchange organization using a Exchange 2013 CAS server as the Connect-To server, when you run a Mailbox Content and Attachment gathering against an Exchange 2010 server, it will fail.<br><br>**Workaround**<br><br>In the Mailbox MAPI property page in the individual Mailbox Content and Attachment gathering task, manually specify an Exchange 2010 CAS server to be used as the gathering server for the task. | NA |
| If a gathering task was created using credentials other than the MessageStats service account, and you open the task wizard to modify the task, the task will fail to run due to task credential errors.<br><br>**Workaround**<br><br>If you modify a gathering task that does not use the MessageStats service credentials, always re-enter the credentials password before you save the task. | 202680 |
| For Exchange 2010 Public Folder gatherings, if one Exchange server containing a public folder database is unavailable (such as down for maintenance), the gathering for all other Exchange servers that contain a public folder database will complete with warnings.<br><br>  •  If the server is temporarily offline, wait until the server is back online before you run the Exchange Public Folder gathering task.<br>  •  If the server has been decommissioned, run the Exchange Organization Structure gathering to remove the server from the database. (Right-click the organization and select Regather Structure.) | 122093 |
| For Exchange 2010 or 2013, when you specify an Exchange Client Access Server (CAS) to be used to connect to the Exchange organization or as the gathering server, you must select an individual Exchange server. You cannot specify a CAS array as the connection server. | 123292 |
| When the Microsoft MAPI & CDO download is used is used as the MAPI subsystem provider, only non-inherited mailbox permissions can be retrieved. | NA |
| There is a known issue with the Connectors gathering task when run it is against organizations that contain Exchange 2007 servers.<br><br>If these organizations contain connectors of the type 'msExchRoutingSMTPConnector' that do not have a legacyExchangeDN attribute set, a warning is generated. You can safely ignore this warning. | 34144 |
| MAPI-based gatherings (mailbox, public folder, and content and attachment gatherings) can unexpectedly fail if run on a machine that has Outlook and Exchange System Manager (ESM) or MAPI & CDO installed.<br><br>Running Outlook and ESM or MAPI & CDO on the same machine is not supported due to conflicts in the underlying MAPI components. See the following Microsoft Knowledgebase article 266418: http://support.microsoft.com/default.aspx?scid=kb;en-us;q266418 | NA |
| Do not install Recovery Manager for Exchange and MessageStats on the same computer. Recovery Manager for Exchange requires both Outlook and Exchange System Manager be installed, and this can cause conflicts with the MAPI components that are required by MessageStats. See the previous issue for details. | NA |
| MessageStats requires all public folders to have the Folder Visible permission. MessageStats may generate warnings during public folder gatherings while attempting to open public folders and child folders of public folders without this permission. For more information, see the Microsoft knowledge base article 203646. | NA |

**Table 6. Gathering known issues**

| Known issue | Issue ID |
|---|---|
| There is a known issue with the Mailbox gathering for Exchange servers with multiple Mailbox Stores. If not all the Mailbox Stores are available on an Exchange server, the gathering task is completed for the available stores and the status for the task is Successful. However, the information for the mailboxes in the unavailable stores is not added to the database. | NA |

**Table 7. Reports known issues**

| Known issue | Issue ID |
|---|---|
| When a customer automated a report as a subscription to send in Microsoft Excel format, the bottom row with calculated averages was omitted from the report. The calculation rows in a report (such as Total, Average, and Count) do not display for the following formats of a subscription email:<br><br>• Excel attachment<br>• CSV Inline/attachment<br>• TSV Inline/attachment<br>• XML attachment<br><br>Calculation rows do appear in the following formats of subscription emails:<br><br>• Inline HTML<br>• Word attachment<br>• MHTML attachment | 471869 |
| Upgrading MessageStats can cause some customized reports to fail with the following error "Can't find custom filter entry in schema description". A customized report, in contrast to a custom report, is created when you render a standard report, customize the report, and save the changes using the Save Report Setting feature. If there have been changes to the original standard report in the new release, the customized report that is based on the standard report might fail.<br><br>You can recognize a customized report by a small shortcut arrow in the lower right corner of the report icon in the report tree. Customized reports are stored as a .QSRS file instead of as a .QRP file.<br><br>**Workaround**<br><br>After you have upgraded to the new version of MessageStats, and if you have found a customized report that is failing, display the original standard report, apply the customizations, and save the changes using the Save Report Setting feature. | 343678 |
| In a mixed Exchange environment in which outbound email is routed through a proxy Exchange 2013 Client Access Server (CAS),  email messages may not be counted as outbound or inbound in the following scenarios:<br><br>• If an Exchange 2007 or 2010 mailbox receives an external email through the proxy Exchange 2013 CAS server (with both CAS and mailbox roles),   MessageStats cannot determine whether the email is internal or external in the Server Activity report.<br>• When a distribution group receives an external email through the proxy Exchange 2013 CAS server, the distribution group reports will not count the received email. | 344166 |
| In some situations, administrators cannot create report subscriptions that use a service account. Usually a member of the local Administrators group on the reports web server can set the credentials associated with a subscription to any account in the Web Reports Users group. In a rare scenario, administrators are only able to set the subscription credentials to their own credentials, or those of the user who last modified the subscription.<br><br>In this case, administrators cannot use a service account to execute a report subscription.<br><br>**Workaround**<br><br>You can create the subscription while you are logged in with the service account or you can add the service account to the local Administrators group on the web server.<br><br>1  Log in with the service account.<br>2  Set the credentials of the subscription. | 179549 |

**Table 7. Reports known issues**

| Known issue | Issue ID |
|---|---|
| In the Conference Details by Organizer report, If the primary SIP URI for the organizer has changed since the conference occurred, the organizer's effective policy will display as empty. | NA |
| MessageStats does not support scenarios where a user's primary mailbox has the same display name as the associated archive mailbox. The display name for a user's primary and archive mailboxes must be different or MessageStats cannot differentiate between the two mailboxes in reports. | NA |
| When you are editing a custom graph, if you leave the wizard open for an extended period of time, the MessageStats Web Reports application pool may be recycled. Under these conditions, when you click Finish, the following error is displayed: "Unable to validate data". If you click the browser Back button, the message is cleared but the changes made to the custom graph are lost. | 111241 |
| By default, Internet Explorer, when running on 64-bit versions of Windows Server 2008, is configured to run in Enhanced Security mode. This prevents you from viewing MessageStats Reports.<br><br>To allow viewing of MessageStats Reports from a Windows Server 2008 computer, do the following:<br>   1  Select the root of the Service Manager navigation pane, and under the Server Summary click **Configure IE ESC**, which is part of the Security Information section.<br>   2  Select **Off** for all users. | NA |
| MessageStats Reports subscriptions that contain reports with the "Local Time" enabled will use the daylight savings time settings that were in effect at the time the subscription was created or saved.<br><br>To correct the problem, load the subscription, view the filter settings panel for each affected report, and resave the subscription. Before you perform this operation, ensure that the Windows time zone update patch - KB933360 is applied on the machine on which Internet Explorer is running.<br><br>Interactive reports and other features of MessageStats Reports are not affected by this problem. | NA |
| MessageStats Reports cannot run on IIS servers on which the Microsoft Media Server has been installed in the root web directory. An error message appears stating, "Microsoft .Net Framework version x.x must be installed on the IIS server that hosts this application." This error occurs because the Microsoft Media Server applies configuration options that affect all applications running on the server.<br><br>The recommended solution is to create a second virtual IIS server on the machine that is to host MessageStats Reports, and install MessageStats Reports on the virtual server that is not hosting Windows Media Server. | NA |
| If you attempt to run MessageStats Reports on an IIS server on which SharePoint has been installed, an error message appears, stating, "Microsoft .NET Framework version x.x must be installed on the IIS server that hosts this application." This error occurs because the Microsoft SharePoint installer implements tighter security on the IIS server which prevents MessageStats Reports from operating correctly.<br><br>**Solution**<br><br>The recommended solution is to create a second virtual IIS server on the machine that hosts MessageStats Reports, and install MessageStats Reports on a virtual server other than the server that is hosting SharePoint. MessageStats Reports can also be installed on the same virtual server by following the instructions given in Microsoft Knowledge Base Article 828810: How to enable an ASP.Net application to run on a SharePoint virtual server. | NA |
| By default, times are not displayed in Excel. When exporting reports that contain date/time fields to Microsoft Excel, load the exported file into Excel, select the column containing date/time information, and apply an appropriate Excel format string using the Format | Cells menu command. | NA |
| MessageStats may differ by 1 KB on values reported in either Microsoft Exchange Administrator or Microsoft Exchange System Manager due to the nature of rounding implemented by Microsoft. | NA |
| If two identical mailbox display names appear on a report that contains a graph, in the graph the mailboxes are grouped together. | NA |

**Table 7. Reports known issues**

| Known issue | Issue ID |
|---|---|
| If a distribution group has more than one SMTP address, any SMTP messages that are sent to a non-primary SMTP address are not counted against the recipient distribution group. SMTP messages that are sent to the distribution group's primary SMTP address will be counted. | 158976 |
| If a mailbox has more than one SMTP address, the Mailbox Auditing reports do not include SMTP messages with a "From" address that is the secondary SMTP address of the audited mailbox. | 162118 |
| Messages sent to Exchange mailboxes that are forwarded to a mail contact are not included in the Mail Contacts reports. | 162355 |
| External SMTP-submitted messages that are sent to mail contacts are not included in the Mail Contact reports. | 162352 |

# System requirements

Before installing MessageStats 7.4.1, ensure that your system meets the following minimum hardware and software requirements. The system requirements are divided into two sections:

- Requirements for the core MessageStats components:
    - Hardware requirements
    - Software requirements
- Requirements to gather from Microsoft Exchange.
    - Exchange-specific requirements for MessageStats components

# Hardware requirements

Table 8. Hardware minimum requirements

| Requirement | Details |
| --- | --- |
| Processor | Pentium 4, running at a minimum speed of 2.4 GHz |
| Memory | 8 GB |
| Hard disk space | 250 MB of free disk space for installing the application. |
| | This space should exist on a local disk drive rather than a network drive. The space requirement varies depending on the size of the database. |
| | For help in assessing the amount of space sufficient for your implementation, contact Support to acquire a database size estimation tool. To tune your MessageStats database and maximize performance, contact Professional Services. You can contact Professional Services through your sales representative. |
| | **NOTE:** If you are migrating an existing database, the free disk space requirement is larger than 250 MB. The space requirement varies, depending on the size of the database. If you are upgrading an existing database, the free disk space must be larger than for a new database. Space requirements also depend on the amount of information you write to the database and the length of time you retain the records. |
| Other | Sufficient space for the temporary tracking log cache, application logs, and task documents. The size of this cache depends on the number of Exchange servers, the number of message tracking logs on each Exchange server, and the size of each tracking log. The space should exist on a local disk drive rather than a network drive. |
| | Monitor supporting a resolution of 1024x768 pixels. |
| | Pointing device. You must have a pointing device installed on your computer to access all MessageStats features. |

# Software requirements

**Table 9. Software minimum requirements**

| Requirement | Details |
| --- | --- |
| Operating system | One of the following:<br>• Windows Server 2012 R2<br>• Windows Server 2012<br>• Windows Server 2008 R2 (SP 1)<br>• Windows Server 2008 (SP 2)<br><br>MessageStats supports full installation on Windows 7 only for evaluation scenarios. Microsoft Windows 7 requires the same configuration as for Windows Server 2008. You can install only the MessageStats client console on Windows 7 in production environments. |
| Database server (SQL) | One of the following:<br>• SQL Server 2014<br>• SQL Server 2012 (SP 2)<br>• SQL Server 2008 R2 (SP 2)<br>• SQL Server 2008 (SP 3)<br>• SQL Server 2005 (SP 4)<br><br>MessageStats supports SQL Server Express 2005 or later in test or evaluation scenarios only.<br><br>**NOTE:** SQL Server Agent must be running to use the Database Management tasks: database reindexing, defragmenting, or database aging. SQL Express does not include the SQL Server Agent. Database Maintenance tasks are not available when running on SQL Express. |
| MMC console | For SQL Server 2008, SQL Distributed Management Objects (SQL-DMO) must be installed on the server that hosts the MessageStats MMC console.<br><br>The SQL-DMO component is part of the Microsoft SQL Server 2005 Backward Compatibility package. You can download the SQL Server 2005 Backward Compatibility package from the Microsoft SQL Server 2005 or the SQL Server 2008 Feature Packs: SQL Server 2005 Feature Pack (December 2008) and Microsoft SQL Server 2008 SP3 Feature Pack.<br><br>-OR-<br><br>SQL 2005 Client Tools<br><br>For SQL Server 2005, SQL 2005 Client Tools are needed for the MessageStats Database Management feature to function in a distributed installation environment. |
| Reports IIS server | IIS 6.0 or later.<br><br>For Windows Server 2008, IIS 7.0 is required. There are also certain IIS role services that must be enabled. See the section titled "IIS Role Services on Windows Server 2008" in the *MessageStats Quick Start Guide* for more information. |
| .Net Framework | Microsoft .NET Framework 3.5.<br><br>For information about resolving common ASP.NET configuration problems, see "Appendix A: Microsoft ASP.NET Configuration Issues" in the *MessageStats Administrator Guide*.<br><br>**NOTE:** If you have Microsoft .NET Framework 4.0 installed, you must also have .NET 3.5 installed side-by-side. |
| Browser | Internet Explorer 8.0 or later. |
| Documentation | Acrobat Reader 8.0 or later is required to access the PDF documents. |

For detailed system requirements and list of rights and permissions necessary for product operation, please refer to the *MessageStats Quick Start Guide*. For specific recommendations about deployment, see the *MessageStats Deployment Guide*.

# Exchange-specific requirements for MessageStats components

**Table 10. Exchange-specific requirements for MessageStats components**

| Component | Requirement |
|---|---|
| Task Execution Server (task processors) | MAPI<br><br>For Exchange 2007 or later, you can install the latest Microsoft MAPI & CDO software download located here: http://www.microsoft.com/en-us/download/details.aspx?id=39045.<br><br>• For Exchange 2010, ensure that you are using MAPI & CDO version 6.5.8211.0 or later.<br>• For Exchange 2013, ensure that you are using MAPI & CDO version 6.5.8320.0 (released 2013-05-17). This version of MAPI & CDO implements RPC over HTTPS (Outlook Anywhere) that is used by Exchange 2013. This MAPI version requires that the proxy (CAS) server has an SSL certificate on it that is trusted by the Task Execution Server.<br><br>Configuring an SSL certificate on your Exchange 2013 CAS (proxy) server is part of the normal setup that is required for the Outlook 2013 client. For more information, see the Microsoft Exchange 2013 documentation for configuring mail flow and client access.<br><br>**NOTE:** If you already have a version of the MAPI Download installed, you must remove it before installing the new version. The Microsoft MAPI installer does not upgrade, nor does it warn you if you try to install MAPI & CDO without removing the previous version.<br><br>Microsoft PowerShell 2.0<br><br>For Exchange 2010 or 2013, you must also install Microsoft PowerShell 2.0 on the servers that host the MessageStats task processors. You can download the Windows Management Framework (which includes PowerShell 2.0) from http://support.microsoft.com/kb/968929. |
| Reports Client | To see the presence status information in Exchange mailbox-specific reports, the person viewing the reports must have OCS or Lync Communicator installed, configured, and running. Microsoft Office Outlook must be installed.<br><br>The Exchange organization must have Microsoft Live Communication Server 2005 or later configured and running. |
| Supported Exchange Server Versions | • Exchange 2007 Service Pack 3<br>• Exchange 2010 Service Pack 3<br>• Exchange 2013 Service Pack 1<br><br>Must have tracking logs enabled and the tracking log folder shared. |

For information about any required configuration of the Exchange servers (such as sharing the Exchange tracking log folder or specifying a mailbox for MAPI logon to gather mailbox and public folder information), see the *MessageStats Quick Start Guide*.

# Product licensing

Typically, when you install MessageStats, a trial license is automatically activated. After you purchase MessageStats, you will receive a license file (.asc) that is used to activate your purchased license. Before you can use MessageStats, you must activate the purchased license.

### To activate a purchased commercial license

1  Copy the license file (xxx-xxxx.asc) to the desktop of the computer where the MessageStats MMC client console is installed, or to another convenient location.

2  Start the MessageStats client console.

3  Connect to the MessageStats Server.

   If you have more than one MessageStats server, complete steps 4 to 7 for each server.

4  Right-click on the server node, and select **License**.

5  Click **Update License**.

6  Browse to the license file you copied in step 1.

7  Select the license, and click **OK**.

# Getting started with MessageStats 7.4.1

The MessageStats release package contains the following products:

- MessageStats and the MessageStats report packs

Product Documentation, including:

- MessageStats Quick Start Guide
- MessageStats Deployment Guide
- MessageStats Administrator Guide
- MessageStats Upgrade Guide
- MessageStats Reports User Guide

# Installation Instructions

Refer to *MessageStats Quick Start 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 11. List of third-party contributions**

| Component | License or acknowledgement |
|---|---|
| Boost 1.0 | Boost Software License - Version 1.0 |
| Boost 1.33 | |
| Boost 1.38 | |
| Boost 1.47 | |
| Crypto-API version 2 | Mozilla Public License Version 1.1 |
| JCL 1.1 | Mozilla Public License Version 1.1 |