

Quest® MessageStats® Report Pack for
BlackBerry 7.4.1

User Guide



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Legend

 **WARNING:** A WARNING icon indicates a potential for property damage, personal injury, or death.

 **CAUTION:** A CAUTION icon indicates potential damage to hardware or loss of data if instructions are not followed.

 **IMPORTANT NOTE, NOTE, TIP, MOBILE, or VIDEO:** An information icon indicates supporting information.

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MessageStats Report Pack for BlackBerry Overview

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- [Supported Software](#)
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- [About the BlackBerry Reports](#)

Introducing MessageStats Report Pack for Blackberry

The BlackBerry Enterprise Server (BES) for Exchange is a Window-based server product that manages data transfer and synchronization between handheld devices and Microsoft Exchange, a messaging and collaboration server.

The MessageStats Report Pack for BlackBerry expands the core capabilities of MessageStats to include relevant statistics for monitoring the Exchange environment for data transfer to and from handheld devices.

BlackBerry data is collected by the BlackBerry report pack gathering tasks and stored in the MessageStats database. The MessageStats database also contains the Exchange data that is collected by the core MessageStats gathering tasks. The reports retrieve BlackBerry data from the MessageStats database.

You can also create custom reports using the Web Report Wizard. You can build your own reports based on existing data sources. You can select fields, filters, format, grouping, and sorting options. Custom reports can be edited, depending on your security permissions within MessageStats, and saved for future use.

To view the BlackBerry reports, and to populate data for these reports, you must configure MessageStats to access a BlackBerry Enterprise Server by connecting to a BlackBerry domain. For more information about how to connect to a BlackBerry domain, see [Connecting to your BlackBerry Environment](#) on page 12.

Supported Software

MessageStats for BlackBerry has been tested with and supports the following BlackBerry software:

- BlackBerry Enterprise Server (BES) version 4.1
- BlackBerry Enterprise Server (BES) version 5.0

Sources for BlackBerry Data

The report pack collects data from several sources. The data is stored in the MessageStats database and is used to populate the BlackBerry reports:

Table 1. Data sources for the BlackBerry gathering tasks.

Data Source	Description
BlackBerry Enterprise Server configuration database	The BlackBerry Enterprise Server configuration database is the main repository of configuration information for a BlackBerry Enterprise Server domain. A domain is the set of servers that are all managed out of the central configuration database. The data extracted from the configuration database is used to populate the Server Inventory report and the User reports. The data includes information about the BlackBerry Enterprise Servers, BlackBerry users and their devices.
Windows Registry on the BlackBerry Enterprise Servers	MessageStats extracts information from the Windows Registry such as the log file path, the location of remote services, and version data. The data facilitates the gathering of log files and also is used to populate the Server Inventory report.
WMI	WMI is used to retrieve the time zone of the BlackBerry Enterprise Server. This information is used to convert local timestamps from the log files into UTC timestamps.
Mailbox Agent log files	The Mailbox Agent log files contain records of all email activity processed by the BlackBerry Enterprise Server. MessageStats gathers and processes the log files to collect email usage statistics.
Phone activity log files	The phone activity log files contain records of all of the phone calls made and received by the BlackBerry users. MessageStats gathers and processes the log files to collect BlackBerry phone usage statistics.
System Up Time performance counter	System Up Time performance counter is used to drive the Server Uptime report.

About the BlackBerry Reports

The BlackBerry reports folder contains reports in the following categories:

- [Servers Reports](#)
- [Users Reports](#)

Servers Reports

BlackBerry reports provide information that shows the usage and the health of the individual Blackberry Enterprise Servers. Most reports provide both summary and detailed views with an associated graph. Graphs allow you to compare servers or display trends over time.

Information is presented from a sending or a receiving perspective, and presents the quantity (number) and volume (overall size) of information observed in the BlackBerry debug logs. You can use the filtering provided by each report to perform analysis.

The Servers Reports category is comprised of the following reports:

- [Server Activity](#)
- [Server Delivery Times](#)
- [Server Uptime](#)
- [BlackBerry Enterprise Server 5.0 Inventory](#)
- [High Availability Servers](#)

Users Reports

The Users reports provide BlackBerry usage statistics for individual users as well as general user configuration information.

The Users Reports category is comprised of the following reports:

- [User Activity](#)
- [Top Message Senders and Receivers](#)
- [Top Phone Users](#)
- [Users](#)
- [User Maintenance](#)

Installing the BlackBerry Report Pack

- [Installation Overview](#)
- [Prerequisites for Installing the Report Pack](#)
- [Log File Configuration on the BlackBerry Enterprise Server](#)
- [Installing the BlackBerry Report Pack](#)

Installation Overview

This section explains how to install the BlackBerry report pack, including the necessary pre-installation requirements that must be met, and procedures that must be completed to get the report pack up and running.

MessageStats Components

A MessageStats installation consists of the following components:

- MessageStats Console
- MessageStats Database
- Task Execution Server (task processors)
- MessageStats Reports Server

When installing the report pack, you must install the corresponding components on the same server as the core component. For example, you must install the report pack task processors on the server that hosts the MessageStats core task processors.

Prerequisites for Installing the Report Pack

Before you install the BlackBerry report pack, verify that you meet the MessageStats minimum requirements. You must also have the MessageStats core product installed before you can install the report pack.

Microsoft .NET Runtime 3.5 is required to install the task processors that are used to collect the BlackBerry data.

Also the MessageStats service account that is used to run the gathering tasks must have specific rights and permissions assigned. See [Required Rights and Permissions](#) on page 9.

Required Rights and Permissions

The following rights and permissions are required to gather information from the BlackBerry Enterprise Server environment.

Table 1. Permissions required on the BES servers by the gathering credentials.

Environment	Required Permissions
Each BlackBerry Enterprise Server	Add the MessageStats service account to the Administrators group on each BlackBerry Enterprise Server
For BES 4.1	In the BES Management configuration database (BESMgmt), assign the MessageStats service account the following role: <ul style="list-style-type: none"> rim_db_admin_audit_sr_helpdesk
For BES 5.0 and later	In the BES Management configuration database (BESMgmt), assign the MessageStats service account the following role: <ul style="list-style-type: none"> db_datareader

Log File Configuration on the BlackBerry Enterprise Server

The primary sources of data for the BlackBerry report pack are the phone activity log files and the mailbox agent log files. BlackBerry Enterprise Server (BES) has numerous options to configure logging. These logging options can affect whether the task processors can successfully gather the data required for the reports.

The following table lists the various options to configure logging on the BlackBerry server and identifies how each option BlackBerry gathering tasks.

Table 2. Logging configuration on the BlackBerry server.

Log File Option	Blackberry Report Pack Requirements
Log file folder	The currently configured log file folder for each BlackBerry Enterprise Server is automatically identified when the BlackBerry gathering tasks are executed. You can identify any additional log file folders on a BlackBerry Enterprise Server using the Properties dialog in the MessageStats console.
Log file prefix	Custom prefixes are supported. No configuration is required in MessageStats Report Pack for Blackberry.
Create daily log folder	MessageStats Report Pack for Blackberry supports this option being turned on or off. No configuration is required in MessageStats Report Pack for Blackberry.
Mailbox agent debug log identifier	The currently configured mailbox agent log file identifier for each BlackBerry Enterprise Server is automatically identified when the BlackBerry tasks are executed. You can identify additional log file folders on a BlackBerry Enterprise Server using the Properties dialog in the MessageStats Console.
Mailbox agent debug log daily file	MessageStats Report Pack for Blackberry supports this option being turned on or off. No configuration in the MessageStats Report Pack for Blackberry is required.
Mailbox agent debug log level	A log level of 4 is required.
Mailbox agent debug log size	A maximum log file size can be specified as long as the auto-roll option is turned on.
Mailbox agent debug log auto-roll	This option must be turned on if a maximum log file size is specified.

Table 2. Logging configuration on the BlackBerry server.

Log File Option	Blackberry Report Pack Requirements
Mailbox agent debug log maximum daily file age	This option must be configured such that the scheduled tasks are able to gather the log files before they are removed from the server.
Mailbox agent debug log encoding	All possible values for this setting are supported. No configuration in the MessageStats Report Pack for Blackberry is required.

Installing the BlackBerry Report Pack

There are two installation scenarios available for the BlackBerry report pack:

- Complete (all components reside on one server)
- Distributed (components distributed among two or more servers)

Performing a Complete Installation

Before installing the BlackBerry report pack components, ensure that:

- All BlackBerry report pack minimum requirements are met.
- All the BlackBerry report pack rights and permissions requirements are granted to the appropriate accounts.

The BlackBerry task processors collect various types of data from the BlackBerry Enterprise Servers. To be able to successfully gather BlackBerry data, the user account under which the MessageStats tasks run must be granted appropriate access to the BlackBerry Enterprise Servers.

To install the report pack

- 1 Log on to your system using MessageStats service account.
- 2 Double-click the **autorun.exe** file and select the **Install** tab.
- 3 Select the **BlackBerry** link.
- 4 Read the license agreement, select the **I accept the license agreement** check box and click **Next**.
- 5 Select the features that you want to install and click **Next**.
Each feature must be installed on the same server that the corresponding MessageStats feature is installed.
- 6 Verify the folder in which the report pack is to be installed and click **Next**.
- 7 Verify the SQL instance (MessageStats database) on which you are installing the report pack database components and click **Next**.
- 8 Click **Next** to begin the installation.
- 9 When the installation is complete, click **Finish**.

Performing a Distributed Installation

In larger installations, and to experience enhanced performance, you might choose to have the BlackBerry report pack components reside on separate servers.

To install the BlackBerry report pack components in a distributed environment, the corresponding MessageStats components must already be installed on the computer. For example, to install the BlackBerry task processors, the target computer must have the MessageStats task processors installed.

The following table lists the components in the order in which they must be installed on the different servers:

Table 3. Correlation between MessageStats core components and report pack components.

Server Role	Component
MessageStats Database	MessageStats Database 7.3 or later BlackBerry database components to extend the MessageStats Database
MessageStats Task Execution Server	MessageStats Task Processors 7.3 or later BlackBerry Task Processors
MessageStats Console	MessageStats MMC Client Console 7.3 or later BlackBerry console components to extend the MessageStats Console
MessageStats Scheduler	MessageStats Scheduler Service 7.3 or later
MessageStats Reports	MessageStats Reports 7.3 or later BlackBerry Reports

Individual servers can be configured for more than one role.

To install the BlackBerry report pack in a distributed installation

- 1 Select the servers on which you want to install the BlackBerry report pack components.
- 2 Install each BlackBerry report pack component using the Custom Installation option, starting with the database component.

Configuring the BlackBerry Report Pack

After you have ensured that your BlackBerry Enterprise Server (BES) are configured with the correct logging options, you can connect the MessageStats report pack to your BlackBerry environment. You must also identify the Mailbox Agent ID and the location of the BES log file share.

- [Connecting to your BlackBerry Environment](#)
- [Specifying Agent IDs and Log File Shares](#)

Connecting to your BlackBerry Environment

To configure MessageStats to connect to a BlackBerry Enterprise Server, you must provide MessageStats with information about your BlackBerry domain. A BlackBerry domain corresponds to a single SQL configuration database that contains one or more BlackBerry Enterprise Servers. You must connect to a BlackBerry domain to configure a BlackBerry Enterprise Server.

Messagestats is able to connect to multiple BlackBerry domains. If a new Blackberry domain is introduced into an Exchange organization, you can view and report against both the existing domain and the new domain.

To connect to a BlackBerry domain

- 1 In the MessageStats Console, right-click **BlackBerry Domains** in the treeview and select **Connect**.
- 2 In the Connect to BlackBerry Domain dialog box, enter the following information:
 - Display name
 - Server
 - Database name.
- 3 Click **Connect**.

A connection to the database is made and the BlackBerry Enterprise Servers in the domain are enumerated. After the enumeration is completed, nodes for the new domain, for High Availability (HA) server pairs, and for all the individual BlackBerry servers are added to the console.

Specifying Agent IDs and Log File Shares

Once you have ensured that logging on the BlackBerry Enterprise Server (BES) is set to meet MessageStats requirements, you must set the Logging Properties in the MessageStats console to identify the Mailbox Agent ID and the location of the BES log file share.

To specify the BES Logging properties

- 1 In the MessageStats Console, expand **BlackBerry | BlackBerry Domains**.
- 2 Expand the domain that contains the server that you want to configure.
- 3 Right-click the server and select **Properties**.
- 4 To add a mailbox agent Id, click **Add** under the Mailbox Agent Ids box and enter the name of the Mailbox Agent Id.
- 5 To specify a log file share, click **Add** under the Log File Shares box and browse to the folder containing the BlackBerry Enterprise Server log files.

Since MessageStats supports a distributed environment, it uses the UNC (Universal Naming Convention) format for naming Log File shares and Archived Log File shares.
- 6 Browse to the folder that contains the Archived Mailbox Agent Log files.
- 7 Click **OK**.

For information about the BES logging options that must be set, see [Log File Configuration on the BlackBerry Enterprise Server](#) on page 9.

Creating Gathering Tasks

- [About Gathering Tasks](#)
- [About the Create Task Wizard](#)
- [Excluding Private Information](#)

About Gathering Tasks

The BlackBerry task processors gather BlackBerry Enterprise Server (BES) statistics by collecting a set of log files that contain the history of messages that have passed through the various BlackBerry servers. The gathering task processes the log files to extract the relevant data and stores the data in the MessageStats database. Other sources of information include the phone usage logs and the BlackBerry configuration database.

The work of gathering and processing the BES data is performed through scheduled tasks. You can schedule tasks by creating a gathering task for a BlackBerry domain or for a BES server in the MessageStats console.

A gathering task is defined as a collection of gathering activities. When you create a task, the task is listed in the Tasks node of the navigation tree. When you click the Tasks node, the task is displayed in the Tasks Summary view.

Here is a list of gathering task templates and the data sources that they use:

Table 1. Gathering tasks and the associated data sources.

Task Name	Data Source
BlackBerry Domain Structure	<ul style="list-style-type: none"> • Windows Registry • BES Configuration Database • WMI
BlackBerry Users	<ul style="list-style-type: none"> • BES Configuration Database
BlackBerry Mailbox Logs	<ul style="list-style-type: none"> • Mailbox Agent log files • The Mailbox Logs gathering is dependent on the successful completion of the MessageStats Exchange Mailbox gathering task.
BlackBerry Phone Logs	<ul style="list-style-type: none"> • Phone activity log files
BlackBerry Server Uptime Performance Counter	<ul style="list-style-type: none"> • System Up Time performance counter

For information about any log file configuration that must be set on the BlackBerry server, see [Log File Configuration on the BlackBerry Enterprise Server](#) on page 9.

The following sections explain how to create gathering tasks using the Create Task Wizard.

About the Create Task Wizard

You use the Create Task Wizard to create and configure gathering tasks. You can create tasks at the BlackBerry domain level, for an High Availability (HA) server pair, or for an individual BlackBerry server.

The Create Task wizard consists of six pages:

- [Selecting a Task Template](#)
- [Selecting the Log File Date Range](#)
- [Selecting the Log Aggregation Period](#)
- [Selecting the Task Execution Server](#)
- [Scheduling the Task](#)
- [Specifying Task Credentials](#)

You can edit the default settings for the BlackBerry Logs page by selecting and right-clicking the Tasks node in the treeview.

To access the Create Task Wizard

- 1 In the treeview, expand the BlackBerry node and select one of the following:
 - a BlackBerry domain
 - an HA BlackBerry server pair
 - a specific BlackBerry server
- 2 Right-click and select **Create Task**.

Selecting a Task Template

Use the Select Task Template page to select a BlackBerry gathering task template and to name the task.

To select a task template

- 1 Enter a task name that is unique and reflects the purpose of the task.

The Tasks node is not specific to BlackBerry. Prefix your BlackBerry tasks with “BlackBerry” or “BB” to help distinguish them from tasks from other platforms.
- 2 Select a gathering task template

Table 2. Selecting a BlackBerry gathering task template.

Option	Definition
Name	The name that you enter appears in the task list of the Tasks Summary View. If you decide to change the task name, right-click the name from the Tasks Summary node, select Properties , and edit the name.
Template	The Template box lists templates for all gathering tasks. The gathering task description is displayed under the Template box. <p>The following templates are available for the BlackBerry reports:</p> <ul style="list-style-type: none">• BlackBerry Default Gathering• BlackBerry Domain Structure• BlackBerry Mailbox Logs• BlackBerry Phone Logs• BlackBerry Server Uptime Performance Counter• BlackBerry Users

- 3 Click **Next**.

Selecting the Log File Date Range

Use the Log File Date Range page to select and configure the date range for all log file data that you want to gather and process.

The Log File Date Range dialog box is only applicable for the following Task templates:

- BlackBerry Default Gathering
- BlackBerry Mailbox Logs
- BlackBerry Phone Logs

To select the log file date range

- 1 Select **Most Recent - No Older Than N Days** and enter the number of days you want.

This option does not gather Archived data. The default for this date range is 7 days.

- OR -

Select **Custom** and enter the Start Date and Stop Date for the range of dates in which log file data is gathered.

- This option gathers data from the server and the archived data folder (if one is defined).
- The date range associated with the Custom option cannot span more than 365 days.

- 2 Click **Next**.

The BlackBerry report pack differs from MessageStats and other report packs since it will collect data for 'today'. When you run a task and select "Most Recent", the gathering collects all available data right up to the point in time when the task is run. The gathering does not stop collecting data at the end of the previous day.

For example, if you run the task at 1:00 a.m., an hour of data is stored in the database. The rest of the day's data will be added when the task is run again the next day.

Selecting the Log Aggregation Period

Use the Log Aggregation Period page to specify the aggregation period over which you want the user data stored to the MessageStats database.

To select the log aggregation period

- Select **Daily** or **Hourly**.

- OR -

Select the **Use Default Configuration** check box to use the default configuration settings.

By default, the log aggregation period is set to daily and used to aggregate user data on a daily basis. In the reports, the user statistics are rolled up for daily totals. For this reason, if you select the report hourly filter option when you view a user report, no data is available.

You can select the log aggregation hourly option if you want to collect hourly totals per user. However, if you set the hourly option, there will be 24 times more data stored in the MessageStats database as compared to the daily option.

Selecting the Task Execution Server

Use the Task Execution Server page to specify the MessageStats task execution server to be used to run the task.

To select the task execution server

- Select the server on which you want to run the task.
- OR -
- Select the **Use Default Configuration** check box to use the default configuration settings.

Scheduling the Task

Use the Task Schedule page to schedule gathering tasks. You can create two types of schedules:

- Schedules that run once (at a specific time such as December 31 or Now)
- Schedules that run regularly at a defined interval (such as daily, weekly, or monthly)

To schedule a gathering task

- 1 Select the task period (Now, Daily, Weekly, Monthly or Once only).
- 2 Select the Start Time and the End Time period during which you want to schedule the gathering task.
You do not need to set an End Time for the schedule. If you want to set an end time, click the check box to select it.
- 3 Enter the frequency of the gathering task in the Perform this task Every N Day(s) box.
This only applies if you have selected the daily option.
- 4 Enter the start date on which you want the gathering task to start.
- OR -
Select the **Use Default Configuration** check box to use the default configuration settings.
- 5 Click **Next**.

Specifying Task Credentials

Using the Task Credentials page, you set the security credentials that are used to run the gathering task. Credentials are not verified in this wizard. Ensure that you enter a valid account and password for the gathering tasks.

Typically, you run the BlackBerry report pack gathering tasks using the MessageStats service account.

To specify task credentials

- 1 Enter the account under which the task will run.
The account must have sufficient permissions to run the task on the specified servers
- 2 Enter the password for the account in the Password box.
- 3 Enter the password again to confirm it in the Confirm password box.
- OR -
Select the **Use Default Configuration** check box to use the default configuration settings.
- 4 Click **Next**.
- 5 Click **Finish** in the Task Wizard Complete dialog box.

Modifying Tasks

MessageStats Report Pack for Blackberry contains task properties tabs so that you can view or modify tasks to obtain optimal performance.

To view and configure tasks

- Select and right-click the Tasks node in the treeview and select Properties.

Excluding Private Information

You can exclude private information for users from the BlackBerry user gathering task and from the user reports. For example, you may not want to record phone numbers and PIN (personal identification) numbers for certain users such as senior management.

To exclude private information

- 1 In the MessageStats Console, right-click the **BlackBerry** node in the treeview and select **Properties**.
- 2 Select the option that you want:

Table 3. Options for excluding private information from the gatherings.

No users	To gather information about all users
All users	To exclude all users.
The following users	To identify specific users to exclude and do one of the following: <ol style="list-style-type: none">1 Enter a user name in the text box.2 Use the browse button to select a user from a user list.3 Select the check mark button to add the user to the list.

- 3 Click **OK**.

Using the Reports Console

- [Overview of Reports Functionality](#)
- [Accessing the BlackBerry Reports](#)
- [Selecting Report Filters](#)
- [Configuring Report Parts](#)
- [Viewing Report Information](#)

Overview of Reports Functionality

The BlackBerry reports are accessible from the MessageStats web-based reports console. The BlackBerry data is stored in separate tables in the MessageStats database.

You can change relevant report parameters immediately using Quick Filters. MessageStats also provides a Report Wizard that allows you to create and save customized reports.

The following features are included in MessageStats reports:

- The Web Report Wizard that allows you to configure and generate reports, and provides report parts that you can add to and arrange on reports.
- The Graph Wizard allows you to create custom graphs from the data sources that you select.
- Predefined role-based security settings allow you to control who can view reports and create custom reports.
- A subscription service allows you to deliver reports through email, web sites, file shares, or ftp (file transfer protocol) site.
- Tooltips that display when you hover over column headings or over items in graphs can reveal detailed information.

Using the console, you can perform the following tasks:

- Group, insert, append, remove, and sort fields on reports. Quick Filters allow you to change report parameters quickly and easily to focus your report.
- Display report data in bar graphs, line graphs, and pie charts.
- Export or email entire reports in Microsoft Excel, text (as either comma-separated values or tab-separated values), XML, as a Word file, in HTML, or MHTML.
- Select portions of reports, such as columns or rows, and export the selections or send by email. You can also select a graph or chart to export it or send it by email.

For more information about how to use these features, refer to the *MessageStats Reports User Guide* and *MessageStats Administrator Guide*.

Accessing the BlackBerry Reports

You can access the BlackBerry reports in the following ways:

- from the MessageStats web-based reports console
- from the MessageStats console

To access the BlackBerry reports

- 1 Select **Start | Programs | Quest | MessageStats | Quest MessageStats Reports**.
- OR -
In your browser, enter the following address:
`http://<MessageStatsReportsservername>/MessageStatsReports`
- 2 In the reports treeview, select **Report Packs | BlackBerry**.
- 3 Select the report that you want to view.
- 4 Select report filters, if necessary, and click **Apply Filter** to view the report.

The MessageStats Reports console allows you to browse the existing BlackBerry reports and navigate to the reports you need. Use the File menu commands to create new reports or save report settings, and to view report settings for a particular report.

Selecting Report Filters

When you select the report you want to view from the treeview, you can select filters before the reports are rendered. After the report is rendered, you can change the filter options and save a customized version of the report:

- Select the **Show Filters** bar at the beginning of the report to change multiple filters.
- Use the **Quick Filter** bar located at the bottom of the report to further select specific data within the resulting dataset.
- To save a report query with specific filters applied, select the **Save Report Settings** option.

To select filters for a report

- 1 Open the report you want to view.
- 2 Define a period for the report (if applicable).
- 3 Specify operands and criteria for the filters you want to use.
- OR -
Use the default filter values.
- 4 Click **Apply Filters**.

To change filter settings after a report has been generated

- 1 Click **Show Filters** at the beginning of the rendered report.
- 2 Delete the criteria from a filter option to remove the filter.
- OR -
Specify other operands and criteria for new filters you want to use.
- 3 Click **Apply Filters**.

Why Does Data Sometimes Look Incomplete if I Select “Most Recent”?

The BlackBerry report pack differs from MessageStats and other report packs since it will collect data for 'today'. When you run a task and select the “Most Recent” filter, the task collects all available data right up to the point in time when it was run. The gathering task does not stop collecting data at the end of the previous day.

For example, if you run the task at 1:00 a.m., an hour of data is stored in the database. The rest of the day's data will be added when the task is run again the next day. When you run the report and select “Most Recent” as the filter, you see the most recent date for which there is data. In this example, you would see data for the first hour of the day.


Configuring Report Parts

Parts are report components that contain either text-based tabular information (tables) or graphs that you can include in certain reports. You can select the parts that you want to include in a report and the order in which they appear.

To configure report parts

- 1 Select the **My Reports** node in the treeview, and click **Configure Parts**.
- 2 Select the report parts you want in the Part Library pane and click **Add**.
- 3 Select a part in the Configured Parts pane and click **Configure** to select the settings for each part.
 - a To have each part separated by a blue header line that contains the part name and description, select **Show Part Header**.
- 4 Enter the settings for the part and click **OK**.
- 5 Click **OK** to generate your report.

Viewing Report Information

In the lower right corner of each report, there is an Information  button. Click the button to view the filters, report parts, and data sources used in the report:

- **Report Options** include default filters and sort keys, as well as any quick filters and sort keys you selected using the Quick Filter options.
- **Report Details** include a list of the report parts (tables and graphs) that comprise the report. This section also shows a list of the data sources and all the fields (and the field descriptions) that are used.

By determining the parts and data sources that comprise a standard report, you can use the information to create custom reports or custom graphs that show similar information, but with changes or additions to meet your own needs.

BlackBerry Servers Reports

- [Introducing Servers Reports](#)
- [Server Report Descriptions](#)

Introducing Servers Reports

The BlackBerry servers reports include reports that show the usage and the health of the physical BlackBerry Enterprise Servers (BES). Most reports provide both summary and detailed views with an associated graph. Graphs compare servers, or display trends over time.

Information is presented from a sending or a receiving perspective, and presents the quantity (number) and volume (overall size) of information observed in the BlackBerry logs. For high availability (HA) server pairs, the reports provide information about each individual physical server in the server pair.

The following sections provide information about the reports under the Servers node. The Servers Reports category is comprised of the following reports:

- [Server Activity](#)
- [Server Delivery Times](#)
- [Server Uptime](#)
- [BlackBerry Enterprise Server 4.0 Inventory](#)
- [BlackBerry Enterprise Server 5.0 Inventory](#)
- [High Availability Servers](#)

Most reports have additional information that can be included in the report. To add information in the reports, you can right-click on a heading and use the Insert Field option.

Server Report Descriptions

The following table contains the report descriptions for the BlackBerry reports in the Servers folder:

Table 1. BlackBerry Server reports

Report Name	Description	Filters
Server Activity	<p>This report provides an overview of the message traffic handled by each physical BlackBerry Enterprise Server.</p> <p>The report displays content for each server per aggregate date/time range. Aggregate date/time range options includes summary (displays total values only for each counter in the specified date range), daily or hourly.</p> <p>Report Parts</p> <p>The Message Summary graph displays a bar graph of traffic sent and received on a server based on an aggregate date/time range.</p> <p>The Message Summary table displays the total and average numbers for the message traffic handled by each Blackberry Enterprise Server.</p>	<ul style="list-style-type: none"> • Date • Detail Level • Display Options • Display Options • Trend and Forecast Options • Date/Time Display • BES Server
Server Delivery Times	<p>This report shows the average amount of time taken to deliver messages to the BlackBerry devices. The delivery time is the time between the BlackBerry Enterprise Server sending the email and the BlackBerry device acknowledging that it received the email. It does not include the time taken for the email to be routed through the Exchange infrastructure.</p> <p>The report displays content per physical server per aggregate date/time range. Aggregate date/time range options include summary (total values only for each counter in the specified date range), daily, or hourly.</p> <p>Report Parts</p> <p>The Average Delivery Time summary graph displays a summary of the average amount of time taken to deliver messages to the BlackBerry devices.</p> <p>The Average Delivery Time table displays the total and average amount of time taken to deliver messages to the BlackBerry devices.</p>	<ul style="list-style-type: none"> • Date • Detail Level • Display Options • Display Options • Trend and Forecast Options • Date/Time Display • BES Server
Server Uptime	<p>This report provides an indication of how long each physical server that hosts the BlackBerry Enterprise Server services has been up and running.</p> <p>Report Parts</p> <p>The BlackBerry Enterprise Server Uptime table identifies the BlackBerry Enterprise Server, how long the server has been up (Up All Day), and shows the length of time it has been running (Up Since).</p>	<ul style="list-style-type: none"> • Date • Date/Time Display • BES Server

Table 1. BlackBerry Server reports

Report Name	Description	Filters
BlackBerry Enterprise Server 4.0 Inventory	<p>This report is specific to BlackBerry Enterprise Server version 4.0 and provides a list of the BlackBerry Enterprise Servers that comprise the installation. Included in the report are the configuration database server, the BlackBerry Enterprise Servers, and the distributed BES services servers.</p> <p>Report Parts</p> <p>The BlackBerry Enterprise Servers table provides information about the servers including service details.</p> <p>The BlackBerry Domains table provides basic information including the database host and instance, database name, and database version.</p> <p>The Distributed Services table identifies the BES distributed services servers.</p>	<ul style="list-style-type: none"> • BES Server
BlackBerry Enterprise Server 5.0 Inventory	<p>This report is specific to BlackBerry Enterprise Server version 5.0 and provides a list of the BlackBerry Enterprise Servers that comprise the installation. For each server, the report shows the different BlackBerry components that are installed.</p> <p>For high availability (HA) server pairs, the reports provide information about each individual physical server in the server pair.</p>	<ul style="list-style-type: none"> • BlackBerry Domain • Service Host
High Availability Servers	<p>This report provides information about your high availability server pairs, listing the physical servers that comprise the pair and showing which BlackBerry server was active at the time the gathering was run.</p>	<ul style="list-style-type: none"> • HA Server Pair

For information about how to set filters, see [Selecting Report Filters](#) on page 20.

Introducing BlackBerry Users Reports

The BlackBerry Users reports provide BlackBerry usage statistics for individual users as well as general user configuration information.

The BES Server column shows the server that is associated with the user. If High Availability (HA) server pairs are implemented, the HA server name appears on the user reports.

The report parts that display depend on the report filter settings you select. For information about how to set filters, see [Selecting Report Filters](#) on page 20.

The following sections provide information about the reports under the Users node. The Users reports are grouped in the following report categories:

- [User Activity](#)
- [Top Message Senders and Receivers](#)
- [Top Phone Users](#)
- [Users](#)
- [User Maintenance](#)

Most reports have additional information that can be included in the report. To add information in the reports, you can right-click on a heading and use the Insert Field option.

User Activity

The User Activity reports provide BlackBerry usage statistics for individual users and for users in a specific department:

Table 1. BlackBerry User Activity reports

Report Name	Description	Filters
BlackBerry Message Summary	<p>The report provides hourly and daily statistics for messages sent and received per user. It includes data from the BlackBerry environment and the Exchange tracking logs. This data is used to compare BlackBerry message activity with the total message activity on all clients. Message traffic is measured from the perspective of the user, therefore messages sent and received are sent from and received by the user BlackBerry device.</p> <p>Prerequisite: The Exchange Tracking Logs task must be run.</p> <p>Report Parts</p> <p>The Message Summary graph displays messages sent, messages received, and total messages by individual user.</p> <p>The Message Summary table provides detailed statistics about the messages sent and messages received, and about the mailbox messages sent and received.</p>	<ul style="list-style-type: none"> • Date • Select Top • Detail Level • Display Options • Trend and Forecast Options • Date/Time Display • User • User Group • BES Server • Mailbox Server
BlackBerry Phone Summary	<p>This report provides hourly and daily statistics for phone calls made and received per user.</p> <p>Report Parts</p> <p>The Top Phone User Summary graph displays total calls, calls made and calls received by individual users.</p> <p>The Top Phone User Summary table identifies user statistics about the calls made and received, airtime calls made and received, carrier used, and the BlackBerry Enterprise Server.</p>	<ul style="list-style-type: none"> • Date • Select Top • Detail Level • Display Options • Trend and Forecast Options • Date/Time Display • User • User Group • BES Server • Carrier
BlackBerry User Activity by Department Summary	<p>This report provides statistics about the messages that were sent and received and the calls that were made or received by users in a specific department. You can determine which departments have the most BlackBerry activity, both messaging and phone.</p> <p>Prerequisite: The MessageStats Exchange Mailboxes gathering must have completed successfully.</p>	<ul style="list-style-type: none"> • Date • Select Top • Detail Level • Display Options • Trend and Forecast Options • Date/Time Display • Department

The Select Top filter in these reports applies only to the charts. This allows you to control the number of users that are represented in the chart data. The maximum number of users in these charts is 50.

Top Message Senders and Receivers

The Top BlackBerry Message Senders and Receivers reports provide sorted lists of users that send or receive the most messages with their BlackBerry devices:

Table 2. Top BlackBerry Senders and Receivers reports.

Report Name	Description	Filters
Top BlackBerry Senders and Receivers By Messages	<p>This report provides sorted lists of users that send or receive the most messages with their BlackBerry devices by message counts.</p> <p>Report Parts</p> <p>The Top Senders and Receivers By Messages graph shows the users who send or receive the most messages using their BlackBerry device.</p> <p>The Top Senders and Receivers By Messages table identifies the user, user group, mailbox server, BlackBerry Enterprise Server, number of messages, and the average message size.</p>	<ul style="list-style-type: none"> • Date • Select Top • Display Options • Message Direction • User • User Group • BES Server • Mailbox Server
Top BlackBerry Senders and Receivers By Volume	<p>This report provides sorted lists of users that send or receive the most messages with their BlackBerry devices by message volume.</p> <p>Report Parts</p> <p>The Top Senders and Receivers By Volume graph shows the users who have the highest volume of messages through their BlackBerry device.</p> <p>The Top Senders and Receivers By Volume table identifies the user, user group, mailbox server, BlackBerry Enterprise Server, volume of messages, and the average message size.</p>	<ul style="list-style-type: none"> • Date • Select Top • Display Options • Message Direction • User • User Group • BES Server • Mailbox Server

The Select Top filter in these reports applies only to the charts. This allows you to control the number of users that are represented in the chart data. The maximum number of users in these charts is 50.

Top Phone Users

The Top Phone Users reports provide sorted lists of the users that make or receive the most phone calls with their BlackBerry devices:

Table 3. Top BlackBerry Phone Users reports.

Report Name	Description	Filters
Top BlackBerry Phone Users By Calls	<p>This report provides sorted lists of users that make or receive the most phone calls with their BlackBerry devices, sorted by phone call.</p> <p>Report Parts</p> <p>The Top BlackBerry Phone Users By Calls graph identifies the users that made the top number of calls with their BlackBerry device sorted by calls.</p> <p>The Top BlackBerry Phone Users table shows the user, number of calls, airtime for each call, and average call time.</p>	<ul style="list-style-type: none"> • Date • Select Top • Display Options • Phone Call Direction • User • User Group • BES Server • Carrier
Top BlackBerry Phone Users By Airtime	<p>This report provides sorted lists of the users that make or receive the most airtime phone calls with their BlackBerry devices, sorted by airtime used.</p> <p>Report Parts</p> <p>The Top BlackBerry Phone Users By Airtime graph identifies the users that made or receive the top number of airtime phone calls with their BlackBerry device sorted by airtime.</p> <p>The Top BlackBerry Phone Users By Airtime table shows the user, number of calls, airtime for each call, and average call time.</p>	<ul style="list-style-type: none"> • Date • Select Top • Display Options • Phone Call Direction • User • User Group • BES Server • Carrier

The Select Top filter in these reports applies only to the charts. This allows you to control the number of users that are represented in the chart data. The maximum number of users in these charts is 50.

Users

The Users reports provide a simple listing of the BlackBerry users in the organization:

Table 4. BlackBerry User reports

Report Name	Description	Filters
BlackBerry Users	<p>This report contains a simple listing of the BlackBerry users in the organization. If high availability (HA) server pairs are implemented, the HA server name appears in the BES Server column.</p> <p>Report Parts</p> <p>The BlackBerry Users table provides information such as the BlackBerry Enterprise Server and mailbox server, the user SMTP address and mailbox DN, BlackBerry model, telephone number, the platform version and carrier, and the user creation date.</p>	<ul style="list-style-type: none"> • User • User Group • BES Server • Mailbox Server • Carrier • Date/Time Display
BlackBerry Users By User Group	<p>This report contains a simple listing of the BlackBerry users in the organization grouped by user group.</p> <p>Report Parts</p> <p>The BlackBerry Users By User Group table provides information such as the BlackBerry Enterprise Server and mailbox server, the user SMTP address and mailbox DN, BlackBerry model, telephone number, the platform version and carrier, and the user creation date.</p>	<ul style="list-style-type: none"> • User • User Group • BES Server • Mailbox Server • Carrier • Date/Time Display
BlackBerry Users By BES Server	<p>This report contains a simple listing of the BlackBerry users in the organization grouped by BES Server.</p> <p>Report Parts</p> <p>The BlackBerry Users By BES Server table provides information such as the BlackBerry Enterprise Server and mailbox server, the user SMTP address and mailbox DN, BlackBerry model, telephone number, the platform version and carrier, and the user creation date.</p>	<ul style="list-style-type: none"> • User • User Group • BES Server • Mailbox Server • Carrier • Date/Time Display
BlackBerry Users By Mailbox Server	<p>This report contains a simple listing of the BlackBerry users in the organization, grouped by mailbox server.</p> <p>Report Parts</p> <p>The BlackBerry Users By Mailbox Server table provides information such as the BlackBerry Enterprise Server and mailbox server, the user SMTP address and mailbox DN, BlackBerry model, telephone number, the platform version and carrier, and the user creation date.</p>	<ul style="list-style-type: none"> • User • User Group • BES Server • Mailbox Server • Carrier • Date/Time Display
BlackBerry Users By Carrier	<p>This report contains a simple listing of the BlackBerry users in the organization grouped by carrier.</p> <p>Report Parts</p> <p>The BlackBerry Users By Carrier table provides information such as the BlackBerry Enterprise Server and mailbox server, the user SMTP address and mailbox DN, BlackBerry model, telephone number, the platform version and carrier, and the user creation date.</p>	<ul style="list-style-type: none"> • User • User Group • BES Server • Mailbox Server • Carrier • Date/Time Display

User Maintenance

The User Maintenance reports provide information regarding the maintenance of the user accounts. Four of the reports are grouped under the User Growth folder and report the growth in the number of users, shown in different groupings. The remaining reports identify inactive and invalid users, and report on the BlackBerry users that have been removed or added:

Table 5. BlackBerry User Growth and User Maintenance reports

Folder Name	Report Name	Description	Filters
User Growth	Total BlackBerry User Growth	<p>This report displays a graph indicating the growth of BlackBerry users over time.</p> <p>Report Parts</p> <p>The Total BlackBerry User Growth report graph shows the growth of BlackBerry users over time.</p> <p>The Total BlackBerry User Growth report table indicates the date with the corresponding number of users.</p>	<ul style="list-style-type: none"> • Date
	BlackBerry User Growth By BES Server	<p>This report displays a graph which indicates the growth of BlackBerry users on each BES server.</p> <p>Report Parts</p> <p>The BlackBerry Users Per BES Server graph indicates the growth of BlackBerry users on each BES server.</p> <p>The BlackBerry Users Per BES Server table displays the date, and identifies the BlackBerry domain, BES server, and the number of users.</p>	<ul style="list-style-type: none"> • Date • BES Server • BlackBerry Domain
	BlackBerry User Growth By User Group	<p>This report displays a graph which indicates the growth of BlackBerry users in each BlackBerry user group.</p> <p>Report Parts</p> <p>The BlackBerry Users Per Group graph indicates the growth of BlackBerry users in each BlackBerry user group.</p> <p>The BlackBerry Users Per Group table shows the BlackBerry users in each user group.</p>	<ul style="list-style-type: none"> • Date • User Group
	BlackBerry User Growth By Mailbox Server	<p>This report displays a graph which shows the growth of BlackBerry users on each mailbox server.</p> <p>Report Parts</p> <p>The BlackBerry Users Per Mailbox Server graph shows the growth of BlackBerry users on each mailbox server.</p> <p>The BlackBerry Users Per Mailbox Server table identifies the date, mailbox server, and the number of BlackBerry users on each mailbox server.</p>	<ul style="list-style-type: none"> • Date • Mailbox Server

Table 5. BlackBerry User Growth and User Maintenance reports

Folder Name	Report Name	Description	Filters
User Maintenance	BlackBerry Users Added/Removed	<p>This report provides a list of users that have been added to or removed from the BlackBerry Enterprise Servers.</p> <p>Report Parts</p> <p>The BlackBerry Users Added/ Removed table provides information such as the BlackBerry Enterprise Server and mailbox server, the user SMTP address and mailbox DN, BlackBerry model, telephone number, the platform version and carrier, and the user creation date.</p>	<ul style="list-style-type: none"> • Date • Added or Removed • User Group • BES Server • Mailbox Server • Carrier • Date/Time Display
	Inactive BlackBerry Users	<p>This report provides a list of users whose BlackBerry devices have not had any message activity (have not sent or received a message) since a specified date.</p> <p>Report Parts</p> <p>The Inactive BlackBerry Users table provides information such as the last message sent date and time, the BlackBerry Enterprise Server and mailbox server, the user mailbox DN, BlackBerry model, telephone number, and carrier.</p>	<ul style="list-style-type: none"> • No Activity Since • User Group • BES Server • Mailbox Server • Carrier • Date/Time Display
	Invalid BlackBerry Users	<p>This report lists users that are configured on a BlackBerry Enterprise Server but who do not have a corresponding mailbox in Exchange.</p> <p>Report Parts</p> <p>The Invalid BlackBerry Users table shows statistics for invalid users such as the mailbox DN, BlackBerry model, carrier, and phone number. Other details include the user creation date and time, activation date and when the last message was delivered.</p>	<ul style="list-style-type: none"> • User Group • BES Server • Mailbox Server • Carrier • Date/Time Display

Database Management

- [Managing your Database](#)
- [Configuring an Aging Task](#)
- [Database Maintenance](#)
- [Deleting Data](#)

Managing your Database

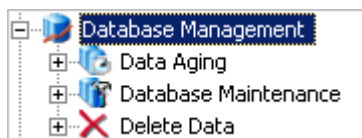
During the installation of the BlackBerry report pack, additional tables are added to the MessageStats database in order to store BlackBerry specific data. MessageStats allows you to manage the storage of BlackBerry log files and BlackBerry object data to prevent excessively rapid growth of the MessageStats database.

In MessageStats, database management functionality is extended to include database management functions specific to BlackBerry data. Using Database Management, you can delete obsolete information and fine-tune your database.

Before you modify your database, ensure that no MessageStats Consoles or task processors are currently writing information to the database. If you use Database Management while a MessageStats Console is writing to the database, you risk corrupting your database.

To access the Database Management tool

- Select Database Management from the treeview in the console.

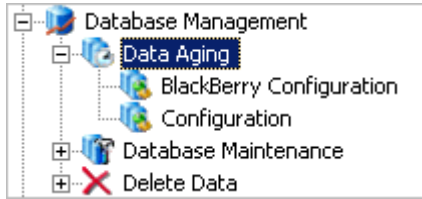


The Database Management tool provides the following functionality:

- **Database Aging** — Use this to delete historical data.
- **Database Maintenance** — Use this to defragment your database and reindex database tables.
- **Delete Data** — Use this to delete object and report data.

Configuring an Aging Task

You can use the Data Aging function to delete the historical data from the BlackBerry tables in the MessageStats database. Use the BlackBerry Configuration option under the Data Aging node to define the aging task.



To define a data aging task

- 1 Expand the **Database Management | Data Aging | BlackBerry Configuration** nodes in the treeview.
- 2 Select **Delete aged data**.
- 3 Select either the **Age Statistics (days)** or **Age Hourly Data (days)** check box.
- 4 Enter the number of days you want to retain statistical data in your database.
- 5 Click **Create Job**.
- 6 Select **Daily**, **Weekly**, or **Monthly** to indicate how often you want to delete the data older than your retention definitions.
Depending on the schedule type that you select, the bottom box changes to an appropriate interval selector.
- 7 Enter the **Start Date** and **Start Time** information.
- 8 Click to select the **Limit Job Execution Time** box if you want to limit the time duration for an aging job, and enter an end time.
- 9 Enter an appropriate recurrence interval:
 - Enter the number of days between jobs for Daily schedules
 - Enter the day of the week for Weekly schedules.
 - Enter the day of the month for Monthly schedules.
- 10 Click **Deploy**.

Data Aging Job History

After you create a job, the interface changes to a three-tab format:

- The Schedule tab contains the same content as the Create Job tab contained before a job was created.
- The Properties tab describes the properties associated with the aging job, and is updated as new information becomes available.
- The History tab contains a log of past aging jobs.

Logging the Aging Process

Because the aging process is performed by a service, progress is recorded in the log journal for all database management activities.

For more information about Database Aging, refer to the *MessageStats Administrator Guide*.

Database Maintenance

The Database Maintenance node of the navigation tree contains the functionality to defragment a database and to reindex the individual database tables.



Using these functions can help in reducing the time it takes MessageStats to read data from and write data to the database during gatherings and when running reports.

Defragmenting the Database

MessageStats provides functionality to defragment your database. Defragmenting your database can increase performance in the following ways:

- Decreasing the amount of time it takes the BlackBerry gatherers to write information to the database
- Decreasing the amount of time it takes the BlackBerry reports to read information from the database to render your reports

When you defragment, it affects all the MessageStats database tables. You cannot defragment only the BlackBerry tables.

Reindexing the Database Tables

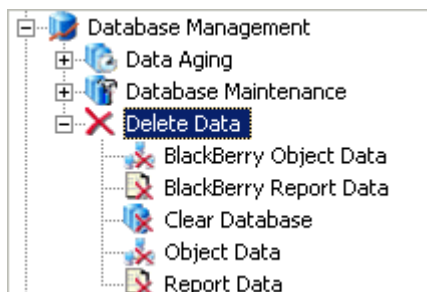
MessageStats provides functionality to reindex database tables. By reindexing your tables, you can increase performance in the following ways:

- Decreasing the amount of time it takes the MessageStats gatherers to write information to the database
- Decreasing the amount of time it takes the reports to read information from the database to render your reports.

For more information about Database Maintenance, refer to the *MessageStats Administrator Guide*.

Deleting Data

This branch of the navigation tree provides the functions that delete object data and report data from your BlackBerry database, clear the database, and delete specific BlackBerry objects and statistical BlackBerry report data.



Deleting BlackBerry Object Data

BlackBerry object data allows you to delete entire domains or specific BlackBerry Enterprise Servers. The selected object and associated data will be deleted. However, the objects themselves are not deleted.

To delete BlackBerry object data from the database

- 1 Expand the **Database Management | Delete Data** node in the treeview.
- 2 Select the **BlackBerry Object Data** node.
- 3 Select the domains, servers, user groups or mailbox stores to indicate the information that you want to delete.
- 4 Click **Get Range** to view the date range for the actual data.
- 5 Click **Delete Object**.
- 6 Verify that you want to delete the object information.

Deleting BlackBerry Report Data

BlackBerry Report data allows you to delete BlackBerry specific statistical report data from the MessageStats database.

To delete BlackBerry report data from the database

- 1 Expand the **Database Management | Delete Data** node in the treeview.
- 2 Select the **BlackBerry Report Data** node.
- 3 Select the domains, servers, user groups or mailbox stores that you want to delete.
- 4 Click **Get Range** to view the date range for the actual data.
- 5 Indicate the date range for the information you want to delete.
- 6 Click **Delete Data**.
- 7 Verify that you want to delete the object information.

For more information about Database Maintenance, refer to the *MessageStats Administrator Guide*.

Report Filter Glossary

The Report Filter glossary provides information about the various filter settings that you can use to define the information that appears in reports.

A

Added or Removed

Restricts report content to include only users that been added or removed from the BlackBerry Enterprise Servers.

B

BES Server

In Server reports, you can use the filter to restrict report data to specific physical BlackBerry Enterprise Servers. In User reports, you can use the filter to restrict report data to specific physical BlackBerry Enterprise Servers and specific High Availability server pairs.

BlackBerry Domain

Restricts report data to the specified domain that contains one or more BlackBerry Enterprise Servers.

C

Carrier

Restricts the report content to the selected mobile service carrier for the user.

D

Date

Restricts the report content to the date range that you specify.

Date/Time Display

Used to determine whether you want date and time data to appear in UTC or local server time.

Department

Restricts the report content to include only information for users that are in the specified department.

Detail Level

Restricts the report content to the detail that you select:
Summary indicates that you want to include only aggregated data.
Daily indicates that you want detailed records grouped by day.
Hourly indicates that you want detailed records grouped by the hour.

Display Options

Defines the components you want to include on the report:
Data and Graph presents a graph at the top of the report followed by a corresponding data table.
Data Only presents data table and suppresses the graph view.
Graph Only presents a graph and suppresses the corresponding data table.

H

HA Server Pair

Restricts the report content to include only the high availability server pair name that you specify.

M

Mailbox Server

Restricts the report content to the mailbox server that you specify.

Message Direction

Selects which mail traffic data is displayed.

Senders indicates outgoing (sent) mail traffic.

Receivers indicates incoming (received) mail traffic.

N

No Activity Since

Indicates a specific date from which a user's BlackBerry device has been inactive.

P

Phone Call Direction

Refers to both incoming and outgoing phone calls.

Outgoing refers to calls made on the BlackBerry device.

Incoming refers to calls received on the BlackBerry device.

S

Select Top

Restricts the report content to the number of records that you specify.

Note: When you select a number greater than 50, be aware that MessageStats Reports displays a maximum of 50 records in a graph, but displays unlimited records in a table.

Service Host

Restricts the report to include only the BlackBerry service host servers that you specify.

T

Trend and Forecast Options

Indicates your graph display preference for the report.

Display Neither suppresses both trend lines and forecasts.

Trend Only includes trend lines, but not forecasts.

Trend and Forecast includes both trend lines and forecasts.

U

User

Restricts the report content to the user that you specify.

User Group

Restricts the report content to the user group that you specify.

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.

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