

Quest[®] MessageStats[®] Report Pack for Lync[®] 7.4.1 Release Notes

June 2017

These release notes provide information for both the Quest[®] MessageStats[®] Report Pack for Lync[®] release and the stand-alone MessageStats for Lync product release.

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About MessageStats Report Pack for Lync 7.4.1

Microsoft Lync[®] Server is a communications server that provide the infrastructure for real-time (synchronous) communications including: instant messaging, file transfers, voice over IP (VoIP), Communicator-initiated peer-to-peer (audio, video, desktop sharing) sessions, and conferences (audio, video, and web).

The MessageStats for Lync stand-alone product and the MessageStats Report Pack for Lync provide the ability to gather usage data from Microsoft Lync Server and Office Communications Server (OCS) deployments. The application gathers information from your Lync or OCS environments and reports detailed information about unified communications usage (such as top users, server activity totals, and calculated chargeback costs by department and by user).

These release notes pertain to both the MessageStats for Lync stand-alone application and the MessageStats Report Pack for Lync & OCS that can be installed with the core MessageStats product.

MessageStats Report Pack for Lync 7.4.1 is a minor release, with enhanced features and functionality. See [Resolved issues](#) and [Resolved issues](#).

Resolved issues

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

Table 1. Configuration resolved issues

Resolved issue	Issue ID
Under the Voice Properties page, when a user tried to create new Voice Routes in the Call Types property page, an unspecified error occurred. This error occurred because the default task credential did not have enough permissions to create a remote PowerShell connection to the Lync pool.	458492

Table 2. Gathering resolved issues

Resolved issue	Issue ID
Customers that were running the MessageStats Report Pack for Lync & OCS Server 7.4 found that many reports were missing Lync data every other day. Report data was missing for every N+1 days when the gathering task was scheduled to run every N days. Reports in the following folders were affected: <ul style="list-style-type: none">• Instant Messages• File Transfers• Enterprise Voice• Conferences	452919
After the customer upgraded to version 7.4 in a Lync site with more than 500 users, the Lync User and Server gathering failed with the following error: “The following error occurred in trying to execute a given task: Quest.MessageStats.Runtime.MessageStatsException: Error in report pack data source execute --> System.NullReferenceException: Object reference not set to an instance of an object...” This error occurred in environments in which there was a total of more than 500 Lync users in all Lync pools.	415678
The Lync Report Pack data aging routine did not age all the Lync data in the MessageStats database, resulting in a very large database. When the customer ran the aging job for the Lync data, data was not removed from the following database tables: <ul style="list-style-type: none">• T_OCS_Conferences• T_OCS_UserVOIPCalls• T_OCS_ConferenceParticipants• T_OCS_ConferencesDetailed	417930

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 3. Gathering known issues

Known issue	Issue ID
<p>When you upgrade to MessageStats 7.4.1 from a version 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.</p> <p>Workaround</p> <p>Open each task in the task wizard and re-save all the task properties. The existing tasks can now be re-run.</p>	393412
<p>OCS and Lync Servers should be assigned to a pool only when they have certain roles (i.e. the Server Inventory report shows a non-blank Pool value).</p> <p>It is unusual for a server to have both an OCS role and a Lync role. In such cases, the Lync & OCS Servers and Users gathering for a Lync server will incorrectly assign such servers to the Lync pool, even if the servers in question do not have one of those roles.</p>	150029
<p>Lync sites that have multiple Lync front-end pools are not supported. Traffic will be associated with correct server but will not always be associated with the correct front-end pool.</p> <p>Also, the server gatherings will generate warnings that moving servers between pools is not supported even when no servers have been moved between pools.</p>	149794
<p>The Run Now with Override menu option only works with MessageStats core tasks. It does not work with the MessageStats Report Pack for Lync & OCS Server tasks.</p>	92998
<p>If you disable an OCS or Lync user, the Lync & OCS Servers and Users gathering task will categorize that user as an external user. The OCS/Lync Enterprise Voice and OCS/Lync Peer-to-Peer gathering tasks will incorrectly ignore any traffic associated with that user since the last time that the gatherings were successfully run.</p>	131436

Table 4. Database known issues

Known issue	Issue ID
<p>Installation of the MessageStats database on the same SQL Server Instance as the Lync or OCS Archiving or CDR database is not supported since it can impair Lync or OCS performance.</p> <p>Also, it is not recommended that you install MessageStats database on the same SQL Server as the Lync or OCS Archiving or CDR database. This scenario can result in a performance impact in your OCS/Lync environment.</p> <p>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.</p>	63311

Table 5. Reports known issues

Known issue	Issue ID
<p>If a user is moved from one pool to a different pool, even after the Lync user data has been regathered, the Peer-to-Peer Session Details report still shows the user sessions as belonging in the old pool. The primary URL does not change.</p>	349150
<p>In Lync Server, file transfer sizes are no longer available in the Lync Archiving database. As a result, file transfer volumes can no longer be reported for pure Lync Server environments. If you have a mixed environment, file transfer sizes are counted.</p>	NA

Table 5. Reports known issues

Known issue	Issue ID
<p>If you are upgrading the MessageStats Report Pack for Lync & OCS Server from a release before 7.2, all existing subscriptions will fail. This is because in 7.2, the report pack name changed from "OCS/Lync" to "Lync & OCS" and all the report names were similarly changed.</p> <p>Workaround</p> <p>You can modify the existing subscriptions and select the new version of the report name.</p> <p>To modify the existing subscription</p> <ol style="list-style-type: none"> 1 Click the Modify, select the old report subscription and remove it. 2 Select the new version of the report and add it. 3 Save your changes. 	NA
Peer-to-Peer sessions in which both session participants became OCS-disabled or Lync-disabled during the time period after the session but before the gathering task is run are handled incorrectly. These sessions will appear as public sessions in Peer-to-Peer Session Details report but will show a zero cost.	131442
Changing the pool for an OCS or Lync server results in the server still being reported in the old pool. In a multiple pool scenario, if you create a second pool and add a server that has the same name as a server that previously existed in the first pool, the reports will continue to show the server as belonging to the first pool.	129614

System requirements

Before installing MessageStats Report Pack for Lync 7.4.1, ensure that your system meets the following minimum hardware and software requirements.

Table 6. System minimum requirements

Requirement	Details
Processor	Pentium 4, running at a minimum speed of 2.4 GHz
Memory	8 GB
Hard disk space	100 MB of free disk space for installing the application.
Operating system	<p>One of the following:</p> <ul style="list-style-type: none"> • Windows Server 2012 R2 • Windows Server 2012 • Windows Server 2008 R2 (SP 1) • Windows Server 2008 (SP 2) <p>Note: MessageStats supports full installation on Microsoft Windows 7 only for evaluation scenarios. Microsoft Windows 7 requires the same configuration as for Windows Server 2008.</p> <p>You can install the MessageStats MMC client console on Windows 7 or Windows 8 in production environments.</p>

Table 6. System minimum requirements

Requirement	Details
Database server (SQL)	One of the following: <ul style="list-style-type: none">• SQL Server 2014• SQL Server 2012 (SP 2)• SQL Server 2008 R2 (SP 2)• SQL Server 2008 (SP 3)• SQL Server 2005 (SP 4) MessageStats supports SQL Server Express in test or evaluation scenarios only. Do not install the report pack on the same SQL server as Lync or OCS CDR or Archiving database.
.NET Framework	Microsoft .NET Framework 3.5
Reports server	IIS 6.0 or later. 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 <i>MessageStats Quick Start Guide</i> for more information.
Task Execution Server	On any server where you have installed the Lync/OCS task processors: <ul style="list-style-type: none">• For Microsoft Office Communications Server (OCS) 2007 or OCS 2007 R2, you must install the OCS Administrator Console.• For Microsoft Lync Server 2010 or 2013, you must install Windows PowerShell 2.0.
Other	Archiving and CDR Server Roles must be enabled on the OCS and Lync servers. For Lync 2013, you enable the Archiving and CDR services on the Front End server.
Additional software	MessageStats 7.4.1 is required for the report pack installation only. Internet Explorer 9.0 or later

For detailed system requirements and list of rights and permissions necessary for product operation please refer to the *MessageStats for Lync User Guide*.

Product licensing

The licensing requirements vary depending whether you are installing the report pack or the stand-alone product.

- If you are installing the MessageStats Report Pack for Lync & OCS Server, the report pack does not require licensing since it is installed with the core MessageStats product which is licensed.
- If you are installing the stand-alone MessageStats for Lync product, a trial license is automatically activated. After you purchase MessageStats for Lync, you will receive a license file (.asc) that is used to activate your purchased license. Before you can use MessageStats for Lync, you must activate the purchased license.

To activate a purchased commercial license

- 1 Copy the license file (xxx-xxxx.lv) 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 (the server on which the scheduler service is installed).

- 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 Report Pack for Lync 7.4.1

The release package contains the following products:

- MessageStats Report Pack for Lync or MessageStats for Lync (stand-alone product)
- Product documentation, including:
 - *MessageStats for Lync User Guide*
 - Online Help

Installation Instructions

Refer to *MessageStats for Lync User 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.

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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 7. 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

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