

Quest® Unified Communications Analytics 8.4.2 Release Notes

June 2017

These release notes provide information about this Quest® Unified Communications Analytics release.

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About Unified Communications Analytics 8.4.2

In the 8.4.1 release, UC Analytics was rebranded to the Quest company name and the installation path is Quest. After upgrade, the UC Analytics program files and binaries are located in the Quest directory but your storage folder will not be changed from its previous location.

Before you install or upgrade UC Analytics, disable any anti-virus software that is running against your storage folder. The anti-virus software locks files in the storage folder, causing issues when the installer attempts to upgrade your stored data or during normal operation, when your configured data collections attempt to update the stored data. You should exclude the storage folder from anti-virus scans.

Unified Communications Analytics (UC Analytics) 8.4.2 is a minor release, with enhanced features and functionality.

i | **NOTE:** If you are upgrading and you previously customized a data collection by modifying a .config file (usually with the help of Quest Support), after you upgrade to a new version, check the same .config file and reapply all the changes. Do not copy the .config file from the previously installed version.

See [Enhancements](#) and [Resolved issues](#).

Upgrading from versions 8.1 or later

If you are upgrading from versions 8.1 or later, perform an in-place upgrade to ensure you maintain your collected data. Do **not** uninstall the previous version. If you uninstall the previous version, you will lose all the collected data.

During upgrade, program files and other binaries are moved to a Quest\UC Analytics folder. However, the storage directory is not moved and remains in the same directory as before upgrade.

Upgrading from 8.0 or 8.0.1

Unified Communications Analytics 8.4.2 does not support a direct upgrade from versions before 8.1. To upgrade from 8.0 or 8.0.1, the upgrade is a two-step process. First, you must upgrade to 8.2. At this point, you can upgrade from 8.2 to 8.4.2.

Verifying backup and restore script configuration after upgrade

If you previously configured the backup and restore scripts provided in UC Analytics, you should review the script configuration after upgrade to ensure that the correct paths are specified. As of version 8.4.1, UC Analytics was rebranded to Quest. During upgrade from a version earlier than 8.4.1, the UC Analytics program files and binaries are moved to the Quest installation path but the storage directory is still at the same location as before upgrade.

If you have created a Windows scheduled task to automatically back up the storage directory, verify the following parameters:

- In the backup.bat script, verify that the -storageDirectoryPath parameter contains the path to the correct storage location.
- In the scheduled Windows task that runs the backup, ensure the path to the backup.bat file points to the correct location.

For more information about configuring the backup and restore batch files, see Appendix E in the *UC Analytics Deployment Guide*.

About upgraded insights in this release

In this release, the following insights were modified:

- Email - File Attachments Activity: A new view is added to the insight for File Attachments by Receiver.
Note: If you have the Email - File Attachment Activity insight on your home page and have applied customizations, after you upgrade you will have to reapply your customizations.
- Performance has been optimized for insights that have multiple aggregations in a view. Previously, the details table would take a long time to load. The insights and views that are affected by the performance enhancement are as follows:
 - Mailboxes / Mailbox Activity / Summary: Mailbox Activity Details
 - Mailboxes / Mailbox Activity / Daily: Mailbox Activity Details
 - Organizations / Departmental Reporting / Mailbox Activity: Mailbox Activity Details
 - Exchange ActiveSync / Users / Email Activity / Summary: User Activity
 - Exchange ActiveSync / Users / Email Activity / Departmental Summary: Department Activity
 - Skype for Business / Lync / Instant Messages / Top Internal Senders And Receivers By Messages: Top Internal Receivers by Messages Detail

- Skype for Business / Lync / Instant Messages / Top Internal Senders And Receivers By Messages: Top Internal Senders by Messages Detail
- Executive Summaries / Recipient Traffic Usage: Message Distribution Summary By Department
- Skype for Business / Lync Server At A Glance: Skype for Business / Lync User Inventory Summary
- Skype for Business / Lync Server At A Glance: Skype for Business / Lync Usage Chargeback Summary
- Skype for Business / Lync Server At A Glance: Top Department Skype for Business / Lync Usage

Enhancements

The following is a list of enhancements implemented in UC Analytics 8.4.2.

Table 1. Installation, configuration, and resource kit enhancements.

Enhancement	Issue ID
Support added to the Exchange Online Hybrid User Configuration and to the Exchange Online Hybrid Mailbox Configuration data sources to support older methods for synchronizing Azure Active Directory to on-premise Active Directory. In addition to Azure AD Connect, you can now select either Azure AD Sync or DirSync as the synchronization tool being used.	679193
A new view is added to the Email - File Attachment Activity insight showing File Attachments by Receiver.	681657
Note: If you have the Email - File Attachment Activity insight on your home page and have applied customizations, after you upgrade you will have to reapply your customizations.	

Table 2. Data collection, data source, and security enhancements.

Enhancement	Issue ID
Added support for environments in which PowerShell sessions must use the IEConfig proxy access type.	670974
Improved PowerShell error handling in the Exchange Online and Office 365 data source collections, including the following improvements: <ul style="list-style-type: none"> • Implement disconnect and reconnect when PowerShell connection becomes broken and credentials must be re-entered. • Continue collecting the next batch instead of ending collection after failing to collect one batch. • Implement a configurable a number of PowerShell attempts and time periods between attempts. 	669734 668947 668417
Improved logging in the Exchange Online (Hybrid, Native) Mailbox Configuration data source collection to show the following information: <ul style="list-style-type: none"> • cumulative number of mailboxes enumerated so far • total number of mailboxes that were finally enumerated • number of enumerated mailboxes for which information was successfully collected • number of enumerated mailboxes for which the data source was unable to collect information 	701565 704876
Improved reporting and logging of errors in PowerShell operations for Exchange Online data source collections (Mailbox Configuration, Mailbox Contents, User Configuration).	669733
The job status information for the Exchange Online Hybrid User Configuration and the Exchange Online Native User Configuration data source collections now breaks down the collected users by the mailbox types such as shared mailboxes, system mailboxes, room mailboxes, and equipment mailboxes. Status information can also include the number of users who are directory-synchronized.	697319

Table 2. Data collection, data source, and security enhancements.

Enhancement	Issue ID
On the Data Collection Status page, you can now double-click a job status row and copy the contents of the entire row (or just a cell).	698844
The final updated objects message in Database Consistency job has been modified to show the correct number of duplicate objects that were resolved instead of the number of shards that were updated.	704837

Table 3. Insight, export, and subscription enhancements.

Enhancement	Issue ID
When view in an insight had multiple aggregations in a view, such as in the Mailboxes / Mailbox Activity / Daily view, the details table (such as Mailbox Activity Details) would take a long time to load. Performance has been optimized for insights that have multiple aggregations in a view. For a list of the insights affected, see About upgraded insights in this release .	698058

Resolved issues

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

Table 4. Installation, support, and documentation resolved issues

Resolved issue	Issue ID
When UC Analytics had been installed in a custom location, if the customer tried to create a support package using the Tools option in the DeploymentManager.exe from the UC Analytics installation folder, the customer would get the following error: "The system cannot find the file specified."	698481

Table 5. Configuration, gathering, and resource kit resolved issues

Resolved issue	Issue ID
Improved the PowerShell error handling in Exchange Online and Office 365 data source collections including: <ul style="list-style-type: none"> Continue collecting the next batch instead of ending collection after failing to collect one batch. Implement configurable a number of PowerShell attempts and time between attempts. 	668947 668417
Added support for environments in which PowerShell must use an IE Config proxy configuration.	670974
Improved reporting and logging of errors in PowerShell operations for Exchange Online data source collections (Mailbox Configuration, Mailbox Contents, User).	669733
After configuring and running a new data source collection, the new data source job did not appear in the Most Recent list of jobs in the Data Collection Status page unless you restarted the Data Engine.	689892
For hybrid Exchange environments, the Exchange Mailbox Contents data source no longer contains an option for Office 365 when you select the Exchange version. Configure a new Exchange Online Mailbox Contents data source to collect from Office 365 mailboxes in a hybrid environment.	689894
The Database consistency data source job, which runs in the background, was running for days and days.	671850
The Database consistency data source job was failing in some cases with the error message "Error: Unable to access the data storage engine..."	671851

Table 5. Configuration, gathering, and resource kit resolved issues

Resolved issue	Issue ID
The Exchange Configuration data source collection did not collect the ActiveSync devices for users for whom the Active Directory canonical name had changed. This could occur when a user's common name was changed or the user's OU (organizational unit) had changed.	667532
For Exchange message tracking log files that customers had renamed by adding a prefix, the tracking logs were ignored by the Exchange Tracking Logs data source collection in UC Analytics version 8.4.1.	699764

Table 6. Web site, insights, and subscriptions resolved issues

Resolved issue	Issue ID
The insights that contain information about distribution groups did not include data for dynamic distribution groups.	689821
For graphs in the insights, the algorithm for smoothing was using eight days to calculate the moving average (instead of seven days as described in the documentation). When smoothing was enabled, the summary count total was the total of the raw points for the requested date range in addition the eight raw points used for the smoothing calculations. Insights did not show a total of the smoothed points. This applies to all insights that provide smoothing.	665439
In some insights, such as the Skype for Business / Lync Enterprise Voice - Activity insight, the Caller Display Name would show two entries for the same user, one with the alias for the user another one with their Skype/Lync address. For example, there might be an entry for Thomas Smith and also for Tom.Smith@Mycompany.com with both entries being for the same Active Directory user.	692992
In the Mobile Devices - Inventory and Mobile Devices - Summary insights, the user's mobile device was missing. This issue occurred when the display name of an on-premise Exchange user contained a / (forward slash) or a \ (backslash) and the user was migrated to Exchange Online. When the customer created an Exchange Online Hybrid Mailbox Configuration or Exchange Online Native Mailbox Configuration data source to collect the online mailboxes, there was a large number of "Failed to match mobile device user identity" log entries and the mobile device was not matched to the user in the insights.	669572
In multiple insights, the Required Data Sources information under INFO was updated to include the Exchange Online Hybrid User Configuration data source for hybrid installations.	693934

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 7. Installation known issues

Known issues	Issue ID
<p>After installing the Storage Engine on a separate computer with multiple network cards, the customer is unable to access the web site (“Application failed to start.”) and nothing seems to work. In this case, an incorrect IP address may have been registered for the Storage Engine.</p> <p>NOTE: If you are installing multiple Storage Engines on a separate computers that have multiple network cards, the installation may not complete.</p> <p>Cause</p> <p>On servers that have more than one IPv4 address, the UC Analytics installer selects one of the IPv4 addresses and registers that as the IP address for the UC Analytics component on that computer. The selected IP address may not be the IP address you want for the UC Analytics Storage Engine.</p> <p>Workaround</p> <p>Disable the network cards that have undesired IP addresses, run the UC Analytics installer for the Storage Engine, and re-enable the disabled network cards. If you need to disable a network card that is used for Remote Desktop access to the server, you must install UC Analytics using the physical console instead of Remote Desktop.</p>	654123
<p>It is not recommended that you use the built-in domain Administrator account for installing or for accessing UC Analytics. If you have a child domain in your environment, or if you have two root level domains, you will be unable to install the product.</p>	NA
<p>Typically, when you uninstall the product, the Storage directory is removed. If the specified directory cannot be removed (for example, if the directory is on a network drive) an error message appears. You can work around the error by clicking “Ignore”. You can manually remove the directory after the uninstallation process is complete.</p>	504453
<p>In the Autorun.exe, the Download buttons for the software prerequisites may appear to be not working. An error is displayed about a script error on the page.</p> <p>Cause</p> <p>On some computers, an iexplore.exe process lingers for about 30 seconds after Internet Explorer is closed. Until the iexplore.exe process exits, the Javascript window.open() call for the Download buttons fails to launch a new Internet Explorer window.</p> <p>Workaround</p> <p>Launch the Task Manager and wait until the iexplore.exe process has exited. The Download buttons now work correctly.</p>	NA

Table 8. Configuration known issues

Known issue	Issue ID
<p>In the Classifications Threshold Classification page, you can set thresholds for Skype for Business and Lync QoE quality metrics. The page has the recommended thresholds set for Skype for Business 2015 and Lync 2013 by default. Most of these thresholds also apply to Lync 2010.</p> <p>However, if you add a threshold classification that is specific to Lync 2010 only, and you have a mixed environment, the threshold will also be applied to Lync 2013 and Skype for Business 2015 even though the threshold may not be applicable to those versions.</p>	NA

Table 8. Configuration known issues

Known issue	Issue ID
You can set the data collection schedule to collect Skype for Business/Lync CDR data for an interval as low as one minute. However, due to the way that the Microsoft CDR database receives and stores records, some records can be delayed and are stored out of order. If the Skype for Business/ Lync CDR Database collection schedule is set to a short interval, records can be missed and not appear in the Skype for Business/ Lync Peer-to-Peer Session insights. It is recommended that you set the collection to run every 24 hours.	706766
On the Admin Settings - Data Collection page, under Data Sources, you cannot remove data sources if you are viewing the page using iPad or other mobile platforms.	NA

Table 9. Data collection and resource kit known issues

Known issue	Issue ID
In the Exchange Online (hybrid and native) data source collections, if the same PowerShell credentials are used for more than one data source, there can be overlapping Azure AD plug-in credential incompatibility. You might notice authentication errors with Azure AD PowerShell cmdlets such as the following: <pre> AdalException: multiple_matching_tokens_detected: The cache contains multiple tokens satisfying the requirements. Call AcquireToken again providing more requirements (e.g. UserId) Microsoft.IdentityModel.Clients.ActiveDirectory.AuthenticationCont ext (IL Offset 0x31): T RunAsyncTask [T] (System.Threading.Tasks.Task`1 [T]) Microsoft.Online.Administration.Automation.CommonFiles.AuthManager (IL Offset 0x11): System.String GetAuthorizationHeader (Microsoft.Online.Administration.Automation. EndPointAlias) </pre> <p>Though UC Analytics recovers from these errors, it is recommended that each Exchange Online data source be configured with its own set of PowerShell credentials.</p>	701364
Previously, UC Analytics might collect incorrect data for mobile devices if a mailbox display name contained a / (forward slash) or a \ (backslash). For example, if there were two mailboxes, /AB and AB, and if mobile device #1 connected to mailbox /AB, and mobile device #2 connected to mailbox AB, UC Analytics would incorrectly match both mobile devices #1 and #2 to mailbox AB. This issue existed only for mailboxes that were migrated from on-premise Exchange to Exchange Online. Though this issue is corrected in version 8.4.2, incorrect mobile device data that was previously collected and stored in the database is not changed. All new collected data will be correct.	700497
The Exchange Online (Hybrid, Native) Mailbox Configuration and Exchange Online (Hybrid, Native) User Configuration data sources do not enumerate or collect information about Office 365 personal archive mailboxes.	705580
UC Analytics does not distinguish between discovery mailboxes and system mailboxes. Discovery mailboxes are collected and recorded as system mailboxes. In insights, there is no indication that a mailbox is a discovery mailbox. You cannot filter on discovery mailboxes.	701077
There can be partial ActiveSync data on the day that a user first starts using a mobile device. For example, ActiveSync activity is shown but not associated with a user in the Exchange ActiveSync/Users/Email Activity/Summary insight. This situation occurred when a user started using an ActiveSync device for the first time after the Exchange Configuration collection had successfully run for that day. ActiveSync activity for subsequent days will be correctly associated with the user.	612851
If you have configured the Exchange Configuration data source for a resource forest implementation, if you later add an LDAP connection for more account forests, the data collection does not automatically run to update the data. You must wait until the next day's data collection run to see the new information from the account forest.	644161

Table 9. Data collection and resource kit known issues

Known issue	Issue ID
<p>The Exchange IIS Logs collection job fails with following error: “Job failed: Server not responding: SERVERNAME: PORTNUMBER”. “Unexpected error: Server not responding: SERVERNAME: PORTNUMBER” when the internal query times out.</p>	671707
Workaround	
<ol style="list-style-type: none"> 1 Stop Data Engine service on all servers. 2 Perform steps 3 to 5 on all servers on which the Data Engine is installed. 3 Browse to <code>\$(Quest\UC Analytics\Data Engine</code> and make a backup copy of the file named <code>UC.Analytics.Insights.DataEngine.DoradusClient.dll.config</code>. 4 In the <code>UC.Analytics.Insights.DataEngine.DoradusClient.dll.config</code> file, search for the following section: <ul style="list-style-type: none"> <code><!-- Spider Clients Timeout in minutes --></code> <code><add key="Timeout" value="30" /></code> 5 Change the Timeout value from “30” to “120” (2 hours) or even larger such as “240”. 6 Start Data Engine service on the all the servers. 	
<p>NOTE: If you have the Data Engine insight role and collector role installed on different servers, do the steps on both servers.</p>	
<p>In a hybrid environment (Exchange Online and Exchange on-premise), Azure AD Connect (formerly Azure AD Sync) synchronizes on-premises users with Office 365 cloud services for single identities. If the synchronization process is stopped, UC Analytics can double-count users. When the Azure AD Connect synchronization resumes, all new data collections will show the correct user count.</p>	NA
<p>When collecting Exchange data from an Exchange resource forest deployment, there are certain limitations when an active (master) user account has more than one Exchange mailbox, or has more than one archive mailbox, in more than one forest.</p> <p>The master account of the linked mailboxes and of the linked archive mailboxes is correctly recorded. However, only one of the mailboxes that belong to the master account will be reported as its mailbox. Similarly, only one archive mailbox that belongs to the master account will be reported as its archive mailbox.</p>	NA
<p>For any back-end ActiveSync events that have an Exchange server as the authenticated user, the Exchange IIS data collector cannot associate the event to a device and user. The ActiveSync events are gathered but are shown in the insights without a device or a user.</p>	456614
<p>The Exchange IIS Logs data collection cannot associate ActiveSync events to a user for some ActiveSync clients with users that have spaces in their Windows logon name (such as MYDOMAIN\N Wong). This issue affects ActiveSync events from the ActiveSync client in Windows Mail. It does not affect the ActiveSync clients in iOS or in Android.</p>	456921
<p>In the Exchange DLP Matches - Details insight, the text in the Justification for Override (insertable) column will appear incomplete if the justification text that was entered by the user contained a semicolon (;) or a single instance of single (') or double (") quotation marks.</p>	605889 605908
<p>For Exchange 2007, UC Analytics does not gather the following information:</p> <ul style="list-style-type: none"> • Messages in the Exchange dumpster (deleted messages) • Attachment size and attachment last modified date • Time of day (send/receive) and “after hours” information • Store (database) size for mailbox databases and public folder databases 	NA

Table 10. Insights and export known issues

Known issue	Issue ID
<p>If the time zone offset is negative (such as -5), and you apply smoothing to a graph, and the beginning of your date range is before the date when data collection initially started, the total for the smoothed graph is less than the total for the unsmoothed graph.</p>	694810
Workaround	
<p>Ensure that the date range does not include the days before data was collected.</p>	
<p>In the Mobile Device insights, the Device IMEI column shows <none> for iOS devices. UC Analytics uses the cmdlet Get-MobileDeviceStatistics (for Exchange 2013/2016) and Get-ActiveSyncDeviceStatistics (for Exchange 2007/2010) to get the device IMEI. Due to how the iOS device built-in mail app works, the information is not stored in the internal mobile device logs and is not available to PowerShell, and by extension, to UC Analytics.</p>	704642
<p>On the home page, you cannot enlarge or shrink the insight tiles on iPad and other mobile platforms.</p>	NA
<p>After installing Quest UC Analytics and attempting to open the Analytics web site (<a href="http://<server>/Analytics">http://<server>/Analytics), the user sees the following error: "The application failed to initialize." This issue may be caused by a bug in IIS 7.0 in handling extensionless URLs. See the following link for details: http://support.microsoft.com/kb/980368</p>	NA
<p>Install the Microsoft patch or install Service Pack 1 to fix this issue.</p>	
<p>If the Date format that is set in your UC Analytics user profile is in a different order than the Date and time format that is set in regional settings on your local computer, and you export an insight to .csv or .tsv format, when you open the exported file in Excel, Excel will incorrectly convert the date.</p>	654748
Workaround	
<p>Set the order for day/month/year for the user profile Date format to be the same as in the local Date and time format that is set in your computer's regional settings.</p>	
<p>For example, if the Data and time format on your computer is set to be mm/dd/yyyy, set the Date format in the user profile to also be mm/dd/yyyy.</p>	
<p>For more information about setting the date format in UC Analytics, see the <i>Unified Communications Analytics User Guide</i>.</p>	
<p>When you export an insight to either .pdf or to Word (.docx) format, there might be discrepancies in how information is displayed:</p>	NA
<ul style="list-style-type: none"> • Layout of Insights that contain two side-by-side tables can be different from what you see on the screen. • Text in longer section titles or horizontal bar titles may be cut off. • Numbers might sometimes overlap horizontal bars. 	

Table 10. Insights and export known issues

Known issue	Issue ID
<p>In Windows 10 and Windows Server 2016, you might experience unexpected behavior when you try to open a link in the installer or export the data from a given insight. If you are using Mozilla Firefox, you might be asked to enter credentials. If you are using Microsoft Edge, you might see the following error:</p> <p>“This app can’t open. Microsoft Edge can’t be opened using the Built-in Administrator account. Sign in with a different account and try again.”</p> <p>The error is caused by changes in Microsoft User Account Control (UAC) in these Microsoft operating systems. For more information about UAC see the following link: https://technet.microsoft.com/en-us/itpro/windows/keep-secure/user-account-control-overview</p> <p>Workaround</p> <p>If you must use the Built-in Administrator account, you can change the following configuration:</p> <ol style="list-style-type: none"> 1 Right-click on the Start icon and select Run. 2 Type gpedit.msc and press Enter. 3 Navigate to Computer Configuration Windows Settings Security Settings Local Policies Security. 4 Open User Access Control : Admin Approval Mode for the Built-in Administrator account policy. 5 Set the policy to Enabled. If you enable this policy, Admin approval mode is set for the Built-in Administrator account. 6 Click Apply and click OK to save the changes. 7 Restart the computer and check if you can open the installer link or export data. <p>If you are using Microsoft Internet Explorer or Chrome, you would see no issue.</p>	NA
<p>In the details browser, the Exchange server details are not shown in the Exchange ActiveSync Servers Server Sync Times insight.</p> <p>This scenario can occur if you collect ActiveSync data for a time period from before you installed the product. The insight is populated with the historical ActiveSync data collected from the IIS logs (Exchange IIS Logs data source). However, the server detailed data is populated from the once-a-day “snapshots” collected from Active Directory (Exchange Configuration data source).</p> <p>Since you had not run the Exchange Configuration data collection during that time period, there is no Exchange server detailed information in the database. This issue decreases over time as the server data is accumulated through daily Exchange Configuration data collections.</p>	591123

Table 10. Insights and export known issues


Known issue	Issue ID
<p>User is unable to export the Skype for Business/Lync Conferencing Policies - Inventory insight after upgrading from version 8.1.</p> <p>In version 8.1, this insight had incorrect units for the columns that showed maximum bit rates, having a unit of KB (kilobytes)/sec instead of kilobits/sec. This issue was corrected in 8.2. If you added this insight to your home page in 8.1 and upgrade to a later version, if you export the insight to pdf, Word (docx), or localized csv, the export will fail.</p> <ul style="list-style-type: none"> If you have customized the insight, your customizations will be lost and you must re-apply them. In this case, use workaround 1. If you have not customized the insight, use workaround 2. 	503755
Workaround 1	
<ol style="list-style-type: none"> Click  (Customize) in the right corner of the insight. A table definition is displayed that shows the table fields for the insight. Click Manage field columns at the bottom of the column name list. Expand Conferencing Policy and select the following columns from the list of fields: <ul style="list-style-type: none"> Maximum Application Sharing Bit Rate Maximum Audio Bit Rate Maximum File Transfer Bit Rate Maximum Video Bit Rate Click Add. Click the /sec unit for each field and change it to Kbits/sec. Click Apply. <ul style="list-style-type: none"> Workaround 2 Delete the insight from your home page and re-add it from library. 	

Table 11. Subscriptions known issues

Known issue	Issue ID
<p>When configuring UC Analytics for subscriptions (Admin Settings Subscriptions) you have the option to require authentication to the SMTP server that is used for email subscriptions.</p> <p>UC Analytics cannot send subscription emails through Exchange receive connectors that meet all the following conditions:</p> <ul style="list-style-type: none"> require authentication and do not allow anonymous access only allow Integrated Windows Authentication (basic authentication is disabled) have EnableAuthGSSAPI property set to true 	605072
<p>Subscriptions might not send long emails, such as insights with large tables, in MHTML or HTML format. Depending on message size limit set on the specified SMTP server for email subscriptions, a subscription in MHTML or HTML format with a long body might be blocked.</p>	606221
Workaround	
<p>If a user does not receive an email subscription in MHTML or HTML format, switch the subscription format to either .pdf or .docx format in which the size of the message is much smaller.</p>	

Table 11. Subscriptions known issues

Known issue	Issue ID
<p>Time Zone Offsets: When you create a subscription, the current time zone offset (such as UTC - 04:00) is captured and is used for the future subscription schedule. This captured time zone offset does not change with Daylight Saving Time (DST). You must manually change the existing subscription schedule when DST begins and ends.</p> <p>Using a time zone offset override</p> <p>Each time you log in, your user profile's time zone offset is updated to the time zone of the client computer. The offset is used for executing queries and affects the display of data, including scheduled insights.</p> <p>If you want your data queries to always run using a particular time zone offset regardless of your current location or whether DST is active, you can set an override in your user profile page. To access your user profile, click your user name in the top right corner of the Analytics web site and select Edit Profile.</p> <p>If you travel to a different time zone, or when the time changes due to daylight saving, the scheduled subscription emails still use the old time settings until you log in to UC Analytics in the new time zone or after the time switch.</p>	NA

Table 12. Storage Engine and Data Engine known issues

Known issue	Issue ID
<p>The UC Analytics Storage Engine service cannot start due to a failure to read a file descriptor in one of the commit logs. The Storage Engine tries to restart and fails because of a commit log replay issue, resulting in an error in the Cassandra.log file such as the following:</p> <pre data-bbox="199 994 1241 1167">org.apache.cassandra.db.commitlog.CommitLogReplayer\$CommitLogReplayException: Could not read commit log descriptor in file /data/commitlog/CommitLog-6-1460632496764.log at org.apache.cassandra.db.commitlog.CommitLogReplayer.handleReplayError(CommitLogReplayer.java:644) [apache-cassandra-3.0.5.jar:3.0.5]</pre>	642319
<p>By default the log file is located in the following path: C:\Program Files\Quest\UC Analytics\Storage Engine\bin\Cassandra.log</p>	
Workaround	
<p>Delete the corrupted commitlog file that is specified in the error message and restart the Storage Engine service.</p>	
<p>All the files in the Storage Engine directories must be available for reading and writing at all times. If you have any automated processes running on the Storage Engine directories that lock files, you might encounter problems. The Storage Engine, when it encounters one of its files that cannot be written to or deleted, stops running. You must restart the service to get the Storage Engine working again.</p>	NA
<p>The Data Engine does not communicate with the Query Engine when a proxy is enabled on the Data Engine server.</p>	NA
Workaround	
<p>Disable the proxy or ensure that the proxy allows direct communication to the Query Engine server (which can be the same server as the Data Engine).</p>	

System requirements

Before installing UC Analytics 8.4.2, ensure that your system meets the following minimum hardware and software requirements.

Hardware requirements

If you are installing UC Analytics, the computer must meet the following minimum requirements:

Table 13. Minimum requirements for hardware.

Type	Minimum
Processor	Minimum: Quad core 64-bit computer.
RAM	Minimum: 16 GB.
Disk	<ul style="list-style-type: none">• 5 GB for the application• X GB where X is the required disk space for collected data <p>For estimates regarding the required disk space for the collected data for different numbers of users for all the platforms, see the <i>UC Analytics Deployment Sizing.xlsx</i> spreadsheet which can be found under Documentation in the autorun.exe.</p>
Operating system	<p>One of the following:</p> <ul style="list-style-type: none">• Windows 7 (64 bit version) or later• Windows Server 2008 R2 (Service Pack 1) or later• Windows Server 2012 and later• Windows Server 2016 <p>Any server on which a UC Analytics service or service role is installed must have a static IP address defined.</p> <p>For a distributed deployment, the Remote Registry Service must be running.</p>

About NAS/SAN support

Generally, using a NAS/SAN device for the Storage Engine is not supported. UC Analytics might support specific NAS/SAN devices but Quest would require full testing with the devices, or device simulators, to support them. Since each NAS/SAN device, depending on manufacturer, is unique, Quest will work with NAS/SAN vendors to certify or qualify a device but the NAS/SAN vendor must be willing to assist. To engage a NAS/SAN vendor and initiate the qualification process, you would send an email to your NAS/SAN vendor and contact Quest Support.

Software requirements

To install and run UC Analytics, the following software requirements must be met on the computers that host these specific UC Analytic services:

Table 14. Software requirements

Hosted service	Requirement
Web site	IIS (Internet Information Services) 7.0 or later For the required configuration for IIS logging, see Appendix C in the <i>Quest UC Analytics Deployment Guide</i> .

Table 14. Software requirements

Hosted service	Requirement
Data Engine service	<ul style="list-style-type: none"> • Microsoft .NET Framework 4.6 (full version) or later • To collect Exchange 2007 configuration data, Exchange management tools must be installed. • To collect Office 365 user subscription data, the following software prerequisites must be met: <ul style="list-style-type: none"> ▪ PowerShell 3.0 or later is required. ▪ Microsoft Online Services Sign-in Assistant must be installed. ▪ Windows Azure Active Directory Module for Windows PowerShell 1.x must be installed. (Version 2.x has different PowerShell cmdlets and will not work.) <p>Also, since the Microsoft Azure AD cmdlets use the proxy settings for Internet Explorer, ensure that the Internet Explorer proxy settings for the service account are set correctly.</p>
Query Engine service	64-bit Java Runtime Environment (JRE) 1.8 or later
Storage Engine service	64-bit Java Runtime Environment (JRE) 1.8 or later

For information about the rights and permissions needed to configure UC Analytics and by the credentials used to gather information, see the *Quest UC Analytics Deployment Guide*.

Table 15. Supported environments

Requirement	Details
Gathering environment	<p>The following is a list of the minimum environments that are supported for data collection:</p> <ul style="list-style-type: none"> • Exchange 2007 (SP1 or later) • Exchange 2010 (SP1 or later) • Exchange 2013 • Exchange 2016 • Exchange Online (Office 365 hybrid deployment with on-premise Exchange) • Exchange Online (native Office 365 deployment) • Lync 2010 • Lync 2013 • Skype for Business 2015 • Cisco Unified Communications Manager (CUCM) 9.x to 11.0 and 11.5.
Supported browsers	<p>To access the UC Analytics web site, use one of the following browsers:</p> <ul style="list-style-type: none"> • Microsoft Edge • Internet Explorer 10 or later • Google Chrome • Mozilla Firefox • Apple Safari

Product licensing

In release 8.1, UC Analytics switched to a new license type (.dlv) and emailed the new license file to existing customers.

Existing customers on 8.1 or later

If you are an existing customer with 8.1 or later installed, you will have a .dlv license file installed. When you upgrade, your dlv license will continue to work if it is not expired.

To install a new license, use the following procedure to activate it.

To activate a purchased commercial license

- 1 Copy the license file (xxx-xxxx.dlv) to any single computer on which the UC Analytics Data Engine service is installed.

You do not need to copy a license file to all computers on which the Data Engine service is installed. When the license is copied to one computer that hosts the Data Engine service, it is updated automatically on all the computers that host the Data Engine service.

- 2 Start Quest UC Analytics | Quest UC Analytics from the Start menu or run the DeploymentManager.exe file from the product installation directory.
- 3 Click the **Manage Licenses** button.
- 4 Click **Add License** and browse to the location where license file (xxx-xxxx.dlv) is copied and install it.

New customers

Typically, when you install UC Analytics, a trial license is automatically activated.

After you purchase UC Analytics, you will receive a license file (.dlv) that is used to activate your purchased license. Before you can use UC Analytics, you must activate the purchased license.

To activate a purchased commercial license

- 1 Copy the license file (xxx-xxxx.dlv) to a computer on which the UC Analytics Data Engine service is installed.
- 2 Start Quest UC Analytics | Quest UC Analytics from the Start menu or run the DeploymentManager.exe file from the product installation directory.
- 3 Click the **Manage Licenses** button.
- 4 Click **Add License** and browse to the location where license file (xxx-xxxx.dlv) is copied and install it.

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 16. List of third-party contributions

Component	License or acknowledgement
Hopscotch 0.1.2	Apache License, Version 2.0
HTML5 Sortable 1.0.0	MIT N/A
Infuse JS 1.0.1	Infuse JS License Copyright 2013 infuse.js Romuald Quantin www.soundstep.com
jquery.fileDownload 1.4.2	MIT N/A
Json.NET 6.0	MIT N/A
JQuery 1.8.2	MIT
Moment.js 2.6.0	MIT N/A
OpenSSL 1.0.1h	OpenSSL 1.0 Copyright (c) 1998-2011 The OpenSSL Project. All rights reserved. This product includes software developed by the OpenSSL Project for use in the OpenSSL Toolkit (http://www.openssl.org).
SharpZipLib 0.86	SharpZipLib License The library is released under the GPL with the following exception: Linking this library statically or dynamically with other modules is making a combined work based on this library. Thus, the terms and conditions of the GNU General Public License cover the whole combination. As a special exception, the copyright holders of this library give you permission to link this library with independent modules to produce an executable, regardless of the license terms of these independent modules, and to copy and distribute the resulting executable under terms of your choice, provided that you also meet, for each linked independent module, the terms and conditions of the license of that module. An independent module is a module which is not derived from or based on this library. If you modify this library, you may extend this exception to your version of the library, but you are not obligated to do so. If you do not wish to do so, delete this exception statement from your version. Note The exception is changed to reflect the latest GNU Classpath exception. Older versions of #ziplib did have another exception, but the new one is clearer and it doesn't break compatibility with the old one. Bottom line In plain English this means you can use this library in commercial closed-source applications.
Simple.OData.Client 4	MIT
spin.js 1.2.2	MIT
typeahead.js 0.10.2	Copyright 2013-2014 Twitter, Inc. and other contributors; Licensed MIT
ua-parser 0.7.10	Copyright 2012-2015 Faisal Salman

Table 17. List of third party components (for Doradus and QUI)

Doradus 3.0 Components & QUI (Quest UI Library) 1.8 Components	License or acknowledgement
Cassandra 2.0	Copyright © 2015 The Apache Software Foundation. Licensed under the Apache License, Version 2.0. Apache and the Apache feather logo are trademarks of The Apache Software Foundation.
Cassandra Java Driver 2.1	Copyright 2012-2015, DataStax Licensed under the Apache License, Version 2.0
Guava 16.0.1	Copyright (C) 2011 The Guava Authors Licensed under the Apache License, Version 2.0
Javax Servlet API 3.0.1	Copyright © 2014, Oracle Corporation and/or its affiliates. All rights reserved. Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners. License CDDL + GPLv2 with classpath exception 1.0
Jetty 9.2	Copyright © 2015 The Eclipse Foundation. All Rights Reserved. Licensed under the Apache License, Version 2.0
log4j 1.2	This product includes software developed by the Apache Software Foundation (http://www.apache.org) Licensed under the Apache License, Version 1.1
Lz4 Java 1.3	Licensed under the Apache License, Version 2.0
Netty 3.9.0.Final	Copyright © 2016 The Netty project Licensed under the Apache License, Version 2.0
slf4j - Simple Logging Facade for Java 1.7	Copyright (c) 2004-2008 QOS.ch All rights reserved.
snakeyaml 1	Licensed under the Apache License, Version 2.0
Snappy Compression Library 1.1	Copyright 2011, Google Inc. All rights reserved.
Twitter Bootstrap 2.1.1 Twitter Bootstrap 2.3.1	Licensed under the Apache License, Version 2.0
Underscore.js 1.5.1	(c) 2009-2013 Jeremy Ashkenas, DocumentCloud and Investigative Reporters & Editors MIT N/A
Underscore.string 2.3.0	MIT N/A

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