

# Quest<sup>®</sup> MessageStats<sup>®</sup> Report Pack for Exchange ActiveSync<sup>®</sup> 7.4.1 Release Notes

**June 2017**

These release notes provide information about the Quest<sup>®</sup> MessageStats<sup>®</sup> Report Pack for Exchange ActiveSync<sup>®</sup> release.

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## About MessageStats Report Pack for Exchange ActiveSync 7.4.1

The MessageStats Report Pack for Exchange ActiveSync allows you to gather information from Exchange IIS log files and to view reports about ActiveSync servers, ActiveSync users, and ActiveSync-compatible mobile phones and other mobile devices.

The report pack also extends an existing core MessageStats gatherings to include information specific to ActiveSync servers. The report pack also extends the MessageStats Server Uptime gathering to include ActiveSync server statistics for the ActiveSync Server Uptime report. The core MessageStats database is extended to include ActiveSync information. The installer installs the Report Pack Task Processor and the new ActiveSync reports.

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

# Resolved issues

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

**Table 1. Gathering resolved issues**

Resolved issue	Issue ID
The IIS Logs task processor was very slow in large environments. The following performance enhancements were made to IIS Logs gathering task: <ul style="list-style-type: none"><li>The mailbox account name and related information is cached to reduce the amount of scanning in the mailbox table.</li><li>The part that stores server sync time statistics now aggregates the statistics for a server in memory and writes only one time for each server.</li></ul>	432715

# 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 2. Installation known issues**

Known issue	Issue ID
When you upgrade the MessageStats Exchange ActiveSync report pack from version 7.3 to 7.4.1, during the installation process when the installer is removing 7.3, a task dialog appears that says that the installer is “Waiting for the Global Schema Cache” The process will retry until it fails. The installer is looking for the gsc.xml in the old location but it now resides in Quest\MessageStats. <b>Solution</b> You can ignore this message. Click <b>OK</b> and continue with the installation. The report pack will be upgraded without any issues.	NA

**Table 3. Reports known issues**

Known issue	Issue ID
The Exchange ActiveSync Device Inventory report can contain the wrong OS version number for some Apple devices. This can occur when a user updates the OS on the device to a newer version and ActiveSync fails to update the Device User Agent that is stored in the user’s mailbox. <b>Workaround</b> Delete the device partnership information stored in the user’s mailbox. The next time that the device is synchronized, new device partnership information is written to the mailbox. The new information contains the correct Device User Agent value. To delete device information from one or more mailboxes, use the Remove-ActiveSyncDevice PowerShell cmdlet. <b>NOTE:</b> If you delete the device partnership information that is stored in a user’s mailbox, the First Sync Time value is reset for the device.	NA

**Table 4. Gathering known issues**

<b>Known issue</b>	<b>Issue ID</b>
When you upgrade from MessageStats 7.3 to 7.4, your existing Exchange ActiveSync gathering tasks are no longer able to run.	393434
<b>Workaround</b>	
Open each task in the task wizard and re-save all the task properties. The existing tasks can now be re-run.	
If you upgrade to MessageStats 7.4 from a version that is earlier than 7.3, and if you upgrade the Exchange ActiveSync, OWA, or Lync report packs before upgrading other report packs, the tasks for the other report packs are no longer able to run.	393412
<b>Workaround</b>	
Open each task in the task wizard and re-save all the task properties. The existing tasks can now be re-run.	
Though the Run Now with Override menu option works with the Exchange ActiveSync Devices gathering task, it does not work with the IIS Log Files gathering task.	92998
When you are gathering from an Exchange 2007 or Exchange 2010 server, you must run the Exchange ActiveSync Devices gathering task on a MessageStats task execution server that is in the same Active Directory forest as the Exchange mailbox server from which it is gathering.	39817
The Exchange ActiveSync Devices gathering task cannot be run on a 64-bit version of Windows Server when it is gathering from an Exchange 2007 server. This issue does not apply when gathering from an Exchange 2010 server.	40257

**Table 5. Third-party known issues**

<b>Known issue</b>	<b>Issue ID</b>
If you install Exchange Management Tools Service Pack 1 where no servers have been updated to Service Pack 1, objects will be added to your Active Directory Schema. For more information, see <a href="http://technet.microsoft.com/en-us/library/bb738144(EXCHG.80).aspx">http://technet.microsoft.com/en-us/library/bb738144(EXCHG.80).aspx</a> .	40184
There is an incompatibility between the initial release of the Exchange 2007 Management Tools and Exchange 2007 Server Service Pack 1. This incompatibility affects Exchange ActiveSync Device users since it interferes with a Exchange ActiveSync device's ability to synchronize with the user mailbox.	40343
Microsoft has confirmed that this is a known issue that was fixed in Exchange 2007 Management Tools SP 1.	

## System requirements

You install the report pack components on servers on which the core MessageStats components are already installed. You must meet the software requirements for MessageStats. See the *MessageStats Release Notes* for the hardware and software requirements for the different MessageStats components.

The following table contains any additional requirements for the report pack:

Table 6. System minimum requirements

Requirement	Details
Hard disk space	100 MB of free disk space for installing the application in addition to the space required for the core MessageStats product.
Task Execution Server	<p>For Exchange 2007, you must install the 32-bit version of the Exchange 2007 Management Tools (SP 3) or later and PowerShell 2.0 or later.</p> <p><b>NOTE:</b> Microsoft does not allow the 32-bit version of the Exchange Management Tools to be installed on a 64-bit server. For this reason, to gather from Exchange 2007 you must install the task processors (task execution server) on a 32-bit server.</p> <p>For Exchange 2010 and later, you must install PowerShell 2.0.</p>
Exchange environment	<p>ActiveSync-compatible mobile devices and at least one server running Exchange with the ActiveSync role:</p> <ul style="list-style-type: none"><li>• Exchange Server 2007</li><li>• Exchange Server 2010</li><li>• Exchange Server 2013</li></ul> <p><b>Exchange Tools</b></p> <p>For an organization that includes an Exchange 2007 server with the Mailbox role, you must install the Exchange Management Tools (Service Pack 1 or later).</p> <p>If you have Exchange hosted on Windows Server 2008 or Windows Server 2008 R2 (IIS 7), you must install the IIS Management Scripts and Tools on the Exchange CAS server. These IIS tools are required to allow the report pack to gather the IIS log files.</p>
Additional software	MessageStats 7.4.1

For a list of rights and permissions necessary for report pack operation, see the *MessageStats Report Pack for Exchange ActiveSync User Guide*.

## Product licensing

This report pack does not require licensing.

# Getting started with MessageStats Report Pack for Exchange ActiveSync 7.4.1

The release package contains the following products:

- MessageStats Report Pack for Exchange ActiveSync
- Product documentation, including:
  - *MessageStats Report Pack for Exchange ActiveSync User Guide*
  - Online Help

# Installation Instructions

Refer to *MessageStats Report Pack for Exchange ActiveSync 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.

## 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 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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