Quest

Quest® Unified Communications Diagnostics 8.5

Data Recorder User Guide

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Legend

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.

UC Diagnostics Data Recorder User Guide
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Introducing the UC Diagnostics Data Recorder

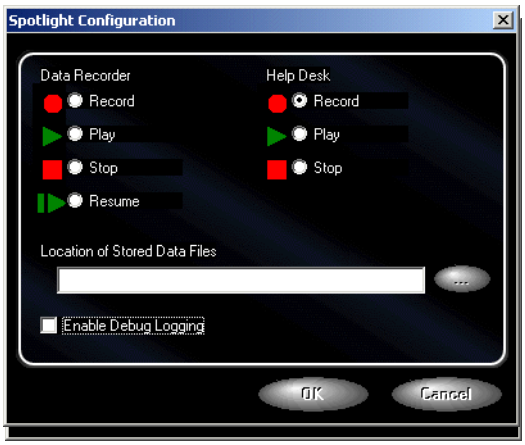
- About the Data Recorder
- Data Recorder Mode
- Help Desk Mode

About the Data Recorder

The UC Diagnostics Data Recorder enhances the Diagnostic Console by capturing server performance data, making it easier for you as an administrator to troubleshoot and resolve possible issues. Quest technical support staff can use the Data Recorder to record and analyze server performance data on customer sites.

The Data Recorder functions in one of two modes - Data Recorder or Help Desk, and has a log file feature, which creates log entries for the Diagnostic Console.

You can choose the mode in which to use the Data Recorder by selecting the **Record**, **Play**, **Stop**, and **Resume** options available under the Data Recorder and Help Desk labels, as shown in the following image:



Diagnostic Console Mode Indicator

The Diagnostic Console user interface indicates the mode in which the Diagnostic Console is operating.

The following example indicates that the Diagnostic Console is operating in Record Mode.

Debug Logging Feature

The Debug Logging feature provides you with more information when troubleshooting possible problems with your server. When Debug Logging is initialized, issues that occur when the Diagnostic Console is running are entered into the SOE_INFO log file. You can view the SOE_INFO log file to analyze the issues.

You should disable the Debug Logging option during the Data Recorder Play and Help Desk Play mode.

Minimum System Requirements

The system requirements for the Data Recorder are based on the requirements for the Diagnostic Console.

For more details about system requirements and other information about UC Diagnostics, refer to the *Unified Communications Diagnostics Deployment Guide*.

If you have workstations that have UAC enabled and you want to use the Data Recorder Helpdesk Playback feature, you must run the DataRecorderConfig.exe “As Administrator” and then launch the UC Diagnostics Console “As Administrator” so that the connections can work correctly in helpdesk mode.

Starting the Data Recorder

You can start the Data Recorder from the following location:

To start the Data Recorder

1. Select **<Install Drive> | Program Files | Quest | Spotlight | Plug-ins | DatasourceSOM.**
2. Double-click **DataRecorderConfig.exe**.
3. Select a Data Recorder or Help Desk option.
4. Click **OK**.
5. Start the Diagnostic Console and connect to any server.

Data Recorder Mode

The Data Recorder allows you to take a snapshot of the performance of a server and save it as a reference that can be reviewed at a later time. The Data Recorder saves the data collected by the Diagnostic Console proxies to .xml files.

Using the Data Recorder Mode

If you use the Data Recorder in Recorder mode, you must have administrative access to a live server.

Record

While recording, the Data Recorder generates .xml data files for each server to which the Diagnostic Console is connected. The .xml files are stored in the location you select. The directory and the .xml files are named according to the server name. New .xml files are created for each polling interval. After recording, you can view the .xml files.

IMPORTANT: After recording for five minutes, the Data Recorder produces data files that use approximately 1.5 MB of hard disk space. Make sure you have adequate disk space before you record.

To record data from a live server

1. Start the Data Recorder.
2. Select **Record** under the Data Recorder label.
3. Enter the location for the stored data files.

   - OR -

   Click to browse to the storage location.
4. Click **OK**.
5. Start the Diagnostic Console and connect to any server.
6. When you select **Record**, a new directory is created for each server. The name of the directory reflects the connection name address. If the directory already exists from a previous recording, the old data files are replaced with new recordings. Select **Resume** if you do not want the old files to be replaced.

Play

When the UC Diagnostics plays back a recording, the Diagnostic Console user interface reflects the recorded data in the .xml files for each server to which you are connected.

If no data files exist for a server connection, most Diagnostic Console user interface components appear gray in color and some will display "-2".

You should disable the Debug Logging option during the Data Recorder Play mode.

To play data from a live server

1. Exit the Diagnostic Console.
2. Start the Data Recorder.
3. Click **Play** under the Data Recorder label.
4. Enter the location for the stored data files.

   - OR -

   Click to browse to the storage location.
5. Click **OK**.
6. Start the Diagnostic Console and connect to the corresponding server for which the data is stored.

Stop

It is important to stop recording because of the amount of hard disk space consumed by the data files. When the play option is stopped, the Diagnostic Console does not display the recorded data and will establish a live connection with the server the next time you launch the Diagnostic Console.

To stop recording from a live server

1. Exit the Diagnostic Console.
2. Start the Data Recorder.
3. Select **Stop** under the Data Recorder label.
4. Click **OK**.

Resume

When you select **Resume**, data is appended to the existing data file.

To resume recording from a live server

1 Exit the Diagnostic Console.

2 Start the Data Recorder.

3 Select **Resume** under the Data Recorder label.

4 Enter the location for the stored data files.

Click to browse to the storage location.

5 Click **OK**.

6 Start the Diagnostic Console and connect to the corresponding server for which the data was recorded.

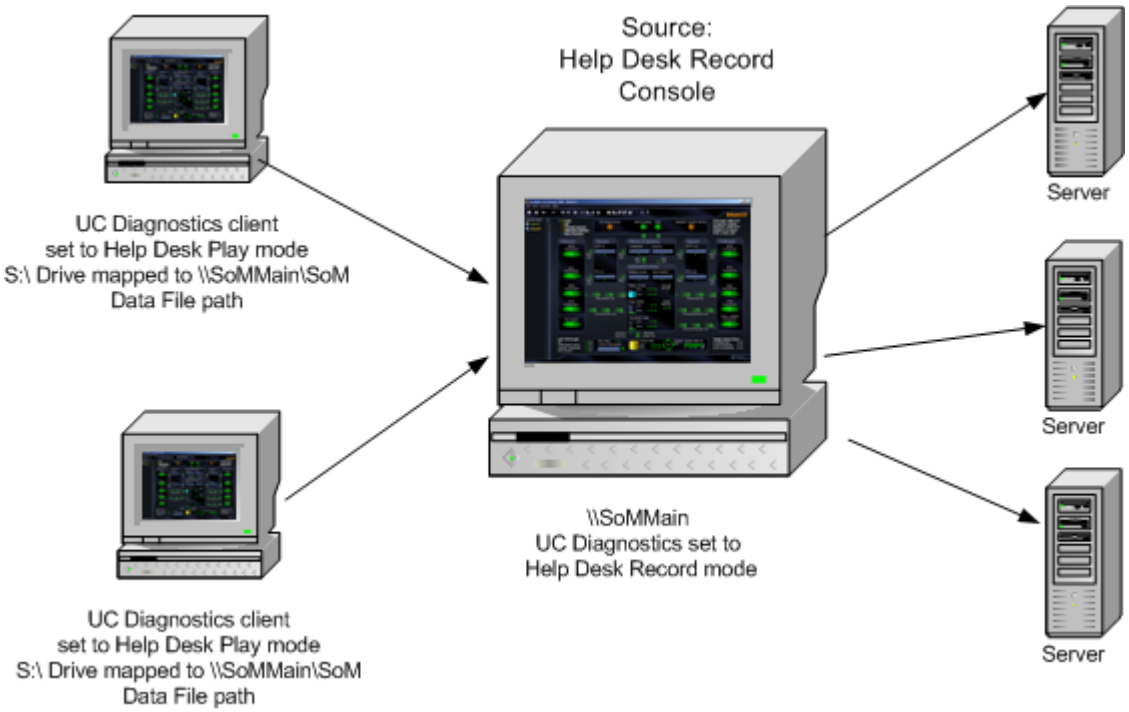
Help Desk Mode

Help Desk mode is a different form of Data Recorder usage. When in Help Desk mode, the Data Recorder provides a source of the information necessary to populate and activate the Unified Communications Diagnostics user interface without requiring administrator privileges to a specific live Exchange server. The data recorded by one Diagnostic Console Help Desk server can be played in real-time by one or more remote Help Desk clients.

Help Desk mode allows multiple UC Diagnostics Help Desk clients to display data from a specific server while collecting the data from that server only once. It allows UC Diagnostics internet users to pass through firewall protection using http protocol to collect data. Anyone with the right to access the network share can view the server data.

Using the Help Desk Mode

The following diagram demonstrates the Help Desk mode configuration:



Record

When you record in Help Desk mode, you make a connection to a live server. The computer with the live connection is the source. The data on the source is recorded to a shared directory. Non-administrators can read the data files from a client with access to the shared directory. Data files are written for each server to which you are connected, and are appended at each polling interval.

The data files must be stored to a shared or virtual directory.

To record in Help Desk mode

1. Start the Data Recorder on the source computer.
2. Select **Record** under the Help Desk label.
3. Enter the location for the stored data files.

   Click to browse to the storage location.
4. Click **OK**.
5. Start the Diagnostic Console and connect to a server.

Play

When you use the Help Desk mode, the stored data can be played on a remote client with access to the shared or virtual directory.

You should disable the Debug Logging option during the Help Desk Play mode.

To play data on the client computer using a shared directory

1. Obtain the server name and the name of the shared directory containing the Diagnostic Console data files from the administrator.
2. Map a drive to the location of the shared directory.
3. Start the Data Recorder.
4. Enter the location for the stored data files.

   - OR -

   Click to browse to the location of the stored data files on the mapped drive.
5. Select **Play** under the Help Desk label.
6. Click **OK**.
7. Start the Diagnostic Console and connect to the corresponding server for which the data has been recorded.

   The Diagnostic Console displays recorded data from a live server stored on the source computer.

Stop

When Help Desk play mode is stopped on Help Desk clients, the Diagnostic Console does not display the recorded data, but establishes a live connection with the server the next time you launch the Diagnostic Console.

To stop recording or playing in Help Desk mode

1. Exit the Diagnostic Console.
2. Start the Data Recorder.
3. Select **Stop** under the Help Desk label.
4. Click **OK**.

Using the Debug Logging Feature

When Debug Logging is initialized, any issues that occur when the Diagnostic Console is running are entered into the SOE_INFO log file. You can view the SOE_INFO log file to analyze the issues.

The SOE_INFO log file is stored in the installation folder.

- For 32-bit operating systems, the default path is as follows:
  \\Program Files\Quest\UC Diagnostics\DiagnosticConsole\Binaries directory.
- For 64-bit operating systems, the default path is as follows:
  \\Program Files (x86)\Quest\UC Diagnostics\DiagnosticConsole\Binaries directory.

To start the Debug Logging feature

1. Exit the Diagnostic Console.
2. Start the Data Recorder.
3. Select the **Enable Debug Logging** check box.
4. Click **OK**.
5. Start the Diagnostic Console and connect to a server.

To stop the Debug Logging feature.

1. Exit the Diagnostic Console.
2. Start the Data Recorder.
3. Clear the **Enable Debug Logging** check box.
4. Click **OK**.

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Frequently Asked Questions

- About Data Recorder Mode
- About Help Desk Mode

About Data Recorder Mode

This chapter provides answers to some of the most commonly asked questions about the UC Diagnostics Data Recorder. Information and answers to questions are presented for both Data Recorder Mode and Help Desk Mode.

The following section contains some common questions pertaining to the Data Recorder when the user is in the Data Recorder Mode.

Where are the Data Recorder files stored?

The Data Recorder .xml files are stored in the location specified by the user. For more information about storage location, see To record data from a live server on page 6.

How can I tell if the Diagnostic Console is playing recorded data?

There is a Data Recorder indicator on the Diagnostic Console user interface. For more information, see Diagnostic Console Mode Indicator on page 4.

How can I view and edit the data files?

You can use Internet Explorer to read the data files. To edit the data files, you can use Microsoft XML Notepad, which can be downloaded from the Microsoft Web site.

About Help Desk Mode

The following section contains some common questions pertaining to the Data Recorder when the user is in the Help Desk Mode.

What is Help Desk mode?

The data recorded by one Help Desk server which can be replayed by one or more remote UC Diagnostics Help Desk clients in real time.

Why is Help Desk mode useful?

Help Desk mode provides the following functionality:

- Allows multiple Diagnostic Console clients the ability to monitor the same server while collecting data only once.
- Allows users the ability to view data from a server without obtaining administrative privileges.
- Allows Diagnostic Console Internet users the ability to pass through firewall protection using proper HTTP protocol.

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

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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.