Quest® MessageStats® Report Pack for Lync® 7.5.1
Release Notes

February 2019

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 7.5.1

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 7.5.1 is a minor release, with enhanced features and functionality. See Known issues.

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 1. Gathering known issues

Known issue	Issue ID
When you upgrade 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. **Workaround** Open each task in the task wizard and re-save all the task properties. The existing tasks can now be re-run.	393412
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). 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.	150029
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. Also, the server gatherings will generate warnings that moving servers between pools is not supported even when no servers have been moved between pools.	149794
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.	92998
If you disable a Lync user, the Lync Servers and Users gathering task will categorize that user as an external user. The Lync Enterprise Voice and 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.	131436

Table 2. Database known issues

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

Table 3. Reports known issues

Known issue	Issue ID
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.	349150
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.	NA

Table 3. Reports known issues

Known issue	Issue ID
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 7.5.1, ensure that your system meets the following minimum hardware and software requirements.

Table 4. 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	One of the following: • Windows Server 2016 • Windows Server 2012 R2 • Windows Server 2012 • Windows Server 2008 R2 • Windows Server 2008 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. You can install the MessageStats MMC client console on Windows 7 or Windows 8 in production environments.
Database server (SQL)	One of the following: • SQL Server 2017 • SQL Server 2016 • SQL Server 2014 • SQL Server 2012 • SQL Server 2008 R2 • SQL Server 2008 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 7.0 or later. For IIS 7, there are also certain IIS role services that must be enabled. See the section titled "IIS Role Services on Windows Server 2008" in the *MessageStats Quick Start Guide* for more information.

Table 4. System minimum requirements

Requirement	Details
Task Execution Server	On any server where you have installed the Lync/OCS task processors: • 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 7.5.1 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 7.5.1

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

Quest provides software solutions for the rapidly-changing world of enterprise IT. We help simplify the challenges caused by data explosion, cloud expansion, hybrid datacenters, security threats, and regulatory requirements. We are a global provider to 130,000 companies across 100 countries, including 95% of the Fortune 500 and 90% of the Global 1000. Since 1987, we have built a portfolio of solutions that now includes database management, data protection, identity and access management, Microsoft platform management, and unified endpoint management. With Quest, organizations spend less time on IT administration and more time on business innovation. For more information, visit www.quest.com.

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 5. 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