

Quest® MessageStats® Report Pack for Lync®
7.5.1

User Guide



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Legend

 **WARNING:** A WARNING icon indicates a potential for property damage, personal injury, or death.

 **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.

Contents

Report Pack for Lync Overview	5
About This Guide	5
About Report Pack for Lync Installations	5
Report Pack Components	5
Installing the Report Pack	7
Preparing for installation	7
Verifying system requirements	7
Hardware requirements	8
Software requirements	8
Required Rights and Permissions	9
Installation Rights	9
Operational Rights	10
Installing the OCS Administrator Console	11
Configuring Office Communications Server 2007	11
1. Installing the Archiving and CDR Roles	12
2. Enabling the Archiving and CDR Roles	12
3. Activating the Archiving and CDR Roles	12
4. Starting the Archiving and CDR Services	13
Configuring Lync Server 2010	13
1. Adding the SQL Store for Monitoring	14
2. Installing the Monitoring and Archiving Roles	14
3. Enabling Call Detail Recording (CDR)	14
4. Enabling and Configuring Archiving (Optional)	15
5. Starting the Monitoring and Archiving Services	15
Configuring Lync Server 2013	16
Prerequisite	16
1. Associating the Store with the Front End Pool	16
2. Updating the Lync Server	17
3. Enabling and Configuring Monitoring and Archiving	17
4. Starting the Monitoring and Archiving Services	17
Installing the Lync Report Pack	18
Performing a Complete Installation	18
About Distributed Installations	18
Installing the Lync Stand-Alone Product	19
Configuring MessageStats for Lync	22
Setting Up the Report Pack or Stand-Alone Product	22
Connecting to a Pool	22
Modifying Connection Pool Properties	24
Setting Properties for Voice Calls	24
Mapping Normalization Rules or Voice Routes to Call Types	24
Establishing Costs for Call Types	26

Configuring Call Routing	26
Identifying Federated Domains	27
Excluding Specific Users from Reports	27
Specifying Chargeback Costs for Sessions and Conferences	28
Creating an Lync or OCS Server Gathering Task	29
Gathering Task Dependencies	30
Managing your Database	32
About Database Management	32
Configuring an Aging Task	32
Data Aging Job History	33
Maintaining your Database	33
Defragmenting the Database	33
Reindexing the Database Tables	34
Deleting Lync or OCS Report and Object Data	34
Deleting OCS or Lync Object Data	34
Deleting OCS or Lync Statistical Data	35
Using the Lync and OCS Reports	36
Introducing the Reports	36
Viewing the Lync or OCS Reports	37
Viewing Presence Information in Reports	37
Types of Lync and OCS Reports	38
Inserting additional information in reports	38
Excluding users from reports	39
Introducing the Lync & OCS Server At A Glance Report	40
Organizational Summaries Reports	40
Configuration Reports	42
Instant Messages Reports	42
File Transfers Reports	44
Enterprise Voice Reports	45
Conferences Reports	48
Peer-to-Peer Reports	50
Peer-to-Peer Audio Call Reports	51
Peer-to-Peer Video Call Reports	52
Peer-to-Peer Desktop Sharing Session Reports	53
Comparing MessageStats Reports to the Microsoft Native Lync Reports	54
Reporting the Media Types Used in Sessions	54
About the Session Details Reports	54
Reporting Public Sessions	55
Report Filter Definitions	56
Appendix A:	
Configuring RPC through a Firewall	59
Creating Credentials on the Edge Server	59
Configuring RPC on the Lync or OCS Edge Server	59
Configuring the ISA Server	60
Technical support resources	62

Report Pack for Lync Overview

- [About This Guide](#)
- [About Report Pack for Lync Installations](#)
- [Report Pack Components](#)
- [Report Pack Components](#)

About This Guide

This guide can assist you in becoming familiar with MessageStats reporting for Lync server. This manual can be used with both the Quest MessageStats for Lync and the MessageStats Report Pack for Lync.

- MessageStats for Lync is a stand-alone product that has its own license.
- The MessageStats Report Pack for Lync is installed with the core MessageStats product and is not licensed separately.

Get the latest product information, find helpful resources, test the product betas, and join a discussion with the MessageStats team and other community members. Join the MessageStats community at <http://messaging.inside.quest.com/index.jspa>.

About Report Pack for Lync Installations

The MessageStats Report Pack for Lync extends the MessageStats core product by adding the ability to gather usage data from Microsoft Office Communications Server and from Lync Server deployments.

When the report pack is installed, a new node is added to the MessageStats Console. You collect information from Microsoft Office Communications Servers and from Lync Servers by using new gathering task templates that are added to the MessageStats gathering components library.

For reporting, additional folders are added to the MessageStats Reports. The MessageStats database is extended to include tables for Lync server data.

Report Pack Components

The report pack components extend the core MessageStats product:

- **MMC Console:** Extends the MessageStats MMC-based client console to include a node for Lync & OCS Server. This report pack MMC component must be installed on the server on which the MessageStats MMC client is installed.

- **Task Processors:** The component runs gathering tasks on the Microsoft OCS and Lync pools and stores statistical information in the MessageStats database. You install the report pack task processors on a Task Execution Server on which the core MessageStats task processors are installed.
 - For a pure Lync Server installation, you can install the task processors on a different domain, if necessary.
- **Database:** Extends the MessageStats database to store Microsoft OCS and Lync information. Install this component on the SQL server that houses the MessageStats database.
- **Reports:** Provide detailed information about the traffic on the Microsoft OCS and Lync servers. The reports provide information about instant messages, file transfers, audio/video/Live Meeting conferences, enterprise voice calls, and peer-to-peer sessions. Install this component on the IIS Server on which the MessageStats Reports are hosted.

Installing the Report Pack

- [Preparing for installation](#)
- [Verifying system requirements](#)
- [Required Rights and Permissions](#)
- [Installing the OCS Administrator Console](#)
- [Configuring Office Communications Server 2007](#)
- [Configuring Lync Server 2010](#)
- [Configuring Lync Server 2013](#)
- [Installing the Lync Report Pack](#)
- [Installing the Lync Stand-Alone Product](#)

Preparing for installation

Before you install the MessageStats Report Pack for Lync & OCS Server, you must have MessageStats 7.5.1 installed.

If you are installing the stand-alone version MessageStats for Lync, you do not have to have core MessageStats installed.

For both versions, ensure that the system requirements are met before you install.

Database collocation is not recommended

MessageStats does not support the installation of the MessageStats database in the same SQL Server instance as the Archiving and CDR databases of Microsoft Office Communications Server or Lync Server as this would impair server performance.

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 Microsoft Lync Server or OCS environment.

For performance and troubleshooting reasons, Microsoft does not recommend configurations in which the server that is hosting an Archiving and/or CDR database is used to host other SQL applications.

Verifying system requirements

Before you install the report pack or the stand-alone product, verify that you meet the following minimum requirements:

- [Hardware requirements](#)
- [Software requirements](#)

Also, verify that the accounts used to install the report pack and to run gathering tasks to collect Lync or OCS data have the required rights and permissions. For more information, see [Required Rights and Permissions](#) on page 9.

Hardware requirements

The following table contains the hardware requirements for the Lync report pack and stand-alone product:

Table 1. Minimum hardware requirements.

Type	Minimum
Processor	Pentium 4, running at a minimum speed of 2.4 GHz
RAM	8 GB
Disk	20 MB of free disk space to install the application
Other	<ul style="list-style-type: none">• A monitor capable of supporting a resolution of 1024x768 pixels• A pointing device

Software requirements

The following table contains the software requirements for the Lync report pack and stand-alone product:

Table 2. Minimum software requirements.

Type	Minimum requirement
Operating System	<p>One of the following:</p> <ul style="list-style-type: none">• Windows Server 2016• Windows Server 2012 R2• Windows Server 2012• Windows Server 2008 R2• Windows Server 2008 <p>Full installation on Vista Service Pack 1 or Windows 7 is supported for evaluation purposes only.</p> <p>NOTE: In a production environment, you can install only the MMC client console on Windows Vista or Windows 7.</p>
Database	<p>One of the following:</p> <ul style="list-style-type: none">• SQL Server 2017• SQL Server 2016• SQL Server 2014• SQL Server 2012• SQL Server 2008 R2• SQL Server 2008 <p>SQL Server Express is supported in test or evaluation scenarios only.</p> <p>You cannot install the report pack on the OCS Standard Edition server, or on the OCS CDR or Archiving server (for the OCS Enterprise Edition).</p>
Reports	<p>IIS 7.0 or later is required. Also certain IIS roles services must be enabled. See the <i>MessageStats Quick Start Guide</i> for more information.</p>
.NET	<p>Microsoft .NET Framework 3.5</p>

Table 2. Minimum software requirements.

Type	Minimum requirement
Additional Software	<ul style="list-style-type: none"> Internet Explorer 8.0 or later For the report pack installation, MessageStats 7.5.1 is required. <p>On the server that hosts the MessageStats task processors (Task Execution Server):</p> <ul style="list-style-type: none"> To gather from Microsoft Office Communications Server (OCS) 2007 or OCS 2007 R2, you must install the OCS Administrator Console. For more information, see Installing the OCS Administrator Console on page 11. To gather from Microsoft Lync Server 2010, you must install PowerShell 2.0.
Lync and OCS Environment	<p>The Archiving and Monitoring (CDR) server roles or services must be enabled on your OCS or Lync Server.</p> <p>For information about installing and enabling Monitoring and Archiving, see the appropriate section:</p> <ul style="list-style-type: none"> Configuring Office Communications Server 2007 on page 11 Configuring Lync Server 2010 on page 13 Configuring Lync Server 2013 on page 16

Report pack component correlation to core MessageStats components

The following table lists the additional software requirements for the report pack components. If you intend to install two components on one server, that server must meet the requirements for both components.

Table 3. Mapping report pack components to core MessageStats.

Component	Minimum requirement
Report Pack Database	MessageStats database 7.5.1
Report Pack Reports	MessageStats reports 7.5.1
Report Pack Task Processor	MessageStats task processors 7.5.1 MessageStats scheduler service 7.5.1
Report Pack Client Console	MessageStats MMC client console 7.5.1

Required Rights and Permissions

This section lists the rights and permissions that are required to install either the report pack or the stand-alone product. Operational rights are required to gather information and to render the reports.

Installation Rights

The following rights are required to install the report pack and the stand-alone product:

- Be a member of the Administrators local group on the computer on which the report pack is to be installed.
- Be a member of the MessageStats Admin local group on the server that hosts the MessageStats database.

Operational Rights

Operational rights are grouped by function in this section. However, you can assign more than one group of rights to a single account, such as the MessageStats service account.

The following rights are required to connect to the Lync or OCS server databases and to gather information from the databases.

Required by account that runs the MessageStats Console

The account that is running the MessageStats console must:

- Have the sysadmin role on the SQL server that hosts the MessageStats database. The sysadmin role is needed to add the Lync or OCS Server Archiving and CDR database servers as *linked* database servers to the MessageStats database.
- In the MessageStats console, when you set up the initial connection to the Lync or OCS Server Archiving and CDR SQL Server databases, you must also specify a SQL Authentication account and password.

The SQL account must have the following database role memberships in the OCS and Lync CDR and Archiving databases:

- db_datareader
- public

For more information see [To set SQL database roles for a user account](#) on page 23.

Required by account that runs the gathering tasks

The account that is used to run the gathering tasks must meet the following requirements:

- Be a member of the MessageStats Admin local group on the SQL server that hosts the MessageStats database.
- Be able to use Windows Authentication to connect to the MessageStats database.
- Have local Administrator rights on the MessageStats task execution server
- For Lync Server, the account used to run the gathering tasks must be assigned the CsViewOnlyAdministrator role (be a member of the CS View-Only Administrators group in Active Directory).
- Optional: Have local Administrators rights on all Lync or OCS servers and on the Lync or OCS Backend SQL Server.

The local Administrators rights are needed to populate the following three fields in the Server Inventory report: IP Address, Lync or OCS Server version, and Server OS. If local Administrator rights are not assigned, the fields will display as Not Available in the report.

For the Database Management Functions

To use the Database Management features in a distributed installation, one of the following accounts must have the **sysadmin** fixed server role on the SQL server that hosts the MessageStats database:

- the MessageStats service account
- OR -
- the account currently logged into the MessageStats console

Required by account used to view reports

An account that is used to render the reports must be a member of the MessageStats Web administrative group on the server that hosts the MessageStats database.

Installing the OCS Administrator Console

To gather information from Microsoft Office Communications Server (OCS) 2007 or OCS 2007 R2, you must install the Microsoft Office Communications Server Administrator Console on the server that will host the MessageStats Task Execution Server (task processors).

Ensure that the Microsoft C++ 2005 Redistributable (vcredist_x86.exe or vcredist_x64.exe) is installed before you install the Microsoft OCS 2007 or OCS 2007 R2 Administrator Console.

To gather information from Microsoft Lync Server 2010 or 2013, the Administrator Console is not required but PowerShell 2.0 must be present on the MessageStats Task Execution Server.

To install the Office Communications Server 2007 Administrator Console

- 1 On the Microsoft Office Communications Server CD or a network share containing the installation files, browse to the **Support | i386** folder.
- 2 Double-click the **vcredist_x86.exe** file.
- 3 From the same path in step 1, open the setup folder, and then double-click the **admintools.msi** file.
- 4 Follow the dialog boxes in the wizard to complete the installation.

To install the Office Communications Server 2007 R2 Administrator Console

- 1 On the Microsoft Office Communications Server CD or a network share containing the installation files, browse to the **setup | amd64** folder.
- 2 Double-click the **vcredist_x64.exe** file.
- 3 From the same path in step 1, open the setup folder, and then double-click the **admintools.msi** file.
- 4 Follow the dialog boxes in the wizard to complete the installation.

Configuring Office Communications Server 2007

Microsoft Office Communications Server (OCS) gathers statistical data through the Archiving and CDR roles and from Active Directory. To view data from either Office Communications Server 2007 or 2007 R2 in the MessageStats reports, you must install and enable the Archiving and Call Detail Recording (CDR) server roles on your Office Communications Server.

The procedures are divided into the following parts:

1. [Installing the Archiving and CDR Roles](#)
2. [Enabling the Archiving and CDR Roles](#)
3. [Activating the Archiving and CDR Roles](#)
4. [Starting the Archiving and CDR Services](#)

1. Installing the Archiving and CDR Roles

In OCS 2007, the archiving and CDR roles are deployed as part of a single server role. In OCS 2007 R2 (and in Lync Server), the archiving role is deployed as part of the archiving server but the CDR role is deployed as part of the monitoring server.

For information about installing and deploying these roles in Lync Server, see [Configuring Lync Server 2010](#) on page 13 or [Configuring Lync Server 2013](#) on page 16.

To install Archiving and CDR Roles for OCS 2007

- 1 Double-click **setup.exe** to start the Microsoft Office Communications Server installation.
- 2 Select **Deploy Other Server Roles | Deploy Archiving and CDR Server**.
- 3 Follow the steps in the wizard to complete the installation.

To install Archiving and CDR Roles for OCS 2007 R2

- 1 Start the Office Communications Server installation:
 - For Office Communications Server Enterprise Edition, double-click the **setupeee.exe** file.
 - For Office Communications Server Standard Edition, double-click the **setupse.exe** file.
- 2 Deploy both the Archiving and Monitoring Server roles:
 - a Select **Deploy Other Server Roles | Deploy Archiving Server**.
 - b Select **Deploy Other Server Roles | Deploy Monitoring Server**.
- 3 Follow the steps in the wizard to complete the installation.

2. Enabling the Archiving and CDR Roles

For both OCS 2007 and OCS 2007 R2, you enable archiving and CDR for an Office Communication Server by setting the global properties for the associated forest.

To enable Archiving and CDR Roles

- 1 From the treeview in the OCS Administrators Console, select the **Forest** node.
- 2 Right-click and select **Properties | Global Properties**
- 3 Select the **Archiving** tab.
- 4 In the sections for Internal Communications and Federated Communications, select **Archive for all users**.
- 5 Select the **Call Details Records** tab.
- 6 Select the following check boxes:
 - Peer-to-peer call details
 - Conferencing call details
 - Voice call details
- 7 Click **OK**.

3. Activating the Archiving and CDR Roles

Using the OCS Administrators Console, you must activate call detail records (CDR). CDRs are logs of usage statistics from conferences, instant messaging, and phone sessions that take place across your OCS servers.

To enable CDR on your OCS server

- 1 From the treeview in the OCS Administrators Console, select the server or pool name for which you are activating CDR:
 - If you are using Office Communications Server Standard Edition, select **Forest | Standard Edition Servers** and select the server you want.
 - If you are using Office Communications Server Enterprise Edition, select **Forest | Enterprise Pools** and select the pool you want.
- 2 Open the Front End Properties page:
 - For all versions except OCS 2007 Enterprise Edition, right-click the server or pool name, select **Properties | Front End Properties**.
 - For the OCS 2007 Enterprise Edition, expand the appropriate pool and select **Front Ends**. Right-click and select **Properties**.
- 3 Activate call detail records for the OCS server:
 - For OCS 2007, select the **Archiving** tab and select the **Activate call details recording** check box.
 - For OCS 2007 R2, select the **Monitoring** tab and select the **Enable call detail recording (CDR)** check box.
- 4 Optional: To include message sizes and volume counts in the MessageStats reports, you can enable content archiving:
 - For OCS 2007, select the **Archiving** tab and select **Activate content archiving** check box.
 - For OCS 2007 R2, select the **Archiving** tab and select the **Activate IM content archiving** check box.
- 5 Click **Apply** and click **OK**.

4. Starting the Archiving and CDR Services

Using either the Services Manager or the OCS Administrator Console, restart the OCS services.

To restart the OCS services

- 1 For OCS 2007, restart the following services:
 - the Office Communications Server Archiving and CDR (RtcLog) service
 - the OCS Front-End service

- OR -
- For OCS 2007 R2, restart the following services:
- the Office Communications Server Archiving (RtcLog) service
 - the Office Communications Server Call Detail Recording (RtcCDR) service
 - the Office Communications Server Front-End service

Configuring Lync Server 2010

Microsoft Lync Server gathers statistical data through the Monitoring and Archiving roles and from Active Directory. To view data from Lync server in the MessageStats reports, you must install and enable the Monitoring and Archiving server roles on your Lync server.

The procedures are divided into the following parts:

1. Adding the SQL Store for Monitoring
2. Installing the Monitoring and Archiving Roles
3. Enabling Call Detail Recording (CDR)
4. Enabling and Configuring Archiving (Optional)
5. Starting the Monitoring and Archiving Services

1. Adding the SQL Store for Monitoring

As a prerequisite, you must have created a SQL instance which will be used to store the monitoring and archiving records. Then you can add your instance to the SQL store in Topology Builder.

To add the SQL store used for monitoring and archiving

- 1 In the Lync Topology Builder, select **SQL Store | New SQL Store**.
- 2 Enter the FQDN for the SQL Server and the SQL instance name (if you are not using the default instance).
- 3 Verify that the new store appears under the SQL stores folder.

2. Installing the Monitoring and Archiving Roles

After you extract the .iso file on the Lync server on which you want to install the monitoring and archiving server roles, you can run the appropriate .msi files to install the roles.

To install the monitoring server role on the Lync server

- 1 Navigate to the following file path:
 \Setup\amd64\Setup\monitoringserver.msi
- 2 Double-click the **monitoringserver.msi** file.
- 3 Follow the steps in the wizard to complete the installation.

To install the archiving server role on the Lync server

- 1 Navigate to the following file path:
 \Setup\amd64\Setup\archservice.msi
- 2 Double-click the **archservice.msi** file.
- 3 Follow the steps in the wizard to complete the installation.

3. Enabling Call Detail Recording (CDR)

For your Lync server, you enable call detail recording (CDR) by setting the global properties for the associated forest. CDRs are logs of usage statistics from conferences, instant messaging, and phone sessions that take place across your Lync servers.

To enable CDR on your Lync server

- 1 In the Start menu, select **Lync Server Control Panel**.
- 2 Select **Monitoring and Archiving** in the list on the left side of the panel.
- 3 Click the **Call Detail Recording** tab.
- 4 Double-click **Global**.

- 5 Select the following check box:
 - **Enable monitoring of call detail recordings (CDRs)**

4. Enabling and Configuring Archiving (Optional)

You can set the archiving policies that specify that size statistics must be kept. In the report pack, this information appears in the IM (instant messaging) reports in insertable columns.

To set archiving policy on your Lync server

- 1 In the Start menu, select **Lync Server Control Panel**.
- 2 Select **Monitoring and Archiving** in the list on the left side of the panel.
- 3 Click the **Archiving Policy** tab.
- 4 Double-click **Global**.
- 5 Select the following check boxes:
 - **Archive internal communications**
 - **Archive external communications**
- 6 In the main pane, select the **Archiving Configuration** tab.
- 7 Double-click **Global**.
- 8 Under Archiving setting, select **Archive IM sessions** from the list.

The Archive IM sessions option is the maximum setting needed by the report pack. You can select the Archive IM and web conferencing sessions option if you need to archive additional information about web conferencing sessions for other purposes.

5. Starting the Monitoring and Archiving Services

After you have enabled and configured monitoring and archiving, you must start the monitoring and archiving services.

To start services on your Lync server

- 1 In the Start menu, select **Lync Server Control Panel**.
- 2 Select **Topology** in the list on the left side of the panel.
- 3 Click the **Status** tab and select the appropriate Lync server.
- 4 Select **Action | Start all services**.

You can verify that the monitoring and archiving services have started using the Services MMC tool or using Services Manager.

Configuring Lync Server 2013

In Lync Server 2013, both the Monitoring role and the Archiving role no longer exist as separate roles. Both the monitoring and archiving services are collocated on each Front End server. The monitoring and archiving services can share the same SQL Server instance.

The procedures are divided into the following parts:

1. [Associating the Store with the Front End Pool](#)
2. [Updating the Lync Server](#)
3. [Enabling and Configuring Monitoring and Archiving](#)
4. [Starting the Monitoring and Archiving Services](#)

Prerequisite

As a prerequisite, you must have created a SQL instance which will be used to store the monitoring and archiving records. During configuration you will associate the SQL instance with the Front End Lync server on which the monitoring, and if required, archiving services will run.

1. Associating the Store with the Front End Pool

You must associate a monitoring store (database) with the Front End pool. A single monitoring store can be associated with multiple pools.

The monitoring store is used to collect call detail recording (CDR). Call detail recording tracks the usage of Lync server activities such as Voice over IP (VoIP) phone calls; instant messaging (IM); file transfers; audio/video (A/V) conferencing; and application sharing sessions.

Optionally, if you want to include statistical size information in the IM reports, you can also associate an archiving store with the Front End pool.

In this procedure, the Standard Edition Lync Server is referenced. The same procedure is also used for the Enterprise version.

To associate the store with the Front End pool and publish the topology

- 1 Open the Lync Server 2013 Topology Builder.
- 2 Select **Standard Edition Front End** and select the Lync server.
- 3 Right-click and select **Edit Properties**.
- 4 Select the **Monitoring (CDR and QoE metrics)** check box and click **New**.
- 5 In the Define New SQL Server Store dialog, enter the FQDN for the SQL Server and the SQL instance name (if you are not using the default instance).
- 6 Click **OK**.
 - a Optionally, you can also select **Archiving** and specify the same SQL store as the Archiving database.
- 7 Review SQL server information for the Monitoring database, and if required, the Archiving database, and click **OK**.
- 8 Select the Lync server, right-click and select **Topology**.
- 9 Select **Publish**.

2. Updating the Lync Server

Now you must update the Lync server to include the monitoring and archiving store information.

To update the Lync Server

- 1 From the Lync installation path or from your Lync Server DVD, run the **Setup.exe** file.
For a 64-bit server, the file path would be Setup | AMD64 | Setup.exe.
- 2 In the Lync Server 2013 Deployment Wizard, select **Install or Update Lync Server System**.
The wizard now updates the front end Lync server to include the changes that you made in the Topology Builder.

3. Enabling and Configuring Monitoring and Archiving

Now you can enable and configure monitoring (CDR) and, if required, archiving.

To enable monitoring and archiving on the Lync server

- 1 Open the Lync Server Control Panel and select **Monitoring and Archiving** in the left panel.
- 2 In the Call Detail Recording tab, double-click the **Global** default policy and ensure that **Enable Monitoring of CDRs** is selected.
- 3 Click **Commit**.
- 4 If you are using archiving, click **Archiving Policy** tab.
- 5 Double-click **Global**.
- 6 Select the following check boxes:
 - **Archive internal communications**
 - **Archive external communications**
- 7 Click **Commit**.
- 8 Click the **Archiving Configuration** tab.
- 9 Double-click the **Global** default policy.
- 10 Under Archiving Setting, select **Enable archiving** and select **IM sessions**.
- 11 Click **Commit**.

4. Starting the Monitoring and Archiving Services

After you have enabled and configured monitoring and archiving, you must start the monitoring and archiving services.

To start services on your Lync server

- 1 In the Start menu, select **Lync Server 2013 Control Panel**.
- 2 Select **Topology** in the list on the left side of the panel.
- 3 Click the **Status** tab and select the appropriate Lync server.

4 Select **Action | Start all services**.

If the services are already running, stop and then start the services. You can verify that the monitoring and archiving services have started using the Services MMC tool or using Services Manager.

Installing the Lync Report Pack

There are two types of installation supported for the Lync report pack, complete or distributed.

This section describes how to perform a complete installation and provides information about distributed installations:

- [Performing a Complete Installation](#)
- [About Distributed Installations](#)

Performing a Complete Installation

You can install all components on one server (a complete installation).

To install the report pack

- 1 Log on to your system using MessageStats service account.
- 2 Double-click the **autorun.exe** file and select the **Install** tab.
- 3 Select the **Lync & OCS Server** link.
- 4 Read the license agreement and select the **I accept the terms in the license agreement** check box and click **Next**.
- 5 Select all the features and click **Next**.
- 6 Verify the folder in which the report pack is to be installed and click **Next**.
- 7 Verify the SQL instance (MessageStats database) on which you are installing the report pack database components and click **Next**.
- 8 Click **Next** to begin the installation.
- 9 When the installation is complete, click **Finish**.

About Distributed Installations

MessageStats allows you to spread your gathering activity over various servers. When you install the MessageStats report pack, you must install the various components (such as the task processors, reports, and the MessageStats console) on the server that performs the corresponding role in MessageStats.

The most common scenario is to use a separate MessageStats Server and additional task processor servers.

Another common scenario is to install the database on one server and the MessageStats Server (the MessageStats MMC-based console, the MessageStats Scheduler Service, and the task processors) and MessageStats reports on a second server.

The MessageStats MMC-based console can be installed on a MessageStats administrator's workstation or laptop. The administrator can create tasks and view logs, but task scheduling and gathering are carried out at another location with more robust resources.

Locating the Task Processors

You must install the report pack task processors on a Task Execution Server on which the core MessageStats task processors are installed.

- For OCS 2007 and OCS 2007 R2, the task processors must be installed on the same domain as the Microsoft OCS pool.
- For a pure Lync Server installation, you can install the task processors on a different domain, if necessary.

In this type of installation, the local task processor gathers the data from the remote Lync or OCS servers. The report-ready data is transferred to the MessageStats Database Server and is stored in the database.

The following table lists the report pack components in the order they are recommended to be installed on the computers with different roles.

Table 4. Installation order for MessageStats and report pack components.

Role	Component
MessageStats Database	MessageStats Database Report Pack for Lync & OCS Server Database Schema
MessageStats Reports	MessageStats Reports Report Pack for Lync & OCS Server Reports
MessageStats Task Processors	MessageStats Server components, including: <ul style="list-style-type: none">• task processors• Report Pack for Lync & OCS Server Task Processor
MessageStats MMC Client Console	MessageStats Server components, including: <ul style="list-style-type: none">• MMC Client Console• Report Pack for Lync & OCS Server MMC Client Console

Installing the Lync Stand-Alone Product

When you select complete installation, the reports, the task scheduler and the task processors, and the MMC client console are installed on a single computer. The MessageStats database may also be installed on the same computer.

To perform a complete installation of MessageStats for Lync

- 1 Log on to your system using local administrative privileges.
The account must be a member of the local administrator group on the server.
- 2 Double-click the **MessageStatsLyncSetup.exe** file.
- 3 In the Install wizard welcome page, click **Next**.
- 4 Read the license agreement and select the **I accept the terms in the license agreement** check box and click **Next**.
You must select the check box to activate the Next button.
- 5 Click **Next** to accept the default installation folder.
- 6 Click **Complete** install type.
- 7 Verify that the Database server location is correct.

You can specify a remote server where the database will be installed. The server must have SQL Server already installed. Enter the server name and (if necessary) the SQL instance name in the following format:

Server Name/ Instance Name.

You must specify the SQL instance name if one of the following situations applies:

- You are using SQL Express (MyServer/ SQLEXPRESS).
- You are not using the default SQL instance.
- You have more than one SQL instance.

- 8 Verify that the Reports server location is correct and click **Next**.
- 9 Indicate if a share should be created for Application Logs and click **Next**.
- 10 Indicate whether you want to use the default web site or identify a different web site and click **Next**.
- 11 Enter the mail server used to send subscription notifications and the name to appear in the originators field and click **Next**.

If you do not complete the subscription configuration during installation, you can define the mail server and originator in MessageStats Reports. Use the Configuration button on the File | Subscriptions functionality.

- 12 Enter the following information in the Services Setup window, as applicable:

Table 5. Entering the services setup credentials.

Interface Element	Description
Username	Displays the name of the user that is logged on to the local computer. This field should take the Domain\User name form.
Password	Prompts you to enter the corresponding password for the user name.
Authenticate the username	Indicates that you must validate the password and user name.

- 13 Click **Install**.

The Database Setup Wizard Welcome is displayed.

To set up the MessageStats Report Pack for Lync Database

- 1 Read the Database Setup Wizard welcome page and click **Next**.
- 2 Enter the following information in the Database Configuration Settings screen, as appropriate:

Table 6. Entering the database configuration information.

Element	Description
MSDE/ SQL Server	Indicates the location of the MessageStats Report Pack for Lync Database Server. This field defaults to the local server unless you specified a remote server.
Database Name	Indicates the name of the database where you intend to store the tracking log and mailbox statistic data. This field is read-only.
Migrate previous build	Not available for new installations.
Advanced Details	<p>Since you are creating a new database, you can select the Advanced Details check box. This option allows you to configure database size and log file size and growth rate parameters.</p> <ul style="list-style-type: none"> • Select the Advanced Details check box to display the Database File/Log Settings screen. • Clear the Advanced Details check box and click Next to display the Database Summary screen.

- 3 Click **Next**.
- 4 Select appropriate database size settings log file size using the Database File Setting and Log File Settings tabs.

You can use these tabs to set database path, size, and growth rate parameters. You can also define log file size and growth rate parameters.

- 5 Click **Next**.
- 6 Review the **Summary of Options Selected** screen, and click **Start**.
- 7 Review the installation results.
- 8 Click **Done** to exit.

The installation results that you review on the last page of the wizard are appended to the Qinstaller.log after you click Done.

- 9 Click **Finish** to complete the installation and exit the installer.

Configuring MessageStats for Lync

- [Setting Up the Report Pack or Stand-Alone Product](#)
- [Connecting to a Pool](#)
- [Setting Properties for Voice Calls](#)
- [Mapping Normalization Rules or Voice Routes to Call Types](#)
- [Establishing Costs for Call Types](#)
- [Configuring Call Routing](#)
- [Identifying Federated Domains](#)
- [Excluding Specific Users from Reports](#)
- [Specifying Chargeback Costs for Sessions and Conferences](#)
- [Creating an Lync or OCS Server Gathering Task](#)

Setting Up the Report Pack or Stand-Alone Product

MessageStats for Lync collects information from an OCS or Lync server through gathering tasks. Before you create a gathering task to collect the data, you must set up a connection to each OCS or Lync CDR (Call Detail Recording) database instance from which you want to gather information. There should be only one database connection defined per OCS or Lync pool.

For an OCS 2007 R2 or a Lync server installation, you might have also configured an Archiving database that is separate from the CDR (Call Detail Recording) database. You also have the option to connect to the Archiving database as part of the same defined connection.

After you have created a connection to the CDR database and, optionally, the Archiving database, you can create gathering tasks to collect information from the databases.

Connecting to a Pool

You must enter the Fully Qualified Domain Name (FQDN) of the Lync or OCS pool, or the standard edition server, and set up a connection to the Archiving and CDR SQL database instances from which you want to retrieve data. You can also connect to a pool using one of its fully-qualified DNS aliases.

For Lync Server 2010, Microsoft has introduced different kinds of pools: front-end pools, A/V conferencing pools, mediation pools, and edge pools. When you are connecting to a Lync Server pool, the pool name refers to the name of the front-end pool.

Prerequisite

When you set up the initial connection to the Archiving and CDR SQL Server databases, you must specify a SQL authentication account and password. The SQL account is required to perform gatherings from the CDR and Archiving databases.

The SQL account must have the following database role memberships in the OCS CDR and Archiving databases:

- db_datareader
- public

To set SQL database roles for a user account

- 1 Using the SQL Server Management Studio, select **Security | Logins**.
- 2 Select a user account.
- 3 Right-click and select **Properties**.
- 4 Select **User Mapping** and select the Lync or OCS database to be mapped (LcsCDR or LcsLog).
- 5 In the database role memberships list, select **db_datareader** and **public**.

Once you have specified the appropriate rights for the SQL user account, you can open the MessageStats console and create the connection to your Lync or OCS Server CDR or Archiving database.

To connect to the pool and the CDR SQL database

- 1 Open the MessageStats Console.
- 2 Expand the console treeview and select the **Lync & OCS Server** node.
- 3 Right-click and select **Connect to Pool**.
- 4 Enter the OCS or Lync Pool Name.
Enter either the Fully Qualified Domain Name (FQDN) or a fully-qualified DNS alias for the pool. For Lync Server, ensure that you specify the front-end pool.
- 5 Select the Pool Type from the list.
 - a If you select OCS 2007 R2 or Lync Server and you have configured a separate archiving database, select the Use Archive Database check box.
- 6 In the CDR Database Connection Details section, select the server from the Server Name list.
- OR -
Enter the server name for your Archiving and/or CDR SQL server.
If the database is on an SQL instance other than the default instance such as for standard edition servers, you must specify the server name as server name/instance name.
- 7 Enter the SQL account name and password to be used to access the CDR database.
SQL Authentication must be enabled on the server on which the report pack is installed and also on the Microsoft OCS or Lync SQL server to which you are connecting.
- 8 Select the SQL database name for the CDR database from the list.
 - For OCS 2007, the default database name is LcsLog.
 - For OCS 2007 R2 or for Lync Server, the default database name is LcsCDR. (The default database name for the optional archiving database is LcsLog.)
 - You can also select a custom database that you set up when you enabled the Archiving and CDR Server Role.
- 9 For OCS 2007 R2 or Lync Server, if you have a separate archiving database, enter the appropriate server, database, and credential information in the Archive Database Connection Details section.

- a To use the same server and credentials as for the CDR database connection, select **Use CDR Database Connection Details**.
- 10 Click **Apply**.
- 11 Click **OK**.

The pools to which you are connected are displayed in the treeview in the MessageStats console.

To disconnect from a pool

- 1 Right-click the OCS or Lync pool name in the treeview from which you want to disconnect.
- 2 Click **Disconnect**.
- 3 Click **Yes** in the Are you sure you want to disconnect dialog box.

Modifying Connection Pool Properties

If you want to change the connection information for an OCS or Lync pool, you can access the information through the pool properties.

For example, you might later deploy the Archiving Server role for an OCS 2007 R2 pool. You would modify the pool connection to create a connection to the Archive database.

To modify connection information for a pool

- 1 Right-click the OCS or Lync Server pool name in the treeview and select **Properties**.
- 2 On the Pool Properties tab, make the changes that you want. For information about entering information for a pool connection, see [Connecting to a Pool](#) on page 22.
- 3 Click **Apply**.

Setting Properties for Voice Calls

You can configure properties at a forest level that are used in the Enterprise Voice reports.

Using the Voice Properties pages, you can map normalization rules (OCS) or voice routes (Lync Server) to specific call types, specify the chargeback rates for different call types, and enter details for voice call routing.

Specifically you must set the parameters for the following information:

- [Mapping Normalization Rules or Voice Routes to Call Types](#)
- [Establishing Costs for Call Types](#)
- [Configuring Call Routing](#)

Mapping Normalization Rules or Voice Routes to Call Types

Normalization rules (location profiles) in OCS 2007 and OCS 2007 R2, or voice routes in Lync Server, are used as follows:

- to translate how each phone number pattern is routed through a target phone number
- to translate how each phone number pattern is routed to an appropriate media gateway
- to identify and apply phone usage authorization for the calling party

In the MessageStats report pack, you use the Call Types property page to map normalization rules or voice routes to specific call types.

The report pack retrieves the normalization rules or voice routes from Active Directory and displays them according to the priority assigned in Office Communications Server or in Lync Server.

- For OCS normalization rules, you can map call types for each domain.
- For Lync Server voice routes, you can map call types at the forest level. You retrieve and map the global voice routes.

Call types help you identify the types of calls such as internal, local, long-distance, international, and toll-free.

i | **IMPORTANT:** Ensure that all your connected numbers match to one of your normalization rules or voice routes in the Voice Properties - Call Types property page. Any number that is not mapped to one of the normalization rules or voice routes is treated as local phone number in the Enterprise Voice reports such as the Outgoing Calls report.

To map normalization rules or voice routes to call types

- 1 Expand the console treeview and select the **Lync & OCS Server** node.
- 2 Right-click and select **Voice Properties**.
- 3 Select **Call Types** and click **New**.
- 4 For OCS, click **New Normalization Rules**. Select a domain and click **OK**.
- OR -
For Lync Server, click **New Voice Routes**.
For Office Communications Server, the location profiles are retrieved from Active Directory and are listed according to priority. For Lync Server, the global voice routes are retrieved from Active Directory and are listed according to priority.
- 5 For each normalization rule or voice route, select a call type.
- 6 If you want to save what you have defined and continue mapping normalization rules or voice routes to call types, click **Apply**.
- 7 When you are finished call type mapping, click **OK**.

Retrieving Updated Information

If you have modified the normalization rules on Office Communications Server or voice routes on Lync Server, you can click the Refresh link to retrieve the updated information.

To update call type mappings

- 1 Expand the console treeview and select the **Lync & OCS Server** node.
- 2 Right-click and select **Voice Properties**.
- 3 Select **Call Types** and select the tab for the table you want to update.
- 4 Click **Refresh**.
The normalization rules or voice routes are retrieved. New normalization rules or voice routes are displayed with a blank call type.
- 5 For each new normalization rule or voice route that has been added, select a call type.
- 6 When you are finished call type mapping, click **OK**.

Deleting a Call Type Table

In some situations, such as if you have migrated your users to a new pool, you can delete the call types table for the old pool using the Delete Table link.

To delete a call type table

- 1 Expand the console treeview and select the **Lync & OCS Server** node.
- 2 Right-click and select **Voice Properties**.
- 3 Select **Call Types** and select the tab for the table you want to remove.
- 4 Click **Delete Table** and click **OK**.

If you inadvertently delete a call types table, you can add the same OCS domain or Lync server again. The new table is displayed with the previously assigned call types. You can make changes, if required, and click OK to save the table.

Establishing Costs for Call Types

Once you have mapped the normalization rules or voice routes to specific call types in the report pack, you can define the chargeback rates for each call type. This information is reflected in the Voice Call Chargeback reports in the Enterprise Voice folder.

To establish costs of each call type

- 1 Expand the console treeview and select the **Lync & OCS Server** node.
- 2 Right-click and select **Voice Properties**.
- 3 Select **Financials**.
- 4 If necessary, select a different currency symbol for the chargeback rates. The default value is \$.
- 5 Enter a cost per minute for each call type and click **OK**.

Configuring Call Routing

To configure call routing, you must create or select a gateway, and enter the number of digits that are needed to dial long-distance or internationally. You can configure to apply a default value for all long-distance and international calls in all gateways, or you can configure long-distance and international calls on a per gateway basis.

When you specify the number of digits, you are referring to codes, not the actual telephone number. For example, if you are dialing directly within North America from a PBX (private branch exchange), you might enter the number 5 for long-distance calls (9 to access an external line, 1 to dial direct, and 3 digits for the area code).

To configure call routing

- 1 Expand the console treeview and select the **Lync & OCS Server** node.
- 2 Right-click and select **Voice Properties**.
- 3 Select **Call Routing**.
- 4 Select the appropriate number of digits for the following values:
 - Default number of long-distance digits
 - Default number of international digits
- 5 Click **Add** to add new information.

- OR -

Click **Edit** to edit existing information.

- 6 Select a gateway, and enter the number of long-distance and international digits required for the gateway. You do not need to perform steps 4 and 5 if you are applying the same number of digits to all gateways.
- 7 Click **OK**.

Identifying Federated Domains

Typically, you want users in your federations to appear in the reports as internal or federated users. Federations are stored on the OCS or Lync Edge server which is in the DMZ. If you want the federated domains to be automatically discovered, you must open certain ports in the firewall to allow the information be retrieved from the Edge server. For more information, see [Appendix A: Configuring RPC through a Firewall](#) on page 59.

If your security policies do not allow you to provide access to the Edge server, you can manually add your federated domains to the report pack so that users in these domains are correctly reported.

If federated domains cannot be auto-discovered, and you have not manually added the federated domains, federated users are reported as public or external users.

To manually add federated domains

- 1 Expand the console treeview and select the **Lync & OCS Server** node.
- 2 Right-click and select **Federation Properties**.
- 3 Click **Add**.
- 4 Enter the fully qualified domain name (FQDN) for the federated domain that you want to identify.
- 5 Click **OK**.
- 6 Repeat [Step 3](#) to [Step 5](#) until you have identified all your federations.
- 7 Click **OK**.

Excluding Specific Users from Reports

In some cases, you might want to exclude certain users from the Lync or OCS Server reports. For example, you might want to exclude synthetic transactions from your reports. In Lync Server, synthetic transactions are scripts or commands that are used to simulate real users accessing a system.

Using the Exclude Users property page, you can select specific users, all users in a department, or all users in an office to exclude from reports. You can exclude users at the forest level.

Excluded users still appear in the Configuration | Lync & OCS Enabled Users report. The excluded status of the user is indicated by the Excluded flag in the report.

To exclude users from reports

- 1 Expand the console treeview and select the **Lync & OCS Server** node.
- 2 Right-click and select **Exclude Users**.
- 3 Enter the criteria for the users you want to exclude:
 - Enter all or part of the user name and click **Find Users**.
 - Enter all or part of the department name and click **Find Departments**.
 - Enter all or part of the office name and click **Find Office**.



TIP: You can enter an asterisk (*) as a wild card to find all names that contain, start, or end with a specific set of characters.

The following examples show how you can use wild cards to find results:

- Enter **Sales*** to find all departments that start with the word Sales.
- Enter ***HR** to find all departments that end with HR.
- Enter **Mi*ce** to find all user names that start with Mi and end with ce.
- Enter ***EURO*** all office names that contain EURO.

The names that match your query are displayed in the Search Results column on the left.

- 4 In the left column, select the name of the user, department, or office that you want to exclude.

Use SHIFT-click to select a range of names or CTRL-click to select several individual names.

- 5 Click the arrow to add the selected items to the Excluded List on the right.

- OR -

Drag the selected items to the Excluded List

- 6 When all the users you want to exclude are in the Excluded List, click **Apply** and **OK**.

Excluded users remain excluded even if their display name, department, or office changes. However, if the user's primary URI (Uniform Resource Identifier) is changed, you must add the user again to the excluded list.

For a list of the reports that do not show excluded users, see [Excluding users from reports](#) on page 39.

To remove users from the exclusion list

- 1 Select the user, department, or office in the Excluded List on the right.

- 2 Press the **Del** key.

- OR -

Right-click and select **Delete** on the shortcut menu.

Specifying Chargeback Costs for Sessions and Conferences

You can specify the costs at which various types of peer-to-peer sessions (such as audio, video, desktop sharing, and instant messaging) or conferences are charged. The calculated values appear on reports so you can determine the chargeback amounts for users or departments.

You specify the chargeback costs for sessions and conferences for an OCS or Lync pool, unlike the Voice Enterprise chargeback costs which are applied at the forest level.

Use the Chargeback Rates property page to enter the rate per minute, or the rate by volume (MB) or number of items, for the chargeback costs that should appear in reports.

To specify chargeback costs for sessions and conferences

- 1 Expand the treeview and select the OCS or Lync pool for which you want to specify cost amounts.

- 2 Right-click and select **Properties**.

- 3 Click the **Chargeback Rates** tab.

- 4 If necessary, select a different currency symbol for the chargeback rates. The default value is \$.

- 5 Enter the applicable values that are charged:

- For Communicator-initiated or Lync-initiated peer-to-peer outgoing sessions, you can enter the cost amounts per minute for each session type for internal and federated users.
- For peer-to-peer sessions such as instant messaging and file transfers, you can specify whether you want to calculate chargeback amounts by volume or by the number of messages or transfers. To select chargeback by volume (MB), you must have the OCS Archiving database installed.
- For conferences including Communicator (Lync)-initiated audio/video, and Live Meeting (web conferences), you can enter the cost rate per minute.

6 Click **Apply**.

Creating an Lync or OCS Server Gathering Task

Tasks specify which information is gathered from the OCS or Lync database instances and how often the gathering is repeated. To gather the data required for the reports, you must configure an report pack default gathering task.

You can create an OCS or Lync gathering task only at the individual OCS or Lync pool level. You cannot create a task that gathers OCS or Lync data at the Exchange organization level.

Typically you schedule the report pack Default Lync & OCS Server Gathering task to run every 24 hours. It is recommended that you run the task at off-peak times. The gathering queries the OCS or Lync SQL database, and should be scheduled to run when your Lync Server or Office Communications Server is not busy.

For the initial Default Lync & OCS Server Gathering task, it is recommended you schedule the task to run on a weekend if your Lync or OCS databases are large.

To create a report pack gathering task

- 1 Expand the **Lync & OCS Server** node, select a server pool in the treeview, and select **Create Task**.
- 2 Enter a unique name for the task and select the template for the type of information that you want to collect:
 - Default Lync & OCS Server Gathering
 - Lync & OCS Conferencing Statistics
 - Lync & OCS Enterprise Voice
 - Lync & OCS Instant Messaging and File Transfer
 - Lync & OCS Server Uptime Performance
 - Lync & OCS Servers and Users
 - Lync & OCS Peer-to-Peer Audio Calls, Video Calls, and Desktop Sharing Sessions

The Default Lync & OCS Server Gathering task contains the Servers and Users, Enterprise Voice, Conferencing Statistics, Instant Messaging and File Transfer, Server Uptime Performance, Peer-to-Peer Audio Calls, Video Calls, and Desktop Sharing Sessions tasks.

- 3 Click **Next**.
- 4 Ensure that the task execution server that appears is the server on which the report pack task processor is installed and click **Next**.
- 5 Specify a schedule for the gathering task and click **Next**.
 MessageStats provides two types of schedules: schedules that run once (at a specific time such as December 31 or Now), and schedules that repeat for a defined period (such as daily, weekly, or monthly).
- 6 Verify the logging level for the task logs and click **Next**.

Normally you leave logging set to the default logging level. If you contact Support for assistance, Support might request that you change your task logging level to troubleshoot technical issues.

- 7 Specify the account under which the gathering task is to run and click **Next**.

You can accept the defaults for task execution server, task schedule, task logging, and task account, or clear the Use Default Credentials to enter new values.

- 8 Click **Finish** to save the gathering task.

To change the properties of an existing task

- 1 Browse the tasks in the Tasks Summary View.
- 2 Right-click the task you want to configure and select **Properties**.
- 3 Step through the wizard to change the settings.

Gathering Task Dependencies

You can create an Lync or OCS gathering task only at the individual pool level. You cannot create an Lync or OCS task at the Exchange organization level. The following table lists the dependencies for the report pack gathering tasks:

Table 7. Gathering task descriptions and dependencies.

Gathering Task Name	Part of Default?	Description	Dependent on
Default Lync & OCS Server Gathering	N/A	<p>A composite task that includes the following gathering tasks:</p> <ul style="list-style-type: none"> • Servers and Users • Enterprise Voice • Conferencing Statistics • Instant Messaging and File Transfer • Server Uptime Performance • Peer-to-Peer Audio Calls, Video Calls, and Desktop Sharing Sessions <p>Typically, the Default Lync & OCS Server Gathering task is run daily to ensure that the MessageStats database is updated with the most recent report data.</p>	<p>No dependencies.</p> <p>To include the insertable mailbox attributes in reports, a MessageStats Mailbox gathering must have run successfully.</p>
Lync & OCS Servers and Users	Yes	Gathers configuration details for the Lync or OCS servers and about OCS-enabled or Lync-enabled users and their configuration settings.	No dependencies.
Lync & OCS Enterprise Voice	Yes	Gathers the enterprise voice call statistics for your Lync or OCS environment.	<p>No dependencies.</p> <p>NOTE: The Voice Properties in the MessageStats console must be configured.</p> <p>For chargeback data, the Chargeback Rates property page must be configured</p>

Table 7. Gathering task descriptions and dependencies.

Gathering Task Name	Part of Default?	Description	Dependent on
Lync & OCS Conferencing Statistics	Yes	Gathers conference information about different types of conferences including chat, Communicator audio/video, Live Meeting (OCS 2007), data sharing, and application sharing from your Lync or OCS Server environment.	Lync & OCS Servers and Users NOTE: To populate insertable fields in reports that contain user mailbox attributes, run the MessageStats Exchange Mailbox gathering for the Exchange organization. NOTE: For chargeback data, the Chargeback Rates property page must be configured.
Lync & OCS Instant Messaging and File Transfer	Yes	Collects data about instant messages, both internal and internet, and about the senders and receivers of messages. Collects statistics about file transfers, including internal and federated users who initiated transfers.	No dependencies. NOTE: For chargeback data, the Chargeback Rates property page must be configured
Lync & OCS Server Uptime Performance	Yes	Collects the uptime information from the System Up Time performance counter (perfmon) for each source server in the task.	No dependencies.
Lync & OCS Peer-to-Peer Audio Calls, Video Calls, and Desktop Sharing Sessions	Yes	Gathers statistics related to peer-to-peer audio calls, video calls and desktop sharing sessions from your Lync or OCS environment. Sessions are categorized by the most dominant of the three media used during the session: 1. Desktop Sharing 2. Video 3. Audio For example, a session with both audio and desktop sharing is categorized as a desktop sharing session and is reported only in the desktop sharing session reports. The session is not included in the peer-to-peer audio reports even though the session had audio usage. NOTE: Peer-to-Peer Audio Calls are also known as PC-to-PC calls or Communicator (Lync) calls.	No dependencies. NOTE: For chargeback data, the Chargeback Rates property page must be configured.

Though the Lync or OCS Server gatherings are not dependent on the MessageStats Mailbox gathering task, to include mailbox attributes in the reports, a MessageStats Mailbox gathering task must have run successfully.

Managing your Database

- [About Database Management](#)
- [Configuring an Aging Task](#)
- [Maintaining your Database](#)
- [Deleting Lync or OCS Report and Object Data](#)

About Database Management

During the installation of the report pack, additional tables are added to the MessageStats database to store the OCS and Lync data. The database management feature allows you to manage the storage of statistical report information and object data to prevent excessively rapid growth of the MessageStats database.

In MessageStats, database management functionality is extended to include database management functions specific to OCS and Lync Server data. Using Database Management, you can delete obsolete information and fine-tune your database.

Before you modify your database, ensure that no MessageStats Consoles or task processors are currently writing information to the database. If you use Database Management while a MessageStats Console is writing to the database, you risk corrupting your database.

To access the Database Management tool

- Select **Database Management** from the treeview in the MessageStats console.

The Database Management tool provides the following functionality:

- Database Aging. Use this to delete historical data.
- Database Maintenance. Use this to defragment your database and reindex database tables.
- Delete Data. Use this to delete object and report data.

Configuring an Aging Task

You can use the Data Aging function to delete the historical data from the Lync or OCS tables in the MessageStats database. Use the Lync & OCS Server Configuration option under the Data Aging node to define the aging task.

To define a data aging task

- 1 Select **Database Management | Data Aging | Lync & OCS Server Configuration** nodes in the treeview.
- 2 Select **Delete aged data**.
- 3 Select **Age Statistics (days)** check box.
- 4 Enter the number of days you want to retain statistical data in your database.
- 5 Click **Configure Job**.
- 6 Select the **Schedule** tab.

- 7 Select **Daily**, **Weekly**, or **Monthly** to indicate how often you want to delete the data older than your retention definitions.
Depending on the schedule type that you select, the bottom box changes to an appropriate interval selector.
- 8 Enter the Start Date and Start Time information.
- 9 Click to select the **Limit Job Execution Time** box if you want to limit the time duration for an aging job, and enter an end time.
- 10 Enter an appropriate recurrence interval:
 - Enter the number of days between jobs for Daily schedules
 - Enter the day of the week for Weekly schedules.
 - Enter the day of the month for Monthly schedules.
- 11 Click **Deploy**.

Data Aging Job History

After you create a job, the interface changes to a three-tab format:

- The Schedule tab contains the same content as the Create Job tab contained before a job was created.
- The Properties tab describes the properties associated with the aging job, and is updated as new information becomes available.
- The History tab contains a log of past aging jobs.

Logging the Aging Process

Because the aging process is performed by a service, progress is recorded in the log journal for all database management activities.

For more information about Database Aging, refer to the *MessageStats Administrator Guide*.

Maintaining your Database

The Database Maintenance node of the navigation tree contains the functionality for defragmenting a database and reindexing the individual database tables.

Using these functions can increase performance in the following ways:

- Decrease the amount of time it takes the task processors to write information into the database.
- Decrease the amount of time it takes reports to read information from the database to render your reports.

For more information about defragmenting or reindexing the MessageStats database, refer to the *MessageStats Administrator Guide*.

Defragmenting the Database

MessageStats provides functionality to defragment your MessageStats database. You can increase performance by decreasing the amount of time it takes the MessageStats task processors to write information to the database.

Reindexing the Database Tables

MessageStats provides functionality to reindex the MessageStats database tables. You can increase performance by decreasing the amount of time it takes the MessageStats task processors to write information to the database.

The Reindex option completely reindexes each table in the database. The Defragment option simply defragments the indexes. If you run the Reindex option, you do not need to run the Defragment option since there is nothing to defragment if all the indexes are new.

Deleting Lync or OCS Report and Object Data

This branch of the navigation tree provides the functions that delete object data and report data from your MessageStats database.

Use this functionality to do the following:

- Clear the MessageStats database
- Delete Exchange object data
- Delete Exchange report data
- Delete OCS or Lync object data
- Delete statistical report data relating to OCS or Lync.

The Lync & OCS Object Data option allows you to delete entire OCS or Lync server pools and users. The selected object and associated data will be deleted.

The Lync & OCS Report Data option allows you to delete statistical data for Lync & OCS pools and users. However, the objects themselves are not deleted.

Deleting OCS or Lync Object Data

The Object Data option allows you to delete entire OCS or Lync pools, servers, and users. The selected object and associated data will be deleted.

To delete OCS or Lync object data from the database

- 1 Select **Database Management | Delete Data** node in the treeview.
- 2 Select the **Lync & OCS Server Object Data** node.
- 3 Select the check box and select one of the following objects:
 - Lync & OCS Pools
 - Lync & OCS Servers
 - Lync & OCS Users
- 4 Select the specific pools or users that you want to delete.
- 5 Click **Get Range** to view the date range for the actual data.
- 6 Click **Delete Object**.
- 7 Verify that you want to delete the object information.

Deleting OCS or Lync Statistical Data

The Report Data option allows you to delete statistical data for the OCS or Lync server pools, servers, and users. However, the objects themselves are not deleted.

To delete OCS or Lync report data from the database

- 1 Select **Database Management | Delete Data** node in the treeview.
- 2 Select the **Lync & OCS Server Report Data** node.
- 3 Select the check box and select one of the following objects:
 - Lync & OCS Pools
 - Lync & OCS Servers
 - Lync & OCS Users
- 4 Select the specific pools, servers, or users that you want to delete.
- 5 Click **Get Range** to view the date range for the actual data.
- 6 Click **Delete Object**.
- 7 Verify that you want to delete the object information.

Using the Lync and OCS Reports

- [Introducing the Reports](#)
- [Viewing the Lync or OCS Reports](#)
- [Types of Lync and OCS Reports](#)
- [Introducing the Lync & OCS Server At A Glance Report](#)
- [Organizational Summaries Reports](#)
- [Configuration Reports](#)
- [Instant Messages Reports](#)
- [Enterprise Voice Reports](#)
- [Conferences Reports](#)
- [Peer-to-Peer Reports](#)
- [Peer-to-Peer Audio Call Reports](#)
- [Peer-to-Peer Video Call Reports](#)
- [Peer-to-Peer Desktop Sharing Session Reports](#)
- [Comparing MessageStats Reports to the Microsoft Native Lync Reports](#)

Introducing the Reports

The Lync and OCS Server reports are a collection of reports that you access through the MessageStats reports web site. The Lync or OCS data is stored in separate tables in the MessageStats database.

The following features are included in MessageStats reports:

- The Web Report Wizard that allows you to configure and generate reports, and provides report parts that you can add to and arrange on reports.
- The Graph Wizard allows you to create custom graphs from the data sources that you select.
- Predefined role-based security settings allow you to control who can view reports and create custom reports.
- A subscription service allows you to deliver reports through email, web sites, file shares, or ftp (file transfer protocol) site.

Using the console, you can perform the following tasks:

- Group, insert, append, remove, and sort fields on reports. Quick Filters allow you to change report parameters quickly and easily to focus your report.
- Display report data in bar graphs, line graphs, and pie charts.
- Export or email entire reports in Microsoft Excel, text (as either comma-separated values or tab-separated values), XML, as a Word file, in HTML, or MHTML.
- Select portions of reports, such as columns or rows, and export the selections or send by email. You can also select a graph or chart to export it or send it by email.

Viewing the Lync or OCS Reports

On gathering completion, you can view reports based on the gathered information using the web-based MessageStats Reports.

To access Lync or OCS reports

- 1 Click **Start** and select **Programs | Quest | MessageStats | MessageStats Reports**.
- OR -
Enter the following in your web browser:
`http://<MessageStatsReportsservername>/MessageStatsReports`
- 2 In the reports treeview, select **Report Packs | Lync & OCS Server**.
- 3 Select the report that you want to view.
- 4 Select report filters, if necessary, and click **Apply Filter** to view the report.

For descriptions of the reports, see [Types of Lync and OCS Reports](#) on page 38.

The report pack provides two types of reports:

- Reports that retrieve the Lync and OCS server data from the MessageStats database. The data in the database is collected by the report pack gathering tasks. The MessageStats database also contains the Exchange data that is collected by the core MessageStats gathering tasks.
- “Real-time” reports that directly retrieve current data from an OCS or Lync database instance. Since real-time reports require scanning an entire OCS or Lync server database, they take longer to render.

The data from real-time reports is not available for custom reports.

When you render a real-time report, the report performance is directly affected by the speed of your network links and network performance. You can set up subscriptions for real-time reports which allows you to schedule them during less busy times.

i | **TIP:** Due to performance considerations, it is recommended that you use the Pool filter to limit the results for real-time reports to include only one or two pools and select a date range of not more than 7 days.

Viewing Presence Information in Reports

Reports that contain information about individual users can also show icons that provide the presence status for the user.

To see the Microsoft presence status in reports, the person that is viewing the reports on the web site must have Office Communicator 2005 or later, or Lync, and Outlook installed and running on their local computer.

If users are running Office Communicator 2007 or Lync 2010 and later, they can see presence information for all mailbox owners if the global properties of the Office Communications or Lync server are configured to allow this.

If you are viewing the web-based reports on a 64-bit computer but have a 32-bit version of Microsoft Office installed, such as Office 2007 or Office 2010 (x86), the presence icons do not appear in the reports. If you install Office 2010 (which contains both 32-bit and 64-bit versions of the required Name.dll file), the presence icons appear correctly in the reports.

Table 8. Presence status icons.






Icon	Status
	Online
	Busy—Similar presence statuses such as In a meeting, or Do Not Disturb also appear as a Busy status.

Table 8. Presence status icons.

Icon	Status
	Do Not Disturb—Displayed when a user using Office Communicator 2007 or Lync 2010 has set the status to Do Not Disturb.
	Away—Similar presence statuses such as Be Right Back also appear as an Away status.
	Offline

If you right-click a status icon, you can communicate with the user. If the mailbox owner has Outlook installed and Office Communicator, or Lync, installed and running, you can send an email or reply with an instant message.

If you and the mailbox owner are both set up to send and receive telephone calls over the Internet through your computer, options for making a call can also appear on the menu when you right-click the icon.

Types of Lync and OCS Reports

When you click When you click Lync & OCS Server folder in the report treeview, the Communications Server at a Glance report is displayed. This report provides a high-level view of usage in your Lync or OCS environment. For more information, see [Introducing the Lync & OCS Server At A Glance Report](#) on page 40.

The Lync and OCS reports are grouped into the following folders:

- [Organizational Summaries Reports](#)
- [Configuration Reports](#)
- [Instant Messages Reports](#)
- [File Transfers Reports](#)
- [Enterprise Voice Reports](#)
- [Conferences Reports](#)
- [Peer-to-Peer Reports](#)
- [Peer-to-Peer Audio Call Reports](#)
- [Peer-to-Peer Video Call Reports](#)
- [Peer-to-Peer Desktop Sharing Session Reports](#)

Inserting additional information in reports

For many reports, you can insert additional information. For example, for user reports, such as User Activity, you can insert additional user information (mailbox attributes) such as the mobile telephone number or manager. To include the mailbox attribute information in reports, you must have successfully run a MessageStats Mailbox gathering task.

To insert additional information in a report

- 1 When viewing a report, right-click a column heading and select **Insert Field**.
- 2 Select a field from the list of additional fields that are available.

Excluding users from reports

Lync Server has numerous test cmdlets that allow Lync administrators to validate certain functions. Often, administrators will configure specific user accounts to be used with synthetic transactions.

You can exclude these user accounts from appearing in various user activity reports using the Exclude Users property page. For details about how to exclude a user, see [Excluding Specific Users from Reports](#) on page 27.

Users that are flagged as “excluded” do not appear in the following reports:

Organizational Summaries

- User Activity
- Chargeback by User
- Top Usage by User

Instant Messages

- Top Internal Senders and Receivers by Messages
- Chargeback by User

File Transfers

- Top Internal Users by File Transfers
- Chargeback by User

Enterprise Voice

- Top Calls by User
- Chargeback by User
- Outgoing Calls
- Incoming Calls

Conferences

- Chargeback by Organizer

Peer-to-Peer

- Chargeback by Initiator

Peer-to-Peer Audio Calls

- Top Internal Users by Incoming Audio Calls
- Top Internal Users by Outgoing Audio Calls

Peer-to-Peer Video Calls

- Top Internal Users by Incoming Video Calls
- Top Internal Users by Outgoing Video Calls

Peer-to-Peer Desktop Sharing Calls

- Top Internal Users by Incoming Desktop Sharing Sessions
- Top Internal Users by Outgoing Desktop Sharing Sessions

Reports that contain multiple internal user details, such as the Conference Details by Organizer and the Peer-to-Peer Session Details reports, are not affected by excluded users.

Introducing the Lync & OCS Server At A Glance Report

When you click Lync & OCS Server folder in the report treeview, the Lync & OCS Server At A Glance page appears as the default home page.

This page delivers a single view that provides an enterprise-level view of your Office Communications or Lync Server environment. You can use this page to quickly view high-level information without navigating through the reports tree.

The Lync & OCS Server At A Glance page includes the following metrics:

- The total Lync or OCS usage for the organization shows the total number of instant messages, peer-to-peer sessions (and minutes), voice calls, and conferences (and conference minutes) handled by your Lync or OCS servers.

The conferences total includes all conference types: chat, Live Meeting, audio/video, and application sharing.

- A graph that shows the number of instant messages handled by the Lync or OCS servers in your organization for the past three months.
- A graph that shows all the other usage (peer-to-peer sessions, enterprise voice calls, conferences, and file transfers) handled by your Lync or OCS servers for the past three months.
- A bar chart that shows the top 25 departmental totals of the number of instant messages sent and received by internal users with federated and public users, and sent to other internal users. A second bar chart shows the other departmental Lync or OCS usage by internal users for the past three months.

Other Lync or OCS usage includes peer-to-peer sessions initiated, voice calls made, file transfers initiated, and conferences organized by users in the department.

- A table that provides the calculated chargeback costs for different types of Lync or OCS usage for the organization.
- The User Inventory Summary table that shows the number of OCS-enabled or Lync-enabled users in the organization, not including system users. The table provides information about the number of users that have specific settings enabled in their user configuration.
- A graph that shows the number of OCS-enabled or Lync-enabled users (excluding system users) over the past three months, and the number of users with specific settings enabled.

Organizational Summaries Reports

Organizational summary reports provide an overview of server and user activity for your Lync and OCS installations.

The following table describes the reports found in the Organizational Summaries folder.

Table 9. Organizational Summary reports.

Report	Description	Filters
User Activity	Provides a summary of the Lync or OCS activity for an individual user. The report includes summary information about the instant messages sent and received, enterprise voice calls, conferences organized by the user, and peer-to-peer (Communicator or Lync) sessions. Using the Insert Field option, you can insert details such as the types of voice calls or the types of peer-to-peer (audio, video, desktop sharing) sessions.	<ul style="list-style-type: none">• Date• Detail Level• Display Name• Department• Office• Pool

Table 9. Organizational Summary reports.

Report	Description	Filters
Server Activity	Provides an overview of the types of traffic handled by each Office Communications or Lync Server including total instant messages, file transfers, enterprise voice calls, conferences, and Communicator or Lync peer-to-peer sessions.	<ul style="list-style-type: none"> • Date • Detail Level • Display Options • Trend and Forecast Options • Date/Time Display • Server • Pool
Lync & OCS Server Uptime	Indicates how long the OCS and the Lync Servers have been running.	<ul style="list-style-type: none"> • Date • Date/Time Display • Server • Pool
Chargeback by Department	Shows the total cost of all user activity, calculated by the department to which a user belongs, with separate cost totals for instant messages, file transfers, conferences, enterprise voice calls, and Communicator-initiated or Lync-initiated peer-to-peer (audio, video, and desktop sharing) sessions. NOTE: Chargeback costs must have been specified. For details, see Specifying Chargeback Costs for Sessions and Conferences on page 28.	<ul style="list-style-type: none"> • Date • Department • Pool
Chargeback by User	Shows the total cost of all user activity, calculated for each user, with separate cost totals for instant messages, file transfers, conferences, enterprise voice calls, and OCS or Lync peer-to-peer (audio, video, and desktop sharing) sessions. NOTE: Chargeback costs must have been specified. For details, see Specifying Chargeback Costs for Sessions and Conferences on page 28.	<ul style="list-style-type: none"> • Date • Display Name • Department • Office • Pool
Top Usage by User	Shows the users that have the highest usage for instant messaging, file transfers, peer-to-peer sessions, enterprise voice calls, and conferences. <ul style="list-style-type: none"> • For instant messaging, usage is based on all traffic involving the user, regardless of direction. • For file transfers, usage is based on the file transfers that occurred in sessions initiated by the user. • For peer-to-peer sessions, usage is based on all peer-to-peer sessions in which the user participated. • For conferences, usage includes only conferences organized by the user. NOTE: To display accurate data in the report, you must have configured the Voice Property pages.	<ul style="list-style-type: none"> • Date • Select Top • Display Name • Department • Office • Pool
Departmental Activity Summary	Provides statistics about Lync or OCS user activity, including instant messaging, file transfers, voice calls, conferences, and peer-to-peer sessions, for users in a specific department. You can determine which departments have the most activity.	<ul style="list-style-type: none"> • Date • Detail Level • Department • Pool

Volume counts are displayed in the User and Server Activity reports if content archiving is enabled on the Lync or OCS Server. For more information, see [Configuring Office Communications Server 2007](#) on page 11 or [Configuring Lync Server 2010](#) on page 13 or [Configuring Lync Server 2013](#) on page 16.

To report chargeback costs by volume (MB), you must also have an Lync or OCS Archiving database installed.

Configuration Reports

The following table describes the reports found in Configuration folder. These reports provide basic inventory information about your Lync or OCS servers and about the Lync or OCS enabled users in your environment:

Table 10. Configuration Inventory reports.

Reports	Description	Filters
Lync & OCS Server Inventory	<p>Provides the configuration statistics for the Lync or OCS servers.</p> <p>NOTE: The IP address, operating system, and OCS or Lync server version information columns display as "Not Available" if:</p> <ul style="list-style-type: none"> the server is offline. the service account that is used to run the gathering task does not have Local Administrator rights on the OCS or Lync server. the server does not require the OCS or Lync server software to be installed (for example, a Back-End server). the server is an OCS or Lync Edge server and certain ports are not open. For steps to connect to an Edge server through a firewall, see Appendix A in the User Guide. 	<ul style="list-style-type: none"> Server Server Role Pool
Lync & OCS Enabled Users	<p>Provides a list of OCS-enabled or Lync-enabled users and their configuration settings.</p> <p>To see if a user has been excluded from the user activity reports, you can insert the Excluded Users column.</p> <p>To insert a column</p> <ol style="list-style-type: none"> Select a column heading. Right-click and select Insert Field. Select the field name from the list. <p>NOTE: For more information about excluded users, see Excluding users from reports on page 39.</p>	<ul style="list-style-type: none"> Display Name Department Office Pool

Instant Messages Reports

The following table describes the reports found in the Instant Messages folder.

Table 11. Instant Messaging reports.

Report	Description	Filters
Instant Message Usage	<p>Presents the number of instant messaging handled by the Lync or OCS servers. Message counts are broken down to show the distribution of internal messages and messages to and from public and federated users.</p> <p>The totals shown in this report include system messages.</p>	<ul style="list-style-type: none"> • Date • Detail Level • Display Options • Trend and Forecast Options • Date/Time Display • Server • Pool
Top Internet Domains	<p>Shows which domains, including internal, federated, and public domains, generate the most instant messaging traffic.</p> <p>The totals shown in this report include system messages.</p>	<ul style="list-style-type: none"> • Date • Select Top • Display Options • Domain • Pool
Top Internal Senders and Receivers by Messages	<p>Provides a list of top internal senders and receivers of instant messages (IM). The totals shown in this report include system messages.</p>	<ul style="list-style-type: none"> • Date • Select Top • Display Options • Senders/Receivers • Display Name • Department • Office • Pool
Top External Senders and Receivers by Messages	<p>Provides a list of top external senders/receivers of instant messages (IM).</p> <p>The totals shown in this report include system messages.</p>	<ul style="list-style-type: none"> • Date • Select Top • Display Options • Senders/Receivers • Display Name
Instant Messages Chargeback by Department	<p>Shows the total cost and volume of instant messages sent by internal users within each department to other internal, federated, and public users.</p> <p>Prerequisites: Volume counts are available only if Lync or OCS Content Archiving is enabled. Chargeback costs must also be specified for file transfer sessions. For details, see Specifying Chargeback Costs for Sessions and Conferences on page 28.</p>	<ul style="list-style-type: none"> • Date • Department • Pool
Instant Messages Chargeback by User	<p>Shows the total cost and volume of instant messages sent by internal users to other internal, federated, and public users.</p> <p>Prerequisites: Volume counts are available only if Lync or OCS Content Archiving is enabled. Chargeback costs must also be specified for file transfer sessions. For details, see Specifying Chargeback Costs for Sessions and Conferences on page 28.</p>	<ul style="list-style-type: none"> • Date • Display Name • Department • Office • Pool

Volume counts are displayed in the Instant Messaging reports if content archiving is enabled on the Office Communications or Lync Server. For more information, see [Configuring Office Communications Server 2007](#) on

page 11 or [Configuring Lync Server 2010](#) on page 13 or [Configuring Lync Server 2013](#) on page 16.

To report chargeback costs by volume (MB), you must also have an Lync or OCS Archiving database installed.

File Transfers Reports

The following table describes the reports found in the File Transfers folder.

Table 12. File Transfer reports.

Report	Description	Filters
File Transfer Usage	Shows the total number of file transfers handled by the Lync or OCS servers. File counts are broken down to show the distribution of file transfers with internal and federated users.	<ul style="list-style-type: none"> • Date • Detail Level • Display Options • Trend and Forecast Options • Date/Time Display • Server • Pool
Top Internal Users by File Transfers	Provides a list of the internal users who initiated the sessions in which the most file transfers occurred, showing the distribution of file transfers with internal and federated users.	<ul style="list-style-type: none"> • Date • Select Top • Display Options • Display Name • Department • Office • Pool
Top External Users by File Transfers	Provides a list of the federated users who initiated the sessions in which the most file transfers occurred.	<ul style="list-style-type: none"> • Date • Select Top • Display Options • Display Name
File Transfers Chargeback by Department	<p>Shows the total cost and volume of file transfers in sessions initiated by internal users within each department with other internal and federated users.</p> <p>Chargeback costs are calculated for all file transfers that occurred in sessions initiated by a user in the department.</p> <p>Prerequisites: Volume counts are available only if Lync or OCS Content Archiving is enabled.</p> <p>Chargeback costs must also be specified for file transfer sessions. For details, see Specifying Chargeback Costs for Sessions and Conferences on page 28.</p>	<ul style="list-style-type: none"> • Date • Department • Pool

Table 12. File Transfer reports.

Report	Description	Filters
File Transfers Chargeback by User	Shows the total cost and volume of file transfers in sessions initiated by internal users with other internal and federated users. Chargeback costs are calculated for all file transfers that occurred in sessions initiated by the user. Prerequisites: Volume counts are available only if Lync or OCS Content Archiving is enabled. Chargeback costs must also be specified for file transfer sessions. For details, see Specifying Chargeback Costs for Sessions and Conferences on page 28.	<ul style="list-style-type: none"> • Date • Display Name • Department • Office • Pool

Volume counts are displayed in the File Transfer reports if content archiving is enabled on the Office Communications or Lync Server. For more information, see [Configuring Office Communications Server 2007](#) on page 11 or [Configuring Lync Server 2010](#) on page 13 or [Configuring Lync Server 2013](#) on page 16.

To report chargeback costs by volume (MB), you must also have an Lync or OCS Archiving database installed.

Enterprise Voice Reports

You can configure properties that are used in the Enterprise Voice reports at a forest level using the Voice Properties pages. Specifically you can map the normalization rules to specific call types, you can specify the chargeback rates for different call types, and you can enter details for call routing. For more information, see [Setting Properties for Voice Calls](#) on page 24.

Ensure that each of your connected numbers is matched to a normalization rule or voice route in the Voice Properties - Call Types property page. Any number that is not mapped to a normalization rule or voice route is treated as local phone number in the Enterprise Voice reports such as the Outgoing Calls report.

How Voice Calls are Recorded

Voice calls are recorded against the day and hour they start. However, if a call is in progress while MessageStats is gathering information, or if the call ends after midnight (UTC), the call does not appear in that day's gathering. For example, a call that started on Monday and ended on Tuesday will not appear in the Enterprise Voice reports for Monday until after the Wednesday gathering has run.

For Enterprise Voice reports, the time values are always rounded up to the nearest minute. For example, if a call lasted 25.21 minutes, it is stored in the database as 26 minutes.

Reports include data only for successful enterprise voice calls. If the end date of the call is null, MessageStats does not include the call.

Voice Call Types

Call types are categorized in relation to whether the call goes to or comes from a PSTN (public switched telephone network) and according to the chargeback rate defined for the call type.

Table 13. Voice call type descriptions.

Call Type	Description
Internal	Calls between OCS or Lync users that do not use the PSTN.
Incoming	Incoming calls from the PSTN.
Local	Outgoing calls to the PSTN that are charged the local chargeback rate.

Table 13. Voice call type descriptions.

Call Type	Description
Long Distance	Outgoing calls to the PSTN that are charged the long distance chargeback rate.
Toll-Free	Outgoing calls to the PSTN that are charged the toll-free chargeback rate.
International	Outgoing calls to the PSTN that are charged the international chargeback rate.

Calculating Enterprise Voice Chargeback Costs

In addition to the Enterprise Voice reports, enterprise voice calls also appear in the Peer-to-Peer Session Details report and Peer-to-Peer audio reports. If you have specified the chargeback costs for each enterprise voice call type (Voice Properties | Financials), you may notice that the same session is counted in both the Total Voice Call Cost column and the Total Peer-to-Peer Session Cost column in the chargeback reports at the organization level. Though it may appear that the session has been double-counted, the columns provide different information.

An enterprise voice call is comprised of two parts:

- internal network (up to the gateway) that charged for the bandwidth used
- traffic on PSTN that is charged by telecom service provider.

The Total Peer-to-Peer Session Cost shows the bandwidth charge, while Total Voice Call Cost (for call types such as local, long distance, or international) shows the charge from the telecom service provider. So the Total Cost column will contain the entire chargeback cost for the enterprise voice call.

The chargeback reports in Peer-to-Peer report folder contain the chargeback for bandwidth used only, and the chargeback reports in Enterprise Voice report folder contain the chargeback for service provider only.

The following table describes the reports found in the Enterprise Voice folder:

Table 14. Enterprise Voice reports.

Report	Description	Filters
Enterprise Voice Usage	Shows the quantity of voice calls handled by the Lync or OCS servers. Voice call counts are broken down to show the distribution of internal, local, long-distance, toll-free, international, and incoming calls. NOTE: You must have the Voice Properties pages correctly configured to display accurate data in this report.	<ul style="list-style-type: none"> • Date • Detail Level • Display Options • Trend and Forecast Options • Date/Time Display • Server • Pool
Voice Call Routing	Can be used to verify that calls are being made through the appropriate gateways to reduce long-distance charges. Shows normalization rules and location profiles for OCS and voice routes for Lync Server. The totals shown in this report include only long-distance and international calls.	<ul style="list-style-type: none"> • Date • Source City • Destination Number • Gateway • Location Profile
Voice Calls by Office	Shows a summary of the quantity and duration of all calls to and from an office. NOTE: The Voice Properties pages must be correctly configured.	<ul style="list-style-type: none"> • Date • Detail Level • Display Options • Trend and Forecast Options • Date/Time Display • Office

Table 14. Enterprise Voice reports.

Report	Description	Filters
Voice Calls by Department	Shows a summary of the quantity and duration of all calls to and from a department. NOTE: The Voice Properties pages must be correctly configured.	<ul style="list-style-type: none"> • Date • Detail Level • Display Options • Trend and Forecast Options • Date/Time Display • Department
Voice Calls by Destination	Shows a summary of the quantity and duration of all calls to a destination area code. NOTE: You must have the Voice Properties pages correctly configured to display accurate data in this report. The totals shown in this report include only long-distance and international calls.	<ul style="list-style-type: none"> • Date • Detail Level • Display Options • Trend and Forecast Options • Date/Time Display • Destination
Voice Calls by Gateway	Shows a summary of the quantity and duration of all calls through a gateway. NOTE: You must have the Voice Properties page correctly configured to display accurate data in this report.	<ul style="list-style-type: none"> • Date • Detail Level • Display Options • Trend and Forecast Options • Date/Time Display • Gateway
Voice Calls by Location Profile	For OCS 2007 and OCS 2007 R2, this report shows a summary of the quantity and duration of all calls made using a location profile. For Lync Server, this report will contain no records. NOTE: You must have the Voice property pages correctly configured to display accurate data in this report. The totals shown in this report include only long-distance and international calls.	<ul style="list-style-type: none"> • Date • Detail Level • Display Options • Trend and Forecast Options • Date/Time Display • Location Profile
Top Voice Calls by User	Shows the users with the top voice call usage. NOTE: The Voice property page must be correctly configured.	<ul style="list-style-type: none"> • Date • Select Top • Display Options • Display Name • Department • Office • Pool
Voice Call Chargeback by Department	Provides the chargeback totals for voice calls per department based on minutes used. Totals are broken down by call type, such as internal, local, long-distance, toll-free, and international. NOTE: The Voice property page must be correctly configured.	<ul style="list-style-type: none"> • Date • Department • Pool
Voice Call Chargeback by User	Provides the chargeback totals for voice call usage per user based on minutes used. Totals are broken down by call type, such as internal, local, long-distance, toll-free, and international. NOTE: The Voice property page must be correctly configured.	<ul style="list-style-type: none"> • Date • Display Name • Department • Office • Pool

Table 14. Enterprise Voice reports.

Report	Description	Filters
Outgoing Voice Call Details	Provides details about individual outgoing voice calls, including the call duration, the user who initiated the call, the number that was called, and the calculated chargeback for the call. NOTE: The Voice property page must be correctly configured.	<ul style="list-style-type: none"> • Date • Date/Time Display • Call Initiator • Department • Office • Pool
Incoming Voice Call Details	Provides details about individual incoming voice calls, including the call duration, the user who received the call, the telephone number that originated the call, and the calculated chargeback for the call. NOTE: The Voice property page must be correctly configured.	<ul style="list-style-type: none"> • Date • Date/Time Display • Answered By • Department • Office • Pool

Conferences Reports

Conferencing can be defined as a session that has three or more participants. The conference can be chat, Communicator-initiated audio-video, Live Meeting (web conferencing), data sharing, application sharing, or any combination of these.

A participant is identified by a unique User Uniform Resource Identifier (URI) entry or the display name. Each participant can take several roles during a conference and can have multiple entries. For example, the Presenter role is assigned when a user is communicating and the Attendee role is assigned when a user is silent.

The Conference type can also change for a participant during a conference. If a participant uses Office Communicator, the Conference Type is shown as chat. If video is enabled during the conference, then the Conference type changes to audio-video.

How Conferences are Recorded

Conferences are recorded against the day and hour they start. However, if a conference is in progress while MessageStats gathers information, or if it ends after midnight (UTC), the conference does not appear in that day's gathering. For example, a conference that started on Monday and ended on Tuesday will not appear in the reported conferences for Monday until after the Wednesday gathering has run.

For conference reports, the time values are always rounded up to the nearest minute. For example, if a conference lasted 25.21 minutes, it is stored in the database as 26 minutes.

Reports include data only for successful conferences. If the end date of the conference is null, MessageStats does not include the conference.

How Conference Media Types Are Reported

If more than one medium is used during a conference, the conference is categorized by the dominant media type. For example, if you have a conference with chat and then you initiate audio-video, the conference is counted as an audio-video session.

Conference types are based on the media used and are determined using the following order of media types:

- 1 Live Meeting (OCS 2007 only)
- 2 Application Sharing
- 3 Audio-Video
- 4 Data Sharing

5 Chat

The following table describes the reports found in the Conferences folder:

Table 15. Conference reports.

Report	Description	Filters
Communicator/Lync Audio/Video Conference Usage	<p>Shows the number of audio/video conferences initiated through Office Communicator or Lync that were handled by the Lync or OCS server. The report provides the number of conference minutes (aggregated hourly).</p> <p>To view the details and graph for the number of participants, set the Detail Level filter to Hourly.</p> <p>NOTE: To see cost information in the report, you must have configured the Financial property page.</p>	<ul style="list-style-type: none"> • Date • Detail Level • Display Options • Trend and Forecast Options • Date/Time Display • Server • Pool
Live Meeting Usage	<p>Provides information about the volume of Live Meeting (web) conferences handled by the OCS 2007 server. The report shows the number of conferences and the total number of minutes (aggregated hourly).</p> <p>The Number of Participants column and the graph are available only when you set the Detail Level filter to Hourly.</p>	<ul style="list-style-type: none"> • Date • Detail Level • Display Options • Trend and Forecast Options • Date/Time Display • Server • Pool
All Conferences	<p>This is a real-time report that retrieves information directly from the Lync or OCS databases. The report provides information about the different types of conference sessions including chat, Communicator or Lync audio/video, Live Meeting (web conferencing), and application-sharing. It includes meeting lengths, conference organizer, and the number of participants for each conference.</p> <p>To view the conference details such as participants, click the View Details link.</p>	<ul style="list-style-type: none"> • Date • Date/Time Display • Pool
Conference Details by Organizer	<p>This report is similar to the All Conferences report but the data for it is gathered and stored in the MessageStats database. It shows information about different types of conferences, grouped by organizer, and shows details about each participant in the conference.</p> <p>Conferences can include chat, audio-video, Live Meeting (OCS 2007), data sharing, or application sharing sessions.</p> <p>NOTE: Unlike the All Conferences report, this report does not show data for ongoing conferences, only for completed conferences.</p>	<ul style="list-style-type: none"> • Date • Date/Time Display • Organizer • Participant • Organizer Department • Participant Department • Organizer Office • Participant Office • Conference Type • Pool
Conferences Chargeback by Department	<p>Shows the total cost for conferences grouped by the department to which an organizer belongs. It includes the cost totals for Communicator or Lync audio-video conferences and web (Live Meeting) conferences.</p> <p>NOTE: Chargeback costs must first be specified for conferences. For details, see Specifying Chargeback Costs for Sessions and Conferences on page 28.</p>	<ul style="list-style-type: none"> • Date • Department • Pool

Table 15. Conference reports.

Report	Description	Filters
Conferences Chargeback by Organizer	Shows the total cost for conferences calculated per organizer, including separate cost totals for Communicator or Lync audio-video conferences and web (Live Meeting) conferences. Prerequisite: Chargeback costs must first be specified for conferences. For details, see Specifying Chargeback Costs for Sessions and Conferences on page 28.	<ul style="list-style-type: none"> • Date • Date/Time Display • Department • Office • Pool

Peer-to-Peer Reports

The Peer-to-Peer reports contain information about Lync-initiated audio-only, video, and desktop sharing sessions. These reports also provide the chargeback information for the combined audio (including enterprise voice calls), video, and desktop sharing sessions.

How Peer-to-Peer Session Types Are Reported

The report pack provides detailed reports about peer-to-peer audio, video, and desktop sharing sessions. The sessions are categorized by session type.

Reports include data only for successful peer-to-peer sessions. If the end date of the session is null, MessageStats does not include the session. To see summary details for the combined audio, video, and desktop sharing sessions, see the reports in the Peer-to-Peer folder:

For information about how chargeback costs for enterprise voice calls are reported in the peer-to-peer reports, see [Calculating Enterprise Voice Chargeback Costs](#) on page 46.

Reporting Media Types for OCS 2007

For OCS 2007 and OCS 2007 R2, session types are based on the media used during a session, and are determined using the following order of media types:

- 1 Desktop Sharing
- 2 Video
- 3 Audio

If more than one medium is used during a session, the session is categorized by the dominant media type. For example, if you have a session with audio and then initiate desktop sharing, the session is counted as a desktop sharing session. It does not appear in the peer-to-peer audio reports, even if the session was audio-only for a period of time.

Reporting Media Types for Lync

For Lync 2010 and Lync 2013, MessageStats counts the same session for each media type that is used, the same as in the Microsoft native reports. The same session is counted in different media reports when multiple media were used. For example, if there was a session in which both audio and desktop sharing were used, the Microsoft native reports count the session in both the audio session report and the desktop sharing session report.

The exception is when audio and video are used in the same session. The Microsoft native reports will show two different sessions but the MessageStats reports count the session as a video session and show the media used as audio-video.

The following table provides descriptions of the peer-to-peer session reports.

Table 16. Peer-to-Peer Session reports.

Report	Description	Filters
Peer-to-Peer Session Details	<p>This report provides details about OCS or Lync peer-to-peer sessions such as audio (including enterprise voice calls), video, and desktop sharing sessions. For each session, the report shows session duration, who initiated the session, which media were used, the session participant, and the calculated chargeback cost for the session.</p> <p>For Lync, MessageStats counts the same session for each media type if multiple media were used. The exception is when audio and video are used. The session is counted as a video session only and the media used is shown as Audio, Video.</p> <p>For OCS, MessageStats determines a dominant media type for each peer-to-peer session and counts each session only once. The order for media dominance is: 1-Desktop Sharing, 2-Video, and 3-Audio.</p> <p>Prerequisites: Chargeback costs must first be specified for the peer-to-peer sessions. For details, see Specifying Chargeback Costs for Sessions and Conferences on page 28.</p>	<ul style="list-style-type: none"> • Date • Date/Time Display • Session Initiator • Session Participant • Initiator Department • Participant Department • Initiator Office • Participant Office • Session Type • Pool
Chargeback by Department	<p>This report shows the total cost for OCS or Lync peer-to-peer sessions, grouped by the department to which the session initiator belongs. The report provides cost totals for audio calls (including enterprise voice calls), video calls, and desktop sharing sessions including public sessions.</p> <p>Prerequisites: Chargeback costs must first be specified for the peer-to-peer sessions. For details, see Specifying Chargeback Costs for Sessions and Conferences on page 28.</p>	<ul style="list-style-type: none"> • Date • Department • Pool
Chargeback by Initiator	<p>This report shows the total cost for OCS or Lync peer-to-peer sessions, calculated for each session initiator, with separate cost totals for audio, video, and desktop sharing sessions, including public sessions.</p> <p>Prerequisites: Chargeback costs must first be specified for the peer-to-peer sessions. For details, see Specifying Chargeback Costs for Sessions and Conferences on page 28.</p>	<ul style="list-style-type: none"> • Date • Display Name • Department • Office • Pool

Peer-to-Peer Audio Call Reports

Reports include data only for successful peer-to-peer audio calls. If the end date of the call is null, MessageStats does not include the call.

The following table describes the reports found in the Peer-to-Peer Audio folder:

Table 17. Peer-to-Peer Audio-Only reports.

Report	Description	Filters
Audio Call Usage	Shows the number of peer-to-peer audio (including enterprise voice calls) sessions established by the Lync or OCS server. Sessions are broken down into internal, federated, and public sessions, and provides the total number of minutes for each session type.	<ul style="list-style-type: none"> • Date • Detail Level • Display Options • Trend and Forecast Options • Date/Time Display • Server • Pool
Top Internal Users by Incoming Audio Calls	Shows the internal users who received the most peer-to-peer audio calls (including enterprise voice calls) from other internal users, from federated users, and from public users. You can click on a user name to display the details of the individual sessions.	<ul style="list-style-type: none"> • Date • Select Top • Display Options • Display Name • Department • Office • Pool
Top Internal Users by Outgoing Audio Calls	Shows the internal users who initiated the most peer-to-peer audio calls (including enterprise voice calls) with other internal users, with federated users, and with public users. You can click on a user name to display the details of the individual sessions.	<ul style="list-style-type: none"> • Date • Select Top • Display Options • Display Name • Department • Office • Pool
Top Federated Participants by Audio Calls	Shows the federated users who participated in the most incoming and outgoing peer-to-peer audio calls (including enterprise voice calls) with internal users. Provides the number of minutes for the audio sessions.	<ul style="list-style-type: none"> • Date • Select Top • Display Options • Display Name

Peer-to-Peer Video Call Reports

Peer-to-peer video calls can also be referred to as Communicator or Lync video calls. Reports include data only for successful peer-to-peer video calls. If the end date of the call is null, MessageStats does not include the call.

The following table describes the reports found in the Peer-to-Peer Video folder:

Table 18. Peer-to-Peer Video Call reports.

Report	Description	Filters
Video Call Usage	Shows the number of OCS or Lync peer-to-peer video sessions established by the Lync or OCS server. Sessions are broken down into internal, federated, and public sessions, and provides the total number of minutes for each session type.	<ul style="list-style-type: none"> • Date • Detail Level • Display Options • Trend and Forecast Options • Date/Time Display • Server • Pool

Table 18. Peer-to-Peer Video Call reports.

Report	Description	Filters
Top Internal Users by Incoming Video Calls	Shows the internal users who received the most OCS or Lync peer-to-peer video calls from other internal users, from federated users, and from public users. You can click on a user name to display the details of the individual sessions.	<ul style="list-style-type: none"> • Date • Select Top • Display Options • Display Name • Department • Office • Pool
Top Internal Users by Outgoing Video Calls	Shows the internal users who initiated the most OCS or Lync peer-to-peer video calls with other internal users, with federated users, and with public users. You can click on a user name to display the details of the individual sessions.	<ul style="list-style-type: none"> • Date • Select Top • Display Options • Display Name • Department • Office • Pool
Top Federated Participants by Video Calls	Shows the federated users who participated in the most incoming and outgoing peer-to-peer video calls with internal users. Provides the total number of minutes for the video sessions.	<ul style="list-style-type: none"> • Date • Select Top • Display Options • Display Name

Peer-to-Peer Desktop Sharing Session Reports

Peer-to-peer desktop sharing sessions can also be referred to as Communicator or Lync desktop sharing. Reports include data only for successful peer-to-peer desktop sharing sessions. If the end date of the session is null, MessageStats does not include the session.

The following table describes the reports found in the Peer-to-Peer Desktop Sharing folder:

Table 19. Peer-to-Peer Desktop Sharing reports.

Report	Description	Filters
Desktop Sharing Session Usage	Shows the number of OCS or Lync peer-to-peer desktop sharing sessions established by the Lync or OCS server. Sessions are broken down into sessions with internal users and with federated users. The report provides the total number of minutes for each session type.	<ul style="list-style-type: none"> • Date • Detail Level • Display Options • Trend and Forecast Options • Date/Time Display • Server • Pool
Top Internal Users by Incoming Desktop Sharing Sessions	Shows the internal users who accepted and participated in the most OCS or Lync peer-to-peer desktop sharing sessions with internal users and with federated users. You can click on a user name to display the details of the individual sessions.	<ul style="list-style-type: none"> • Date • Select Top • Display Options • Display Name • Department • Office • Pool

Table 19. Peer-to-Peer Desktop Sharing reports.

Report	Description	Filters
Top Internal Users by Outgoing Desktop Sharing Sessions	Shows the internal users who initiated the most OCS or Lync peer-to-peer desktop sharing sessions. You can click on a user name to display the details of the individual sessions.	<ul style="list-style-type: none">• Date• Select Top• Display Options• Display Name• Department• Office• Pool
Top Federated Participants by Desktop Sharing Sessions	Shows the federated users who initiated, accepted, and participated in the most OCS or Lync peer-to-peer desktop sharing sessions with internal users. Provides the total number of minutes for the desktop sharing sessions.	<ul style="list-style-type: none">• Date• Select Top• Display Options• Display Name

Comparing MessageStats Reports to the Microsoft Native Lync Reports

If you compare information from the MessageStats report to the native Microsoft Lync reports, you will see some important differences.

MessageStats reports include only successful sessions or messages. Native reports include all sessions and messages, including those which failed.

In the Microsoft native reports, the session count is based on the session starting time. In the MessageStats reports, the session count is based on the session end time. For example, if a session started on Jan 1 and ended on Jan 2, the native reports show the session on Jan 1, but the MessageStats reports will count the session on Jan 2. For ongoing sessions that cross the date boundary, the sessions are counted after the session is completed and has a session end time. A session is not counted if the session end time is blank.

Reporting the Media Types Used in Sessions

For OCS 2007 and OCS 2007 R2, MessageStats determines a dominant media type for each peer-to-peer session and counts each session only once in the peer-to-peer session reports. For details about how the dominant media type is determined, see [How Peer-to-Peer Session Types Are Reported](#) on page 50.

For Lync 2010 and Lync 2013, MessageStats counts the same session for different media types if multiple media were used. The Microsoft native reports also count the same session in different media reports. For example, if there was a session in which both audio and desktop sharing were used, the Microsoft native reports and the MessageStats reports count the session in the audio session report and the desktop sharing session report.

The exception is when audio and video are used in the same session. The Microsoft native reports will show two different sessions but the MessageStats reports count the session as a video session and show the media used as audio-video.

About the Session Details Reports

In addition to appearing in the Enterprise Voice reports, enterprise voice calls are included in the peer-to-peer session details reports along with audio, video, and desktop-sharing sessions. However, the IM (instant messaging) and file transfer sessions only appear in the separate IM and File Transfer reports and are not included in the peer-to-peer session reports.

For more information about how chargeback for enterprise voice calls are calculated see [Calculating Enterprise Voice Chargeback Costs](#) on page 46.

The native Microsoft Lync peer-to-peer activity reports include enterprise voice, IM, and file transfer sessions in addition to the peer-to-peer audio, video and desktop sharing sessions.

Reporting Public Sessions

The MessageStats Peer-to-Peer Audio Call Usage, Peer-to-Peer Video Call Usage, and Peer-to-Peer Audio Desktop Sharing Session Usage reports now include public sessions, so they can be compared to the Microsoft native reports. You can also use the Peer-to-Peer Session Details report and set the appropriate Session Type filter to compare MessageStats results to the native reports.

Report Filter Definitions

A

Answered By

Restricts report content using the display name of the user who received the call.

C

Call Initiator

Restricts report content using the display name of the user who initiated the call.

Conference Type

Restricts the report content to conferences that have the selected MCU type.

D

Date

Restricts the report content to the date range that you specify.

Date/Time Display

Determines whether you want date and time data in the report to appear in UTC or local server time.

Department

Restricts the report content to the business department that you specify.

Destination

Restricts the report content to the destination Exchange organization that you specify.

Destination Number

Restricts the report content to the destination number that you specify.

Detail Level

Restricts the report content to the detail that you select:

Summary indicates that you want to include only aggregated data.

Daily indicates that you want detailed records grouped by day.

Hourly indicates that you want detailed records grouped by the hour.

Display Name

The “friendly” name that is used to identify the user in OCS. Restricts the report content to the Display Name that you specify.

Display Options

Display Options define the components you want to include on the report:

Data and Graph presents a graph at the top of the report followed by a corresponding data table.

Data Only presents data table and suppresses the graph view.

Graph Only presents a graph and suppresses the corresponding data table.

Domain

Restricts the report to the domain that you specify.

G

Gateway

Restricts the report content to the OCS gateway that you specify.

I

Initiator Department

Restricts report content to the department of the user who initiated the peer-to-peer or conference session.

Initiator Office

Restricts report content to the office location for the user who initiated the peer-to-peer sessions.

L

Location

Restricts the report to the office location or set of locations that you specify.

Location Profile

Restricts the report to the OCS set of normalization rules that each location profile contains.

O

Office

Restricts the report content to the office location that you specify.

Organizer

Restricts report content to include conference data for the organizer.

Organizer Department

Restricts report content to include conference data for the department to which the organizer belongs.

Organizer Office

Restricts report content to include conference data for the office to which the organizer belongs.

P

Participant

Restricts report content to include conference data for the selected participant.

Participant Department

Restricts report content to the department of the user who was a participant in the peer-to-peer or conference session.

Participant Office

Restricts report content to the office of the user who was a participant in the peer-to-peer or conference session.

Pool

Restricts the report content to the Office Communications Server or Lync Server pool that you specified.

S

Select Top

Restricts the report content to the number of records that you specify.

Note: When you select a number greater than 50, MessageStats Reports displays a maximum of 50 records in a graph, but displays unlimited records in a table.

Senders/Receivers

Restricts the report content to the senders and/or receivers that you specify.

Server

Restricts the report content to the servers you specify.

Server Role

Restricts the report contents to the server roles you specify.

Session Initiator

Restricts report content to the selected user who initiated the peer-to-peer session.

Session Participant

Restricts report content to the selected user who was a participant in the peer-to-peer session.

Session Type

Restricts the report to include only the peer-to-peer sessions with the specified MCU type.

Source City

Restricts the report to the city from where the call is originating.

T**Trend and Forecast Options**

Indicate your graph display preference for the report.

Display Neither suppresses both trend lines and forecasts.

Trend Only includes trend lines, but not forecasts.

Trend and Forecast includes both trend lines and forecasts.

U**User**

Restricts the report content to the user account that you specify.

User Name

Restricts the report content to the user name that you specify.

V**Voice Route**

Restricts the report content to the Lync Server voice routes that you specify.

Appendix A: Configuring RPC through a Firewall

This appendix provides a procedure that you can use to configure Remote Procedure Call (RPC) on your OCS Edge server through a firewall. The procedure assumes that you are using a Microsoft ISA Server as your firewall software. If you are using another firewall solution, the concepts behind the procedure are still valid.

Federations are stored on the OCS or Lync Edge server which is in the DMZ. If you want the federated domains to be automatically discovered, you must open certain ports in the firewall to allow the information be retrieved from the Edge server.

If your security policies do not allow you to provide access to the Edge server, you can manually add your federated domains to the report pack so that users in these domains are correctly reported. For information about manually adding federated domains, see [Identifying Federated Domains](#) on page 27.

There are three parts to the process:

- [Creating Credentials on the Edge Server](#)
- [Configuring RPC on the Lync or OCS Edge Server](#)
- [Configuring the ISA Server](#)

i **IMPORTANT:** This procedure requires that you manually edit the contents of the Windows registry. Serious problems can occur if you modify the registry incorrectly using Registry Editor or using another method. These problems might require that you reinstall the operating system. Quest cannot guarantee that problems can be solved. Modify the registry at your own risk.

Be sure to back up the registry before you modify it. Ensure that you know how to restore the registry if a problem occurs. For information about how to back up, restore, and modify the registry, see the Microsoft knowledgebase.

Creating Credentials on the Edge Server

To gather from the OCS or Lync Edge server, you must create another account on the Edge server that has the same credentials (same user name and password) as the service account used to run the report pack gathering tasks such as the Default Lync & OCS or the Lync & OCS Servers and Users gathering task.

Configuring RPC on the Lync or OCS Edge Server

In a default Windows installation, the RPC program is configured to randomly assign server ports to any port above 1024. It is unwise to open every port over 1024.

The recommended procedure is to configure RPC to use a specific range of ports. Microsoft recommends using ports 5000 and up. Port numbers below 5000 may already be in use by other applications and could cause conflicts with your DCOM applications.

Microsoft also recommends that a minimum of 100 ports be opened. This example shows how to configure RPC on the Edge server to use ports 5000 to 5100.

Example: To configure RPC to use ports 5000 to 5100

- 1 Create the following registry key:
HKEY_LOCAL_MACHINE\Software\Microsoft\Rpc\Internet
- 2 Under the Internet key, add the following values:
 - Ports (MULTI_SZ)
 - PortsInternetAvailable (REG_SZ)
 - UseInternetPorts (REG_SZ)
- 3 Set the new values as follows:

Table 20. Settings for the values under the Internet key.

NAME	TYPE	VALUE
Ports	MULTI_SZ	5000-5100
PortsInternetAvailable	REG_SZ	Y
UseInternetPorts	REG_SZ	Y

- 4 Reboot the Lync or OCS Edge server.

Configuring the ISA Server

Once you have configured RPC to use a specific set of ports on the Edge server, you make those ports available to the MessageStats server by opening the required ports on the firewall.

In addition to opening the dynamically-assigned ports, you also must open port 135. Port 135 provides access to the RPC Endpoint Mapper. The port must be available for proper operation of RPC.

To open the proper ports on an ISA server

- 1 Open the ISA Server Management console and select the **Firewall Policy** node for your Lync or OCS server.
- 2 Click **Action** and select **New/Access Rule**.
- 3 Enter a name for your access rule (for example, MessageStats RPC) and click **Next**.
- 4 Select **Allow** and click **Next**.
- 5 On the Protocols page, add the RPC (all interfaces) protocol.
Be sure you do not add the RPC Server (all interfaces) protocol.
- 6 Create a new protocol for the range of RPC ports to be used. Set the protocol properties as follows:
 - Protocol Type - TCP
 - Direction - Outbound
 - Port Range - 5000 to 5100
- 7 Add the newly created protocol type and click **Next**.
- 8 In the Access Rule Sources page, add the Internal network.
- OR -
Define the MessageStats server as a network identity and add it.
- 9 Click **Next**.
- 10 In the Access Rule Destinations page, add the Lync or OCS server.
- OR -

Add Local Host if the ISA Server software is installed on the Lync or OCS server.

- 11 Click **Next**.
- 12 On the User Sets page, click **Next**.
- 13 Click **Finish** to close the wizard and create the access rule.
- 14 Click **Apply** to apply your changes.

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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.

A

- accessing the reports, 37
- account permissions
 - required for installation, 9
 - required to run the report pack, 10
- aging task
 - configuring, 32
- archiving and CDR
 - enabling on the Lync server, 13
 - enabling on the Office Communications Server, 11

C

- call routing
 - configuring, 26
- call types
 - mapping for Lync or OCS Server, 24
 - specifying costs for, 26
- CDR and Archiving databases
 - SQL authentication needed for connection, 23
- changing the properties of an existing task, 30
- chargeback
 - calculating for enterprise voice calls, 46
 - entering rates for call types, 26
 - entering rates for conferences, 28
 - entering rates for peer-to-peer sessions, 28
- Chargeback by Department report, 41
- Chargeback by User report, 41
- Communicator/Lync Audio/Video Conference Usage report, 49
- components
 - report pack, 6
- conferences
 - specifying costs for, 28
- Conferences Chargeback by Department report, 49
- Conferences Chargeback by User report, 50
- configuring
 - Lync & OCS Edge server through a firewall, 59
- configuring an aging task, 32
- configuring call routing, 26
- configuring the report pack, 22
- connecting to Lync or OCS pool and database, 22
- costs
 - specifying for conferences, 28

- specifying for enterprise voice, 26
 - specifying for peer-to-peer sessions, 28
- creating a report pack gathering task, 29
- creating and configuring the Lync & OCS gathering task, 29

D

- data
 - deleting, 34
- data aging
 - job history, 33
 - logging, 33
- database
 - connecting to a Lync or OCS server, 22
- deleting data, 34
- deleting Lync or OCS Object Data, 34
- deleting Lync or OCS statistical data, 35
- Departmental Activity Summary report, 41
- distributed installations, 18
- domains
 - identifying federations, 27, 59

E

- Enterprise Voice Server Activity report, 46
- exclusions
 - excluding certain users from reports, 27

F

- federated domains
 - manually identifying, 27, 59
- File Transfer Server Activity report, 44
- File Transfer Usage report, 44
- File Transfers Chargeback by Department report, 44
- File Transfers Chargeback by User report, 45
- firewall
 - configuring report pack access through, 59

G

- gathering task
 - changing the properties of an existing task, 30
- gathering tasks
 - creating for Lync or OCS server, 29

H

- hardware requirements
 - for installing the report pack, 8

I

- Incoming Voice Call Details, 48
- information reported
 - categories of information, 38
- installation
 - requirements for, 9
- installation requirements, 7
- installation types
 - supported by report pack, 18
- installing
 - the Microsoft OCS Administrator Console, 11
- installing the report pack, 18
- installing the,, 11
- Instant Message Usage report, 43
- Instant Messages Chargeback by Department report, 43
- Instant Messages Chargeback by User report, 43
- instant messaging
 - contacting mailbox owners, 37
- Instant Messaging Server Activity report, 43

L

- Live Meeting Usage report, 49
- logging the aging process, 33
- Lync & OCS Conferences report, 49
- Lync & OCS Enabled Users report, 42
- Lync & OCS gathering task
 - creating and configuring, 29
- Lync & OCS Server Inventory report, 42
- Lync & OCS Server Uptime report, 41
- Lync or OCS Object Data
 - deleting, 34
- Lync or OCS pool
 - connecting, 22
- Lync or OCS server
 - creating a connection to, 22
- Lync or OCS statistical data
 - deleting, 35
- Lync Server
 - configuring monitoring and archiving on,, 13
- Lync server
 - configuring archiving and CDR on,, 13

M

- mailbox owners
 - viewing presence information for, 37
- mapping call types

- location profiles or voice routes, 24
- minimum requirements
 - for installation, 7
- monitoring and archiving roles
 - enabling on the Lync Server, 13

N

- normalization rules
 - mapping to call types, 25

O

- OCS Administrator Console, 11
- Office Communications Server
 - configuring archiving and CDR on,, 11
- Outgoing Voice Call Details, 48

P

- Peer-to-Peer Audio Call Top Federated Users report, 52
- Peer-to-Peer Audio Call Top Internal Users report, 52
- Peer-to-Peer Audio Call Usage report, 52
- Peer-to-Peer Chargeback by Department report, 51
- Peer-to-Peer Chargeback by Initiator report, 51
- Peer-to-Peer Desktop Sharing Session Top Federated Users report, 54
- Peer-to-Peer Desktop Sharing Session Top Internal Users report, 53
- Peer-to-Peer Desktop Sharing Session Usage report, 53
- Peer-to-Peer Session Details report, 50
- peer-to-peer sessions
 - specifying costs for, 28
- Peer-to-Peer Video Call Top Federated Users report, 53
- Peer-to-Peer Video Call Top Internal Users report, 53
- Peer-to-Peer Video Call Usage report, 52
- performance
 - effect of real-time reports, 37
- permissions
 - required for installation, 9
 - required to run the report pack, 10
- prerequisites
 - report pack hardware requirements, 8
 - report pack software requirements, 8
- presence information
 - viewing for mailbox owners, 37

R

- real-time reports
 - definition of, 37
- report pack
 - installing, 18

- report pack components, 6
- report pack gathering task
 - creating, 29
- reports
 - accessing, 37
 - Chargeback by Department, 41
 - Chargeback by User, 41
 - Communicator/Lync Audio/Video Conference Usage, 49
 - Conferences Chargeback by Department, 49
 - Conferences Chargeback by User, 50
 - Departmental Activity Summary, 41
 - Enterprise Voice Server Activity, 46
 - File Transfer Server Activity, 44
 - File Transfer Usage, 44
 - File Transfers Chargeback by Department, 44
 - File Transfers Chargeback by User, 45
 - Instant Message Usage, 43
 - Instant Messages Chargeback by Department, 43
 - Instant Messages Chargeback by User, 43
 - Instant Messaging Server Activity, 43
 - Live Meeting Usage, 49
 - Lync & OCS Conferences, 49
 - Lync & OCS Enabled Users, 42
 - Lync & OCS Server Inventory, 42
 - Lync & OCS Server Uptime, 41
 - Peer-to-Peer Audio Call Top Federated Users, 52
 - Peer-to-Peer Audio Call Top Internal Users, 52
 - Peer-to-Peer Audio Call Usage, 52
 - Peer-to-Peer Chargeback by Department, 51
 - Peer-to-Peer Chargeback by Initiator, 51
 - Peer-to-Peer Desktop Sharing Session Top Federated Users, 54
 - Peer-to-Peer Desktop Sharing Session Top Internal Users, 53
 - Peer-to-Peer Desktop Sharing Session Usage, 53
 - Peer-to-Peer Session Details, 50
 - Peer-to-Peer Video Call Top Federated Users, 53
 - Peer-to-Peer Video Call Top Internal Users, 53
 - Peer-to-Peer Video Call Usage, 52
 - Server Activity Summary, 41
 - Top External Senders and Receivers by Messages, 43
 - Top External Users by File Transfers, 44
 - Top Internal Senders and Receivers by Messages, 43
 - Top Internal Users by File Transfers, 44
 - Top Internet Domains, 43
 - Top Voice Calls by User, 47
 - types of, 37, 38
 - User Activity, 40
 - Voice Call Chargeback by Department, 47

- Voice Call Chargeback by User, 47
- Voice Call Routing, 46
- Voice Calls by Department, 47
- Voice Calls by Destination, 47
- Voice Calls by Gateway, 47
- Voice Calls by Location Profile, 47
- Voice Calls by Office, 46

S

- sending mail
 - to mailbox owners, 37
- Server Activity Summary report, 41
- servers
 - creating gathering task for, 29
- software requirements
 - for installing the report pack, 8
- SQL authentication
 - required to connect to Lync or OCS databases, 23
- synthetic transactions
 - excluding from reports, 27
- system requirements
 - verifying, 7

T

- task execution server
 - installing the OCS Administrator Console on, 11
- task processor
 - installation requirements for, 9
- tasks
 - creating for Lync or OCS server, 29
- Top External Senders and Receivers by Messages report, 43
- Top External Users by File Transfer report, 44
- Top Internal Senders and Receivers by Messages report, 43
- Top Internal Users by File Transfer report, 44
- Top Internet Domains report, 43
- Top Voice Calls by User report, 47

U

- User Activity report, 40
- users
 - excluding from reports, 27
 - identifying federated users for reports, 27, 59

V

- Voice Call Chargeback by Department report, 47
- Voice Call Chargeback by User report, 47
- Voice Call Routing report, 46
- voice calls
 - calculated in both peer-to-peer and enterprise voice reports, 46

- Voice Calls by Department report, 47
- Voice Calls by Destination report, 47
- Voice Calls by Gateway report, 47
- Voice Calls by Location Profile report, 47
- Voice Calls by Office report, 46
- Voice Properties
 - mapping to call types, 24
- voice routes
 - mapping to call types, 25