

Quest® Unified Communications Analytics 8.6

Release Notes

September 2019

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

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About Unified Communications Analytics 8.6

UC Analytics was rebranded to Quest and the installation path became Quest as of release 8.4.1. If you are upgrading from a version prior to 8.4.1, the UC Analytics program files and binaries are installed in the Quest directory but your storage folder is not changed from its previous location.

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

Unified Communications Analytics (UC Analytics) 8.6 is a maintenance release, with enhanced features and functionality.

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

i **NOTE:** Previously, if you had customized a data collection by modifying a .config file, when you upgraded to a new version, you had to manually reapply all the changes to that .config file.

As 8.5, If you have a configuration file with custom settings, (such as job status interval time in the UC.Analytics.Insights.DataEngine.DataCollector.dll.config file), the existing configuration files are copied to a backup folder located at Quest\UC Analytics\Backup Config Files. You can copy backed up files back into the installation after upgrade. For the changes in the config file to take effect, you must manually restart the Data Service Engine.

Upgrading from versions 8.1 or later

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

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

Upgrading from 8.0 or 8.0.1

Unified Communications Analytics 8.6 does not support a direct upgrade from versions before 8.1. To upgrade from 8.0 or 8.0.1, the upgrade is a two-step process. First, you must upgrade to 8.2. At this point, you can upgrade from 8.2 to 8.6.

Verifying backup and restore script configuration after upgrade

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

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

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

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

New Features

The following new features are available in this release:

- **New data sources to collect Exchange meeting data and new insights to show meeting data.** The Exchange Calendar and Exchange Online Calendar data sources are added to allow you to collect Exchange calendar items (appointments and meetings created by your users in Outlook). You can view the collected data in two new insights: Exchange Meetings - Summary and Exchange Meetings - Details. By default, a preset filter in the insights includes only meetings. To add appointments, you can remove the filter. (141147, 153678)
- **New data source to collect Exchange Online public folder statistics and configuration data from hybrid or native Office 365 environments.** The Exchange Online Public Folders data source can be added to either an Active Directory or Office 365 target environment to collect public folder statistics and configuration data from Office 365 hybrid or native deployments. The new collected data appears in the existing public folder insights: Public Folders – Inactive, Public Folders – Inventory, Public Folders – Migration Trend, Public Folders – Summary, and Public Folders – Trend. (124580)
- **New insight to show mailbox activity and inactivity.** The Mailboxes - Active and Inactive Summary insight shows the full list of individual mailboxes and their recent activity or lack of activity. The insight only shows message activity or inactivity for the specified date range. (158468)

- **Option to change service account.** A new button is also added to the Deployment Manager (Manage Deployment | Change Service Account) that lets you update the service account in Windows for UC Analytics services and in the UC Analytics configuration database when necessary (127304).
- **New filter for groups.** You can now set a filter to show the mailboxes whose owners are *effective* members of a specific group (instead of only the direct members). For example, in the Mailboxes - Inventory insight, you can set the following filter: Owner | **All Groups Member Of** | Name Equals "<GroupName>" (120662).
- **Performance options are added for Data Query Availability commit jobs.** The Data Query Availability job is the background job that commits the collected data to the Cassandra database to make the data available for queries (122928).
- **Support for Exchange 2019.** UC Analytics Exchange data sources can collect from Exchange 2019 and Exchange insights can provide data about Exchange 2019 environments. (107546)

Enhancements

The following is a list of enhancements implemented in UC Analytics 8.6.

Table 1. Installation, resource kit, and utilities enhancements

| Enhancements | Issue ID |
|---|----------|
| New options are added to the Exchange Mailbox Contents and to the Exchange Online Mailbox Contents data sources that allow you to restrict data collection to groups that are direct message recipients. By default, the data source collects message data for groups that were direct message recipients and expands the groups to include any child groups that were message recipients. If you have a lot of child groups that are hidden or deleted you might want to restrict the data collection to only groups that are direct message recipients. | 129274 |
| Database setting improvements have been made for performance optimization. Out of the box, the Cassandra database is now configured for regular physical disk drives instead of for SSD drives. Partial merges are enabled for faster Data Query Availability job performance on shards with 1,000 or more segments to be merged. | 164456 |
| Since free security updates for Java 8 from Oracle have ended, UC Analytics also supports Zulu OpenJDK for components that require Java Runtime Environment (JRE) 8. For more information and a download link for Zulu OpenJDK, see Software requirements . | 120785 |
| In the resource kit, for Microsoft Power BI queries to UC Analytics OData endpoints, custom code is added for use with the Advanced Editor to allow you to restrict query results by specifying a start date and end date before the records are loaded. This allows you to reduce the scope of the query from the entire database to specified data shards. The custom code, which is inserted in a query after the OData feed information but before the table and data specification, is as follows: [], [Query= IsFromExternalToolRequest="true", StartDate="2019-03-01T00:00:00", EndDate="2019-03-07T00:00:00"])], | 123073 |

After you click **Done**, you must click **Refresh Preview** to see the reduced result set. For more information, see the *UC Analytics Resource Kit guide*.

Table 1. Installation, resource kit, and utilities enhancements

| Enhancements | Issue ID |
|---|----------|
| <p>In some large environments, the Skype for Business/Lync data collections that access the CDR and QoE SQL databases could not complete due to the CDR or QoE SQL database being locked. Also, though the UC Analytics data collection process was blocked by SQL deadlocks, the error reporting showed misleadingly errors such as "Server time out". In the UC.Analytics.Insights.DataEngine.DataCollector.dll.config file, new settings are added to the lyncQoeDatabaseJobSettings and lyncCdrDatabaseJobSettings sections. These settings allow the data collection to be performed in smaller time ranges to mitigate SQL deadlocks.</p> <p>The two new settings (enableTimeSlice and timeSliceHours), allow you to "slice" the time ranges. For example, for a date range of 2019-6-1 00:00:00 to 2019-6-6 23:59:59, UC Analytics will gather six days of data. If the enableTimeSlice=True and the timeSliceHours = 1, UC Analytics will split this time range to 24 * 6 = 144 new time ranges and the jobs will gather data from each new time range.</p> | 108137 |
| | 108138 |
| | 108142 |
| | 84814 |

Table 2. Configuration and data collection enhancements.

| Enhancement | Issue ID |
|---|------------------|
| <p>In the Exchange IIS Logs data source, when you are using a specific credential (instead of the service credential) for data collection, the number of logins performed and the number of handles in the Data Engine service process are now reduced.</p> | 162312 162313 |
| <p>The Data Query Availability job (which runs in the background) has been split into two parts: one part for the most recent shards and one part for more distant shards. How often each part is run can be configured separately to reduce the number of times the job runs and to create an interim version of a shard while gatherings are still collecting and writing the data for the shard.</p> <p>By default, both the "most recent" shards (within the last 3 days) and the "more distant" shards (older than 3 days) are still committed every hour. The values for each Data Query Availability job type are located in the UC.Analytics.Insights.DataEngine.DataCollector.dll.config file in the commit.JobSettings section:</p> <pre> executionFrequencyForRecentShardsInMinutes="60" executionFrequencyForDistantShardsInMinutes="60" numberOfShardsBetweenNearEnd="3" numberOfShardsBetweenFarEnd="-1" </pre> <p>You can modify the job run frequency for each part separately. For example, you might set recent shards to run every 3 hours and more distant shards every 12 hours.</p> <p>executionFrequencyForRecentShardsInMinutes is the number of minutes between the Data Query Availability job runs to merge "recent shards".</p> <p>executionFrequencyForDistantShardsInMinutes is the number of minutes between the Data Query Availability job runs to merge "distant shards".</p> <p>numberOfShardsBetweenNearEnd sets number of shards considered to be "recent shards." A setting of 3 means "recent shards" are the three shards for the most recent three days.</p> <p>numberOfShardsBetweenFarEnd sets the last shard included in "distant shards." Leave setting at -1 to include all remaining shards not included in "recent shards".</p> <p>When you view data collection status on the Data Collection Status page, you will see two Data Query Availability jobs which are responsible for committing both recent shards and distant shards.</p> | 122928 |

Table 3. Insight, export, and subscription enhancements.

| Enhancement | Issue ID |
|---|----------|
| <p>Three new columns are now shown in the Mailbox Folders table view in the Mailboxes - Folders Inventory insight, The new columns are:</p> <ul style="list-style-type: none"> • Total Folder Size - includes the size of current folder and all subfolders • Total Folder Item Count - includes the item count of current folder and all subfolders • Total Subfolder Count - includes the count of all subfolders <p>The values in the columns are calculated recursively for everything in the current folder. In addition, for each mailbox, UC Analytics collects an additional root folder, equivalent to mailbox-level statistics.</p> | 85235 |
| <p>You can now set a filter to show mailboxes whose owners are effective members of a specific group. For example, in the Mailboxes - Inventory insight, you can set the following filter: Owner All Groups Member Of Name Equals "<GroupName>"</p> <p>Previously, you could only filter by "Groups Directly Member Of", but not by "All Groups Member Of". A new filter "All Groups Member Of" is now available.</p> | 120662 |
| <p>A new view is added to the Email - Delivery Times insight that shows the number of messages that were received within the configured threshold. To see the new view, retrieve a library copy of the insight.</p> | 123053 |
| <p>UC Analytics now collects the MailNickname (Alias) attribute from Active Directory. Using the Customize option, you can add a column for Mail Nickname to insights such as the Mailboxes / Mailbox Activity / Summary insight, and you can set a filter for Mail Nickname.</p> | 123052 |
| <p>Previously, most Skype for Business / Lync insights would include only user accounts and did not include room, shared mailbox, equipment, or other types of accounts. A new default filter still restricts the initial display to user accounts, but you can click the FILTERS at the top of the insight and remove the Object Type Equals User filter to include all the different account types in the insight. You can also use the FILTERS option to filter the insight by a specific account type (Object Type). The insights affected by this change are as follows:</p> <ul style="list-style-type: none"> • Skype for Business / Lync / Configuration / Lync Enabled Users • Skype for Business / Lync / Enterprise Voice / Top Calls by User • Skype for Business / Lync / Instant Messages / Top Internal Senders and Receivers by Messages • Skype for Business / Lync / Organizational Summaries / User Activity • Skype for Business / Lync / Organizational Summaries / Top Usage by User • Skype for Business / Lync Peer-to-Peer Sessions & Conferences - User Activity • Skype for Business / Lync Server at A Glance • Skype for Business / Lync - Inactive Users • Skype for Business / Lync - User Adoption • Skype for Business / Lync - Skype for Business Client Adoption | 86466 |
| <p>When you open an insight, the insight data is loaded immediately. Also, if you change any insight query parameters (such as filters, date range, customized columns, etc.) the data is immediately reloaded. For users with a large amount of data, data loading can be very slow.</p> <p>To help these users, a new manual query option is available. If you enable the manual query option, a blank insight displays, allowing you to apply filters or change the date range and then click Query to display the insight with data.</p> | 156575 |

To enable the manual query option

- 1 On the UC Analytics web site, click your user name that is displayed in top right corner.
- 2 Select **Edit Profile**.
- 3 Under Insight, select **Enable manual Query option**.
- 4 Click **Save**.

Resolved issues

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

Table 4. Installation, resource kit, and utilities resolved issues

| Resolved issue | Issue ID |
|--|----------|
| Currently, when a customer upgrades or uninstalls, UC Analytics has a backup process for the configuration files for the Data Engine, Query Engine and Storage Engine. Now UC Analytics also creates a backup for the Configuration folder, which contains the DeploymentConfiguration.txt and ProductAdministrators.txt files. | 154730 |
| Previously, UC Analytics did not verify the storage path during initial installation. When a path was entered with two or more consecutive back slashes, and the customer later tried to upgrade, the installer logged an error. Now the initial storage path is verified during installation, and the installer will tolerate extra slashes during an upgrade. | 155064 |
| The Bulk Data Exporter would fail with the error "Operation not supported: Unsupported query property" if a user tried to export LinkPair fields. The /ShowDataModel output incorrectly included the non-exportable LinkPair fields which are used in filters only. LinkPair fields are no longer included in the /ShowDataModel output. Error reporting has been improved. Key fields are now included in the /ShowDataModel output. | 121654 |
| During upgrade, an error occurred if the original service account that was used to install UC Analytics had been removed from the local Admins group. The error occurred even if the service account for the UC Analytics services has been changed in Windows. Now, during upgrade, if a mismatch is detected between the Data Engine service account and the service account in the UC Analytics configuration file, you are prompted to update the service account. A new button is also added to the Deployment Manager (Manage Deployment Change Service Account) that lets you update the service account in Windows for UC Analytics services and in the UC Analytics configuration database when necessary. | 127304 |
| The Data Engine service would stop automatically after starting when an upgrade was completed. In some data sources, the fieldSets property did not exist or was null which resulted in an exception occurring in the Data Engine service and the service being stopped. | 129934 |
| Instrumentation was added to the Data Engine query management component to collect performance statistics for insights, exports, subscriptions, and for fine-tuning and troubleshooting long query times in Microsoft Power BI OData endpoint queries. | 124522 |
| When you generated a .csv file using the Bulk Data Exporter, the .csv file used incorrect escape characters for data that contained double quotation marks or commas, which meant the .csv file could not be used with Microsoft Excel or Microsoft PowerBI Desktop. | 162057 |
| Previously, if the database backup script failed or was interrupted, it would leave behind the temporary Cassandra snapshot and the partial backup. The backup script now keeps track of the temporary Cassandra snapshots and the backups being created. The information is stored in a State.CSV file in the same folder as the backup script. If the script fails or is interrupted (for example, computer reboot by Windows Update), during the next run, the backup script will clean up temporary Cassandra snapshots and any partial backups from the previous run. To indicate that a backup is a partial backup, a marker file ►Partial Backup◀.TXT is created in the backup while the backup is being created. When the backup is complete, the marker file is deleted. | 160707 |

Table 5. Configuration and data collection resolved issues

| Resolved issue | Issue ID |
|---|----------|
| A warning message that referred to a "Runtime Error" would occur in the Exchange Public Folders collection job if a public folder identity contained a specific type of double quotation marks, specifically the double low-9 quotation marks '‚' (U+201E). | 77156 |

Table 5. Configuration and data collection resolved issues

| Resolved issue | Issue ID |
|--|----------|
| <p>When a parent folder and its subfolders were hard deleted in a mailbox, the checkpoints of the subfolders were not removed from the UC Analytics database. This caused detailed log warnings ("ServiceResponseException: The folder to be synchronized could not be found.") each time UC Analytics attempted to gather data since the last run. Now the checkpoints of the removed subfolders are also removed from the database when the sync folder is not found, and UC Analytics will not log warnings.</p> | 119753 |
| <p>A lot of ports were used when UC Analytics was collecting Exchange Mailbox Contents Summary and Exchange Mailbox Contents data. UC Analytics creates many connections when collecting target mailboxes and the Exchange Web Services (EWS) KeepAlive property default value was true, which resulted in many sockets being left in the Time Wait state. Now the default setting for on-premises data collection is set to false but the default value for online data collection is true.</p> | 154743 |
| <p>When running the Exchange Configuration data collection using an account that had the required permissions, the customer received an error:</p> <pre data-bbox="199 696 1220 752">Error: Unable to retrieve Exchange mailbox properties. . . [DeviceType] SyncStateStorage has an invalid name: 'AirSync'.</pre> <p>Now, when collecting mobile device statistics for mailboxes that have an invalid subfolder name, the data source collection skips these mailboxes and logs a warning message instead of an error</p> | 127588 |
| <p>When the Exchange (Online) Mailbox Contents data collection job was run, and items were removed or items were added to a mailbox since the previous job run, the following error could be logged in the Data Engine service logs: "Failed to sync item in folder....NullReferenceException: Object reference not set to an instance of an object." This occurred if the property ItemChange.Item was null because the mail item was deleted or the IsRead property was changed.</p> | 109055 |
| <p>The Data Query Availability job would run for more than two days for large deployments. This issue was mainly caused by the Exchange Mailbox Contents and the Exchange Online Mailbox Contents collection jobs having too small a data insertion value which resulted in a very high number of small segments to be written to shards in the Storage Engine (Cassandra database). The data sources' EWS batch size is now configurable (checkpointInsertionSize) to allow for larger data insertion values to support large data collections.</p> | 131256 |
| <p>In the Exchange (and Exchange Online) Mailbox Contents data collection, when the job processed a mailbox that had a folder name which contained characters that are invalid in XML, the following exception was logged in the Data Engine service logs:</p> <pre data-bbox="199 1301 1236 1424">25-Dec-18 5:05:00 PM: Thread ID 422: UC.Analytics.Insights.DataEngine.DataCollector.ExchangeEws.ExchangeEwsJob (IL Offset 0xC): Caught exception: Failed to write mailbox token to checkpoint for <EmailAddress></pre> <p>ArgumentException: '', hexadecimal value 0x1D, is an invalid character.</p> <p>The collection job would fail to save or update the checkpoint for the specified mailbox. In this case, the mailbox was gathered as an initial collection each time the job ran.</p> | 120538 |
| <p>When the Exchange Configuration data source job was run, the job status messages reported both skipped mailboxes and skipped users that were not mail-enabled as being skipped mailboxes. Now the status messages clearly distinguish between skipped mailboxes and skipped users (not mail-enabled).</p> | 123848 |
| <p>The Exchange IIS Logs data collection would log an error, "StartIndex cannot be less than zero", on IIS logs that had activity for users with a UPN (user principal name) in Active Directory that did not contain an '@' symbol.</p> | 123875 |
| <p>When a mailbox was being moved from one server to another due to server maintenance, the Exchange (Online) Mailbox Contents collection would log an error, "The mailbox database is temporarily unavailable". However, the process would continue to try to collect folders or messages from the problematic mailbox. Now the collection skips the "missing" mailbox, shows warnings in the data source logs, and continues to the next mailbox.</p> | 83747 |

Table 5. Configuration and data collection resolved issues

| Resolved issue | Issue ID |
|---|-----------------|
| Data Query Availability job tried to merge a corrupted shard repeatedly for one day. The Data Query Availability job got stuck when it tried to merge a data shard and the shard contained a corrupted segment. As a result, the remaining shards were never merged and data from those shards never appeared in the insights. The job now merges data shards in rounds. A single merge attempt on each shard is made (no retries) in each round. This way, all shards receive a merge attempt in a round. Shards that fail to merge for some reason are retried in next round. Up to four rounds are performed per run of the Data Query Availability job. | 121411 |

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

| Resolved issue | Issue ID |
|--|-----------------|
| A customer had one daily subscription that would run twice, 30 minutes apart, in one day. UC Analytics uses a checkpoint to determine whether a subscription has run. Subscriptions are scheduled to run on the hour or half hour. However, the checkpoint was slightly ahead of the hour or half hour, causing the subscription to run twice. Now the checkpoint is stored exactly on the hour or half hour. | 159295 |
| The Mailboxes - Activity Summary insight had poor performance when exporting or sending a subscription for the insight. Significant performance improvements have been made for the following insights: Mailboxes - Activity Summary, Mailboxes / Mailbox Activity / Summary, Mail Activity / Internal vs. External, and Mailboxes / Sizes and Quotas / Mailbox Quotas. | 153846 |
| Domains that were classified as internal in the Domain Classifications configuration page were incorrectly displayed in the Internet / Top Internet Domains insight in the Outbound Domains by Message and the Outbound Domains by Volume views. The internal domains were also incorrectly shown in the Internet / Top Internet Domains Users insight in the Sent Messages Details view. The issue could occur when an outbound message was sent to both internal recipients and external recipients. | 109380 |
| In your User Profile, in the Date, Time, and Numbers settings, if you removed the . (period) specified as the Decimal Separator and saved the change to your profile, all your exports and subscriptions would be broken. The message "Error: An error occurred while executing the request" would be displayed and the subscription or export would fail. | 108122 |
| Certain insights, such as Email - Details, contained the default field Recipients which caused performance issues when the insight was displayed. Recipients includes direct recipients and, if a group is a direct recipient, expands the group to include all the indirect recipients. To improve the time that it takes for the insight to display, the following insights now show Direct Recipients by default: <ul style="list-style-type: none"> • Email - Details • Email - File Attachment Details • DLP Matches - Details • Mailboxes / Mailbox Auditing / Mailbox Sent Audits • Organizations / Subject Auditing / Subject Sent Audits <p>If you want to modify an insight to see all recipients, you can customize the insight and add the Recipients field (Recipients Email Address Display Name) to the insight.</p> | 122305 |
| In Skype for Business / Lync insights, some users were incorrectly shown as Enabled for Federation even when they were not enabled. UC Analytics determined the EnabledForFederation attribute value using the Get-CsUser cmdlet, but the value from Get-CsUser was sometimes incorrect. Now UC Analytics determines if a user is Enabled for Federation using both the Get-CsUser and Get-CsExternalAccessPolicy cmdlets to provide the correct information. | 86535 |
| When the customer exported an insight such as Legacy Public Folders - Inventory, and the insight contained a tabular view with a metric column (such as # of Nested Subfolders) and a customized column (such as Replicas Creation Date) that included multiple DateTime objects, the export would fail with the error message "Internal error occurred during the query request execution" in the exported file. | 120439 |

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

| Resolved issue | Issue ID |
|--|-----------------|
| The Company Home Page or an individual home page would hang if the page contained an insight that had been removed by one user but had been saved by another user using a different browser instance. | 127605 |
| Several insights have a default date range of 28 days which can cause the initial display of the insight to have a long loading time. The default date range for these insights has been changed to 7 days to improve the initial insight display time. Once the insight is displayed, you can modify the date range to show whatever number of days you want. | 153286 |

Table 7. Insights changed to use a 7 day default (153286)

| | |
|--|--|
| Platforms - Activity | Platforms - Activity Chargeback |
| Platforms - User Adoption | Groups - Empty Mail-Enabled Groups Inventory |
| Groups - Inventory | Groups - Summary |
| Mail-Enabled Groups - Inventory | Mail-Enabled Groups - Membership |
| Mail-Enabled Groups - Summary | Office 365 Users - Exchange Online Inactive |
| Users - Recent Changes | Users - Summary |
| ActiveSync - Server Activity | ActiveSync - User Activity |
| DLP Matches - Activity | DLP Matches - Details |
| Email - Activity | Email - Bi-Directional Activity |
| Email - Chargeback | Email - External Activity |
| Email - File Attachment Activity | Email - Response Time |
| Email - Size Distribution | Email - System Activity |
| Exchange - Adoption | Exchange - Inactive Users |
| Exchange - Inventory | Exchange - Summary |
| Groups - Inactive | Groups - Usage |
| Legacy Public Folder Replicas - Trend | Legacy Public Folders - Inactive |
| Mail Contacts - Inactive | Mail Contacts - Usage |
| Mailboxes - Activity Summary | Mailboxes - Chargeback |
| Mailboxes - Inactive | Mailboxes - Inventory |
| Mailboxes - Summary | Mailboxes - Trend |
| Mobile Devices - Inactive | Mobile Devices - Summary |
| Outlook on the Web (OWA) - Activity | Outlook on the Web (OWA) vs. ActiveSync Unique Usage |
| Personal Archive Mailboxes - Inventory | Personal Archive Mailboxes - Summary |
| Public Folders - Inactive | Public Folders - Migration Trend |
| Public Folders - Trend | Skype for Business / Lync - Chargeback |
| Skype for Business / Lync - Feature Adoption | Skype for Business / Lync - Inactive Users |
| Skype for Business / Lync - Skype for Business Client Adoption | Skype for Business / Lync - User Adoption |
| Skype for Business / Lync Conferences - Activity | Skype for Business / Lync Conferences - Server Usage |
| Skype for Business / Lync Enterprise Voice - Activity | Skype for Business / Lync Enterprise Voice - Chargeback |
| Skype for Business / Lync Enterprise Voice - Server Usage | Skype for Business / Lync Peer-to-Peer Sessions - Activity |
| Skype for Business / Lync Peer-to-Peer Sessions - External Domain Activity | Skype for Business / Lync Peer-to-Peer Sessions - Server Usage |
| Skype for Business / Lync QoE - Devices | Skype for Business / Lync QoE - Location |

Table 7. Insights changed to use a 7 day default (153286)

| | |
|---|--|
| Skype for Business / Lync QoE - Network | Skype for Business / Lync QoE - Summary |
| Cisco - Activity | Cisco - Chargeback |
| Cisco - Inactive Users | Cisco - Summary |
| Cisco Conferences - Activity | Cisco Conferences - Server Usage |
| Cisco Peer-to-Peer Sessions - Activity | Cisco Peer-to-Peer Sessions - External Activity |
| Cisco Peer-to-Peer Sessions - Server Usage | Cisco Top External Numbers Dialed |
| Distribution Groups / Group Access | Distribution Groups / Inactive Groups / By Distribution Group |
| Distribution Groups / Top Group Users | Exchange ActiveSync / Devices / Active Devices |
| Exchange ActiveSync / Devices / Inactive Devices | Exchange ActiveSync / Servers / Server Activity |
| Exchange ActiveSync / Servers / Server Sync Times | Exchange ActiveSync / Users / Email Activity / Attachments |
| Exchange ActiveSync / Users / Email Activity / Departmental Summary | Exchange ActiveSync / Users / Email Activity / Summary |
| Exchange ActiveSync / Users / Top Email Senders and Receivers | Inventory / Inactive Mailboxes |
| Mailboxes / Mailbox Activity / Daily | Skype for Business / Lync / Instant Messages / Instant Message Usage |
| Skype for Business / Lync / Instant Messages / Top Internal Senders And Receivers By Messages | Skype for Business / Lync / Organizational Summaries / Top Usage by User |

Known issues

The following is a list of issues, including those attributed to third-party products, known to exist at the time of release.

Table 8. Installation known issues

| Known issues | Issue ID |
|--|----------|
| It is not recommended that you use the built-in domain Administrator account for installing or for accessing UC Analytics. If you have a child domain in your environment, or if you have two root level domains, you will be unable to install the product. | NA |
| After installing the Storage Engine on a separate computer with multiple network cards, the customer is unable to access the web site (“Application failed to start.”) and nothing seems to work. In this case, an incorrect IP address may have been registered for the Storage Engine. NOTE: If you are installing multiple Storage Engines on a separate computers that have multiple network cards, the installation may not complete. Cause On servers that have more than one IPv4 address, the UC Analytics installer selects one of the IPv4 addresses and registers that as the IP address for the UC Analytics component on that computer. The selected IP address may not be the IP address you want for the UC Analytics Storage Engine. Workaround Disable the network cards that have undesired IP addresses, run the UC Analytics installer for the Storage Engine, and re-enable the disabled network cards. If you need to disable a network card that is used for Remote Desktop access to the server, you must install UC Analytics using the physical console instead of Remote Desktop. | 654123 |

Table 8. Installation known issues

| Known issues | Issue ID |
|--|-----------------|
| Typically, when you uninstall the product, the Storage directory is removed. If the specified directory cannot be removed (for example, if the directory is on a network drive) an error message appears. You can work around the error by clicking "Ignore". You can manually remove the directory after the uninstallation process is complete. | 504453 |
| In the Autorun.exe, the Download buttons for the software prerequisites may appear to be not working. An error is displayed about a script error on the page. Cause On some computers, an iexplore.exe process lingers for about 30 seconds after Internet Explorer is closed. Until the iexplore.exe process exits, the Javascript window.open() call for the Download buttons fails to launch a new Internet Explorer window. Workaround Launch the Task Manager and wait until the iexplore.exe process has exited. The Download buttons work correctly. | NA |
| In a deployment with multiple Data Engine collector roles installed, if you modify your deployment configuration properties using the Deployment Manager, and you clear the Data Engine configuration and reset it, an issue can occur in which the Primary Data Collector cannot be identified. The following error is displayed "You must have one collector role for the Data Engine designated as the primary collector." Workaround <ol style="list-style-type: none"> 1 In the Deployment Manager, select Manage Deployment Modify Deployment. 2 Click Edit Deployment and click Data Engine Advanced. 3 Select the Primary Data Collector check box for the server that hosts collector that should be the primary collector. | 774682 |
| If an Office 365 account is added as a product administrator in the Deployment Manager, the account is not granted full access to the Admin Settings. Workaround In the UC Analytics web site, in Admin Settings Security, add the Office 365 user account under the Access to Tenant Configuration heading to grant full access to Admin Settings. You must have already added an Office 365 target environment. | 774770 |

Table 9. Configuration known issues

| Known issue | Issue ID |
|---|-----------------|
| When setting security access to insight data in the Admin Settings Security page, if you add an Active Directory (AD) user in email address format when the user does not have an associated mailbox, the security access is not set. For example, if you granted unrestricted access to that user, the user would see the error "You do not have the required access rights to view the insight" when attempting to view an insight such as the Mailboxes - Inactive insight. Workaround You can add the user and grant data access if you enter the user SAM account name. | 128425 |
| In the Classifications Threshold Classification page, you can set thresholds for Skype for Business and Lync QoE quality metrics. The page has the recommended thresholds set for Skype for Business 2015 and Lync 2013 by default. Most of these thresholds also apply to Lync 2010. However, if you add a threshold classification that is specific to Lync 2010 only, and you have a mixed environment, the threshold will also be applied to Lync 2013 and Skype for Business 2015 even though the threshold may not be applicable to those versions. | NA |
| On the Admin Settings - Data Collection page, under Data Sources, you cannot remove data sources if you are viewing the page using iPad or other mobile platforms. | NA |

Table 10. Data collection and resource kit known issues

| Known issue | Issue ID |
|---|------------------|
| <p>In the Exchange Online (hybrid and native) data source collections, if the same PowerShell credentials are used for more than one data source, there can be overlapping Azure AD plug-in credential incompatibility. You might notice authentication errors with Azure AD PowerShell cmdlets such as the following:</p> | 701364 |
| <pre> AdalException: multiple_matching_tokens_detected: The cache contains multiple tokens satisfying the requirements. Call AcquireToken again providing more requirements (e.g. UserId) Microsoft.IdentityModel.Clients.ActiveDirectory.AuthenticationCont ext (IL Offset 0x31): T RunAsyncTask [T] (System.Threading.Tasks.Task`1 [T]) Microsoft.Online.Administration.Automation.CommonFiles.AuthManager (IL Offset 0x11): System.String GetAuthorizationHeader (Microsoft.Online.Administration.Automation. EndPointAlias) </pre> | |
| <p>Though UC Analytics recovers from these errors, it is recommended that each Exchange Online data source be configured with its own set of PowerShell credentials.</p> | |
| <p>Previously, UC Analytics might collect incorrect data for mobile devices if a mailbox display name contained a / (forward slash) or a \ (backslash). For example, if there were two mailboxes, /AB and AB, and if mobile device #1 connected to mailbox /AB, and mobile device #2 connected to mailbox AB, UC Analytics would incorrectly match both mobile devices #1 and #2 to mailbox AB. This issue existed only for mailboxes that were migrated from on-premise Exchange to Exchange Online. Though this issue was corrected in version 8.4.2, incorrect mobile device data that was collected previously and stored in the database is not changed. All new collected data will be correct.</p> | 700497 |
| <p>UC Analytics does not distinguish between discovery mailboxes and system mailboxes. Discovery mailboxes are collected and recorded as system mailboxes. In insights, there is no indication that a mailbox is a discovery mailbox. You cannot filter on discovery mailboxes.</p> | 701077 |
| <p>There can be partial ActiveSync data on the day that a user first starts using a mobile device. For example, ActiveSync activity is shown but not associated with a user in the Exchange ActiveSync / Users / Email Activity / Summary insight. This situation occurred when a user started using an ActiveSync device for the first time after the Exchange Configuration collection had successfully run for that day. ActiveSync activity for subsequent days will be correctly associated with the user.</p> | 612851 |
| <p>If you have configured the Exchange Configuration data source for a resource forest implementation, if you later add an LDAP connection for more account forests, the data collection does not automatically run to update the data. You must wait until the next day's data collection run to see the new information from the account forest.</p> | 644161 |
| <p>In a hybrid environment (Exchange Online and Exchange on-premise), Azure AD Connect (formerly Azure AD Sync) synchronizes on-premises users with Office 365 cloud services for single identities. If the synchronization process is stopped, UC Analytics can double-count users. When the Azure AD Connect synchronization resumes, all new data collections will show the correct user count.</p> | NA |
| <p>In the Exchange DLP Matches - Details insight, the text in the Justification for Override (insertable) column will appear incomplete if the justification text that was entered by the user contained a semicolon (;) or a single instance of single (') or double (") quotation marks.</p> | 605889 605908 |
| <p>The Exchange IIS Logs data collection cannot associate ActiveSync events to a user for some ActiveSync clients with users that have spaces in their Windows logon name (such as MYDOMAIN\N Wong). This issue affects ActiveSync events from the ActiveSync client in Windows Mail. It does not affect the ActiveSync clients in iOS or in Android.</p> | 456921 |

Table 10. Data collection and resource kit known issues

| Known issue | Issue ID |
|---|----------|
| <p>When collecting Exchange data from an Exchange resource forest deployment, there are certain limitations when an active (master) user account has more than one Exchange mailbox, or has more than one archive mailbox, in more than one forest.</p> <p>The master account of the linked mailboxes and of the linked archive mailboxes is correctly recorded. However, only one of the mailboxes that belong to the master account will be reported as its mailbox. Similarly, only one archive mailbox that belongs to the master account will be reported as its archive mailbox.</p> | NA |
| <p>For any back-end ActiveSync events that have an Exchange server as the authenticated user, the Exchange IIS data collector cannot associate the event to a device and user. The ActiveSync events are gathered but are shown in the insights without a device or a user.</p> | 456614 |
| <p>To collect data for personal archive mailboxes (using the Exchange Configuration, Exchange Online Hybrid Mailbox Configuration, or Exchange Online Native Configuration data sources), you select the following two options:</p> <ul style="list-style-type: none"> • Personal Archive Mailboxes (Configuration) • Personal Archive Mailboxes (Statistics) <p>If you do not select both options for the same data source collection, the Storage Limit Status column is not populated in the Personal Archive Mailboxes - Inventory and Personal Archive Mailboxes - Summary insights.</p> | 775039 |
| <p>In the Exchange Online data sources, during target expansion, batch size configuration is implemented to improve gathering performance. To ensure that the complete membership of dynamic distribution groups is collected, the batch size values set in the Data Engine collector configuration cannot be less than 1000, and must be greater than or equal to 1000.</p> <p>The batch size settings for the Exchange Online data source configuration are located in the UC.Analytics.Insights.DataEngine.DataCollector.dll.config file, on the computer that hosts the Data Engine (Collector):</p> <pre data-bbox="199 1097 790 1478"> <exchangeOnlineMailboxContentsJobSettings powerShellBatchSize="1000" /> <exchangeOnlineMailboxJobSettings resolvingBatchSize="1000" /> <exchangeOnlineUserJobSettings powerShellBatchSize="2000" /> </pre> | 775273 |
| <p>Do not change these values except under guidance from Quest Support. If you reduce these values to a number less than 1000, some members of the target dynamic distribution groups will not be included in the Exchange Online data collections.</p> | |
| <p>When entering an organizational unit (OU) when configuring certain data sources, if the user enters an OU in the correct format but with an invalid value, the data collection jobs do not issue a warning or error but resolve 0 targets for the invalid OU. Data will be missing from the insights. Data sources in which you can specify an OU as a target are as follows:</p> <ul style="list-style-type: none"> • Domain Controller • Exchange Mailbox Contents • Exchange Mailbox Content Summary • Exchange Tracking Logs • Exchange Configuration • Exchange IIS Logs | 773630 |

Table 11. Insights and export known issues

| Known issue | Issue ID |
|---|----------|
| When you export an insight that shows a date range for the displayed data at the top of the insight, the date range time zone does not appear in the exported file. | 121562 |
| In Exchange 2010, if the Microsoft OWA light version is used, the Outlook on the Web (OWA) insights will display the browser as "Unknown" for Internet Explorer 11, Edge, FireFox, Chrome, and Opera. The issue does not exist in other versions of Exchange or if Safari is the browser. | NA |
| If the time zone offset is negative (such as -5), and you apply smoothing to a graph, and the beginning of your date range is before the date when data collection initially started, the total for the smoothed graph is less than the total for the unsmoothed graph. | 694810 |
| Workaround | |
| Ensure that the date range does not include the days before data was collected. | |
| In the Mobile Device insights, the Device IMEI column shows <none> for iOS devices. UC Analytics uses the cmdlet Get-MobileDeviceStatistics (for Exchange 2013/2016/2019) and Get-ActiveSyncDeviceStatistics (for Exchange 2010) to get the device IMEI. Due to how the iOS device built-in mail app works, the information is not stored in the internal mobile device logs and is not available to PowerShell, and by extension, to UC Analytics. | 704642 |
| In the insight view, If the date range is set to a single day, any trend graph will change to a vertical bar chart but if you export the same insight, the trend graph does not display a bar chart but displays a trend line with a single point. | 718893 |
| On the home page, you cannot enlarge or shrink the insight tiles on iPad and other mobile platforms. | NA |
| After installing Quest UC Analytics and attempting to open the Analytics web site (<a href="http://<server>/Analytics">http://<server>/Analytics), the user sees the following error: "The application failed to initialize." | NA |
| This issue may be caused by a bug in IIS 7.0 in handling extensionless URLs. See the following link for details: http://support.microsoft.com/kb/980368 | |
| Install the Microsoft patch to fix this issue. | |
| If the Date format that is set in your UC Analytics user profile is in a different order than the Date and time format that is set in regional settings on your local computer, and you export an insight to .csv or .tsv format, when you open the exported file in Excel, Excel will incorrectly convert the date. | 654748 |
| Workaround | |
| Set the order for day/month/year for the user profile Date format to be the same as in the local Date and time format that is set in your computer's regional settings. | |
| For example, if the Data and time format on your computer is set to be mm/dd/yyyy, set the Date format in the user profile to also be mm/dd/yyyy. | |
| For more information about setting the date format in UC Analytics, see the <i>Unified Communications Analytics User Guide</i> . | |
| When you export an insight to either .pdf or to Word (.docx) format, there might be discrepancies in how information is displayed: | NA |
| <ul style="list-style-type: none"> • Layout of Insights that contain two side-by-side tables can be different from what you see on the screen. • Numbers might sometimes overlap horizontal bars. | |
| In the details browser, the Exchange server details are not shown in the Exchange ActiveSync / Servers / Server Sync Times insight. | 591123 |
| This scenario can occur if you collect ActiveSync data for a time period from before you installed the product. The insight is populated with the historical ActiveSync data collected from the IIS logs (Exchange IIS Logs data source). However, the server detailed data is populated from the once-a-day "snapshots" collected from Active Directory (Exchange Configuration data source). | |
| Since you had not run the Exchange Configuration data collection during that time period, there is no Exchange server detailed information in the database. This issue decreases over time as the server data is accumulated through daily Exchange Configuration data collections. | |

Table 11. Insights and export known issues

| Known issue | Issue ID |
|---|----------|
| <p>In the Mailboxes - Folders Inventory insight, if there is a mailbox owner with many folders that span more than one displayed insight page, when you click a heading (such as Size) to sort the fields, sorting does not work.</p> | 773936 |
| <p>The total number or size of messages (Unique Messages, Total Volume) will not always equal the sum of sent and received messages. The reason is that the total includes messages that were “sent on behalf of”, while the total of sent messages does not include this type of message. For example, when user A sent a message on behalf of user B, the insight would show the total number of messages of user B is 1, while the number of sent messages is 0.</p> <p>The following insights are affected:</p> <ul style="list-style-type: none"> • Mail Activity / Internal vs. External • Mailboxes - Active and Inactive Summary • Mailboxes / Mailbox Activity / Summary • Mailboxes / Mailbox Activity / Daily • Organizations / Departmental Reporting / Mailbox Activity | 163943 |

Table 12. Subscriptions known issues

| Known issue | Issue ID |
|--|----------|
| <p>When configuring UC Analytics for subscriptions (Admin Settings Subscriptions) you have the option to require authentication to the SMTP server that is used for email subscriptions. UC Analytics cannot send subscription emails through Exchange receive connectors that meet all the following conditions:</p> <ul style="list-style-type: none"> • require authentication and do not allow anonymous access • only allow Integrated Windows Authentication (basic authentication is disabled) • have EnableAuthGSSAPI property set to true | 605072 |
| <p>Subscriptions might not send long emails, such as insights with large tables, in MHTML or HTML format. Depending on message size limit set on the specified SMTP server for email subscriptions, a subscription in MHTML or HTML format with a long body might be blocked.</p> | 606221 |
| <p>Workaround</p> | |
| <p>If a user does not receive an email subscription in MHTML or HTML format, switch the subscription format to either .pdf or .docx format in which the size of the message is much smaller.</p> | |
| <p>For Insight Visibility and Security (data access settings), UC Analytics does not support a configuration in which specified users are in a separate forest from the forest in which UC Analytics is installed. For on-premise target environments that are configured for Authentication-enabled, all users that are entered for Insight Visibility and Security must be in the same target environment as UC Analytics.</p> | 775501 |
| <p>Time Zone Offsets: When you create a subscription, the current time zone offset (such as UTC - 04:00) is captured and is used for the future subscription schedule. This captured time zone offset does not change with Daylight Saving Time (DST). You must manually change the existing subscription schedule when DST begins and ends.</p> | NA |
| <p>Using a time zone offset override</p> | |
| <p>Each time you log in, your user profile’s time zone offset is updated to the time zone of the client computer. The offset is used for executing queries and affects the display of data, including scheduled insights.</p> | |
| <p>If you want your data queries to always run using a particular time zone offset regardless of your current location or whether DST is active, you can set an override in your user profile page. To access your user profile, click your user name in the top right corner of the Analytics web site and select Edit Profile.</p> | |
| <p>If you travel to a different time zone, or when the time changes due to daylight saving, the scheduled subscription emails still use the old time settings until you log in to UC Analytics in the new time zone or after the time switch.</p> | |

Table 13. Storage Engine and Data Engine known issues

| Known issue | Issue ID |
|--|----------|
| <p>The UC Analytics Storage Engine service cannot start due to a failure to read a file descriptor in one of the commit logs. The Storage Engine tries to restart and fails because of a commit log replay issue, resulting in an error in the Cassandra.log file such as the following:</p> <pre data-bbox="199 405 1241 577">org.apache.cassandra.db.commitlog.CommitLogReplayer\$CommitLogReplayException: Could not read commit log descriptor in file /data/commitlog/CommitLog-6-1460632496764.log at org.apache.cassandra.db.commitlog.CommitLogReplayer.handleReplayError(CommitLogReplayer.java:644) [apache-cassandra-3.0.5.jar:3.0.5]</pre> <p>By default the log file is located in the following path: C:\Program Files\Quest\UC Analytics\Storage Engine\bin\Cassandra.log</p> | 642319 |
| <p>Workaround Delete the corrupted commitlog file that is specified in the error message and restart the Storage Engine service.</p> | |
| <p>All the files in the Storage Engine directories must be available for reading and writing at all times. If you have any automated processes running on the Storage Engine directories that lock files, you might encounter problems. The Storage Engine, when it encounters one of its files that cannot be written to or deleted, stops running. You must restart the service to get the Storage Engine working again.</p> | NA |
| <p>The Data Engine does not communicate with the Query Engine when a proxy is enabled on the Data Engine server.</p> | NA |
| <p>Workaround Disable the proxy or ensure that the proxy allows direct communication to the Query Engine server (which can be the same server as the Data Engine).</p> | |

System requirements

Before installing UC Analytics 8.6, ensure that your system meets the following minimum hardware and software requirements.

Hardware requirements

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

Table 14. Minimum requirements for hardware.

| Type | Minimum |
|-----------|--|
| Processor | Minimum: Quad core 64-bit computer. |
| RAM | Minimum: 24 GB. |
| Disk | <ul style="list-style-type: none"> • 5 GB for the application • X GB where X is the required disk space for collected data <p>For estimates regarding the required disk space for the collected data for different numbers of users for all the platforms, see the <i>UC Analytics Deployment Sizing.xlsx</i> spreadsheet which can be found under Documentation in the autorun.exe.</p> |

Table 14. Minimum requirements for hardware.

| Type | Minimum |
|------------------|--|
| Operating system | <p>One of the following:</p> <ul style="list-style-type: none"> Windows 7 (64 bit version) or later Windows Server 2008 R2 (Service Pack 1) or later Windows Server 2012 and later Windows Server 2016 <p>Any server on which a UC Analytics service or service role is installed must have a static IP address defined.</p> <p>For a distributed deployment, the Remote Registry Service must be running.</p> |

About NAS/SAN support

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

Software requirements

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

Table 15. Software requirements

| Hosted service | Requirement |
|----------------------|---|
| Web site | <p>IIS (Internet Information Services) 7.0 or later</p> <p>For the required configuration for IIS logging, see Appendix C in the <i>Quest UC Analytics Deployment Guide</i>.</p> |
| Data Engine service | <ul style="list-style-type: none"> Microsoft .NET Framework 4.6 (full version) or later PowerShell 3.0 or later TLS (Transport Layer Security) 1.2 protocol must be enabled. To collect Office 365 user subscription data, the following software prerequisites must be met: <ul style="list-style-type: none"> Microsoft Online Services Sign-in Assistant must be installed. Windows Azure Active Directory Module for Windows PowerShell 1.x must be installed. (Version 2.x has different PowerShell cmdlets and will not work.) <p>Also, since the Microsoft Azure AD cmdlets use the proxy settings for Internet Explorer, ensure that the Internet Explorer proxy settings for the service account are set correctly.</p> |
| Query Engine service | <p>64-bit Java Runtime Environment (JRE) 8</p> <p>- OR -</p> <p>Zulu OpenJDK 8</p> <p>For information and downloads, see https://www.azul.com/downloads/zulu-community/</p> |

Table 15. Software requirements

| Hosted service | Requirement |
|------------------------|--|
| Storage Engine service | 64-bit Java Runtime Environment (JRE) 8 - OR - Zulu OpenJDK (Java 8) For information and downloads, see https://www.azul.com/downloads/zulu-community/ |

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

Table 16. Supported environments

| Requirement | Details |
|-----------------------|---|
| Gathering environment | The following is a list of the minimum environments that are supported for data collection: <ul style="list-style-type: none">• Exchange 2010 (SP1 or later)• Exchange 2013• Exchange 2016• Exchange 2019• Exchange Online (Office 365 hybrid deployment with on-premise Exchange)• Exchange Online (native Office 365 deployment)• Lync 2010• Lync 2013• Skype for Business 2015• Cisco Unified Communications Manager (CUCM) 9.x to 11.0 and 11.5. |
| Supported browsers | To access the UC Analytics web site, use one of the following browsers: <ul style="list-style-type: none">• Microsoft Edge• Internet Explorer 10 or later• Google Chrome• Mozilla Firefox• Apple Safari <p>For users with large amounts of data, it is recommended that you ensure your browser is in 64-bit mode.</p> <p>For more information about setting Internet Explorer to 64-bit mode, see the section titled "Using a browser in 64-bit mode" in the <i>UC Analytics User Guide</i>.</p> |

Product licensing

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

Existing customers on 8.1 or later

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

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

To activate a license

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

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

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

New customers

After you download a trial version or purchase UC Analytics, you will receive a license file (.dlv) through email that is used to activate UC Analytics. After you install UC Analytics but before you can use UC Analytics, you must activate the license.

To activate a license

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

Globalization

This section contains information about installing and operating this product in non-English configurations, such as those needed by customers outside of North America. This section does not replace the materials about supported platforms and configurations found elsewhere in the product documentation.

This release is Unicode-enabled and supports any character set. In this release, all product components should be configured to use the same or compatible character encodings and should be installed to use the same locale and regional options. This release is targeted to support operations in the following regions: North America, Western Europe and Latin America, Central and Eastern Europe, Far-East Asia, Japan.

About us

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

Technical support resources

Technical support is available to Quest customers with a valid maintenance contract and customers who have trial versions. You can access the Quest Support Portal at <https://support.quest.com>.

The Support Portal provides self-help tools you can use to solve problems quickly and independently, 24 hours a day, 365 days a year. The Support Portal enables you to:

- Submit and manage a Service Request.
- View Knowledge Base articles.
- Sign up for product notifications.
- Download software and technical documentation.
- View how-to-videos.
- Engage in community discussions.
- Chat with support engineers online.
- View services to assist you with your product.

Third-party contributions

This product contains the following third-party components. For third-party license information, go to <http://www.quest.com/legal/license-agreements.aspx>. Source code for components marked with an asterisk (*) is available at <http://opensource.quest.com>.

Table 17. List of third-party contributions

| Component | License or acknowledgement |
|---------------------------------|---|
| BouncyCastle 1.8.1 | MIT N/A |
| Hopscotch 0.1.2 | Apache License, Version 2.0 |
| HTML5 Sortable 1.0.0 | MIT N/A |
| Infuse JS 1.0.1 | Infuse JS License Copyright 2013 infuse.js Romuald Quantin www.soundstep.com |
| jquery.fileDownload 1.4.2 | MIT N/A |
| Json.NET 6.0 | MIT N/A |
| JQuery 1.8.2 | MIT |
| MailKit 1.18 | MIT N/A |
| MimeKIT 1.18.1 | MIT N/A |
| Moment.js 2.6.0 | MIT N/A |
| OpenSSL 1.0.2l (25-May-2017) | OpenSSL 1.0 Copyright (c) 1998-2017 The OpenSSL Project. All rights reserved. This product includes software developed by the OpenSSL Project for use in the OpenSSL Toolkit (http://www.openssl.org/). |

Table 17. List of third-party contributions

| Component | License or acknowledgement |
|-------------------------------------|--|
| SharpZipLib 0.86 | <p>SharpZipLib License</p> <p>The library is released under the GPL with the following exception: Linking this library statically or dynamically with other modules is making a combined work based on this library. Thus, the terms and conditions of the GNU General Public License cover the whole combination.</p> <p>As a special exception, the copyright holders of this library give you permission to link this library with independent modules to produce an executable, regardless of the license terms of these independent modules, and to copy and distribute the resulting executable under terms of your choice, provided that you also meet, for each linked independent module, the terms and conditions of the license of that module. An independent module is a module which is not derived from or based on this library. If you modify this library, you may extend this exception to your version of the library, but you are not obligated to do so. If you do not wish to do so, delete this exception statement from your version.</p> <p>Note The exception is changed to reflect the latest GNU Classpath exception. Older versions of #ziplib did have another exception, but the new one is clearer and it doesn't break compatibility with the old one.</p> <p>Bottom line In plain English this means you can use this library in commercial closed-source applications.</p> |
| Simple.OData.Client 4 | MIT |
| spin.js 1.2.2 | MIT |
| typeahead.js 0.10.2 | Copyright 2013-2014 Twitter, Inc. and other contributors; Licensed MIT |
| Web Toolkit Javascript SHA-256 1.0* | © 2013 webtoolkit.info Inc. All rights reserved. Creative Commons Attribution England and Wales 2.0 |
| ua-parser 0.7.10 | Copyright 2012-2015 Faisal Salman |
| 7-ZIP 9.20 | 7-ZIP 9.20 |

Table 18. List of third party components (for Doradus and QUI)

| Doradus 3.0 Components & QUI (Quest UI Library) 1.8 Components | License or acknowledgement |
|---|---|
| Cassandra 3.0.14 | <p>Copyright © 2017 The Apache Software Foundation.</p> <p>Licensed under the Apache License, Version 2.0. Apache and the Apache feather logo are trademarks of The Apache Software Foundation.</p> |
| Cassandra C# Driver 3.9.0 | <p>Copyright © 2018, DataStax</p> <p>Licensed under the Apache License, Version 2.0</p> |
| Cassandra Java Driver 2.1 | <p>Copyright 2012-2015, DataStax</p> <p>Licensed under the Apache License, Version 2.0</p> |
| Google Open Sans 1.0 | Apache 2.0 |
| Guava 18.0 | <p>Copyright (C) 2011 The Guava Authors</p> <p>Licensed under the Apache License, Version 2.0</p> |
| Javax Servlet API 3.0.1 | <p>Copyright © 2014, Oracle Corporation and/or its affiliates. All rights reserved. Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.</p> <p>License CDDL + GPLv2 with classpath exception 1.0</p> |

Table 18. List of third party components (for Doradus and QUI)

| Doradus 3.0 Components & QUI (Quest UI Library) 1.8 Components | License or acknowledgement |
|---|---|
| Jetty 9.2 | Copyright © 2015 The Eclipse Foundation. All Rights Reserved. Licensed under the Apache License, Version 2.0 |
| log4j 1.2 | This product includes software developed by the Apache Software Foundation (http://www.apache.org). Licensed under the Apache License, Version 1.1 |
| Lz4 .NET 1.0.10.93 | Copyright © 2014, Milosz Krajewski Licensed under the BSD 2-Clause "Simplified" License |
| Lz4 Java 1.3 | Licensed under the Apache License, Version 2.0 |
| Netty 4.0.44.Final | Copyright © 2018 The Netty project Licensed under the Apache License, Version 2.0 |
| slf4j - Simple Logging Facade for Java 1.7 | Copyright (c) 2004-2008 QOS.ch All rights reserved. |
| snakeyaml 1.11 | Licensed under the Apache License, Version 2.0 |
| Snappy Compression Library 1.1 | Copyright 2011, Google Inc. All rights reserved. |
| Twitter Bootstrap 2.1.1 | Licensed under the Apache License, Version 2.0 |
| Twitter Bootstrap 2.3.1 | |
| Underscore.js 1.5.1 | © 2009-2013 Jeremy Ashkenas, DocumentCloud and Investigative Reporters & Editors MIT N/A |
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