

Quest® MessageStats® 7.6

Release Notes

October 2019

These release notes provide information about the Quest® MessageStats® release.

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About this release

MessageStats is a Windows-based data collection and reporting application that facilitates the analysis of messaging statistics for a number of messaging environments. The core MessageStats application focuses on the Microsoft Exchange messaging environments.

MessageStats provides comprehensive information regarding critical metrics for resource usage, capacity monitoring and planning, and migration preparedness. It also provides detailed information for monitoring mailbox content and mail flow, allowing you to track capacity and improper usage.

To aid information gathering from wide-ranging messaging systems, MessageStats provides a dynamic task-based gathering engine that allows the collection of information to be intelligently scheduled, minimizing the impact to the messaging system and corporate network.

In addition, MessageStats offers the ability to horizontally scale out gathering components so that MessageStats can gather efficiently from remote messaging systems.

With the extensive information that MessageStats gathers, MessageStats provides an extremely flexible web-based reporting engine that allows all interested individuals to view messaging information and to package the information in many different ways. All reports are available by accessing the web site directly, by signing up for automated subscriptions that can be sent to any email address, or through export to a number of supported formats.

MessageStats 7.6 is a minor release. See [New features](#) and [Resolved issues](#).

Supported platforms

MessageStats supports the following Exchange versions:

- Exchange 2010
- Exchange 2013
- Exchange 2016
- Exchange 2019

New features

The following new features are available in this release:

- MessageStats now supports Exchange 2019.
- MessageStats now supports those customers that have only TLS.1.2 enabled for connectivity to SQL server. MessageStats also requires the new Microsoft OLE DB Driver for SQL Server" (MSOLEDBSQL) be installed. See [Software requirements](#) for details.
- MessageStats database management features now use SQL Server Management Objects (SMO) instead of SQL-DMO (SQL Distributed Management Objects).
- The Report Pack for Lotus and IBM Notes now supports Domino server 9.0 and 9.0.1.
- The Report Pack for Lync now supports Skype for Business 2015. As of this release, the report pack no longer supports Office Communications Server (OCS) 2007.
- As of version 7.5, Exchange 2007 is not supported. Also MOM/SCOM reporting is discontinued.
- As of 7.5, the following report packs are not supported: Report Pack for Blackberry and Report Pack for Sendmail & Postfix.
- As of version 7.4.1, the MessageStats Report Pack for Microsoft Online is not included. The Report Pack for Microsoft Online is available only in MessageStats 7.4 or earlier.

See [Resolved issues](#).

Upgrading from a previous release

If you are upgrading from MessageStats release versions 6.5.1 to 7.3, you must first upgrade to version 7.4.1 and then upgrade to version 7.6.

For the Report Pack for Archive Manager, you can only do an inplace upgrade from version 7.5.1. If you have an older version of the report pack installed, you must remove it before you install the new version.

Resolved issues

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

Table 1. Data gathering, reports, and subscriptions resolved issues

Resolved issue	Issue ID
When the customer tried to run a Public Folder Content and Attachment gathering task, the gathering failed with the error "External exception E06D7363". Some public folders were processed successfully, but most failed with this exception. The exception would occur if the PR_BODY and PR_HTML properties of public folder item were null.	153336
In the Inventory - Distribution Groups report, the "Last Mail Received" date was not updated in some distribution lists for some messages.	133867

Known issues

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

Table 2. Installation known issues

Known issue	Issue ID
<p>If you install and run MessageStats using a user account that does not belong to the Domain Administrators group, certain functions will not work correctly:</p> <ul style="list-style-type: none">You cannot perform the following actions:<ul style="list-style-type: none">Open File Administrative Options in Internet Explorer but you can open in MMC 'MessageStats Reports.Open Subscriptions Configure Subscriptions in Internet Explorer but you can open in MMC MessageStats Reports.See any custom report/graph/folder/subscriptions in Internet Explorer that were created in MMC MessageStats Reports.Change the domain and user name while setting the account of subscription in Internet Explorer but can change in MMC → 'MessageStats Reports'.Show "Show Subscriptions for all users" checkbox in Internet Explorer but can be viewed in MMC MessageStats Reports.Sometimes Web Reports cannot be opened in Internet Explorer and the following error is displayed: "An error occurred on the server when processing the URL. Please contact the system administrator".Sometimes Web Reports cannot be opened in Internet Explorer and the following error is displayed: "Unable to create copy templates file to [My Reports] folders".	NA

Workaround

You can disable UAC in the registry.

- Browse to the following location in the registry:
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Policies\System
- In the right pane, modify the value of the EnableLUA DWORD value and set it to 0.
- Restart the client.

MessageStats does not support the installation of the MessageStats database on the same SQL Server instance as the Archiving or the CDR database for Microsoft Lync Server or Skype for Business server.	63311
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NOTE: For performance and troubleshooting reasons, Microsoft does not recommend configurations in which the server that is hosting an Archiving or CDR database is used to host other SQL applications.

Table 2. Installation known issues

Known issue	Issue ID
The MessageStats installer does not verify the server name that is entered for the MessageStats Scheduler Service. As a result, an incorrect server name causes an error to occur later in the installation process. To correct this problem, remove MessageStats and re-install with the correct name for the scheduler server.	NA
MessageStats does not support the installation on a domain controller (DC) or on an Exchange server.	NA
When installing a report pack in a distributed MessageStats installation, you must install the report pack task processors on the server that hosts the MessageStats Scheduler Service, even if you do not plan to run the report pack tasks on that server. The scheduler service manages all remote task processors and the service needs to know the task dependencies of all tasks, including the report pack tasks.	NA
MessageStats does not support case sensitivity on SQL Server. Some non-Latin database collations can cause SQL Server to observe case sensitivity.	NA
During installation, if the installation account and the MessageStats service account are different, the MessageStats installer requests a reboot. This reboot is required to ensure that the Service Account has the appropriate rights to run the service. NOTE: On x64 implementations, a reboot is requested and the MessageStats installer does not resume the installation. In this case, you must rerun the Setup.exe file to continue the installation	33536
SQL Server Agent must be running to use the Database Management tasks: database reindexing, defragmenting, or database aging. SQL Express (the personal edition of SQL Server) does not include the SQL Server Agent. Database Maintenance tasks are not available when running on SQL Express; you must use full SQL Server.	NA
MessageStats does not support installation for scenarios where the installation files have been encrypted.	NA

Table 3. Console known issues

Known issue	Issue ID
If you have the Sendmail and Postfix report pack installed, when you try to make a change on a Tasks Properties page, the following error is displayed "An error occurred while configuring the property dialog and it must shut down...Unable to get property for Sendmail and Postfix (Unexpected error getting qmsConsoleSendmail.QMSSendmailConfigTaskOptions. Class not registered." Since the report pack is not supported for MessageStats versions 7.5 and later, you must remove the report pack to resolve the issue.	129695
On a rare occasion, you might notice that your tasks and task instances are not displayed in the console. Workaround Close the MessageStats console and stop and start the MessageStats Scheduler Service. When you reopen the console, the tasks and task instances will be shown.	NA
In MessageStats 7.3 and later, MAPI connections to Exchange 2013 organizations are attempted using the client authentication method and host name that is specified for internal Outlook Anywhere clients of the CAS server. In some Exchange environments, MessageStats cannot connect using the internal Outlook Anywhere client settings of the CAS server. Solution You can configure MessageStats tasks to use a different authentication method and host name using the MapCASName utility. The MapCASName utility can be found in the MessageStats installation folder of MessageStats task execution servers. For more information about the utility, see the MessageStats Knowledge Article 121093 (MessageStats is not able to connect using the internal Outlook Anywhere settings).	NA

Table 4. Gathering known issues

Known issue	Issue ID
The Public Folder Content & Attachment gathering and reports are not supported for Exchange 2013/2016/2019 servers.	NA
After you upgrade to MessageStats 7.3 or later, any existing Public Folder Content & Attachment gatherings will cease to work. To resolve this issue, you must regather the organization structure.	NA
To regather the organization structure	
<ol style="list-style-type: none"> 1 In the console treeview, select the Exchange organization. 2 Right-click and select Regather Structure. 	
In an Exchange 2013 mixed environment, if you are connected to an Exchange organization using a Exchange 2013 CAS server as the Connect-To server, when you run a Mailbox Content and Attachment gathering against an Exchange 2010 server, it will fail.	NA
Workaround	
In the Mailbox MAPI property page in the individual Mailbox Content and Attachment gathering task, manually specify an Exchange 2010 CAS server to be used as the gathering server for the task.	
If a gathering task was created using credentials other than the MessageStats service account, and you open the task wizard to modify the task, the task will fail to run due to task credential errors.	202680
Workaround	
If you modify a gathering task that does not use the MessageStats service credentials, always re-enter the credentials password before you save the task.	
For Exchange 2010 or 2013, when you specify an Exchange Client Access Server (CAS) to be used to connect to the Exchange organization or as the gathering server, you must select an individual Exchange server. You cannot specify a CAS array as the connection server.	123292
When the Microsoft MAPI & CDO download is used as the MAPI subsystem provider, only non-inherited mailbox permissions can be retrieved.	NA
MAPI-based gatherings (mailbox, public folder, and content and attachment gatherings) can unexpectedly fail if run on a machine that has Outlook and Exchange System Manager (ESM) or MAPI & CDO installed.	NA
Running Outlook and ESM or MAPI & CDO on the same machine is not supported due to conflicts in the underlying MAPI components.	
Do not install Recovery Manager for Exchange and MessageStats on the same computer. Recovery Manager for Exchange requires both Outlook and Exchange System Manager be installed, and this can cause conflicts with the MAPI components that are required by MessageStats. See the previous issue for details.	NA
MessageStats requires all public folders to have the Folder Visible permission. MessageStats may generate warnings during public folder gatherings while attempting to open public folders and child folders of public folders without this permission.	NA
There is a known issue with the Mailbox gathering for Exchange servers with multiple databases. If not all the Mailbox databases are available on an Exchange server, the gathering task is completed for the available databases and the status for the task is Successful. However, the information for the mailboxes in the unavailable databases is not added to the MessageStats SQL database.	NA

Table 5. Reports known issues

Known issue	Issue ID
<p>When a customer automated a report as a subscription to send in Microsoft Excel format, the bottom row with calculated averages was omitted from the report. The calculation rows in a report (such as Total, Average, and Count) do not display for the following formats of a subscription email:</p> <ul style="list-style-type: none"> • Excel attachment • CSV Inline/attachment • TSV Inline/attachment • XML attachment <p>Calculation rows do appear in the following formats of subscription emails:</p> <ul style="list-style-type: none"> • Inline HTML • Word attachment • MHTML attachment 	471869
<p>Upgrading MessageStats can cause some customized reports to fail with the following error "Can't find custom filter entry in schema description". A customized report, in contrast to a custom report, is created when you render a standard report, customize the report, and save the changes using the Save Report Setting feature. If there have been changes to the original standard report in the new release, the customized report that is based on the standard report might fail.</p> <p>You can recognize a customized report by a small shortcut arrow in the lower right corner of the report icon in the report tree. Customized reports are stored as a .QSRS file instead of as a .QRP file.</p> <p>Workaround</p> <p>After you have upgraded to the new version of MessageStats, and if you have found a customized report that is failing, display the original standard report, apply the customizations, and save the changes using the Save Report Setting feature.</p>	343678
<p>In a mixed Exchange environment in which outbound email is routed through a proxy Exchange 2013 Client Access Server (CAS), email messages may not be counted as outbound or inbound in the following scenarios:</p> <ul style="list-style-type: none"> • If an Exchange 2010 mailbox receives an external email through the proxy Exchange 2013 CAS server (with both CAS and mailbox roles), MessageStats cannot determine whether the email is internal or external in the Server Activity report. • When a distribution group receives an external email through the proxy Exchange 2013 CAS server, the distribution group reports will not count the received email. 	344166
<p>In some situations, administrators cannot create report subscriptions that use a service account. Usually a member of the local Administrators group on the reports web server can set the credentials associated with a subscription to any account in the Web Reports Users group. In a rare scenario, administrators are only able to set the subscription credentials to their own credentials, or those of the user who last modified the subscription.</p> <p>In this case, administrators cannot use a service account to execute a report subscription.</p> <p>Workaround</p> <p>You can create the subscription while you are logged in with the service account or you can add the service account to the local Administrators group on the web server.</p> <ol style="list-style-type: none"> 1 Log in with the service account. 2 Set the credentials of the subscription. 	179549
<p>In the Conference Details by Organizer report, If the primary SIP URI for the organizer has changed since the conference occurred, the organizer's effective policy will display as empty.</p>	NA
<p>MessageStats does not support scenarios where a user's primary mailbox has the same display name as the associated archive mailbox. The display name for a user's primary and archive mailboxes must be different or MessageStats cannot differentiate between the two mailboxes in reports.</p>	NA

Table 5. Reports known issues

Known issue	Issue ID
When you are editing a custom graph, if you leave the wizard open for an extended period of time, the MessageStats Web Reports application pool may be recycled. Under these conditions, when you click Finish, the following error is displayed: "Unable to validate data". If you click the browser Back button, the message is cleared but the changes made to the custom graph are lost.	111241
MessageStats Reports subscriptions that contain reports with the "Local Time" enabled will use the daylight savings time settings that were in effect at the time the subscription was created or saved. To correct the problem, load the subscription, view the filter settings panel for each affected report, and resave the subscription. Before you perform this operation, ensure that the Windows time zone update patch - KB933360 is applied on the machine on which Internet Explorer is running. Interactive reports and other features of MessageStats Reports are not affected by this problem.	NA
MessageStats Reports cannot run on IIS servers on which the Microsoft Media Server has been installed in the root web directory. An error message appears stating, "Microsoft .Net Framework version x.x must be installed on the IIS server that hosts this application." This error occurs because the Microsoft Media Server applies configuration options that affect all applications running on the server. The recommended solution is to create a second virtual IIS server on the machine that is to host MessageStats Reports, and install MessageStats Reports on the virtual server that is not hosting Windows Media Server.	NA
By default, times are not displayed in Excel. When exporting reports that contain date/time fields to Microsoft Excel, load the exported file into Excel, select the column containing date/time information, and apply an appropriate Excel format string using the Format Cells menu command.	NA
MessageStats may differ by 1 KB on values reported in either Microsoft Exchange Administrator or Microsoft Exchange System Manager due to the nature of rounding implemented by Microsoft.	NA
If two identical mailbox display names appear on a report that contains a graph, in the graph the mailboxes are grouped together.	NA
If a distribution group has more than one SMTP address, any SMTP messages that are sent to a non-primary SMTP address are not counted against the recipient distribution group. SMTP messages that are sent to the distribution group's primary SMTP address will be counted.	158976
If a mailbox has more than one SMTP address, the Mailbox Auditing reports do not include SMTP messages with a "From" address that is the secondary SMTP address of the audited mailbox.	162118
Messages sent to Exchange mailboxes that are forwarded to a mail contact are not included in the Mail Contacts reports.	162355
External SMTP-submitted messages that are sent to mail contacts are not included in the Mail Contact reports.	162352

System requirements

Before installing MessageStats 7.6, ensure that your system meets the following minimum hardware and software requirements. The system requirements are divided into two sections:

- Requirements for the core MessageStats components:
 - [Hardware requirements](#)
 - [Software requirements](#)
- Requirements to gather from Microsoft Exchange.
 - [Exchange-specific requirements for MessageStats components](#)

Hardware requirements

Table 6. Hardware minimum requirements

Requirement	Details
Processor	Pentium 4, running at a minimum speed of 2.4 GHz
Memory	8 GB
Hard disk space	<p>250 MB of free disk space for installing the application.</p> <p>This space should exist on a local disk drive rather than a network drive. The space requirement varies depending on the size of the database.</p> <p>For help in assessing the amount of space sufficient for your implementation, contact Support to acquire a database size estimation tool. To tune your MessageStats database and maximize performance, contact Professional Services. You can contact Professional Services through your sales representative.</p> <p>NOTE: If you are migrating an existing database, the free disk space requirement is larger than 250 MB. The space requirement varies, depending on the size of the database. If you are upgrading an existing database, the free disk space must be larger than for a new database. Space requirements also depend on the amount of information you write to the database and the length of time you retain the records.</p>
Other	<p>Sufficient space for the temporary tracking log cache, application logs, and task documents. The size of this cache depends on the number of Exchange servers, the number of message tracking logs on each Exchange server, and the size of each tracking log. The space should exist on a local disk drive rather than a network drive.</p> <p>Monitor supporting a resolution of 1024x768 pixels.</p> <p>Pointing device. You must have a pointing device installed on your computer to access all MessageStats features.</p>

Software requirements

Table 7. Software minimum requirements

Requirement	Details
Operating system	<p>One of the following:</p> <ul style="list-style-type: none">• Windows Server 2019• Windows Server 2016• Windows Server 2012 R2• Windows Server 2012 <p>MessageStats supports full installation on Windows 10 only for evaluation scenarios. You can install only the MessageStats client console on Windows 10 in production environments.</p>

Table 7. Software minimum requirements

Requirement	Details
Database server (SQL)	<p>One of the following:</p> <ul style="list-style-type: none">• SQL Server 2017• SQL Server 2016• SQL Server 2014• SQL Server 2012 <p>MessageStats supports SQL Server Express in test or evaluation scenarios only.</p> <p>NOTE: SQL Server Agent must be running to use the Database Management tasks: database reindexing, defragmenting, or database aging. SQL Express does not include the SQL Server Agent. Database Maintenance tasks are not available when running on SQL Express.</p> <p>For SQL database connectivity, you must install the new version of Microsoft OLE DB Driver for SQL Server (MSOLEDBSQL). You can find the download here: https://www.microsoft.com/en-us/download/details.aspx?id=56730.</p>
Reports IIS server	<p>IIS 8.0 or later.</p> <p>There are also certain IIS role services that must be enabled. See the section titled "IIS Role Services on Windows Server" in the <i>MessageStats Quick Start Guide</i> for more information.</p>
.Net Framework	<p>Microsoft .Net Framework 4.7.2</p> <p>For the MessageStats reports server, Microsoft .Net 3.5 is the minimum requirement. For information about resolving common ASP.NET configuration problems, see "Appendix A: Microsoft ASP.NET Configuration Issues" in the <i>MessageStats Administrator Guide</i>.</p>
Browser	<p>Internet Explorer 9.0 or later.</p>
Documentation	<p>Acrobat Reader 9.0 or later is required to access the PDF documents.</p>

For detailed system requirements and list of rights and permissions necessary for product operation, please refer to the *MessageStats Quick Start Guide*.

For specific recommendations about deployment, see the *MessageStats Deployment Guide*.

Exchange-specific requirements for MessageStats components

Table 8. Exchange-specific requirements for MessageStats components

Component	Requirement
Task Execution Server (task processors)	<p>MAPI (Only needed for Exchange 2010 and 2013)</p> <p>You can install the latest Microsoft MAPI & CDO software download located here: http://www.microsoft.com/en-us/download/details.aspx?id=39045.</p> <ul style="list-style-type: none">For Exchange 2010, ensure that you are using MAPI & CDO version 6.5.8211.0 or later.For Exchange 2013, ensure that you are using MAPI & CDO version 6.5.8320.0 (released 2013-05-17). This version of MAPI & CDO implements RPC over HTTPS (Outlook Anywhere) that is used by Exchange 2013. This MAPI version requires that the proxy (CAS) server has an SSL certificate on it that is trusted by the Task Execution Server. <p>Configuring an SSL certificate on your Exchange 2013 CAS (proxy) server is part of the normal setup that is required for the Outlook 2013 client. For more information, see the Microsoft Exchange 2013 documentation for configuring mail flow and client access.</p> <p>NOTE: If you already have a version of the MAPI Download installed, you must remove it before installing the new version. The Microsoft MAPI installer does not upgrade, nor does it warn you if you try to install MAPI & CDO without removing the previous version.</p> <p>Microsoft PowerShell 2.0</p> <p>For Exchange 2010, Exchange 2013, Exchange 2016, and Exchange 2019, install Microsoft PowerShell 2.0 on the servers that host the MessageStats task processors. You can download the Windows Management Framework (which includes PowerShell 2.0) from http://support.microsoft.com/kb/968929.</p>
Supported Exchange Server Versions	<ul style="list-style-type: none">Exchange 2010Exchange 2013Exchange 2016Exchange 2019 <p>Must have tracking logs enabled and the tracking log folder shared.</p>

For information about any required configuration of the Exchange servers (such as sharing the Exchange tracking log folder or specifying a mailbox for MAPI logon to gather mailbox and public folder information), see the *MessageStats Quick Start Guide*.

Product licensing

Typically, if you download a trial version of MessageStats, a trial license is emailed to you. After you purchase MessageStats, you will receive a license file from your sales representative that is used to activate your purchased license.

To activate a purchased commercial license

- 1 Copy the license file to the desktop of the computer where the MessageStats MMC client console is installed, or to another convenient location.

- 2 Start the MessageStats client console.
- 3 Connect to the MessageStats Server.
If you have more than one MessageStats server, complete steps 4 to 7 for each server.
- 4 Right-click on the server node, and select **License**.
- 5 Click **Update License**.
- 6 Browse to the license file you copied in step 1.
- 7 Select the license, and click **OK**.

Getting started with MessageStats

7.6

The MessageStats release package contains the following products:

- MessageStats and the MessageStats report packs

Product Documentation, including:

- MessageStats Quick Start Guide
- MessageStats Deployment Guide
- MessageStats Administrator Guide
- MessageStats Upgrade Guide
- MessageStats Reports User Guide

Installation Instructions

Refer to *MessageStats Quick Start Guide* for installation instructions.

Globalization

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

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

About us

Quest provides software solutions for the rapidly-changing world of enterprise IT. We help simplify the challenges caused by data explosion, cloud expansion, hybrid datacenters, security threats, and regulatory requirements. We are a global provider to 130,000 companies across 100 countries, including 95% of the Fortune 500 and 90% of

the Global 1000. Since 1987, we have built a portfolio of solutions that now includes database management, data protection, identity and access management, Microsoft platform management, and unified endpoint management. With Quest, organizations spend less time on IT administration and more time on business innovation. For more information, visit www.quest.com.

Technical support resources

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

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

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

Third-party contributions

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

Table 9. List of third-party contributions

Component	License or acknowledgement
Boost 1.0	Boost Software License - Version 1.0
Boost 1.33	
Boost 1.38	
Boost 1.47	
Crypto-API version 2	Mozilla Public License Version 1.1
JCL 1.1	Mozilla Public License Version 1.1

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