Quest® MessageStats® Report Pack for Lync® & Skype for Business Server 7.7

Release Notes

April 2020

These release notes provide information for the Quest® MessageStats® Report Pack for Lync® & Skype for Business Server product release.

- About MessageStats Report Pack for Lync & Skype for Business Server
- New Features
- Known issues
- System requirements
- Product licensing
- Getting started with MessageStats Report Pack for Lync & Skype for Business Server
- Globalization
- About us

About MessageStats Report Pack for Lync & Skype for Business Server

Microsoft Lync® and Skype for Business Server are communications servers that provide the infrastructure for real-time (synchronous) communications including: instant messaging, file transfers, voice over IP (VoIP), peer-to-peer (audio, video, desktop sharing) sessions, and conferences (audio, video, and web).

The MessageStats Report Pack for Lync & Skype for Business Server provides the ability to gather usage data from Microsoft Lync and Skype for Business server deployments. The application gathers information from your Lync or Skype for Business environments and reports detailed information about unified communications usage (such as top users, server activity totals, and calculated chargeback costs by department and by user).

MessageStats Report Pack for Lync & Skype for Business Server 7.7 is a minor release, with enhanced features and functionality. See New Features.

New Features

The following new features are available in this release:

- **Skype for Business 2019 is supported.** The report pack now supports reporting for Skype for Business Server 2019.
- As of release 7.6, Office Communications Server (OCS) is no longer supported by the report pack.

Known issues

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

Table 1. Gathering known issues

Known issue	Issue ID
When you upgrade from a version earlier than 7.3, and if you upgrade the Exchange ActiveSync, OWA, or Lync report packs before upgrading other report packs, the tasks for the other report packs are no longer able to run. **Workaround** Open each task in the task wizard and re-save all the task properties. The existing tasks can now be re-run.	393412
Servers should be assigned to a pool only when they have certain roles (i.e. the Server Inventory report shows a non-blank Pool value). It is unusual for a server to have both an Skype for Business role and a Lync role. In such cases, the Lync & Skype for Business Servers and Users gathering for a Lync server will incorrectly assign such servers to the Lync pool, even if the servers in question do not have one of those roles.	150029
Lync or Skype for Business sites that have multiple front-end pools are not supported. Traffic will be associated with correct server but will not always be associated with the correct front-end pool. Also, the server gatherings will generate warnings that moving servers between pools is not supported even when no servers have been moved between pools.	149794
The Run Now with Override menu option only works with MessageStats core tasks. It does not work with the MessageStats Report Pack for Lync & Skype for Business Server tasks.	92998
If you disable a Lync or Skype for Business user, the Lync & Skype for Business Servers and Users gathering task will categorize that user as an external user. The Enterprise Voice and Peer-to-Peer gathering tasks will incorrectly ignore any traffic associated with that user since the last time that the gatherings were successfully run.	131436

Table 2. Database known issues

Known issue	Issue ID
Installation of the MessageStats database on the same SQL Server Instance as the Lync or Skype for Business Archiving or CDR database is not supported since it can impair performance. Also, it is not recommended that you install MessageStats database on the same SQL Server as the Lync/Skype for Business Archiving or CDR database. This scenario can result in a performance impact in your Lync/Skype for Business environment. For performance and troubleshooting reasons, Microsoft does not recommend configurations in which the server that is hosting an Archiving or CDR database is used to host other SQL applications.	63311

Table 3. Reports known issues

Known issue	Issue ID
If a user is moved from one pool to a different pool, even after the user data has been regathered, the Peer-to-Peer Session Details report still shows the user sessions as belonging in the old pool. The primary URL does not change.	349150
In Lync or Skype for Business Server, file transfer sizes are no longer available in the Archiving database. As a result, file transfer volumes can no longer be reported for pure Lync or Skype for Business Server environments. If you have a mixed environment, file transfer sizes are counted.	NA
Peer-to-Peer sessions in which both session participants became disabled during the time period after the session but before the gathering task is run are handled incorrectly. These sessions will appear as public sessions in Peer-to-Peer Session Details report but will show a zero cost.	131442
Changing the pool for an Skype for Business or Lync server results in the server still being reported in the old pool. In a multiple pool scenario, if you create a second pool and add a server that has the same name as a server that previously existed in the first pool, the reports will continue to show the server as belonging to the first pool.	129614

System requirements

You install the report pack components on servers on which the core MessageStats components are already installed. You must meet the software requirements for MessageStats. See the *MessageStats Release Notes* for the software requirements for the different MessageStats components.

The following table contains any additional requirements for the report pack:

Table 4. System minimum requirements

Requirement	Details
Processor	Pentium 4, running at a minimum speed of 2.4 GHz
Memory	8 GB
Hard disk space	100 MB of free disk space for installing the application.
Database server (SQL)	Do not install the MessageStats SQL database on the same SQL server as Lync or Skype for Business CDR or Archiving database.
.NET Framework	Microsoft .NET Framework 4.7.2
Task Execution Server	On any server where you have installed the Lync/Skype for Business task processors, you must install Windows PowerShell 2.0.
Supported environments	Lync 2010 Lync 2013 Skype for Business 2015 Skype for Business 2019
Lync/Skype for Business configuration	Archiving and CDR Server Roles must be enabled on the Lync or Skype for Business servers. For Lync 2013, you enable the Archiving and CDR services on the Front End server.
Additional software	MessageStats 7.7 is required for the report pack installation.

For detailed system requirements and list of rights and permissions necessary for product operation please refer to the *MessageStats for Lync/Skype for Business User Guide*.

Product licensing

The MessageStats Report Pack for Lync & Skype for Business Server does not require licensing since it is installed with the core MessageStats product which is licensed.

Getting started with MessageStats Report Pack for Lync & Skype for Business Server

The release package contains the following products:

- MessageStats Report Pack for Lync or MessageStats for Lync (stand-alone product)
- Product documentation, including:
  - *MessageStats for Lync & Skype for Business Server User Guide*
  - Online Help

Installation Instructions

Refer to *MessageStats for Lync & Skype for Business Server User Guide* for installation instructions.

Globalization

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

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

About us

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

Technical support resources

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

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

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

Third-party contributions

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

Table 5. List of third-party contributions

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

©2020 Quest Software Inc.
ALL RIGHTS RESERVED.

This guide contains proprietary information protected by copyright. The software described in this guide is furnished under a software license or nondisclosure agreement. This software may be used or copied only in accordance with the terms of the applicable agreement. No part of this guide may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying and recording for any purpose other than the purchaser's personal use without the written permission of Quest Software Inc.

The information in this document is provided in connection with Quest Software products. No license, express or implied, by estoppel or otherwise, to any intellectual property right is granted by this document or in connection with the sale of Quest Software products. EXCEPT AS SET FORTH IN THE TERMS AND CONDITIONS AS SPECIFIED IN THE LICENSE AGREEMENT FOR THIS PRODUCT, QUEST SOFTWARE ASSUMES NO LIABILITY WHATSOEVER AND DISCLAIMS ANY EXPRESS, IMPLIED OR STATUTORY WARRANTY RELATING TO ITS PRODUCTS INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT. IN NO EVENT SHALL QUEST SOFTWARE BE LIABLE FOR ANY DIRECT, INDIRECT, CONSEQUENTIAL, PUNITIVE, SPECIAL OR INCIDENTAL DAMAGES (INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF PROFITS, BUSINESS INTERRUPTION OR LOSS OF INFORMATION) ARISING OUT OF THE USE OR INABILITY TO USE THIS DOCUMENT, EVEN IF QUEST SOFTWARE HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. Quest Software makes no representations or warranties with respect to the accuracy or completeness of the contents of this document and reserves the right to make changes to specifications and product descriptions at any time without notice. Quest Software does not make any commitment to update the information contained in this document.

If you have any questions regarding your potential use of this material, contact:

Quest Software Inc.
Attn: LEGAL Dept
5 Polaris Way
Aliso Viejo, CA 92656

Refer to our website (www.quest.com) for regional and international office information.

Trademarks

Quest and the Quest logo are trademarks and registered trademarks of Quest Software Inc. in the U.S.A. and other countries. For a complete list of Quest Software trademarks, please visit our website at www.quest.com/legal. SQL Server, ActiveSync, Lync, and Windows are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries. Other trademarks and trade names may be used in this document to refer to either the entities claiming the marks and names or their products. Quest disclaims any proprietary interest in the marks and names of others.