

Quest® Unified Communications Diagnostics
8.5.1
Evaluator Guide



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Legend

 **CAUTION:** A CAUTION icon indicates potential damage to hardware or loss of data if instructions are not followed.

 **IMPORTANT NOTE, NOTE, TIP, MOBILE, or VIDEO:** An information icon indicates supporting information.

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About Unified Communications Diagnostics

UC Diagnostics helps administrators detect problems in their messaging environment, accurately locate the root cause, and resolve the problems from a single, easy-to-use interface. It provides a robust and informed troubleshooting solution for Exchange, BlackBerry, Office Communications Server (OCS), Lync/Skype for Business, and Office 365.

UC Diagnostics supports the following platforms:

- Microsoft Exchange (Exchange 2007, Exchange 2010, Exchange 2013, and Exchange 2016)
- BlackBerry Enterprise Server and BlackBerry Enterprise Server Express 4.1.2 - 5.0.4 (including 5.0.4 MR4) for Microsoft Exchange
- Office Communications Server (OCS 2007 and OCS 2007 R2)
- Microsoft Lync Server 2010 and Lync Server 2013/Skype for Business 2015 (Management Console)
- Microsoft Lync Server 2013/Skype for Business 2015 (Diagnostic Console)
- Office 365 - Exchange Online and Skype for Business Online (Management Console)

System requirements

Before you install UC Diagnostics, ensure that your system meets the following system requirements. The operating system that you use should be based on your Exchange environment:

Table 1. Supported environments.

| Environment | Operating System |
|---|-----------------------------|
| Exchange 2007/2010/2013/2016 | Any operating system |
| BlackBerry | Any operating system |
| Office Communications Server 2007 and 2007 R2 | Any operating system |
| Lync Server 2010 | Any operating system |
| Lync Server 2013 Skype for Business 2015 | Any operating system |
| Office 365 | Any 64-bit operating system |

Exchange 2007 does not work with Exchange 2016 in the same environment.

For a list of permissions and details about the system requirements, see the *Unified Communications Diagnostics Deployment Guide*.

Table 2. Hardware and software requirements.

| Component | Requirement |
|---------------------|---|
| Platform | x86 or x64, running at a minimum speed of 2 GHz |
| Memory | 8 GB |
| Hard Disk Space | 300 MB on system drive for application. The database may require additional space. For more information, see the <i>Unified Communications Diagnostics Deployment Guide</i> . |
| Operating System | <p>One of the following:</p> <ul style="list-style-type: none"> • Microsoft Windows 8 (32 bit or 64 bit) • Microsoft Windows 8.1 (32 bit or 64 bit) • Microsoft Windows Server 2012 (64 bit) • Microsoft Windows Server 2012 R2 (64 bit) • Microsoft Windows 8.1 with update (32 bit or 64 bit) • Microsoft Windows Server 2012 R2 with update (64 bit) • Microsoft Windows Server2016 (64 bit) <p>NOTE: To run health tests against Office 365, UC Diagnostics must be installed on a 64-bit operating system.</p> |
| Database | <p>One of the following:</p> <ul style="list-style-type: none"> • Microsoft SQL Server 2012 SP 4 • Microsoft SQL Server 2012 Express Edition SP 4 • Microsoft SQL Server 2014 SP 2 • Microsoft SQL Server 2014 Express Edition SP 2 • Microsoft SQL Server 2016 SP 1 • Microsoft SQL Server 2016 Express Edition SP 1 • Microsoft SQL Server 2017 • Microsoft SQL Server 2017 Express Edition <p>NOTE: If you are installing the database on a remote computer, ensure remote connections are enabled on the SQL server and you have sufficient permissions to create/modify the database.</p> <p>NOTE: If you are using SQL Server Always On, you must have configured an availability group listener that connects to the primary replica. For SQL Server 2017, only availability groups that deploy on a Windows Server Failover Cluster (WSFC) are supported.</p> |
| Additional Software | <p>The following applications must be installed before you install UC Diagnostics. (Some software is installed as part of the operating system):</p> <ul style="list-style-type: none"> • Microsoft PowerShell 2.0 or later • Microsoft Exchange Server MAPI & CDO 1.2.1 (MAPI & Client and Collaborative Data Objects) version 6.5.8320.0 or later (released 5/17/2013). • Microsoft .NET Framework 4.5.1 • Microsoft Internet Explorer 9.0 or later • Microsoft IIS 7.0 or later • Microsoft Data Access Components (MDAC) 2.8 |
| For Office 365 | <ul style="list-style-type: none"> • Windows PowerShell 5.0 or later • Microsoft Online Service Sign-in Assistant • Microsoft Azure Active Directory Module for Windows PowerShell • Microsoft Exchange Online PowerShell Module |

Installing UC Diagnostics

The following section describes how to install UC Diagnostics on a single computer. The account used to install UC Diagnostics must have local administrative rights and database creator rights on the SQL database.

These components can be installed on one computer or distributed over several computers. For more information on distributed installation, see the *Unified Communications Diagnostics Deployment Guide*.

Consider the following recommendations:

- It is not recommended that you install UC Diagnostics on a domain controller.
- If you are using anti-virus software, you must exclude the UC Diagnostics directories from the anti-virus software.

To install UC Diagnostics

- 1 Log on to your computer using an account that has local administrative privileges and SQL rights to create a database.
- 2 Insert and run the UC Diagnostics product CD or click **Autorun.exe** in the root directory.

The Autorun page contains the following tabs to help you install and run UC Diagnostics:

- Home — gives an overview of UC Diagnostics.
- Install — gives the link to install UC Diagnostics and its components (Management Console and Diagnostic Console).
- Documentation — lists the documentation that you need to help you install and run UC Diagnostics.
- Prerequisites — lists the prerequisites that should be installed before running UC Diagnostics.
- Contact Us — lists the ways you can contact Support.

- 3 Click the **Install** tab.
- 4 Click **Unified Communications Diagnostics**.
- 5 Read and accept the license agreement, then click **Next**.
- 6 Select the features you want to install and click **Next**.

The Prerequisite dialog box appears listing the optional and mandatory prerequisites that have or have not been met. If you are missing prerequisites, cancel the installation, install the missing prerequisites, then restart the Management Console installation.

- 7 If all prerequisites are satisfied, click **Next**.

The following table identifies the different configuration pages that appear, depending on the features that you have selected for the local computer:

Table 3. Configuration pages for the different features.

| Feature To Be Installed | Configuration Pages Displayed |
|--------------------------------|--|
| Diagnostic Console | None |
| Diagnostic Services | <ul style="list-style-type: none"> • SQL Server page to allow you to specify the location of your SQL Server database. • Server Account Setup page to allow you to enter the credentials under which discovery and test all run by default. This account should be local administrator, and have rights to the SQL database and administrative rights in the organization you are going to monitor. <p>The database can be installed before or at the same time you install the Diagnostic Services.</p> |
| Database | <ul style="list-style-type: none"> • SQL Server page to allow you to specify the server where the database instance should be installed. <p>If you are installing the database on a remote computer, ensure remote connections are enabled on the SQL Server, and you have sufficient rights to create/modify the database.</p> <p>If you are installing the database on an SQL instance, you must specify the instance name, for example "sqlexpress".</p> <p>If you are using SQL Server Always On, you must specify an availability group listener that connects to the primary replica.</p> |
| Web Reports | <ul style="list-style-type: none"> • SQL Server page to allow you to specify the location of your SQL Server database. • Select Web Site page to allow you to select the default Web Site or another Web Site where Web Reports will be installed. • Web Reports Optional Settings page to allow you to set criteria for subscriptions, such as SMTP server and sender email address. Subscriptions allow you to schedule when you want specific reports to run. |

8 Using the Install Setup Wizard, go through the remaining steps.

9 Click **Finish**.

If you have installed only some features and later want to install other UC Diagnostics features, you must remove UC Diagnostics. When you reinstall the product, you can select the additional features you want to add.

Licensing Unified Communications Diagnostics

UC Diagnostics has a 30-day trial license key that is automatically downloaded when you download the product.

To enter your UC Diagnostics license

- 1 From the Management Console, select the UC Diagnostics node and click the **Plug-In Information** tab.
- 2 Right-click any list item and select **Update License**.
- 3 Navigate to the license file location, select the license file, and click **Open**.

The license is applied and you are returned to the Plug-In Information tab.

Understanding the components of UC Diagnostics

UC Diagnostics has three main components which are described in the following sections:

- [About the Management Console](#)
- [About the Diagnostic Consoles](#)
- [About UC Diagnostics Reports](#)

About the Management Console

The Management Console is a Microsoft Management Console (MMC) snap-in that provides an overall picture of your Exchange organization, your BlackBerry environment, and your Lync or Skype for Business environment. It helps you detect, diagnose, and resolve problems with the health of your servers.

To open the Management Console

- Click **Start | Program Files | Quest | UC Diagnostics | UC Diagnostics Management Console**.

With UC Diagnostics, you can perform the following tasks:

- [Browsing servers in your network](#)
- [Creating and using health tests](#)
- [Defining global settings](#)
- [Using other options to refine test management](#)

Browsing servers in your network

Once you connect to your organization, you can view all your servers in your network topology. You can:

- Discover and display your entire organization or pool. Discovery runs automatically once a day to detect changes to your environment.
- View organizations/pools, groups, and servers. Groups are displayed as a collection of servers, and servers are displayed as icons within the collections in the topology.

Creating and using health tests

You can use the Management Console to monitor the health and performance of individual servers or your entire organization. Health tests detect problems by collecting and analyzing data or simulating user interaction with a server at regular intervals.

When you create a test from the home page, the whole organization is targeted by default.

Only health tests relevant to selected servers are shown when you right-click a server and select Detect.

The following health test are included:

Table 4. Available health tests.

| Environment | Included Health Tests |
|---------------------------|--|
| Exchange | <ul style="list-style-type: none"> • Server Health Test • Internal Server Delivery Health Test • Internal Mailbox Delivery Health Test • External Message Delivery Health Test • Modern Message Delivery Health Test • Storage Health Test • Queue Health Test • Internal OWA Availability Health Test • External OWA Availability Health Test • Replication Health Test • System Health Test • Active Directory Account Lockout Health Test |
| Office 365 | <ul style="list-style-type: none"> • Exchange Online Connectivity Health Test • Exchange Online Mailbox Logon Health Test • Exchange Online Message Delivery Health Test • Office 365 Subscription Health Test • Skype for Business Online DNS Connectivity Health Test |
| OCS | <ul style="list-style-type: none"> • OCS Server Health Test |
| Lync / Skype for Business | <ul style="list-style-type: none"> • Lync/Skype Server Health Test • Instant Messaging Health Test • Instant Messaging Conference Health Test • Peer to Peer Audio/Video Call Health Test • Audio/Video Conferencing Health Test • Presence Status Health Test • Logon Registration Health Test • Address Book Service Health Test • Persistent Chat Message Health Test • Active Directory Account Lockout Health Test |
| BlackBerry | <ul style="list-style-type: none"> • Server Health Test • Message Delivery Health Test |

Defining global settings

Global Settings allow you to set your default configurations used by health tests.

Table 5. Default configurations that can be set for health tests.

| Global Setting | Description |
|-----------------------|---|
| Notifications | Allow you to configure notifications to alert users of a test failure. |
| Alternate Credentials | Allow you to override the default credentials for a specific test by specifying and configuring alternate credentials. You can add, edit, and delete credentials used to run tests under different credentials than those specified in the Diagnostic Services. The credentials are stored encrypted in the database. |
| Default Test Settings | Indicate the initial settings used when creating a new test. If you want to use the same settings or notification group for all of your tests, configure these settings first. |
| Database Settings | Allow you to view the name and size of your database, and establish weekly or hourly retention rates. |

Using other options to refine test management

You can also set options that allows you to select a subset of servers or create server groups for tests. These options are provided through the following features.

Table 6. Additional options for setting up your tests.

| Feature | Description |
|------------------|---|
| Global Filters | Allow you to select a subset of servers you are interested in viewing. It hides the servers from both the treeview and topology view. You can set the Global Filters by right-clicking a node and selecting Set Global Filter. |
| Custom Groups | Allow you to create arbitrary groups of servers to simplify test management. For example, you can create a group of servers once and use that custom group as the target for multiple tests. If you change the custom group, the tests automatically target the new group of selected servers. You create custom groups by right-clicking a server or right-clicking the Custom Groups folder in the treeview. |
| Maintenance Mode | Allows you to mark servers as offline so that you can perform maintenance on those servers. When any test runs, the Management Console does not monitor any servers that are in maintenance mode. You can start or stop maintenance mode by right-clicking a server in the treeview or topology. |

For more information on these options, see the *Unified Communications Diagnostics User Guide*.

About the Diagnostic Consoles

Each Diagnostic Console provides a visual representation of the process flows within a server so you can observe server activity.

You can detect, diagnose, and resolve issues using the Diagnostic Console, which contains the following:

- Home Pages that highlight targeted areas of server activity.
- Graphical flows that illustrate the rate at which data is moving between server components. Colorful buttons, gauges, spinners, and containers display the value of key statistics and metrics.

- Visual warnings if the performance metrics exceed acceptable thresholds, which you can adjust. The buttons, gauges, and other visual objects, collectively referred to as components, change color to show you the source of the problem.
- Warning messages that are displayed well before the traffic levels of a server become critical.
- A range of reports and graphs that provide you with detailed information about a server. You can view this information on the screen or you can print it.

You can launch the Diagnostic Console for an individual server which shows, in real time, the flow of data within a server at increasingly granular levels of detail. This level of detail allows you to pinpoint problems and take preventative action.

The Diagnostic Console contains the following components:

Table 7. Components on the Diagnostic Console.

| Component | Description |
|------------------|---|
| Panel/Page | Shows a high level summary of your server |
| Message Flows | Show the amount of information being sent to various components in your server |
| Drilldowns | <p>Contain displays that provide you with specific information about the components of your system. Drilldowns mainly use two different types of displays – tables and charts. Drilldowns have the following features:</p> <ul style="list-style-type: none"> • They can be configured to show all or some of the metrics associated with components. • You can access further information about displays in drilldowns by moving the mouse over the displays, or by clicking or right-clicking them. • You can copy the data shown in drilldowns to other applications or save it to a file. <p>You can view drilldowns by selecting components, such as message flows, status balls, or toolbar buttons.</p> |
| Metrics | Are an individual pieces of information that UC Diagnostics has collected about the performance of a system, such as perfmon counters. The information can be a numeric value (a number or percentage), a string of text, or some other piece of data. |
| What's This Help | Gives help for individual components on the UC Diagnostics home page or for individual items in drilldowns. |
| Alarm Help | Gives detailed information about the components and the data they represent. |

Figure 1. Example of a Diagnostic Console for Exchange 2016.



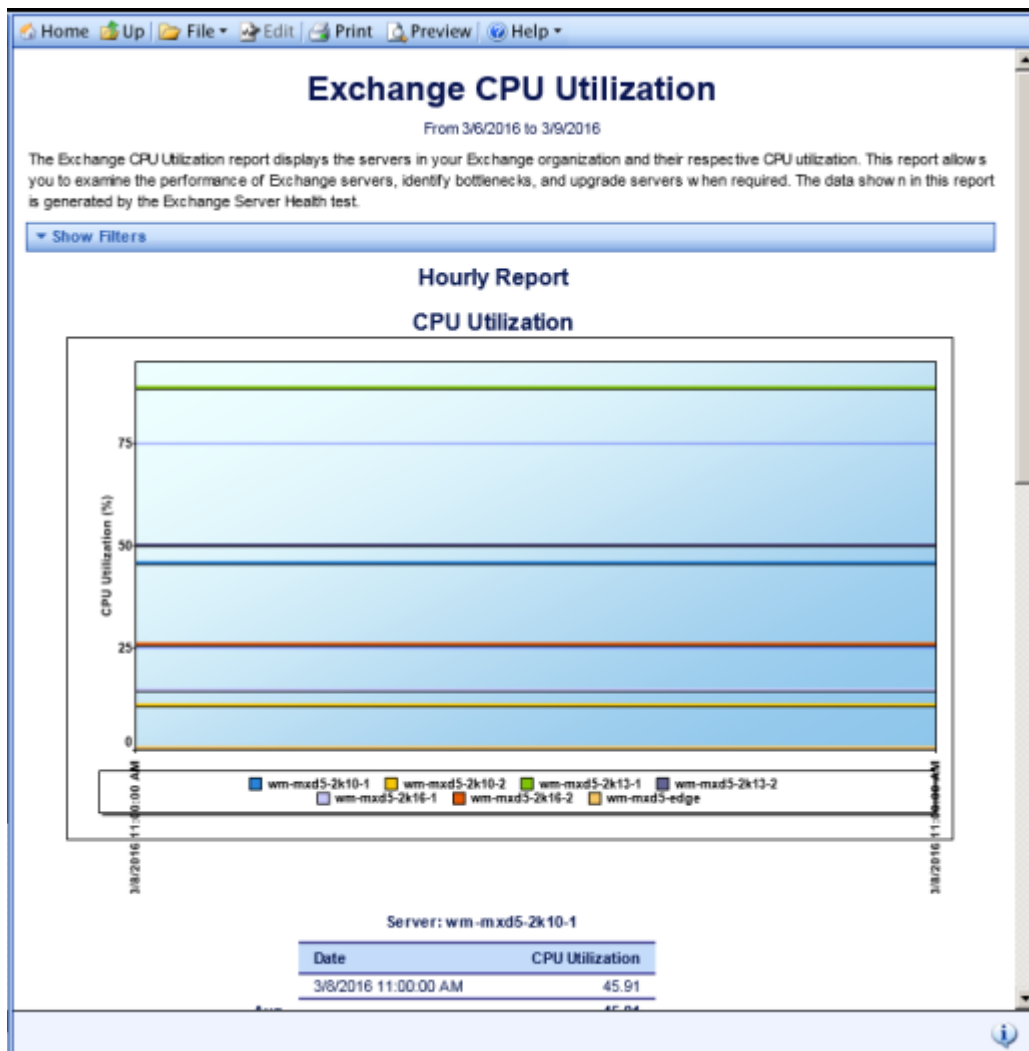
About UC Diagnostics Reports

UC Diagnostics provides web-based reports on usage and trends over time on the performance of a server and users. Data is aggregated hourly and daily. Once you have created a health test, you can get a visual representation of your data.

To access the UC Diagnostics Reports component

- Select **Programs | Quest | UC Diagnostics | UC Diagnostics Reports**.
- OR -
- Click **View Reports** on the gathering screen of the host application.
- OR -
- Select **Web Reports** from the treeview of the Management Console.

Figure 2. Example of a web report.



Using Web Reports, you can:

- Create custom reports
- Browse reports
- Use Quick Filters to change relevant report parameters quickly and easily to better focus your report
- Export reports to other formats

Removing UC Diagnostics

To remove UC Diagnostics

- 1 Go to your Control Panel and select **Add/Remove Programs**.
- 2 Select **UC Diagnostics**, then select **Remove**.

When you uninstall UC Diagnostics, your database is not removed. This allows the product to be reinstalled and your database to be preserved. You must manually remove your database.

Step-by-step walkthroughs using UC Diagnostics health tests

These step-by-step walkthroughs take you through a typical scenario of using the Management Console to run the Server Health Test once and to schedule the test to run regularly with notifications. After installing UC Diagnostics and connecting to an Exchange organization, your Exchange servers are automatically discovered.

Scenario 1: Running the Server Health Test once

In this scenario, you are monitoring the overall health of your Exchange server.

To run the Server Health Test once

- 1 Create an Exchange Server Health Test on an any Exchange server.
- 2 From Test Settings tab, select **Run Once**.
- 3 Depending on the server on which you have created a health test, select that Exchange server tab, leave the current defaults.
For example, if you have created a health test on an server, select the server tab.
- 4 Click **Finish**.
- 5 From the treeview, select **Tests | Exchange Server Health**.
- 6 Click the Test Results tab to see the results of the Server Health Test.
- 7 If the test on that Exchange server has failed, click the Exchange server to see the details of the test.
You see details of the services, event logs, and performance counters for this test.
- 8 If you see a performance counter with incomplete results, select that performance counter, and click the **Details** button.
A dialog box appears giving more information on why this performance counter has incomplete results.

Scenario 2: Scheduling the Server Health Test with notifications

This step-by-step scenario allows you to schedule the Exchange Server Health Test to run every morning at 8 A.M. You will also configure the IT group to receive email notifications when a warning occurs when the warning threshold on the available space on your operating system volume has been exceeded.

To schedule the Server Health Test with notifications

- 1 Create an Exchange Server Health Test on an any Exchange server.
- 2 From Test Settings tab, select **Run every day at** and scroll to **8:00 AM**.
- 3 Click **Manage Notifications**.
- 4 Enter the SMTP Server of the IT department in the Primary SMTP Server field.
- 5 Optionally, enter a second SMTP server in the Secondary SMTP Server field.
- 6 From the Recipients section, select **Add**.
- 7 Enter the name and email address of those in the IT department who should receive these notifications.
- 8 Select the format of emails the recipient is to receive: either HTML or Plain Text.
- 9 Select **Warnings** as the type of alarms the users will receive.
- 10 Click **OK**.
- 11 From the Groups section, select **Add**.
- 12 Enter the sender's name and email address.
- 13 Select the all the recipients.
- 14 Select an external application command line to execute processes such as SNMP traps. In this scenario, select **\$SenderName\$** and **\$CounterName\$** to call the external application once per test per server per counter.
- 15 Send unlimited notifications and send an email once the alarm has cleared.
- 16 Click **OK**.
- 17 Depending on the server on which you have created a health test, select that Exchange server tab, leave the current defaults.

For example, if you have created a health test on an server, select the server tab.
- 18 Click **Finish**.
- 19 From the treeview, select **Tests | Exchange Server Health**.
- 20 Click the Test Results tab to see the results of the Server Health Test.
- 21 If you see the Exchange server has failed, it may be because the warning threshold on the Available Space has been exceeded. Click the Exchange server to see the details of the test.

You see details of the services, event logs, and performance counters for this test.
- 22 If you see an event log with an error, select that event log, and click the **Details** button.

A dialog box appears giving more information on why this event log has failed. In this case, Microsoft Exchange could not find a certificate for that domain.

Step-by-step walkthrough using an Exchange Diagnostic Console

If you want to further diagnose your issues with that Exchange server, you can use the Diagnostic Console. You can see the workflow of the servers working in real-time.

Scenario: Viewing the issues with an Exchange server

The IT department is still receiving warning notifications. You can view the errors on the server using the following procedure. You can see information on why the alarm is being raised and what steps you can take to resolve this issue.

To view errors on the server

- 1 From the Management Console, select the Exchange server (on which you have created a health test), and click **Launch Diagnostic Console**.
- 2 If you notice the AD component has an alarm, right-click the AD component, and select **What's This?**

Step-by-step walkthrough using UC Diagnostics Web Reports

Web reports provide a visual representation of the information you have discovered using UC Diagnostics.

Scenario: Examining the available physical memory for the Exchange server

To examine the available physical memory

- 1 From the Management Console, select **Web Reports**.
 - 2 Click **Exchange | Available Physical Memory**.
 - 3 Select today as your date.
 - 4 Select the Exchange server and version on which you created the health test.
 - 5 Click **Apply Filters**.
- A chart and table appear showing the total amount of physical memory available.

Step-by-step walkthrough using counter thresholds

You can modify the thresholds that you have set for specific counters once you have had a chance to evaluate the frequency of alarms and how the thresholds affect notifications.

Scenario: Editing a counter threshold if server alarms

You connect to an organization and run the Exchange Server Health Test for the first time. One of your servers is red - meaning there is an alarm. You already know that your server is running out of disk space.

You check the Exchange Server Health test and notice that the counter, % Free space (Operating system volume), is set too low. Edit the error threshold and run the test again.

To edit an error threshold

- 1 From the treeview, right-click the Exchange Server Health test and select **Edit**.
 - 2 Select the **Test Results** tab and find the % Free space (Operating system volume) counter.
 - 3 Change the error threshold and click **Finish**.
 - 4 From the treeview, right-click the Exchange Server Health test and select **Run Now**.
The server is now green.
- OR -
- 1 From the treeview, select the Exchange Server Health test, and click the **Test Results** tab.
 - 2 Select the test target, and find the % Free space (Operating system volume) counter.
 - 3 Double-click the counter, or right-click the counter and select **Edit Thresholds**.
The Edit Threshold dialog box opens.
 - 4 Change the error threshold in the current default counter thresholds, and click **OK**.
 - 5 From the treeview, right-click the Exchange Server Health test and select **Run Now**.
The server is now green.

We are more than just a name

We are on a quest to make your information technology work harder for you. That is why we build community-driven software solutions that help you spend less time on IT administration and more time on business innovation. We help you modernize your data center, get you to the cloud quicker and provide the expertise, security and accessibility you need to grow your data-driven business. Combined with Quest's invitation to the global community to be a part of its innovation, and our firm commitment to ensuring customer satisfaction, we continue to deliver solutions that have a real impact on our customers today and leave a legacy we are proud of. We are challenging the status quo by transforming into a new software company. And as your partner, we work tirelessly to make sure your information technology is designed for you and by you. This is our mission, and we are in this together. Welcome to a new Quest. You are invited to Join the Innovation.

Our brand, our vision. Together.

Our logo reflects our story: innovation, community and support. An important part of this story begins with the letter Q. It is a perfect circle, representing our commitment to technological precision and strength. The space in the Q itself symbolizes our need to add the missing piece—you—to the community, to the new Quest.

Contacting Quest

For sales or other inquiries, visit www.quest.com/contact.

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.