

Quest[®] MessageStats[®] Report Pack for Exchange ActiveSync[®] 7.7.2 Release Notes

June 2021

These release notes provide information about the Quest[®] MessageStats[®] Report Pack for Exchange ActiveSync[®] release.

- [About MessageStats Report Pack for Exchange ActiveSync 7.7.2](#)
- [New features](#)
- [Known issues](#)
- [System requirements](#)
- [Product licensing](#)
- [Getting started with the Report Pack for Exchange ActiveSync 7.7.2](#)
- [Globalization](#)
- [About us](#)

About MessageStats Report Pack for Exchange ActiveSync 7.7.2

The MessageStats Report Pack for Exchange ActiveSync allows you to gather information from Exchange IIS log files and to view reports about ActiveSync servers, ActiveSync users, and ActiveSync-compatible mobile phones and other ActiveSync-compatible mobile devices.

The report pack extends existing core MessageStats gatherings to include information specific to ActiveSync servers. The report pack also extends the MessageStats Server Uptime gathering to include ActiveSync server statistics for the ActiveSync Server Uptime report. The core MessageStats database is extended to include ActiveSync information. The installer installs the Report Pack Task Processor and the new ActiveSync reports.

New features

This release includes a priority fix:

- **Fix for failing Exchange gatherings after customer installed Microsoft security patch KB5001779 on Exchange servers.** After customers installed the Microsoft security update KB5001779 (released April 2021) on their Exchange servers, all PowerShell-related gathering tasks on the Exchange servers failed with the error “The syntax is not supported by this runspace. This can occur if the runspace is in no-language mode.” (255528)

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. Installation known issues

Known issue	Issue ID
MessageStats 7.7.2 supports an in-place upgrade from 7.4 or 7.4.1. If you have an earlier version (6.5.1 to 7.3) of MessageStats, you must first upgrade to 7.4.1 and then upgrade 7.4.1 to 7.7.2. When you upgrade the MessageStats Exchange ActiveSync report pack from version 7.3 to 7.4.1, during the installation process when the installer is removing 7.3, a task dialog appears that says that the installer is “Waiting for the Global Schema Cache” The process will retry until it fails. The installer is looking for the gsc.xml in the old location but it now resides in Quest\MessageStats. Solution You can ignore this message. Click OK and continue with the installation. The report pack will be upgraded without any issues.	NA

Table 2. Reports known issues

Known issue	Issue ID
The Exchange ActiveSync Device Inventory report can contain the wrong OS version number for some Apple devices. This can occur when a user updates the OS on the device to a newer version and ActiveSync fails to update the Device User Agent that is stored in the user’s mailbox. Workaround Delete the device partnership information stored in the user’s mailbox. The next time that the device is synchronized, new device partnership information is written to the mailbox. The new information contains the correct Device User Agent value. To delete device information from one or more mailboxes, use the Remove-ActiveSyncDevice PowerShell cmdlet. NOTE: If you delete the device partnership information that is stored in a user’s mailbox, the First Sync Time value is reset for the device.	NA
Attachments that are downloaded by mobile mail apps that do not follow the Microsoft ActiveSync protocol to fetch an attachment (using the Sync command instead of the GetAttachment or ItemOperation commands) may not be counted in the Exchange ActiveSync User Email Attachments report.	771457

Table 3. Gathering known issues

Known issue	Issue ID
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 7.7.2.	393434
If you upgrade from MessageStats 7.3 to 7.4.1, your existing Exchange ActiveSync gathering tasks 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.	
Though the Run Now with Override menu option works with the Exchange ActiveSync Devices gathering task, it does not work with the IIS Log Files gathering task.	92998
When you are gathering from an Exchange 2010 server, you must run the Exchange ActiveSync Devices gathering task on a MessageStats task execution server that is in the same Active Directory forest as the Exchange mailbox server from which it is gathering.	39817

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 hardware and 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
Hard disk space	100 MB of free disk space for installing the application in addition to the space required for the core MessageStats product.
Task Execution Server	For Exchange 2010 and later, you must install PowerShell 2.0.
Exchange environment	ActiveSync-compatible mobile devices and at least one server running Exchange with the ActiveSync role: <ul style="list-style-type: none"> • Exchange Server 2010 • Exchange Server 2013 • Exchange Server 2016 • Exchange Server 2019 <p>Exchange Tools</p> <p>You must install the IIS Management Scripts and Tools on the Exchange server. These IIS tools are required to allow the report pack to gather the IIS 7 and later log files.</p>
Additional software	MessageStats 7.7.2

For a list of rights and permissions necessary for report pack operation, see the *MessageStats Report Pack for Exchange ActiveSync User Guide*.

Product licensing

This report pack does not require licensing.

Getting started with the Report Pack for Exchange ActiveSync 7.7.2

The release package contains the following products:

- MessageStats Report Pack for Exchange ActiveSync
- Product documentation, including:
 - *MessageStats Report Pack for Exchange ActiveSync User Guide*
 - Online Help

Installation Instructions

Refer to *MessageStats Report Pack for Exchange ActiveSync 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

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