Quest® MessageStats® for Exchange ActiveSync® 7.7.2

User Guide

MessageStats Report Pack for Exchange ActiveSync User Guide
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About the Report Pack for Exchange ActiveSync

The MessageStats Report Pack for Exchange ActiveSync allows you to gather data from Exchange ActiveSync servers and view reports about your mobile infrastructure, users, and mobile devices.

When you install the report pack, the installer adds new ActiveSync-specific gathering tasks and also extends one of the core MessageStats gatherings to include information for Exchange ActiveSync servers. Specifically the report pack extends the Server Uptime gathering to store server uptime statistics for the ActiveSync Server Uptime report.

The core MessageStats database is extended to include ActiveSync and mobile device information that has been gathered. The installer also installs the Report Pack Task Processor and the new ActiveSync reports.

Report Pack Components

The MessageStats Report Pack for Exchange ActiveSync is comprised of the following components:

- MMC Console components: Extends the MessageStats MMC console to include the Report Pack for Exchange ActiveSync node. You must install this component on the server on which the MessageStats MMC client is installed.

- Task Processors: Includes the IIS Logs Files gathering task which is shared between the MessageStats Exchange ActiveSync report pack and the OWA report pack. Task processors also include the ActiveSync Devices gathering task. Task processors gather data from the IIS log files on an Exchange ActiveSync server and store the statistical information in the MessageStats database. Install the task processors on the Task Execution Server that hosts the MessageStats task processors.

- Database: Extends the MessageStats database to store ActiveSync and mobile device information. Install the database component on the computer which hosts the MessageStats database.

- Reports: Provide detailed information about ActiveSync servers, users, and devices. Install the reports component on the IIS Server on which the MessageStats Reports are installed.

Complete Installations

In a typical environment, all of the MessageStats components (or features) are installed on the same physical server using a complete installation. This type of installation is recommended for small enterprises.

Custom Installations

In some large enterprises, the SQL database and web servers might be managed by a central resource. To install MessageStats in these environments, you can distribute the components onto appropriate machines using the custom installation option.

To install the Report Pack for Exchange ActiveSync onto an existing distributed MessageStats environment, select Custom as the type of installation and install according to the following table.

Table 1. Where report pack components must be installed in a distributed installation.

Core MessageStats components	Report Pack for Exchange ActiveSync components	Purpose
MMC Client Console	Report Pack MMC Client Console	Adds the Exchange ActiveSync console components to the existing MessageStats MMC client console.
Scheduler Service	N/A	N/A
Task Processors	Exchange ActiveSync Task Processors	Adds the Exchange ActiveSync task processors to the existing MessageStats Task Execution Server.
Database	Exchange ActiveSync Database	Extends the existing MessageStats database schema in order to store ActiveSync and Exchange ActiveSync statistics.
Reports	Exchange ActiveSync Reports	Adds the Exchange ActiveSync node and reports to the existing MessageStats Reports web site.

Installing the Report Pack

- Steps for Installation and Configuration
- System Requirements
- Software Requirements
- Rights and Permissions
- Configuring IIS Logging on the Exchange ActiveSync Server
- Installing the Report Pack for Exchange ActiveSync

Steps for Installation and Configuration

Before you can create gathering tasks and view reports containing ActiveSync data, you must configure your Exchange ActiveSync servers, and install and configure the report pack. As part of the installation and configuration process, you perform the following steps in the following order:

1   Ensure that MessageStats 7.7.2 is installed.

2   Ensure you meet the System Requirements.

3   Configure IIS Logging on the Exchange ActiveSync server. (See Configuring IIS Logging on the Exchange ActiveSync Server on page 9.)

4   Install the MessageStats Report Pack for Exchange ActiveSync. (See Installing the Report Pack for Exchange ActiveSync on page 10.)

5   Set up Exchange ActiveSync privacy settings in the MessageStats console. (See Configuring Exchange ActiveSync Privacy Settings on page 11).

6   Ensure that prerequisite core MessageStats gathering tasks have run successfully. (See About the Report Pack Gathering Tasks on page 13).

System Requirements

Before you install the report pack, you must have installed the MessageStats core product. For information about the MessageStats hardware requirements, see the *MessageStats Quick Start Guide*:

- Software Requirements
- Rights and Permissions

Software 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 software requirements for the report pack.

Table 2. Software minimum requirements.

Component	Minimum Requirement
Task Execution Server (where the report pack task processors are installed)	To gather from Exchange 2010 or later, you must install Microsoft PowerShell 2.0. **NOTE:** You can download the Windows Management Framework (which includes PowerShell 2.0) from Microsoft at http://support.microsoft.com/kb/968929.
Additional Software	• MessageStats 7.7.2 • Microsoft .NET Framework 4.7.2
Exchange Environment	At least one server running Exchange server (Exchange 2010, 2013, 2016, or 2019) that has the ActiveSync role installed. You must install the IIS Management Scripts and Tools on the Exchange server. The IIS Management Scripts and Tools are required to allow the report pack to gather the IIS log files from IIS 7 and later.

Rights and Permissions

This section lists the rights and permissions required to install the report pack, gather appropriate information, and compile reports.

Installation Rights

The following rights are required to install the report pack:

• Local Administrator rights

Operational Rights

The following rights are required to configure the report pack:

• MessageStats Admin rights on the server that houses the MessageStats database

• Local Administrator rights on the task execution server

• Local Administrators rights on all ActiveSync servers

• Be a member of View-Only Organization Management and Public Folder Management groups

Configuring IIS Logging on the Exchange ActiveSync Server

Before you can use the report pack, you must configure IIS logging on the Exchange server that has the ActiveSync role installed.

The report pack supports one IIS log per site and requires the following log file format:

- W3C Extended Log File Format

You must configure the extended properties. The default configuration of IIS logging for the W3C Extended Log File Format is insufficient for the report pack to gather the information required for reports.

Since the report pack collects data from both the front-end web site (Default Web Site) and the back-end web site (Exchange BackEnd), you must set the logging configuration for the entire server. Use IIS Manager to configure the W3C Extended Log File Format on the Exchange ActiveSync server from which you want to gather data.

To configure IIS logging on Exchange server

1   Click **Start** and select **Administrative Tools | Internet Information Services (IIS) Manager**.

    - OR -

    In the Server Manager, select the **Web Server (IIS)** and open the **Internet Information Services (IIS) Manager**.

2   On the left, open the dropdown menu under the Start Page option.

3   In the tree view, select the Exchange web server from which you are collecting data.

4   Double-click **Logging**.

5   Under the One log file per: heading, ensure that **Site** is selected.

6   Set the Format to **W3C** and click **Select Fields**.

7   In the W3C Logging Fields dialog box, select the following options:

    - Date (date)
    - Time (time)
    - URI Stem (cs-uri-stem)
    - URI Query (cs-uri-query)
    - Protocol Status (sc-status)
    - Bytes Sent (sc-bytes)
    - Bytes Received (cs-bytes)
    - Time Taken (time-taken)

8   Click **OK**.

For IIS 7, the report pack supports all the IIS log schedule options with the exception of the "Unlimited file size" option.

Installing the Report Pack for Exchange ActiveSync

Once the prerequisites are met, and you have configured the Exchange ActiveSync server for IIS logging, you can install the MessageStats Report Pack for Exchange ActiveSync

To install the report pack

1   Log on to your system using MessageStats service account.

2   Double-click the **autorun.exe** file and select the **Install** tab.

3   Select the **Exchange ActiveSync** link.

4   Read the license agreement and select the **I accept the terms in the license agreement** check box and click **Next.**

5   Select the features that you want to install and click **Next**.

6   Verify the folder in which the report pack is to be installed and click **Next**.

7   Verify the SQL instance (MessageStats database) on which you are installing the report pack database components and click **Next**.

8   Click **Next** to begin the installation.

9   When the installation is complete, click **Finish**.

Configuring the Report Pack

- Assigning the ActiveSync Server Role
- Configuring Exchange ActiveSync Privacy Settings
- Specifying an Alternate Location for IIS Log Files

Assigning the ActiveSync Server Role

You assign the ActiveSync server role to identify the ActiveSync servers for the server reports, such as the Exchange ActiveSync Server Uptime report or the Exchange ActiveSync Server Activity report.

To assign the ActiveSync server role

1   In the MessageStats console treeview, expand the **Exchange Organizations** node and select an organization.

2   Expand the **Servers** node and right-click an Exchange ActiveSync server in the treeview

3   Select **Properties**.

4   Select the **Server Roles** tab and click **Add**.

5   Select **ActiveSync** from the list and click **OK**.

To remove the ActiveSync Server Role

1   From the MessageStats console, right-click an Exchange ActiveSync server in the treeview and select **Properties**.

2   Select the **Server Roles** tab.

3   Select **ActiveSync** from the list and click **Remove**.

4   Click **OK**.

Configuring Exchange ActiveSync Privacy Settings

Before you create gathering tasks to collect information from ActiveSync servers, you must configure the Exchange ActiveSync privacy settings.

The Exchange ActiveSync Privacy property tab is used to determine whether MessageStats will include the user private phone numbers when gathering information for the mobile user devices.

The user private phone numbers can be displayed in the Devices reports. By default, the user private phone numbers are not gathered.

To include user phone numbers in reports

1 From the MessageStats console treeview, right-click an Exchange organization, select **Properties**.

2 Select the **Exchange ActiveSync Privacy** tab.

3 To gather phone numbers for all users, click **Private information will be gathered for all users** and click **OK**.

4 To exclude specific users from the gathering, click **Private information will be gathered for all except the following users** and select the users**.**

   - OR -

   Enter a name and click ✔.

   The list is generated from the users in Active Directory. If you manually enter a name, ensure the spelling matches exactly to the user name as listed in Active Directory.

5 Click **OK**.

Specifying an Alternate Location for IIS Log Files

In some situations, you may have custom-configured the location of the IIS log files on your Exchange IIS servers. You can use the IIS Log Folders property tab to indicate any alternate locations for the IIS log files.

To configure additional locations for the IIS log files

1 Expand the **Exchange Organizations** node, expand the Exchange organization you want, and select **Servers**.

2 Right-click the Exchange server that hosts ActiveSync and select **Properties**.

3 Select the **IIS Log Folders** tab.

4 Click **Add** to add an IIS Log Folder.

5 Select an IIS Server Instance and enter or browse to the path where the log files are located.

6 Click **Apply**, then click **OK**.

To edit an IIS log file location

1 Select an existing IIS log file path and click **Edit**.

2 Enter or browse to the new path where the IIS log files for the server are located.

3 Click **OK**.

Creating Exchange ActiveSync Gathering Tasks

- About the Report Pack Gathering Tasks
- Creating a Exchange ActiveSync Default Gathering Task
- Prerequisites
- Recommendations for Creating Gatherings
- What Information is Gathered?
- If the Exchange IIS Log Files Are Not Scheduled Daily
- If the MessageStats Report Pack for OWA is also Installed

About the Report Pack Gathering Tasks

The tasks that gather the ActiveSync server and mobile device data have dependencies on data that is gathered by the core MessageStats gatherings. To correctly populate the Exchange ActiveSync reports, these MessageStats core gathering tasks must be run in the following order:

1 Exchange Mailbox

2 Mailbox Account Properties

3 Exchange Tracking Logs

The core Default Gathering task is a composite task runs the Mailbox Account Properties, Exchange Mailbox, and Exchange Tracking Log gathering tasks in the correct order.

There are also two report pack gathering tasks that must be run in the following order:

4 Exchange ActiveSync Devices

5 IIS Log Files/ Exchange ActiveSync

The Exchange ActiveSync Devices and the IIS Log File gathering tasks are part of a composite task called the Exchange ActiveSync Default gathering task. Though you can create the Exchange ActiveSync Devices and the IIS Log Files gathering tasks separately, normally you would create and schedule an Exchange ActiveSync Default gathering task to run on a daily basis.

Report Pack Gathering Task Dependencies

The following table lists the gathering tasks that are specific to the report pack and identifies any gathering dependencies:

Table 3. Exchange ActiveSync gathering task dependencies.

Gathering Task Name	Part of Exchange ActiveSync Default?	Description	Dependent on
Exchange ActiveSync Default	N/A	A composite task that includes the following gathering tasks: Exchange ActiveSync Devices IIS Log Files	The dependencies for the individual tasks that comprise the Default Gathering task are described later in this table.
Exchange ActiveSync Devices	Yes	Enumerates the ActiveSync-compatible mobile phones and other mobile devices that are associated with the mailboxes stored on all the Exchange mailbox servers. Device inventory properties such as the operating system or model name are available only for Exchange ActiveSync 6 devices or other mobile devices, such as iPhones, that have an Exchange mailbox.	Successful completion of the Exchange Mailbox gathering task.
IIS Log Files/ Exchange ActiveSync	Yes	Collects IIS log files from the Client Access Servers (CAS) for Exchange 2010. For Exchange 2013, IIS log files must be collected from all Exchange servers with the CAS or Mailbox role. For Exchange 2016 and 2019, IIS log files must be collection from Exchange servers with the Mailbox role.	Successful completion of the Exchange ActiveSync Devices and the Mailbox Account Properties gathering tasks.

Creating a Exchange ActiveSync Default Gathering Task

You can create a Exchange ActiveSync Default gathering task at the Exchange organization level or at the server level. The Exchange ActiveSync Default gathering task consists the following gatherings:

- The Exchange ActiveSync Devices gathering which enumerates the mobile phones such as iphones, and other mobile devices.

- The IIS Log File/ Exchange ActiveSync gathering task which populate the database with the ActiveSync activity data.

Prerequisites

If you have not already done so, assign the ActiveSync server role to the appropriate ActiveSync servers. For more information, see Assigning the ActiveSync Server Role on page 11.

Ensure that the core MessageStats Default Gathering task for the Exchange organization has completed successfully.

Recommendations for Creating Gatherings

You can create all the Exchange ActiveSync gathering tasks at either the Exchange organization level or at the Exchange server level.

- To report the mobile devices, the Exchange ActiveSync Devices gathering task must be run against all the Exchange mailbox servers.

- To report ActiveSync activity for Exchange 2010, the IIS Log Files gathering task must be run against all the Exchange Client Access Servers (CAS).

- To report ActiveSync activity for Exchange 2013, the IIS Log Files gathering task must be run against all the Exchange 2013 servers that have the Client Access Server (CAS) role and the Mailbox role. The ActiveSync data is collected from IIS logs of web sites that host the ActiveSync virtual directory which can be on both the CAS and Mailbox servers.

- To report ActiveSync activity for Exchange 2016 and 2019, the IIS Log Files gathering task must be run on all Exchange 2016 or 2019 servers that have the Mailbox role installed.

For this reason, it is recommended that you run any of the Exchange ActiveSync gathering tasks at the Exchange organization level.

To accumulate historical data, schedule a daily recurring Exchange ActiveSync Default Gathering task. You can schedule the gathering task to run any time you want; however, it is recommended that you run the task at off-peak times.

For the initial gathering task, it is recommended you schedule the task to run on a weekend if you have a large number of mobile devices and users.

To create a Exchange ActiveSync Default Gathering task

1 Expand the **Exchange Organizations** node and select the Exchange organization you want.

2 Right-click and select **Create Task**.

3 Enter a unique name to identify the task, select **Exchange ActiveSync Default Gathering** as the task template and click **Next**.

4 Select **Most Recent** as the date range to indicate the last number of days from which to gather the IIS log files and click **Next**.

  In some situations, you can choose the Custom option if you want to select a specific date range to indicate the time frame from which to gather log files.

5 Review or change the default task execution server and click **Next**.

6 Clear the **Use Default Configuration** check box, specify a schedule for the gathering task and click **Next**.

  MessageStats provides two types of schedules: schedules that run once (at specific times such as December 31 or Now), and schedules that repeat for a defined period (such as daily, weekly, or monthly). Typically, you would create a recurring schedule for a Exchange ActiveSync Default Gathering task.

7 Verify the logging level for the task logs and click **Next**.

8 Accept the default account that is displayed for Task Credentials, or clear the Use Default Configuration check box to enter a different account, and click **Next**.

9 Click **Finish** to save the gathering task.

To change the properties of an existing task

1 Browse the tasks in the Tasks Summary View.

2 Right-click the task you want to configure and select **Properties**.

3 Step through the wizard to change the settings.

What Information is Gathered?

The IIS Log Files gathering task collects ActiveSync server activity information such as the server and user email traffic for mobile devices associated with user mailboxes. For Exchange 2013 and later, the IIS Log Files gathering task does not collect information for the health (monitoring) mailboxes.

The Exchange ActiveSync Devices gathering task collects device property details, such as the operating system or model name, for users that have an Exchange mailbox. Not all device properties are available for all device types. If a device property is not shown, it is because the device manufacturer has not made that property available.

If the Exchange IIS Log Files Are Not Scheduled Daily

Most Exchange servers are set to use the default W3C Extended Log File Format daily schedule for IIS log files. However, if you set the IIS log schedule to be weekly, monthly, or unlimited file size, you may notice that the IIS Log Files gathering task collects more data than the date range you specified.

For example, if you select a gathering date range to be a subset of the date range you set for your IIS log file schedule, the report pack gathers ActiveSync statistics from the entire IIS log file, writes the data to the database, and reports on it.

If the MessageStats Report Pack for OWA is also Installed

The MessageStats Report Pack for Outlook Web Access (OWA) also uses the information that is gathered by the IIS Log Files gathering task. If you have scheduled the Exchange ActiveSync Default Gathering task to run regularly, you do not need to schedule the IIS Log Files gathering task to run separately for the OWA report pack.

Managing Your Database

- Managing your Database
- Configuring an Aging Task
- Maintaining your Database
- Deleting Data

Managing your Database

During the installation of the MessageStats Report Pack for Exchange ActiveSync, additional tables are added to the MessageStats database in order to store Exchange ActiveSync-specific data. MessageStats allows you to manage the storage of ActiveSync server and Exchange ActiveSync users and devices data to prevent excessively rapid growth of the MessageStats database.

In MessageStats, database management functionality is extended to include database management functions specific to Exchange ActiveSync data. Using Database Management, you can delete obsolete information and fine-tune your database.

The Database Management tool provides the following functionality:

- Database Aging. Use this to delete historical data.
- Database Maintenance. Use this to defragment your database and reindex database tables.
- Delete Data. Use this to delete object and report data.

Before you modify your database, ensure that no MessageStats consoles or task processors are currently writing information to the database. If you use Database Management while a MessageStats console is writing to the database, you risk corrupting your database.

To access the Database Management tool

- Select **Database Management** from the treeview in the MessageStats console.

Configuring an Aging Task

You can use the Data Aging function to delete the historical data from the Exchange ActiveSync tables in the MessageStats database. Use the Exchange ActiveSync Configuration option under the Data Aging node to define the aging task.

To define a data aging task

1. Select **Database Management | Data Aging | Exchange ActiveSync Configuration** nodes in the treeview.

2. Select **Delete aged data**.

3. Select the **Age Statistics (days)** check box.

4. Enter the number of days you want to retain statistical data in your database.

5   Click **Configure Job**.

6   Select the **Schedule** tab.

7   Select **Daily, Weekly,** or **Monthly** to indicate how often you want to delete the data older than your retention definitions.

Depending on the schedule type that you select, the bottom box changes to an appropriate interval selector.

8   Enter the Start Date and Start Time information.

9   Click to select the **Limit Job Execution Time** box if you want to limit the time duration for an aging job, and enter an end time.

10   Enter an appropriate recurrence interval:

- Enter the number of days between jobs for Daily schedules

- Enter the day of the week for Weekly schedules.

- Enter the day of the month for Monthly schedules.

11   Click **Deploy**.

Data Aging Job History

After you create a job, the interface changes to a three-tab format:

- The Schedule tab contains the same content as the Create Job tab contained before a job was created.

- The Properties tab describes the properties associated with the aging job, and is updated as new information becomes available.

- The History tab contains a log of past aging jobs.

Logging the Aging Process

Because the aging process is performed by a service, progress is recorded in the log journal for all database management activities.

For more information about Database Aging, refer to the *MessageStats Administrator Guide*.

Maintaining your Database

The Database Maintenance node of the navigation tree contains the functionality for defragmenting a database and reindexing the individual database tables.

These functions can reduce the time it takes MessageStats to read data from and write data to the database during gatherings and when running reports.

For more information about database maintenance and defragmenting the database, see the *MessageStats Administrator Guide*.

Defragmenting the Database

MessageStats provides functionality to defragment your database and reindex database tables. You can increase performance by decreasing the amount of time it takes the ActiveSync gatherers to write information to the database.

The defragment operation only applies to the MessageStats Report Pack for Exchange ActiveSync tables. The database and data tables are not affected

Reindexing the Database Tables

MessageStats provides functionality to defragment your database and reindex database tables. You can increase performance by decreasing the amount of time it takes the ActiveSync gatherers to write information to the database.

The reindex operation only applies to the MessageStats Report Pack for Exchange ActiveSync tables. The database and data tables are not affected

Deleting Data

This branch of the navigation tree provides the functions that delete Exchange object data and report data from your MessageStats database.

Use this functionality to do the following:

- Clear the MessageStats database
- Delete MessageStats Exchange object data
- Delete MessageStats Exchange report data
- Delete Exchange ActiveSync report pack data

Deleting Exchange ActiveSync Report Data

Exchange ActiveSync Report Data allows you to delete data from the Exchange ActiveSync report. The objects themselves are not deleted.

When deleting Exchange ActiveSync Report Data, the MessageStats core data tables are not effected.

To delete Exchange ActiveSync object data and report data from the database

1   Select **Database Management | Delete Data** node in the treeview.

2   Select the **Exchange ActiveSync Report Data** node.

3   Select the domains, servers, user groups, or mailbox stores to indicate the information that you want to delete.

4   Click **Get Range** to view the date range for the actual data.

5   Click **Delete Object**.

6   Verify that you want to delete the object information.

Using Exchange ActiveSync Reports

- About Exchange ActiveSync Reports
- Viewing the Exchange ActiveSync Reports
- Types of Exchange ActiveSync Reports
- Server Reports
- User Reports
- Device Reports

About Exchange ActiveSync Reports

The MessageStats Exchange ActiveSync reports are a collection of ActiveSync-specific reports that are accessible from the MessageStats web-based reports console.

The reports provide you with a tool to report on the usage and trends of ActiveSync servers and mobile users and devices. The report pack helps you make informed decisions about the various methods of collaboration taking place in the environment.

The following features are included in MessageStats reports:

- The Web Report Wizard that allows you to configure and generate reports, and provides report parts that you can add to and arrange on reports.
- The Graph Wizard allows you to create custom graphs from the data sources that you select.
- Predefined role-based security settings allow you to control who can view reports and create custom reports.
- A subscription service allows you to deliver reports through email, web sites, file shares, or ftp (file transfer protocol) site.
- Tooltips that display when you hover over column headings or over items in graphs can reveal detailed information.

Using the console, you can perform the following tasks:

- Group, insert, append, remove, and sort fields on reports. Quick Filters allow you to change report parameters quickly and easily to focus your report.
- Display report data in bar graphs, line graphs, and pie charts.
- Export or email entire reports in Microsoft Excel, text (as either comma-separated values or tab-separated values), XML, as a Word file, in HTML, or MHTML.
- Select portions of reports, such as columns or rows, and export the selections or send by email. You can also select a graph or chart to export it or send it by email.

For more information about how to use these features, refer to the *MessageStats Reports User Guide.*

Viewing the Exchange ActiveSync Reports

On gathering completion, you can view reports based on the gathered information using the web-based MessageStats Reports component.

To access the reports from the MessageStats reports console

1 Click **Start | Programs | Quest | MessageStats | MessageStats Reports.**

- OR -

Enter

http://<MessageStatsReportsservername>/MessageStatsReports in your web browser.

- OR -

From the treeview in the MessageStats console, select **MessageStats Reports**.

2 Select **Report Packs | Exchange ActiveSync** from the report list in the navigation pane.

3 Select the report that you want to view.

4 Adjust the report filters and click **Apply Filter** to view the report.

Types of Exchange ActiveSync Reports

The Exchange ActiveSync reports are grouped into folders containing the following types of reports:

- Server Reports
- User Reports
- Device Reports

For Exchange 2013 and later, the health (monitoring) mailboxes are not included in the Exchange ActiveSync report data.

Server Reports

The report pack lists your Exchange ActiveSync servers and provides details about activity on the servers. The following table describes the reports found in Servers folder:

Table 4. Exchange ActiveSync Server reports.

Reports	Description	Filters
Exchange ActiveSync Server Activity	Provides an overview of the email traffic handled by each Exchange ActiveSync server. Emails are sent from and received by the ActiveSync server. **NOTE:** Only the Exchange servers that are assigned in the ActiveSync role in MessageStats will appear in this report. Use the MessageStats console to configure the roles for your servers. For more information, see Assigning the ActiveSync Server Role on page 11.	• Date • Detail Level • Display Options • Trend and Forecast Options • Date/Time Display • Organization • ActiveSync Server
Exchange ActiveSync Server Synchronization Times	Indicates the average amount of time taken to perform a synchronization operation. All ActiveSync protocol commands are included in the calculation except for the PING command. Averages are listed for each combination of Exchange ActiveSync servers and Exchange Mailbox servers. **NOTE:** Only the Exchange servers that are assigned in the ActiveSync role in MessageStats will appear in this report. Use the MessageStats console to configure the roles for your servers. For more information, see Assigning the ActiveSync Server Role on page 11.	• Date • Detail Level • Organization • ActiveSync Server • Mailbox Server/DAG • Date/Time Display
Exchange ActiveSync Server Uptime	Indicates how long the ActiveSync servers have been up and running. The Server Uptime Performance Counter gathering task gathers data for this report. **NOTE:** Only the Exchange servers that are assigned in the ActiveSync role in MessageStats will appear in this report. Use the MessageStats console to configure the roles for your servers. For more information, see Assigning the ActiveSync Server Role on page 11.	• Date • Date/Time Display • Organization • ActiveSync Server
Exchange ActiveSync Server Inventory	Lists the Exchange ActiveSync servers and their basic properties. **NOTE:** Only the Exchange servers that are assigned in the ActiveSync role in MessageStats will appear in this report. Use the MessageStats console to configure the roles for your servers. For more information, see Assigning the ActiveSync Server Role on page 11.	• Organization • ActiveSync Server

User Reports

The reports in the Users folder provide information about your users and how much they use Exchange ActiveSync mobile devices:

Table 5. Exchange ActiveSync User reports.

Reports	Description	Filters
Exchange ActiveSync Users Email Summary	Provides statistics for emails sent and received per user per day. This report includes data from the Exchange Tracking Logs task, which is used to compare the email activity on the mobile device with the total email activity on all clients. Emails are sent from and received by the user's mobile phone or other mobile device. **NOTE:** The Select Top filter in this report applies only to the charts. This allows you to control the number of users that are represented in the chart data. The maximum number of users in these charts is 50. **Prerequisite:** The Exchange Tracking Log gathering task must complete successfully to populate some information in this report.	• Date • Select Top • Detail Level • Display Options • Trend and Forecast Options • User • Organization • Mailbox Server/DAG
Exchange ActiveSync User Email Attachments	Provides statistics about the number of email attachments downloaded to mobile devices per user per day. **NOTE:** The Select Top filter in this report applies only to the charts. This allows you to control the number of users that are represented in the chart data. The maximum number of users in these charts is 50.	• Date • Select Top • Detail Level • Display Options • Trend and Forecast Options • User • Organization • Mailbox Server/DAG
Exchange ActiveSync Departmental Email Summary	Provides statistics about the messages that were sent and received by mobile devices belonging to users in a specific department. You can determine which departments have the most ActiveSync email activity. **Prerequisite:** The MessageStats Exchange Mailboxes gathering must have completed successfully.	• Date • Select Top • Detail Level • Display Options • Trend and Forecast Options • Department • Organization
Top Exchange ActiveSync Senders and Receivers by Emails	Provides sorted lists of the users who send or receive the most emails with their mobile devices.	• Date • Select Top • Display Options • Message Direction • User • Organization • Mailbox Server/DAG
Top Exchange ActiveSync Senders and Receivers by Volume	Provide sorted lists of users that send or receive the most email volume with their mobile devices.	• Date • Select Top • Display Options • Message Direction • User • Organization • Mailbox Server/DAG

Inserting Additional Columns

In addition to the default columns in the User reports, you can insert additional columns containing user information such as address, city, and country. You can also insert information such as department, organizational unit, last logon date, and mailbox DN.

To add additional columns to a report

1   Right-click on a heading and select **Insert Field**.

2   Select the field that you want and click **OK**.

Device Reports

The Devices report folder contains the reports that show information about the mobile phones and other mobile devices. This report is populated by the Exchange ActiveSync Devices gathering task, which must be run against all the Exchange mailbox servers.

Device properties, such as the operating system or model name, are available only for users that have an Exchange mailbox. Not all device properties are available for all device types. If a device property is not shown in the report, the device manufacturer has not made the property available.

By default, the report pack does not gather device phone numbers. You can enable the gathering of the device phone numbers using the Exchange ActiveSync Privacy property tab. In the MessageStats console, select an Exchange organization, right-click and select Properties. For details, see Configuring Exchange ActiveSync Privacy Settings on page 11.

Table 6. Exchange ActiveSync Device reports.

Reports	Description	Filters
Exchange ActiveSync Device History	Provides the history of mobile devices used within the organization. Each mobile device is listed along with information to identify its user. If a mobile device has been used by multiple users, it is listed multiple times—once for each of its users. **NOTE:** By default, the Report Pack for Exchange ActiveSync does not gather device phone numbers. To enable the gathering of device phone numbers, use the Exchange ActiveSync Privacy property tab.	• User • Organization • Mailbox Server/DAG
Exchange ActiveSync Device Inventory	Lists the mobile devices that have been used within the organization. Each mobile device is listed along with information to identify its user. If a mobile device has been used by multiple users, it is only listed once along with its most recent user. **NOTE:** By default, the Report Pack for Exchange ActiveSync does not gather device phone numbers. To enable the gathering of device phone numbers, use the Exchange ActiveSync Privacy property tab.	• User • Organization • Mailbox Server/DAG
Total Growth of Active Mobile Devices	Shows the change in the number of active mobile devices used across all organizations.	• Date • Display Options
Growth of Active Mobile Devices by Organization	Shows the change in the number of active mobile devices used within each Exchange organization.	• Date • Display Options • Organization

Table 6. Exchange ActiveSync Device reports.

Reports	Description	Filters
Growth of Active Mobile Devices by Mailbox Server	Shows the change in the number of active mobile devices used on each Mailbox server.	• Date • Display Options • Mailbox Server/DAG
Exchange ActiveSync Devices Added or Removed	Provides lists of devices that have been added or removed from the user mailboxes. **NOTE:** By default, the Report Pack for Exchange ActiveSync does not gather device phone numbers. To enable the gathering of device phone numbers, use the Exchange ActiveSync Privacy property tab.	• Date • Added or Removed • User • Organization • Mailbox Server/DAG
Active Exchange ActiveSync Devices	Provides a list of devices that were synchronized within the specified number of days. **NOTE:** By default, the Report Pack for Exchange ActiveSync does not gather device phone numbers. To enable the gathering of device phone numbers, use the Exchange ActiveSync Privacy property tab.	• Active within this number of days (Required) • User • Organization • Mailbox Server/DAG • Device Access Status
Inactive Exchange ActiveSync Devices	Provides a list of devices that were not synchronized within the specified number of days. **NOTE:** By default, the Report Pack for Exchange ActiveSync does not gather device phone numbers. To enable the gathering of device phone numbers, use the Exchange ActiveSync Privacy property tab.	• Inactive for this number of days (Required) • User • Organization • Mailbox Server/DAG • Device Access Status

Inserting Additional Columns

In addition to the default columns in the Device reports, you can insert additional columns containing user information such as address, city, and country. You can also insert information such as department, organizational unit, last logon date, and mailbox DN.

To add additional columns to a report

1 Right-click on a heading and select **Insert Field**.

2 Select the field that you want and click **OK**.

Report Filter Definitions

A

Active within this number of days (Required)

Restricts the report content to the specified number of days in which the devices have been active.

ActiveSync Server

Restricts the report content to the specified ActiveSync server.

Added or Removed

Restricts the reports content to the devices that have been added or removed.

D

Date

Restricts the report content to the specified date range.

Date/Time Display

Determines whether you want date and time data to appear in UTC or local server time.

Department

Restricts the report content to include only information for users in the specified departments.

Detail Level

Restricts the report content to the specified detail:
Summary indicates that you want to include only aggregated data.
Daily indicates that you want detailed records grouped by day.
Hourly indicated that you want detailed grouped by the hour.

Device Access Status

Restricts the report contents to include only the selected device access status

Display Options

Display Options define the components you want to include on the report:
Data and Graph presents a graph at the top of the report
followed by a corresponding data table.
Data Only presents data table and suppresses the graph
view.
Graph Only presents a graph and suppresses the corresponding data table.

I

Inactive for this number of days (Required)

Allows you to restrict the report to show only devices that have not been active for the specified number of days.

M

Mailbox Server

Restricts the report content to the specified mailbox server.

Mailbox Server/DAG

Restricts the report content to the specified Exchange mailbox server or, for Exchange 2010 and later, the Database Availability Group (DAG) associated with the Exchange object.

Message Direction

Restricts the report content to either senders or receivers of the message.

O

Organization

Restricts the report content to the specified organization.

S

Select Top

Restricts the report content to the specified number of records.
Note: When you select a number greater than 50, be aware that MessageStats Reports displays a maximum of 50 records in a graph, but displays unlimited records in a table.

T

Trend and Forecast Options

Indicates your graph display preference for the report.

Display Neither suppresses both trend lines and forecasts.

Trend Only includes trend lines, but not forecasts.

Trend and Forecast includes both trend lines and forecasts.

U

User

Restricts the report content to the specified user account.

8

Appendix A: Types of Installations

- Complete Installations
- Custom Installations

Complete Installations

In a typical environment, all of the MessageStats components (or features) are installed on the same physical server using a complete installation. This type of installation is recommended for small enterprises.

Custom Installations

In some large enterprises, the SQL database and web servers might be managed by a central resource. To install MessageStats in these environments, you can distribute the components onto appropriate machines using the custom installation option.

To install the Report Pack for Exchange ActiveSync onto an existing distributed MessageStats environment, select Custom as the type of installation and install according to the following table.

Table 7. Where report pack components must be installed in a distributed installation.

Core MessageStats components	Report Pack for Exchange ActiveSync components	Purpose
MMC Client Console	Report Pack MMC Client Console	Adds the Exchange ActiveSync console components to the existing MessageStats MMC client console.
Scheduler Service	N/A	N/A
Task Processors	Exchange ActiveSync Task Processors	Adds the Exchange ActiveSync task processors to the existing MessageStats Task Execution Server.
Database	Exchange ActiveSync Database	Extends the existing MessageStats database schema in order to store ActiveSync and Exchange ActiveSync statistics.
Reports	Exchange ActiveSync Reports	Adds the Exchange ActiveSync node and reports to the existing MessageStats Reports web site.

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.

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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.

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