

# Quest® MessageStats® Report Pack for Outlook® Web Access (OWA) 7.8 Release Notes

**August 2021**

These release notes provide information for both the Quest® MessageStats® Report Pack for Outlook® Web Access (OWA) release.

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## About MessageStats Report Pack for Outlook Web Access 7.8

Microsoft Outlook Web Access (OWA) is a webmail service for Microsoft Exchange Server that provides remote access to emails that are stored in an Exchange server and accessed through a web browser. In Exchange 2010 and later, the service is called Outlook Web App (OWA).

The MessageStats Report Pack for OWA provides OWA-specific reports that are integrated into the core MessageStats reports interface. The report pack allows you to gather information about OWA logon information in large-scale Exchange organizations. The core MessageStats database is extended to include OWA information that has been gathered. The installer also installs the Report Pack Task Processor and the OWA reports.

MessageStats Report Pack for OWA 7.8 is a minor release.

## New features

The following new features are available in this release:

- As of version 7.7, MessageStats and the OWA report pack support Exchange 2019.
- As of version 7.5, support for Exchange 2007 is not supported.

# 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. General known issues**

Known issue	Issue ID
For some browsers, when you refresh the web page, the report pack will count the refresh as one logon.	772754

**Table 2. Gathering known issues**

Known issue	Issue ID
Exchange Outlook Web Access (OWA) can be configured to use either forms-based authentication or Integrated Windows authentication. Unfortunately, MessageStats cannot reliably detect Exchange 2013 OWA logons that use Integrated Windows authentication from a web browser that supports HTML5 application caching. Such web browsers include Chrome and Internet Explorer version 10 or later.	NA
When you log onto a mailbox for the first time, OWA will redirect you to a property page in which you are asked to confirm settings such as time zone and language. The redirect can cause the first OWA logon to be ignored by the report pack. Subsequent logons are identified correctly by the report pack.	132032
The OWA report pack does not support the OWA "Mini" feature, a lean version of OWA designed for low-resolution mobile browsing, that is new with Exchange 2010 SP2.	166267
If you uninstall the Report Pack for OWA on a MessageStats system that also has the Report Pack for Exchange ActiveSync installed, the IIS Log Files gathering will fail until it is manually refreshed. To manually refresh the gathering, do the following steps: <ol style="list-style-type: none"><li>1 Right-click the task and select Properties.</li><li>2 Click Next until you are at the last page of the wizard.</li><li>3 Click Finish to resave the task properties.</li></ol>	NA

**Table 3. Reports known issues**

Known issue	Issue ID
OWA Reports only display the unsuccessful OWA logons that are detected by the CAS server. If you use a component in your environment that performs authentication before logons reach the CAS server (e.g. ISA servers or the Forefront Threat Management Gateway), unsuccessful logons are not reported.	NA

## 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**

<b>Requirement</b>	<b>Details</b>
Hard disk space	100 MB of free disk space to install the application in addition to the space required for the MessageStats core product.
Task Execution Server	Microsoft PowerShell 2.0.
Additional software	MessageStats 7.8

For a list of rights and permissions necessary for report pack operation, refer to the *MessageStats Report Pack for OWA User Guide*.

## Product licensing

This product does not require licensing.

# Getting started with MessageStats Report Pack for OWA 7.8

The release package contains the following products:

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

## Installation Instructions

Refer to *MessageStats Report Pack for OWA 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](http://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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