Quest® Collaboration Services 3.10.1

Release Notes

September 2023

These release notes provide information about the Quest® Collaboration Services release.

Topics:

About this release

Quest Collaboration Services allows companies to establish secure collaboration between users in different forests; being used on a continuous basis, it allows you to reduce the costs and complexities associated with managing a decentralized, multi-forest network. Quest Collaboration Services provides a consolidated view of all collaboration processes and gives easy access to object management functionality. It assists corporate IT administrators in synchronizing data between separated forests, while taking into account organizational and business demands.

Quest Collaboration Services can be deployed in a single company (for example, between divisions and subsidiaries) as well as between separate companies (such as partners, consultants, and vendors). Quest Collaboration Services allows for granular and selective data synchronization, including global address list (GAL), free/busy information and calendar details information.

Collaboration Services 3.10.1 is a minor hotfix release, with new enhancements and functionality. See Enhancements.

Enhancements

The following is a list of enhancements included in this release.

Table 1. Enhancements

Enhancement	Issue ID
QCS is enhanced to utilize msxml6 instead of msxml4	420240

Resolved issues

The following is a list of issues addressed in this release.

Table 2. General resolved issues

Resolved issue	Issue ID

Known issues

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

Table 3. General known issues

Known issue	Issue ID
Exchange Online is not supported.	180261
Modern Authentication is not supported.	178691
The QCS Namespaces list may contain duplicate namespaces after installation. You can remove duplicate values manually.	CR#52102
The user interface may appear unresponsive when retrieving large quantities of data when the Collaboration Services server CPU usage is high. This happens because the user interface has the lowest priority and always yields to all other Collaboration Services processes.	CR#52098

Table 4. Synchronization known issues

Known issue	Issue ID
ACSMAPIServ.exe service will not shut down which causes the Quest Collaboration Services Synchronization Service to become unresponsive.	TFS#291199
When free/busy information is published to public folders, the current month is determined in GMT. This behavior is only applicable to Calendar synchronization.	CR#52296
Collection statistics may show incorrect information. This does not mean there are any errors in the synchronization. Please refer to Collaboration Services events for tracking synchronization issues.	CR#52099
Indexing service, antivirus on-access scanners, and any other software that interacts directly with the file system may lock Collaboration Services databases and cause synchronization failures. You must exclude the Storage subfolder in the Collaboration Services installation folder from the scope of such tools.	CR#52047

Table 5. Installation and upgrade known issues

Known issue	Issue ID
When upgrading the license to one for a different number of synchronized objects, you must perform a re-publication of all published collections.	CR#52100

System requirements

Before installing or upgrading Collaboration Services 3.10.1, ensure that your system meets the following minimum hardware and software requirements.

Hardware requirements

Table 6. Hardware requirements

Requirement	Details
Platform	Intel x86-based computer
	Pentium III or higher. Multi-processor configurations are recommended for the HQ forest server in large deployments.
	TIP: Using faster processors and multi-processor configurations generally improves synchronization performance.
Memory	A minimum of 2 GB RAM is required; 8 GB is recommended. Requirements for RAM depend on the total number of synchronized objects:
	Less than 100,000 objects – 4 GB
	100,000 to 300,000 objects – 8 GB
	More than 300,000 objects – 16 GB
Hard disk space	A minimum of 80 GB of free disk space is required. Additional disk space requirements are as follows:
	10 MB per every 1K of synchronized Active Directory objects
	20 MB per every 1K of synchronized free/busy objects or Calendar objects

Table 6. Hardware requirements

Requirement	Details
Operating system	One of the following:
	Microsoft Windows Server 2003 SP 2 or later
	Microsoft Windows Server 2003 R2
	Microsoft Windows Server 2008
	Microsoft Windows Server 2008 R2
	Microsoft Windows Server 2012
	Microsoft Windows Server 2012 R2
	Microsoft Windows Server 2016
	Microsoft Windows Server 2019
	Microsoft Windows Server 2022
Additional software	Microsoft Exchange Server MAPI Client and Collaboration Data Objects 1.2.1 build 6.5.8320 or later
	Outlook 2010 or later versions
	NOTE: Only 32-bit version of Outlook is supported. This includes Outlook 2010, 2013, 2016, 2019, and Outlook for Office 365.
	Microsoft Internet Explorer 8.0 or later
	Microsoft Windows Installer 2.0 or later
	Collaboration Services supports the following Active Directory forest functional levels: Windows Server 2003, Windows Server 2008, Windows Server 2008 R2, Windows Server 2012, Windows Server 2012 R2, Windows Server 2016, Windows Server 2019 and Windows Server 2022.

Exchange server requirements

Table 7. Exchange server requirements

Requirement	Details
Exchange server	Microsoft Exchange Server 2007 SP 1 or later
	NOTE: To use the free/busy synchronization option with Microsoft Exchange Server 2010, Service Pack 1 must be installed along with a configured public folder store. Without Service Pack 1 you will only be able to use the Active Directory and calendar synchronization options with Exchange 2010.
	Microsoft Exchange Server 2010 SP1
	Microsoft Exchange Server 2013
	Microsoft Exchange Server 2016 CU6 or later: Works with Outlook 2013 or later versions.
	Microsoft Exchange Server 2019
	NOTE: Exchange 2013, 2016 and 2019 only support Active Directory and calendar synchronization options.
	NOTE: For Exchange Server 2013 and later versions, you need to apply the RCAMaxConcurrency Unlimited Throttling Policy to the Collaboration Services Service Account.

	To do so, run the following Exchange PowerShell commands:
	`New-ThrottlingPolicy QCSSAPolicy`
	`Set-ThrottlingPolicy QCSSAPolicy -RCAMaxConcurrency Unlimited`
	`Set-Mailbox -Identity <QCS service account ID> - ThrottlingPolicy QCSSAPolicy`

	To verify that the policy is applied successfully, run the following Exchange PowerShell command: `Get-Mailbox -Identity <QCS service account ID>	Get- ThrottlingPolicyAssociation`

Required permissions

The account used as the service account should also be used to install and configure Collaboration Services. Ensure that the account has the following rights:

- Member of the Built-In Administrator group in all domains where Collaboration Services is installed
- Exchange Full Admin rights
- Member of the Local Administrators group on the computer where Collaboration Services is to be installed

ℹ **NOTE:** The full administrative rights for Exchange are different for each version. Refer to the Support site (https://support.quest.com) for the latest information on the required rights.

If your organization's security policies will not allow the above permissions to be set, you can set the minimum permissions listed below to successfully install and configure Collaboration Services.

Table 8. Required permissions

Action	Used to	Required permissions
Install and setup	Run the Collaboration Services setup and deploy the software. This also includes installing services on the computer.	**Exchange View Only Administrator** role. **Local Administrator** permissions on the computer where Collaboration Services is installed. **Full Control** permission for Collaboration Services container. **NOTE:** Be sure to log on to the server with this account before launching setup. **NOTE:** When installing the service you will be offered to use the setup account as a service account. You can use another account if required.
Run the services required by Collaboration Services application	Start the synchronization service on the Collaboration Services server.	**Local Administrator** privileges on the computer where the Collaboration Services instance is installed. **Full Control** to service mailboxes on Exchange. **Full Control** to child objects of Active Directory container where Collaboration Services stubs will be created. **NOTE:** After Collaboration Services is installed, the service account used to run the Collaboration Server services should also be given the rights for General Usage in the domains. **NOTE:** You can change it to another account if required.
Minimum access in the domains	Read and update AD data.	**Read** access to Active Directory **Replicate Directory Changes** right for all domains in the forest from which objects will be published **Manage Replication Topology** right for all domains in the forest from which objects will be published **Write**, **create**, and **delete objects** rights for the Collaboration Services container and child containers **Delete objects** right for all containers with objects that are subject to conflict resolution via deletion **Write** permission for all objects that are subject to matching **Modify group membership** right for all groups whose members can be affected by conflict resolution via deletion or matching **Modify** permissions for all stores in the Configuration container where Collaboration Services' Calendar stub objects are stored The Modify Permission right can be set through ADSI Edit. 1 Locate the store in the configuration container, right-click and select **Properties**. 2 Select the **Security** tab, and click the **Advanced** tab. 3 Select the account used for Collaboration Services, and click **Edit**. (If the account does not appear in the list click **Add**) 4 Grant the **Modify Permission** right and save your changes. **NOTE:** If objects that are subject to conflict resolution through deletion or matching can be scattered all over the forest, be sure to give this account sufficient privileges so it can update or delete objects located in different domains and containers and change the membership of different groups throughout the forest.

Upgrade and compatibility

Refer to the Collaboration Services 3.10.1 Deployment Guide for the upgrade procedure.

> **IMPORTANT:** Upgrading to Collaboration Services 3.10.1 is strongly recommended if you use Exchange 2013 or above versions.

Product licensing

To activate a new installation when you install Collaboration Services on a branch forest

1 Using the setup account, log on to the computer where you want to install Collaboration Services and run the Quest Collaboration Services Installation Wizard.

2 On the Welcome screen, click **Next**.

3 Read and accept the license agreement, and click **Next**.

4 Specify the user information, provide the license file, and then click **Next**.

5 Select which Collaboration Services features to install and either accept the default path for installation or specify a different folder, and click **Next**.

6 Specify the credentials for the service account to be used to start the Collaboration Services service. Click **Test** to check whether the specified account has a valid mailbox, and click **Next**.

7 Configure the Partner and click **Next**.

8 Configure Notifications by specifying who is to receive email messages with all the errors and warnings generated by service.

9 Enter the email address of the recipient in the Send notifications to box, and click **Next**.

10 On the Public Key page, click **Browse** to specify the HQ forest public key file location and provide the password for this file. Click **Next**.

11 Click **Next** and wait while the wizard completes the installation of Collaboration Services to the branch forest.

12 Click **Finish** to complete the wizard.

> **NOTE:** See the Collaboration Services Deployment Guide for more installation details.

To update an existing license

1 In the management console, right-click **Collaboration Services** and select **Properties**.

2 Select **General** and choose **License**.

3 Click **Browse** and select a new license file.

Installation instructions

How to install the product from this CD:

1 Ensure that your computer meets the system requirements.

2 Run the product setup and follow the steps of the wizard. For details, refer to Collaboration Services 3.10.1 Deployment Guide.

Before you start the installation, it is recommended that you close all the previously open applications.

> **i** | **NOTE:** Collaboration Services setup requires Windows Installer 2.0 to be installed. Earlier versions of Windows Installer are automatically upgraded during installation, so you may have to reboot your computer after the installation is finished.

More resources

Additional information is available from the following:

- Online product documentation (http://support.quest.com/technical-documents/collaboration-services/)

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, Central and Eastern Europe, 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 https://www.quest.com/legal/license-agreements.aspx. Source code for components marked with an asterisk (*) is available at https://opensource.quest.com.

Table 9. List of third-party contributions

Component	License or acknowledgment
Boost 1.33.1	Use of this component is governed by the Boost Software License 1.0.
Microsoft Core XML Services (MSXML) 6.0	Use of this component is governed by the MICROSOFT XML CORE SERVICES (MSXML) 6.0 license.
SQLite 2.8.15	Use of this component is governed by the SQLite 2003 license.
Zlib 1.2.3	Use of this component is governed by the Zlib 1.2.3 license. Copyright (C) 1995-2005 Jean-loup Gailly and Mark Adler