

Cannot Login to Historical Reports for IPCC Express

Document ID: 51927

Questions

Introduction

How do I authorize users to view Historical Reports in CRS?

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Related Information

Introduction

This document describes the procedure for authorizing users to view historical reports in a Cisco Customer Response Solutions (CRS) environment (version 3.1 and later).

Refer to the Cisco Technical Tips Conventions for more information on document conventions.

Q. How do I authorize users to view Historical Reports in CRS?

A. The Cisco CRS system historical databases reside on either the CRS server or the Historical Report Database server. In order to manage the CRS Historical Report databases:

- ◆ Configure the maximum number of client and scheduler connections to the historical databases.
- ◆ Configure users for historical reports.
- ◆ Purge historical data when the size of the databases approaches maximum capacity.
- ◆ Synchronize data on the CRS server databases and Historical Report database server, if the Historical Report Database server is used to store historical reporting data.
- ◆ Import historical data from data files. These data files are generated if the historical database is down and the number of new historical records exceeds the cache.

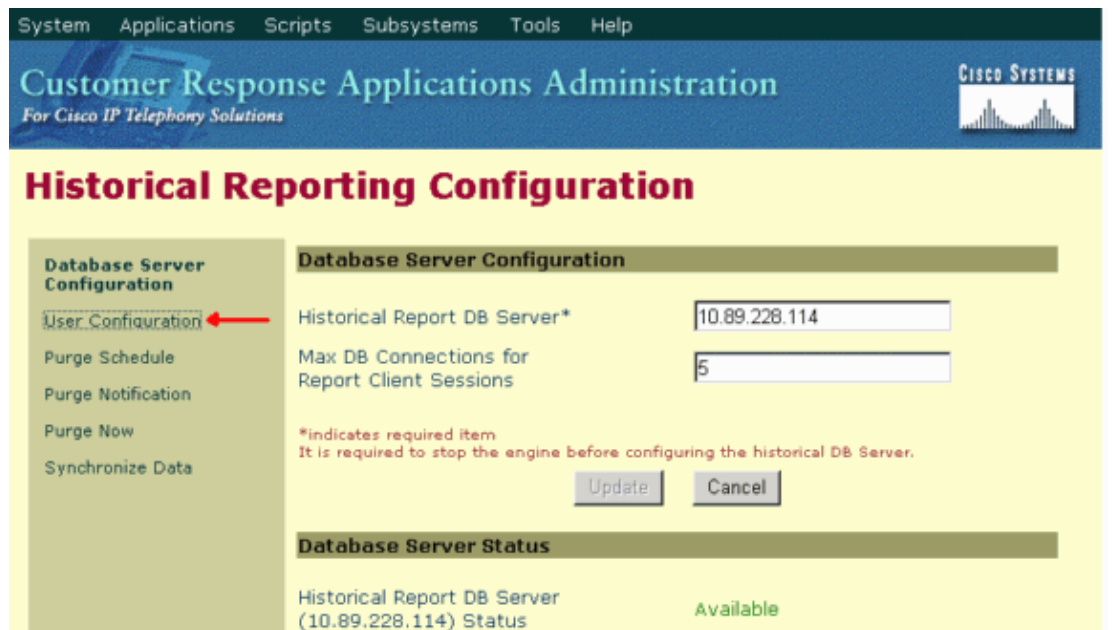
You must be logged in to the CRS Administration in order to manage the CRS historical reports database. Complete these steps in order to authorize users to view historical reports in CRS:

1. Choose **Tools > Historical Reporting** from the CRA Administration menu.



The Historical Reporting Configuration web page appears and displays the Database Server Configuration area.

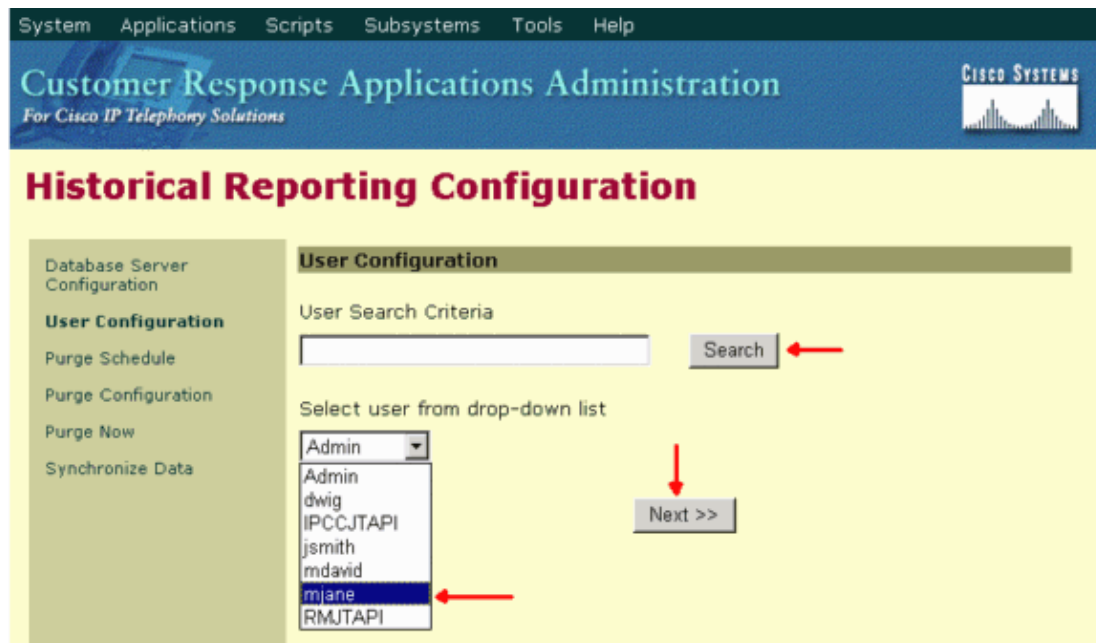
2. Click **User Configuration**, on the left.



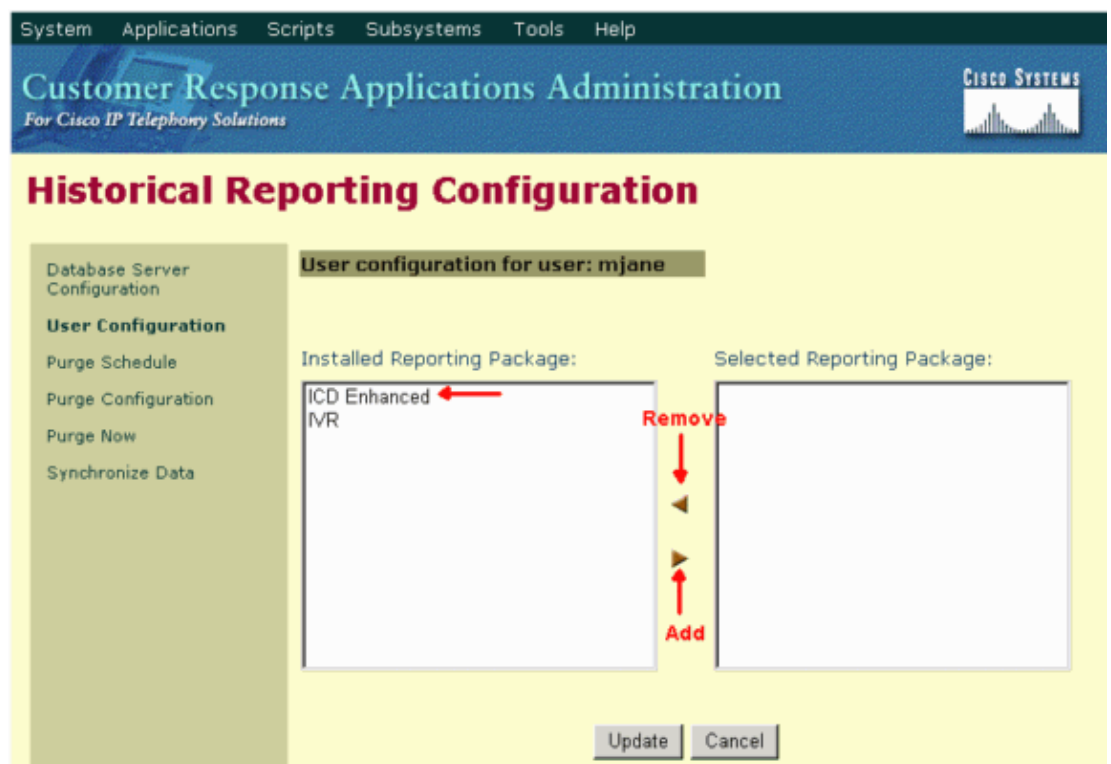
3. Click **User Configuration**, on the Historical Reporting Configuration navigation bar. The User Configuration area appears and lists a maximum of 75 Cisco CallManager users.
4. Select the user you want to configure historical reporting for by either:
 - a. Enter the search criteria (such as a user name) in the **Enter Search Criteria** text field and then choose the appropriate user from the drop-down list.

Note: If more than 75 users are configured on Cisco CallManager, you can use search to find users who are not displayed.

- b. Select the user from the drop-down list.



5. Click **Next**. The User configuration for the user area appears.
6. In the Installed Reporting Packages list, select the reporting package you want to configure for the user, and click >.



7. In order to remove reporting packages for the user, choose the reporting package that you want to remove in the Selected Reporting Packages list, and click <.
8. Click **Update**.

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Related Information

- [Cisco Customer Response Applications Administrator Guide 3.1](#)
- [Technical Support & Documentation – Cisco Systems](#)

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