



Reporting

This chapter provides information on the following topics:

- [Reporting Overview, on page 1](#)
- [Account Usage Report, on page 1](#)

Reporting Overview

The Reporting feature has an easy-to-use interface allowing you to simply enter your search criteria and generate the desired report. Select reports can be downloaded in spreadsheet or PDF format. To access the reporting feature, click the Reports tab.

The following reports are available:

- **User Information report.** Shows a listing of the users associated with your account, but only if one or more domains are associated with the account, including sequence number (#), User ID, Email Address, First Name, Last Name, Status, Date Created, Last Login Date, and Last Modified Date.
- **Users Status report.** Shows the status (New, Active, Blocked) for users associated with your domain.
- **Account Usage report.** Run this report to view usage statistics for your corporate account. For information about the Account Usage report, see [Account Usage Report, on page 1](#).

The User Information report and the User Status report are typically used by system administrators. These reports are available only if you have a domain (and users) associated with your account.

Account Usage Report

The Account Usage report displays usage information for a specific account. The data is grouped by token and includes a list of the messages sent and a message count. A token is a customer specific key used to encrypt data between the Cisco Secure Email Gateway and Encryption Service (or a local key server) and is used only by Customer Support.



Note Typically, an account administrator for an organization manages a single corporate account.

To generate the Account Usage report:

Procedure

- Step 1** Click the **Reports** tab to access the View Reports page.
- Step 2** Click the **Account Usage Report** link.
The Account Usage Report page is displayed.
- Step 3** Enter or select the time range for the report data.
- Step 4** Enter optional search criteria, such as the sender email address or the recipient email address.
- Step 5** Select the sort order for the report data.
- Step 6** Select the columns to include in the report data. Select a value, and then click **Add** to sort to include the column or **Remove from** sort to exclude the column.
- Step 7** Click **Create Report**.
- After you generate the report, you can download the report information in either PDF or spreadsheet format. In addition, you can bookmark or print the web page of the report.
-