



## Manage Reports

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## Supported Reports

This section details the supported reports for Cisco Unified Communications Manager and Cisco Unified Communications Manager IM and Presence Service. You can identify a report in Cisco Unified Reporting by the report name and the date-and-time stamp. Cisco Unified Reporting stores a local copy of the most recent report for you to view.

## Cisco Unified Communications Manager Reports

The following table describes the types of system reports that appear in Cisco Unified Reporting after you install Unified Communications Manager.

**Table 1: Cisco Unified Communications Manager Reports That Appear in Cisco Unified Reporting**

Report	Description
Report Descriptions	Provides troubleshooting and detailed information about the reports that appear.
Security Diagnostic Tool	Provides a summary view of information about security components.

Report	Description
Unified CM Cluster Overview	Provides an overview of the Cisco Unified Communications Manager cluster. This report includes the following details: <ul style="list-style-type: none"> <li>• The Cisco Unified Communications Manager or IM and Presence Service versions that are installed in the cluster</li> <li>• The hostname or IP address of all nodes in the cluster</li> <li>• A summary of hardware details</li> </ul>
Unified CM Data Summary	Provides a summary of data that exists in the Cisco Unified Communications Manager database, according to the structure of the menus in Cisco Unified Communications Manager Administration. For example, if you configure three credential policies, five conference bridges, and ten shared-line appearances, you can see that type of information in this report.
Unified CM Database Replication Debug	Provides debugging information for database replication. <p><b>Tip</b> For this report, generation may spike CPU and take up to 10 seconds per node in the cluster.</p>
Unified CM Database Status	Provides a snapshot of the health of the Cisco Unified Communications Manager database. Generate this report before an upgrade to ensure that the database is healthy.
Unified CM Device Counts Summary	Provides the number of devices by model and protocol that exist in the Cisco Unified Communications Manager database.
Unified CM Device Distribution Summary	Provides a summary of how devices are distributed throughout the cluster; for example, this report shows which devices are associated with the primary, secondary, and tertiary nodes.
Unified CM Directory URI and GDPR Duplicates	Provides a detailed list of duplicated User Directory URIs, Learned Directory URIs, Learned Numbers, and Learned Patterns on the system.
Unified CM Extension Mobility	Provides a summary of Cisco Extension Mobility usage; for example, the number of phones that have a Cisco Extension Mobility user logged in to them, the users that are associated with Cisco Extension Mobility, and so on.
Unified CM GeoLocation Policy	Provides a list of records from the GeoLocation Logical Partitioning Policy Matrix.
Unified CM GeoLocation Policy with Filter	Provides a list of records from the GeoLocation Logical Partitioning Policy Matrix for the selected GeoLocation policy.
Unified CM Lines Without Phones	Provides a list of lines that are not associated with a phone.
Unified CM Multi-Line Devices	Provides a list of phones with multiple line appearances.

Report	Description
Unified CM Phone Category	Provides a listing of phone models in a given category for use with the Universal Device Templates. When enabling self provisioning for a user, you may choose to allow any or all of these categories of phones by providing a template for each category.
Unified CM Phone Feature List	Provides a list of supported features for each device type in Cisco Unified Communications Manager Administration.
Unified CM Phone Locale Installers	Provides a list of Cisco Unified IP Phone firmware versions supported by the installed Phone Locale Packages.
Unified CM Phones With Mismatched Load	Provides a list of all phones that have a mismatched firmware load.
Unified CM Phones Without Lines	Provides a list of all phones in the Cisco Unified Communications Manager database that do not have lines that are associated with them.
Unified CM Shared Lines	Provides a list of all phones in the Cisco Unified Communications Manager database with at least one shared-line appearance.
Unified CM Table Count Summary	Provides a database-centric view of data. This report is useful for administrators or AXL API developers that understand database schema.
Unified CM User Device Count	Provides information about associated devices; for example, this report lists the number of phones with no users, the number of users with one phone, and the number of users with more than one phone.
Unified CM Users Sharing Primary Extensions	Provides a list of users that share a primary extension on the system.
Unified CM VG2XX Gateway	Provides a summary of gateway endpoint security profiles.
Unified CM Voice Mail	Provides a summary of voice-messaging-related configuration in Cisco Unified Communications Manager Administration; for example, this report lists the number of configured voicemail ports, the number of message waiting indicators, the number of configured voice messaging profiles, the number of directory numbers that are associated with voice message profiles, and so on.
Unified Confidential Access Level Matrix	Provides all information about the Confidential Access Level Matrix.

## IM and Presence Service Reports

The following table describes the types of system reports that display in Cisco Unified Reporting after you install the IM and Presence Service on Unified Communications Manager.


**Note**

From Release 10.0(1), the IM and Presence cluster information is available from the Cisco Unified Communications Manager node. From Cisco Unified Communications Manager, select **Cisco Unified Reporting > System Reports > Unified CM Cluster Overview**.

You can view and generate any of the report types in the following table.

**Table 2: IM and Presence Service Reports That Display in Cisco Unified Reporting**

Report	Description
Report Descriptions	Provides troubleshooting and detailed information about the reports that display. This report provides descriptions for the report, for each information group, and for each data item, as well as the data sources, symptoms of related problems, and remedies.
IM and Presence Database Replication Debug	Provides debugging information for database replication. <b>Tip</b> For this report, generation may spike CPU and take up to 10 seconds per node in the cluster.
IM and Presence Database Status	Provides a snapshot of the health of the IM and Presence Service database. Generate this report before an upgrade to ensure that the database is healthy.
IM and Presence Table Count Summary	Provides a database-centric view of data. This report proves useful for administrators or AXL API developers that understand the database schema.
Presence Configuration Report	Provides configuration information about IM and Presence Service users. <ul style="list-style-type: none"> <li>• Users that are synced from Cisco Unified Communications Manager</li> <li>• Users that are enabled for IM and Presence Service</li> <li>• Users that are enabled for Microsoft remote call control</li> <li>• Users that are enabled for calendaring information in IM and Presence Service</li> </ul> Click <b>View Details</b> to see the list of users in sortable columns.
Presence Usage Report	Provides usage information for logged-in XMPP clients and third-party APIs. Click <b>View Details</b> to see the list of XMPP clients and third-party APIs in sortable columns.

Report	Description
Presence Limits Warning Report	Provides information about users that have met or exceeded the configuration limits for the maximum number of contacts or watchers.  Click <b>View Details</b> to see the list of users in sortable columns.

## View Report Descriptions

Cisco Unified Reporting provides report help. The Report Descriptions link provides descriptions for the report, for each information group, and for each data item, as well as the data sources, symptoms of related problems, and remedies.



**Note** You may still need to contact TAC for additional help on report problems.

### Procedure

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- Step 1** Select **System Reports**.
- Step 2** Select the **Report Descriptions** link in the list of reports.  
**Note** Re-enter your Cisco Unified Communications Manager Administration login credentials if you are prompted to re-login when you select an IM and Presence Service report.
- Step 3** Select the **Generate Report** icon.  
The report generates and is displayed.
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## Generate New Report

You can generate and view a new report.

### Before You Begin

Ensure that the Cisco Tomcat service is running on at least one node and you are using a supported web browser to view the report.

The application notifies you if a report will take excessive time to generate or consume excessive CPU time. A progress bar displays while the report generates. The new report displays, and the date and time updates.

### Procedure

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- Step 1** Select **System Reports** from the menu bar.
- Step 2** Select a report.  
**Note** Re-enter your Cisco Unified Communications Manager Administration login credentials if you are prompted to re-login when you select an IM and Presence Service report.

- Step 3** Select the **Generate Report** (bar chart) icon in the **Reports** window.
- Step 4** Select the **View Details** link to expose details for a section that does not automatically appear.
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### What to Do Next

If the report shows an unsuccessful data check for an item, select the **Report Descriptions** report and review the troubleshooting information and possible remedies. Because the report descriptions report is dynamically generated from the database, you can also generate a new report descriptions report.

## View Saved Report

You can view a copy of an existing report.



### Note

During a fresh install or upgrade, the Cisco Unified Reporting application does not save a local copy of the most recent report.

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### Before You Begin

Ensure that the Cisco Tomcat service is running on at least one node and you are using a supported web browser to view the report.

### Procedure

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- Step 1** Select **System Reports** from the menu bar.
- Step 2** Select the report that you want to view from the reports list.
- Step 3** Select the link for the report name (dated and time stamped).
- Step 4** Select the **View Details** link for details for a section that does not automatically appear.
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### What to Do Next

Download a new or saved report.

If the report shows an unsuccessful data check for an item, select the **Report Descriptions** report and review the troubleshooting information for possible remedies.

## Download New Report

To download a new report, you store it locally on your hard drive. Downloading a report downloads the raw XML data file to your hard drive.

### Procedure

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- Step 1** Generate the new report.
- Step 2** After the new report appears, select the **Download Report** (green arrow) icon in the **Reports** window.
- Note** You do not need to click the **View Details** link for report details before you download the document. The data are captured in the downloaded file.
- Step 3** Select **Save** to save the file to the location on your disk that you designate. To change the filename or the location where your file is stored on your hard disk, enter a new location or rename the file (optional). A progress bar shows the download in progress. The file downloads to your hard disk.
- Step 4** After the download completes, select **Open** to open the XML report.
- Note** Do not change the contents in the XML file, or your report may not appear properly on the screen.
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### What to Do Next

To view a downloaded report file in your browser, upload the file to your node.



**Note** For technical assistance, you can attach the downloaded file in an e-mail or upload the file to another node.

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## Download Saved Report

To download saved reports, you download the report and store it locally on your hard drive. Downloading a report downloads the raw XML data file to your hard disk.

### Procedure

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- Step 1** Open and view the details of the existing report.
- Step 2** Select the **Download Report** (green arrow) icon in the **Reports** window.
- Step 3** Select **Save** to save the file to the location on your disk that you designate. To change the filename or the location where your file is stored on your hard disk, enter a new location or rename the file (optional). A progress bar shows the download in progress. The file downloads to your hard disk.
- Step 4** After the download completes, select **Open** to open the XML report.
- Note** Do not change the contents in the XML file, or your report may not appear properly.
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### What to Do Next

To view a downloaded report file in your browser, upload the file to your node.

**Note**

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For technical assistance, you can attach the downloaded file in an e-mail or upload the file to another node.

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## Upload Report

To view a downloaded report in your browser window, you must upload the report to the node and,

### Before You Begin

Download a report to your hard drive.

### Procedure

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- Step 1** Select **System Reports** from the menu bar.
  - Step 2** Access any report to display the **Upload Report** (blue arrow) icon in the **Reports** window.
  - Step 3** Select the **Upload Report** icon.
  - Step 4** To locate the .xml file, select **Browse** to navigate to its location on your hard drive.
  - Step 5** Select **Upload**.
  - Step 6** Select **Continue** to display the uploaded file in the browser window.
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### What to Do Next

You can compare an uploaded report and a newly generated report side-by-side during an upgrade.