



Viewing and Printing Reports

You can view and print reports of BBSM activities and functions for each site by clicking the **Reporting Pages** option on the Dashboard. Use Internet Explorer to view any of the following reports:

- Usage
- Transaction History
- Active Ports
- Access Codes
- Mapping
- RADIUS
- Walled Garden

Accessing Reports

Follow this procedure to access BBSM reports.

-
- Step 1** From the Dashboard, click **Reporting Pages**. The Usage Report Options web page appears.
- Step 2** To request a report, click a report on the menu bar at the top of the web page. (See [Figure 2-1](#).)
- Step 3** For all report web pages, select a sorting method by clicking a column heading. Clicking the heading a second time switches the order of rank between ascending and descending.
-

Usage Reports

Usage reports enable you to obtain site Internet-use data for a day, month, or year. By default, the time ranges are based on the time that the charge is posted to the PMS. The posted charges span the 24 hours leading up to the posting time. For example, if a hotel sends its PMS data to its data-processing center at 4 a.m. each day, the posted charges include data from 4 a.m. the previous day to the 4 a.m. the current day.

The Calendar Day Offset feature enables you to realign the time boundaries with another time such as guest check-out. The feature normally indicates the date change at midnight. When the clock reaches midnight, the date is advanced; for example, *11:59pm Oct 27* advances to *12:00am Oct 28*. If you change the time at which the date is advanced to 4 a.m., then *3:59am Oct 27* advances to *4:00am Oct 28*. This change applies only to the report; it does not affect the data.

Refer to the following example of how the Calendar Day Offset feature affects the dates displayed on reports:

- A charge is posted at 6 p.m. on January 3, 2002.
- If the Calendar Day Offset is set to *12:00am* (midnight), the 6 p.m. charge would be displayed on the Usage By Day report as being posted on January 3.
- If the Calendar Day Offset is set to *4:00pm*, charges posted after 4 p.m. are considered to be posted on the next day, so the 6 p.m. charge would be displayed on the report as being posted on January 4.

Follow this procedure to generate and view usage reports.

- Step 1** From the Dashboard, click **Reporting Pages**. The Usage Report Options web page appears. (See [Figure 2-1](#).)

Figure 2-1 Usage Report Options

- Step 2** From the Report Type drop-down menu, choose a type of report:

- Usage By Year
- Usage By Month
- Usage By Day

(You can also select the report type on the secondary navigation bar.)



Note If you choose the Usage By Year report, you can still see the Usage By Month report for any year in the report by clicking that year. You can also click the Usage By Month and Usage By Day reports to view additional detail.

- Step 3** To change the default time of the date boundary, choose a time from the Calendar Day Offset drop-down menus.
- Step 4** To generate and view the report, click **Get Usage Report**. The report appears. (Figure 2-2 shows a Usage By Day report. Table 2-1 describes the report columns.)

Figure 2-2 Usage By Day Report

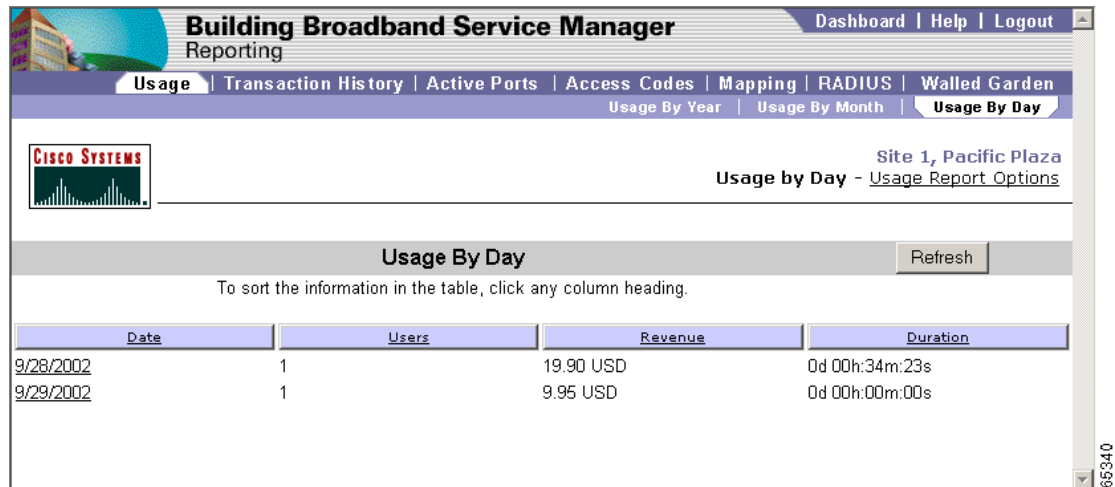


Table 2-1 Usage Report Column Descriptions

| Column | Description |
|-----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Year Month Date | Depending on the type of report that you request, the field displays data for the year, month, or day. Click a report entry to see a more detailed report. For example, if you click year 2002, the Usage By Month report appears, showing the monthly usage for 2002. When you click the date in a Usage by Day report, the Users field changes to Room Number and shows you usage by room number. |
| Users/ Room Number | For the specified time period, this field shows the number of Internet users. When you click the left-hand Date column in the Usage by Day report, the Users column changes to Room Number. |
| Revenue | Displays the revenue that was generated for that time period. |
| Duration | Displays the length of time that the Internet was used for the year, month, or day. |

Transaction History Reports

The Transaction History report shows the details of BBSM transactions. If you want to export this data or truncate part of it, use standard SQL commands. For the database schema, refer to the *Cisco BBSM 5.3 SDK Developer Guide*.

For auditing purposes, these transactions are never deleted from the BBSM database.

Follow this procedure to generate and view reports.

- Step 1** From the Dashboard, click **Reporting Pages**. The Usage Report Options web page appears.
- Step 2** Click **Transaction History**. The Transaction History web page appears. (See [Figure 2-3](#).)

Figure 2-3 Transaction History Report

The screenshot shows the Cisco Building Broadband Service Manager Reporting interface. The 'Transaction History' report is displayed, showing a table of transaction records. The table has the following columns: #, Date / Time, Type, IP, Previous, New, Amount, PortID, MAC, Location, Duration, Session, Multinet, and B-Kbps. The data rows show various transaction types such as 'AM Sale', 'Accounting authorization success', 'AM State change', 'Accounting authorization request', 'Deactivate session request', 'Activate session request', and 'AM Subscribe'.

| # | Date / Time | Type | IP | Previous | New | Amount | PortID | MAC | Location | Duration | Session | Multinet | B-Kbps |
|----|-----------------------|----------------------------------|----------------|----------|----------|-----------|-----------------|---------------|----------|----------------|---------|----------|--------|
| 1 | 10/15/2002 9:46:52 AM | AM Sale | 192.168.41.130 | Inactive | Inactive | 9.95 USD | 000100010000200 | 10 a48f ce b3 | 2 | 0d 00h:00m:00s | 12 | 1 | 0 |
| 2 | 10/15/2002 9:46:52 AM | Accounting authorization success | 192.168.41.130 | Inactive | Inactive | 9.95 USD | 000100010000200 | 10 a48f ce b3 | 2 | 0d 00h:00m:00s | 12 | 1 | 0 |
| 3 | 10/15/2002 9:46:52 AM | AM State change | 192.168.41.130 | Active | Inactive | 0.00 USD | 000100010000200 | 10 a48f ce b3 | 2 | 0d 00h:00m:40s | 12 | 1 | 0 |
| 4 | 10/15/2002 9:46:52 AM | Accounting authorization request | 192.168.41.130 | Inactive | Active | 9.95 USD | 000100010000200 | 10 a48f ce b3 | 2 | 0d 00h:00m:00s | 0 | 1 | 0 |
| 5 | 10/15/2002 9:46:52 AM | Deactivate session request | 192.168.41.130 | Active | Active | 0.00 USD | 000100010000200 | 10 a48f ce b3 | 2 | 0d 00h:00m:00s | 12 | 1 | 0 |
| 6 | 10/15/2002 9:46:12 AM | AM State change | 192.168.41.130 | Inactive | Active | 0.00 USD | 000100010000200 | 10 a48f ce b3 | 2 | 0d 00h:01m:36s | 12 | 1 | 0 |
| 7 | 10/15/2002 9:46:12 AM | AM Activate session request | 192.168.41.130 | Inactive | Inactive | 0.00 USD | 000100010000200 | 10 a48f ce b3 | 2 | 0d 00h:00m:00s | 12 | 1 | 0 |
| 8 | 10/15/2002 9:44:36 AM | AM State change | 192.168.41.130 | Active | Inactive | 0.00 USD | 000100010001400 | 10 a48f ce b3 | 14 | 0d 00h:00m:50s | 11 | 1 | 0 |
| 9 | 10/15/2002 9:44:36 AM | Deactivate session request | 192.168.41.130 | Active | Active | 0.00 USD | 000100010001400 | 10 a48f ce b3 | 14 | 0d 00h:00m:00s | 11 | 1 | 0 |
| 10 | 10/15/2002 9:43:47 AM | AM State change | 192.168.41.130 | Inactive | Active | 0.00 USD | 000100010001400 | 10 a48f ce b3 | 14 | 4d 20h:29m:51s | 11 | 1 | 0 |
| 11 | 10/15/2002 9:43:46 AM | AM Activate session request | 192.168.41.130 | Inactive | Inactive | 0.00 USD | 000100010001400 | 10 a48f ce b3 | 14 | 0d 00h:00m:00s | 11 | 1 | 0 |
| 12 | 10/15/2002 9:43:46 AM | AM Sale | 192.168.41.130 | Inactive | Inactive | 34.95 USD | 000100010001400 | 10 a48f ce b3 | 14 | 0d 00h:00m:00s | 11 | 1 | 0 |
| 13 | 10/15/2002 9:43:46 AM | Accounting authorization success | 192.168.41.130 | Inactive | Inactive | 34.95 USD | 000100010001400 | 10 a48f ce b3 | 14 | 0d 00h:00m:00s | 11 | 1 | 0 |
| 14 | 10/15/2002 9:43:46 AM | AM Subscribe | 192.168.41.130 | Inactive | Inactive | 34.95 USD | 000100010001400 | 10 a48f ce b3 | 14 | 0d 00h:00m:00s | 11 | 1 | 0 |
| 15 | 10/15/2002 9:43:46 AM | Accounting authorization request | 192.168.41.130 | | | 34.95 USD | 000100010001400 | 10 a48f ce b3 | 14 | 0d 00h:00m:00s | 0 | 1 | 0 |

- Step 3** Choose the starting and ending dates for the report.
- Step 4** To generate a new report, click **Query**. [Table 2-2](#) describes the Transaction History report columns.

Table 2-2 BBSM Transaction History Report Columns

| Column | Description |
|-------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| # | Displays the transaction number. |
| Date / Time | The date and time of the transaction. |
| Type | The type of transaction that occurred. (For descriptions of the transaction types, see Table 2-3 .) |
| IP | The IP address of the applicable client. |
| Previous | Designates the state of the port (Active or Inactive) before the transaction. |
| New | Designates the state of the port (Active or Inactive) after the transaction. |
| Amount | The cost of the transaction, if any. |
| PortID | The Port ID of the applicable client. |
| MAC | The MAC address of the applicable client. |
| Room | The guest room or location number of the client. |
| Duration | The session duration. |
| Session | For each IP address, the unique number that identifies the session. |
| Multinet | The multinet (1 or 2) that was used for the client IP address range for this transaction. |
| B-kbps | Displays the bandwidth limit in kbps that applied to the session. If the bandwidth is displayed with an <i>sh</i> following it, the client was part of a bandwidth reservation; that is, the bandwidth was shared. |

[Table 2-3](#) describes all of the possible BBSM transaction types. The transaction is shown in the Type column of the Transaction History report.

Table 2-3 BBSM Transaction Types

| Type | Description |
|-------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Access policy deactivated session | The BBSM access policy has forced the session to be deactivated. This could happen if the user's time expired, if the credit card was denied, or if the access code became invalid. |
| Accounting authorization request | One of the ICS or PMS page sets is being used, and BBSM has requested authentication from the credit card server or the PMS. |
| Accounting request failed | An error occurred in posting the charge or in processing the response from the credit card server or the PMS. |
| Accounting authorization success | In response to a BBSM request for authorization from the PMS or credit card server, BBSM has received approval that allows the session to continue. |
| Accounting authorization failure | In response to a BBSM request for authorization from the credit card server or the PMS, BBSM has received a denial that prohibits the session from continuing. A possible reason is an invalid credit card number. |
| Administrative deactivate session request | The administrator deactivated the client from BBSM. |
| Activate session request | The user has received the Connect page and clicked Connect, and BBSM is waiting for authentication. (The user may be using the Internet at this time.) If an ICS page set is being used, BBSM is preparing to send the request to the credit card server. |
| Atdial Initialization Error | An error occurred during BBSM initialization. |

Table 2-3 BBSM Transaction Types (continued)

| Type | Description |
|-------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Athdmn PMS Up | BBSM has established a connection to the PMS. |
| Athdmn PMS Down | Although PMS billing is configured on BBSM, the system has lost its connection to the PMS. |
| Athdmn print Up | BBSM has established a connection to the local printer. |
| Athdmn print Down | Although print billing is configured on BBSM, the system has lost its connection to the local printer. |
| Begin Bandwidth Boost | The user has chosen to pay extra to increase their bandwidth for a specific duration. |
| Deactivate session request | BBSM has received a request for disconnection. The end user has manually disconnected from BBSM by clicking Disconnect. |
| End Bandwidth Boost | The user's increased bandwidth time has expired. |
| Error reading MSMQ | The BBSM message queue cannot be read. When this error is reported, BBSM is no longer operational. |
| Failed to open MSMQ | The BBSM message queue could not be opened. When this error is reported, BBSM is no longer operational. |
| ICSCreditCard Server Up | BBSM has established a connection to the credit card server. |
| ICSCreditCard Server Down | Although credit card billing is configured on BBSM, the system has lost its connection to the credit card server. |
| Invalid Site | BBSM could not post a charge because the user's site number has not been defined in BBSM. |
| Launch Thread Failed | BBSM failed to initialize the thread used to search for clients on the internal network. |
| Port Hop Started | The user started a port hop by leaving the access point perimeter. |
| Port Hop Completed | The user has successfully moved from one port to another. |
| Port Hop Failed, attempt to hop to another site | The user moved to hop, and the session was unexpectedly terminated. |
| Port Hop Time Expired, deactivating session | The user's port hop was not completed within the port hop delay time period. |
| Registry Error | BBSM data cannot be read from the Windows registry. When this error is reported, BBSM is no longer operational. |
| Sale | BBSM has just charged the end user. |
| Sale Enqueued | A credit card sale has been put into the BBSM queue for processing. Charges are stored on the server hard drive before being sent to the credit card billing. |
| State change | BBSM has changed the state of the end user's port from Active to Inactive or from Inactive to Active. |
| Subscribe | One of the Subscription page sets is being used, and BBSM has requested authentication. |
| Switch port no longer active, disconnected | BBSM has detected that the user is no longer connected to the port and has deactivated the session. |
| Temporary DHCP deactivate session request | In a multinet configuration, BBSM sends the end user a temporary DHCP IP address. When this temporary lease expires, BBSM deactivates the session for the temporary IP address, and this transaction is reported. This deactivation process is transparent to the end user. The end user's session continues uninterrupted with the new, permanent IP address. |

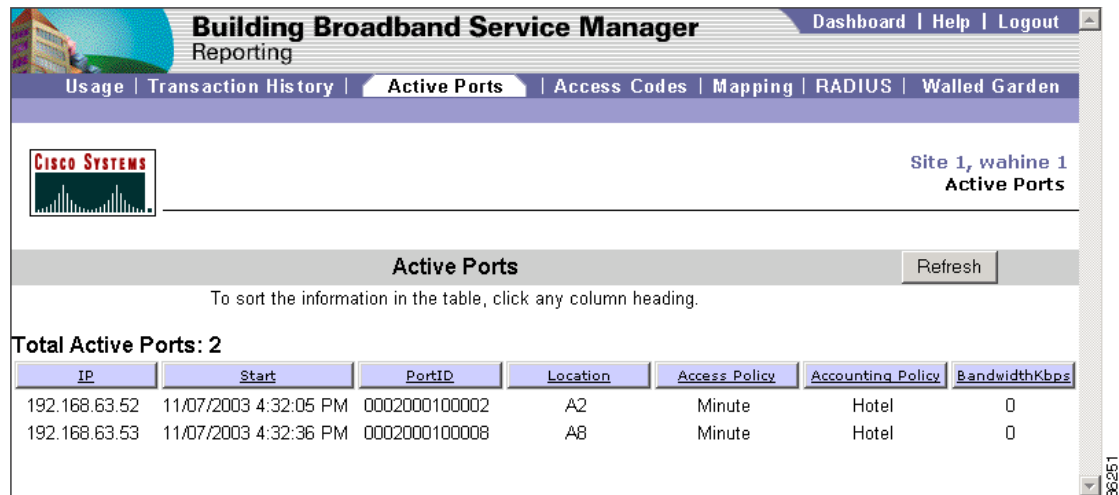
Table 2-3 BBSM Transaction Types (continued)

| Type | Description |
|------------------------------------|-----------------------------------------------------------------------|
| Unrecognized IP address for client | The client's IP address cannot be found in the BBSM internal network. |
| Unrecognized message in MSMQ | The BBSM message queue contains an unrecognized message. |

Active Ports Report

The Active Ports report shows end users that are connected to the internet at the time the report is produced. Follow this procedure to view the Active Ports report.

- Step 1** From the Dashboard, click **Reporting Pages**. The Usage Report Options web page appears.
- Step 2** Click **Active Ports**. The Active Ports report appears. (See [Figure 2-4](#).)

Figure 2-4 Active Ports Report

- Step 3** Sort data in ascending or descending order by clicking a column heading. [Table 2-4](#) describes the report columns.

Table 2-4 Active Ports Report Column Descriptions

| Column | Description |
|-------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| IP | The IP address of the connected client. |
| Start | The time that the connection started. |
| PortID | The client port. The number includes the switch, cluster, and port identifiers. |
| Room | The room or location number: <ul style="list-style-type: none"> • If you used the Switch Discovery Wizard to configure the ports, the default room or location designation is <i>unmapped</i>, which means that the room has not been mapped to the port yet. • If you configured the ports using the WEBconfig Network Element Port Settings pop-up window, the room number shows the location prefix you chose in the Port Settings window with the port number after it, such as <i>SW1-128</i>. • If the port was configured using the Map Rooms feature, the room number is the actual number you gave it. |
| Access Policy | The access policy used for the client. |
| Accounting Policy | The accounting policy used for the client. |
| BandwidthKbps | The bandwidth rate, with <i>0</i> indicating full speed. If you reserved the bandwidth, the bandwidth rate indicates the reservation and (<i>shared</i>) after the number, such as <i>256 (shared)</i> . |

Access Code Reports

Three Access Code reports show the existing, unused, and expired access codes:

- Access Code Report
- Unused Code Report
- Access Code History Report

The sections that follow describe how to generate and view the reports.

Access Code Report

The Access Code report shows the existing access codes assigned to a customer. Follow this procedure to view the Access Code report.

- Step 1** From the Dashboard, click **Reporting Pages**. The Usage Report Options web page appears.
- Step 2** Click **Access Codes**. The Access Code Report options web page appears. (See [Figure 2-5](#).)

Figure 2-5 Access Code Report Options

The screenshot shows the 'Building Broadband Service Manager Reporting' interface. The top navigation bar includes 'Usage', 'Transaction History', 'Active Ports', 'Access Codes' (selected), 'Mapping', 'RADIUS', and 'Walled Garden'. Below this, there are sub-links for 'Access Code Report', 'Unused Code Report', and 'Access Code History'. The page title is 'Site 1, Pacific Plaza Access Code Report'. The main content area contains the text 'Choose the customer whose access codes you want to find.' followed by a 'Customer Name' dropdown menu with the text 'Please Choose Customer' and a 'Find Codes' button.

- Step 3** From the Customer Name drop-down menu, choose the customer for whom you want to view the access codes.
- Step 4** To generate and view the report, click **Find Codes**. The Access Code Report appears. (See [Figure 2-6](#). [Table 2-1](#) describes the report columns.)

Figure 2-6 Access Code Report

The screenshot shows the 'Building Broadband Service Manager Reporting' interface with the 'Access Code Report' selected. The page title is 'Site 1, Site 1 Access Code Report Information - Access Code Report - Reports Menu'. The main content area displays the text 'Access Codes for customer Pacific Plaza.' followed by a table of access codes.

| Start Valid | End Valid | Price | Class of Service | Bandwidth | Access Codes |
|-------------------|--------------------|-----------|------------------|-----------|-------------------------------------------------------------------------------------|
| Aug 5 2002 8:00AM | Aug 8 2002 12:00PM | 10.00 USD | Silver | 128 | PAC5640 PAC9683 PAC1047 PAC9661 PAC377 PAC9710 PAC1266 PAC4013 |

Table 2-5 Access Report Column Descriptions

| Column | Description |
|------------------|--------------------------------------------------------|
| Start Valid | The start date for the reservation. |
| End Valid | The end date for the reservation. |
| Price | The price for the access code. |
| Class of Service | The class of service that the access code is providing |
| Bandwidth | The minimum bandwidth (in kbps) of the reservation. |
| Access Codes | The access codes for the reservation. |

Unused Code Report

The Unused Code Report shows the access codes assigned to a customer that clients have not used to access the Internet. Follow this procedure to view the Unused Code report.

- Step 1** From the Dashboard, click **Reporting Pages**. The Usage Report Options web page appears.
- Step 2** Click **Access Codes**. The Access Code Report web page appears. (See [Figure 2-5](#).)
- Step 3** Click **Unused Code Report**. The Unused Code Report options web page appears. (See [Figure 2-7](#).)

Figure 2-7 Unused Code Report Options

The screenshot shows the Cisco Building Broadband Service Manager Reporting interface. The top navigation bar includes 'Usage', 'Transaction History', 'Active Ports', 'Access Codes', 'Mapping', 'RADIUS', and 'Walled Garden'. The 'Access Codes' section is active, with sub-options for 'Access Code Report', 'Unused Code Report', and 'Access Code History'. The 'Unused Code Report' option is selected. Below the navigation, the Cisco Systems logo is on the left, and 'Site 1, test' and 'Unused Code Report' are on the right. The main content area is titled 'Unused Access Code Report' and contains the instruction: 'Choose the customer from the drop-down list to view their unused access codes.' Below this instruction, there is a 'Customer Name' label, a drop-down menu with the text 'Please Select Customer', and a 'Find Codes' button.

- Step 4** From the Customer Name drop-down menu, choose the customer for which you want to view the access codes.
- Step 5** To generate and view the report, click **Find Codes**. The Unused Code Report appears. ([Figure 2-8](#) shows a report for access codes using bandwidth reservation, and [Figure 2-9](#) shows a report for bandwidth rates without bandwidth reservations. [Table 2-6](#) describes the report columns.)

Figure 2-8 Unused Code Report Showing Bandwidth Reservation Access Codes

The screenshot displays the 'Building Broadband Service Manager Reporting' interface. The top navigation bar includes 'Usage', 'Transaction History', 'Active Ports', 'Access Codes', 'Mapping', 'RADIUS', and 'Walled Garden'. The 'Access Codes' section is active, showing 'Access Code Report' and 'Unused Code Report' options. The report title is 'Unused Access Code Report for "Pacific Plaza"'. Below the title is a 'Refresh' button and a note: 'To sort the information in the table, click any column heading.' The table lists unused access codes with columns for StartDate, EndDate, Code, Price, Bkbgp, and ClassOfService. The data shows 30 entries, all with a price of 10.00 USD and a bandwidth of 128 Bkbgp. The codes range from PP9523 to PP103. Navigation buttons (left arrow, right arrow, double left arrow, double right arrow) are located below the table.

| StartDate | EndDate | Code | Price | Bkbgp | ClassOfService |
|--------------------|--------------------|--------|-----------|-------|----------------|
| Oct 11 2002 7:00AM | Oct 18 2002 7:00PM | PP9523 | 10.00 USD | 128 | Silver |
| Oct 11 2002 7:00AM | Oct 18 2002 7:00PM | PP9451 | 10.00 USD | 128 | Silver |
| Oct 11 2002 7:00AM | Oct 18 2002 7:00PM | PP915 | 10.00 USD | 128 | Silver |
| Oct 11 2002 7:00AM | Oct 18 2002 7:00PM | PP8944 | 10.00 USD | 128 | Silver |
| Oct 11 2002 7:00AM | Oct 18 2002 7:00PM | PP880 | 10.00 USD | 128 | Silver |
| Oct 11 2002 7:00AM | Oct 18 2002 7:00PM | PP8311 | 10.00 USD | 128 | Silver |
| Oct 11 2002 7:00AM | Oct 18 2002 7:00PM | PP7940 | 10.00 USD | 128 | Silver |
| Oct 11 2002 7:00AM | Oct 18 2002 7:00PM | PP7902 | 10.00 USD | 128 | Silver |
| Oct 11 2002 7:00AM | Oct 18 2002 7:00PM | PP7777 | 10.00 USD | 128 | Silver |
| Oct 11 2002 7:00AM | Oct 18 2002 7:00PM | PP6488 | 10.00 USD | 128 | Silver |
| Oct 11 2002 7:00AM | Oct 18 2002 7:00PM | PP6404 | 10.00 USD | 128 | Silver |
| Oct 11 2002 7:00AM | Oct 18 2002 7:00PM | PP6125 | 10.00 USD | 128 | Silver |
| Oct 11 2002 7:00AM | Oct 18 2002 7:00PM | PP53 | 10.00 USD | 128 | Silver |
| Oct 11 2002 7:00AM | Oct 18 2002 7:00PM | PP5171 | 10.00 USD | 128 | Silver |
| Oct 11 2002 7:00AM | Oct 18 2002 7:00PM | PP4733 | 10.00 USD | 128 | Silver |
| Oct 11 2002 7:00AM | Oct 18 2002 7:00PM | PP4195 | 10.00 USD | 128 | Silver |
| Oct 11 2002 7:00AM | Oct 18 2002 7:00PM | PP3144 | 10.00 USD | 128 | Silver |
| Oct 11 2002 7:00AM | Oct 18 2002 7:00PM | PP283 | 10.00 USD | 128 | Silver |
| Oct 11 2002 7:00AM | Oct 18 2002 7:00PM | PP2437 | 10.00 USD | 128 | Silver |
| Oct 11 2002 7:00AM | Oct 18 2002 7:00PM | PP2353 | 10.00 USD | 128 | Silver |
| Oct 11 2002 7:00AM | Oct 18 2002 7:00PM | PP2166 | 10.00 USD | 128 | Silver |
| Oct 11 2002 7:00AM | Oct 18 2002 7:00PM | PP2098 | 10.00 USD | 128 | Silver |
| Oct 11 2002 7:00AM | Oct 18 2002 7:00PM | PP1645 | 10.00 USD | 128 | Silver |
| Oct 11 2002 7:00AM | Oct 18 2002 7:00PM | PP1344 | 10.00 USD | 128 | Silver |
| Oct 11 2002 7:00AM | Oct 18 2002 7:00PM | PP103 | 10.00 USD | 128 | Silver |

86368

Figure 2-9 Unused Code Report Showing Non-Bandwidth Reservation Access Codes

The screenshot shows the 'Building Broadband Service Manager Reporting' interface. The navigation menu includes 'Usage', 'Transaction History', 'Active Ports', 'Access Codes', 'Mapping', 'RADIUS', and 'Walled Garden'. The 'Access Codes' menu is expanded, showing 'Access Code Report', 'Unused Code Report', and 'Access Code History'. The main content area displays the 'Unused Code Report Information - Unused Code Report' for 'Site 1, test'. Below this, there is a section titled 'Unused Access Code Report for "Cisco"' with a 'Refresh' button. A note states: 'To sort the information in the table, click any column heading.' The table below lists unused access codes with columns for StartDate, EndDate, Code, Price, Bkbps, and ClassOfService. The table contains 14 rows of data, all with a price of 15.00 USD and a class of service of --None--.

| StartDate | EndDate | Code | Price | Bkbps | ClassOfService |
|---------------------|---------------------|-------|-----------|------------|----------------|
| Oct 11 2002 12:00AM | Oct 12 2002 12:00AM | C9482 | 15.00 USD | Full-Speed | --None-- |
| Oct 11 2002 12:00AM | Oct 12 2002 12:00AM | C8189 | 15.00 USD | Full-Speed | --None-- |
| Oct 11 2002 12:00AM | Oct 12 2002 12:00AM | C8044 | 15.00 USD | Full-Speed | --None-- |
| Oct 11 2002 12:00AM | Oct 12 2002 12:00AM | C7734 | 15.00 USD | Full-Speed | --None-- |
| Oct 11 2002 12:00AM | Oct 12 2002 12:00AM | C578 | 15.00 USD | Full-Speed | --None-- |
| Oct 11 2002 12:00AM | Oct 12 2002 12:00AM | C439 | 15.00 USD | Full-Speed | --None-- |
| Oct 11 2002 12:00AM | Oct 12 2002 12:00AM | C368 | 15.00 USD | Full-Speed | --None-- |
| Oct 11 2002 12:00AM | Oct 12 2002 12:00AM | C3208 | 15.00 USD | Full-Speed | --None-- |
| Oct 11 2002 12:00AM | Oct 12 2002 12:00AM | C2655 | 15.00 USD | Full-Speed | --None-- |
| Oct 11 2002 12:00AM | Oct 12 2002 12:00AM | C2337 | 15.00 USD | Full-Speed | --None-- |
| Oct 11 2002 12:00AM | Oct 12 2002 12:00AM | C2016 | 15.00 USD | Full-Speed | --None-- |
| Oct 11 2002 12:00AM | Oct 12 2002 12:00AM | C1698 | 15.00 USD | Full-Speed | --None-- |

Table 2-6 Unused Code Report Column Descriptions

| Column | Description |
|----------------|---------------------------------------------------------------------------------------------------------------------------|
| StartDate | The start date of the reservation. |
| EndDate | The end date of the reservation. |
| Code | The access code used for the reservation. |
| Price | The price for the access code. |
| Bkbps | The minimum bandwidth (in kbps) of the reservation. If no reservation was made, the rate is <i>None</i> . |
| ClassOfService | The class of service that the access code is providing. If no reservation was made, the class of service is <i>None</i> . |

Access Code History Report

The Access Code History report shows end-user activity for access codes that clients have used to access the Internet. Follow this procedure to generate and view a summary or detailed report.

- Step 1** From the Dashboard, click **Reporting Pages**. The Usage Report Options web page appears.
- Step 2** Click **Access Codes**. The Access Code Report web page appears. (See [Figure 2-5](#).)
- Step 3** Click **Access Code History**. The Access Code History options web page appears. (See [Figure 2-10](#).)

Figure 2-10 Access Code History Report Options

The screenshot shows the Cisco Building Broadband Service Manager Reporting interface. The top navigation bar includes 'Usage', 'Transaction History', 'Active Ports', 'Access Codes', 'Mapping', 'RADIUS', and 'Walled Garden'. The 'Access Codes' section is active, and the 'Access Code History' option is selected. The page title is 'Access Code History Report'. Below the title, there is a form with the following fields:

- Report Type:** Detailed (dropdown menu)
- Customer Name:** All (dropdown menu)
- Codes Used On or After:** Sep 28 2002 (date picker)
- Codes Used Before:** Sep 29 2002 (date picker)
- Generate Report:** (button)

The Cisco Systems logo is visible in the top left corner, and the site name 'Site 1, Pacific Plaza' is in the top right corner. A vertical number '74783' is on the right edge of the screenshot.

- Step 4** From the Report Type drop-down menu, choose **Detailed** or **Summary**.
- Step 5** Choose a customer name. To see data for all customers, keep the default selection of *All*.
- Step 6** From the **Codes Used On or After** drop-down menus, choose the start date.
- Step 7** From the **Codes Used Before** drop-down menus, choose the end date.
- Step 8** To view the report, click **Generate Report**. The Access Code History report appears. ([Figure 2-11](#) shows a summary report, and [Figure 2-12](#) shows a detailed report. [Table 2-7](#) describes the Access Code History report columns.)

Figure 2-11 Summary Access Code History Report

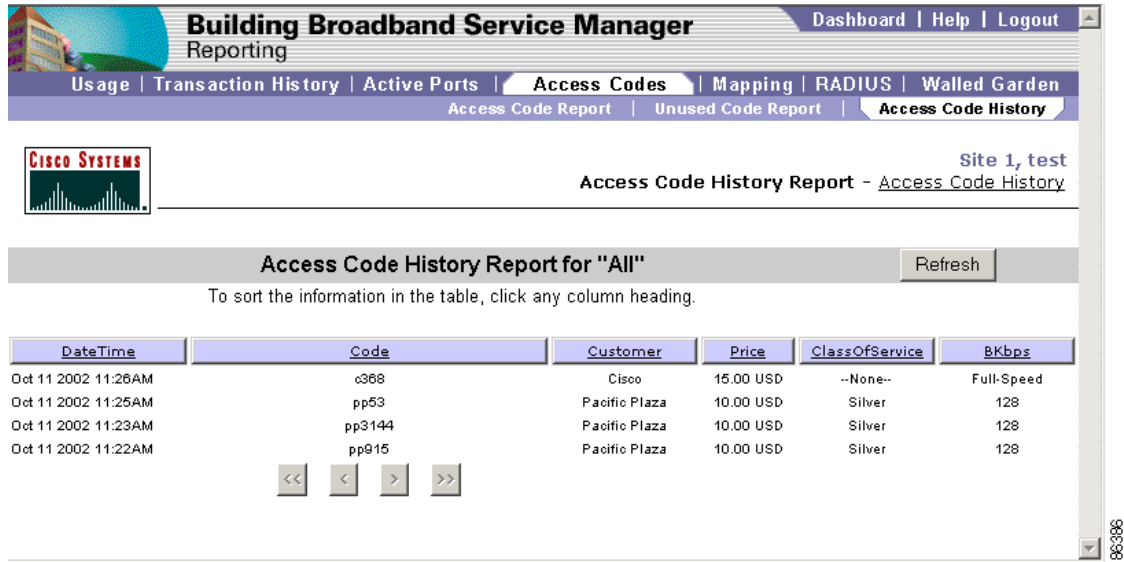


Figure 2-12 Detailed Access Code History Report

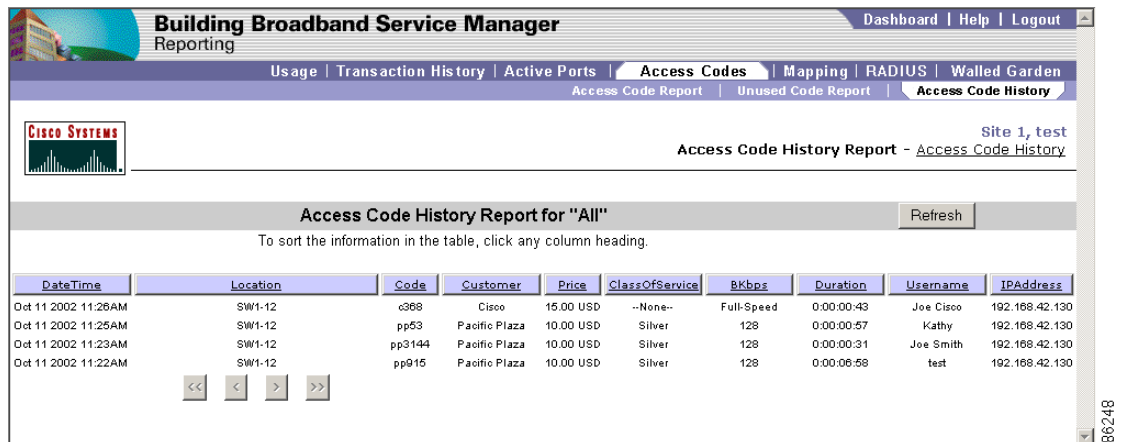


Table 2-7 Access Code History Report Column Descriptions

| Column | Description |
|----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| DateTime | The date and time that the end user logged off. |
| Location | The room or location number: <ul style="list-style-type: none"> • If you used the Switch Discovery Wizard to configure the ports, the default room or location number is <i>unmapped</i>, which means that the room has not been mapped to the port yet. • If you configured the ports using the WEBconfig Network Element Port Settings pop-up window, the room number shows the location prefix you chose in the Port Settings window with the port number after it, such as <i>SW1-128</i>. • If the port was configured using the Map Rooms feature in WEBconfig, the room number is the actual number you gave it. |
| Code | The access code used to log in. |
| Customer | The customer name used when the reservation was made. |
| Price | The price and currency type for the access code or bandwidth rate. |
| ClassofService | The class of service used for the reservation, or if no reservation was made, an entry of <i>--None--</i> is displayed. |
| BKbps | The bandwidth used for the reservation, or if no reservation was made, the actual bandwidth rate, such as <i>Full-Speed</i> . |
| Duration | The length of time that the end user was logged on. |
| Username | The name that the end user entered when he or she logged in with the access code. |
| IPAddress | The end user's IP address. |

Mapping Report

The Mapping report lists room or location numbers with their corresponding port numbers and port configuration information. There are two web page options available from the secondary navigation bar:

- View List—Shows a complete list of mappings
- Edit Record—Enables you to change a selected record

Viewing the Mapping Report

The View List web page lists the room or location numbers and their associated port IDs. Follow this procedure to view the Mapping report.

- Step 1** From the Dashboard, click **Reporting Pages**. The Usage Report Options web page appears.
- Step 2** Click **Mapping**. The Mapping View List web page appears. (Figure 2-13 shows a Mapping report. Table 2-8 describes the report columns.)

Figure 2-13 Mapping Report

Building Broadband Service Manager Reporting

Dashboard | Help | Logout

Usage | Transaction History | Active Ports | Access Codes | **Mapping** | RADIUS | Walled Garden

View List | Edit Record

CISCO SYSTEMS

Site 1, test
Mapping (View List)

Mapping Refresh

To sort the information in the table, click any column heading.

To change a specific Port ID location, click Port ID number in the left column.

| Port ID | Location | Port Last Configured | Port Last Tested | Packet Loss | Pass or Fail |
|-------------------------------|---------------|----------------------|---------------------|-------------|--------------|
| 0001000100001 | SW1-1 | Never | Never | | ----- |
| 0001000100002 | SW1-2 | Never | Never | | ----- |
| 0001000100003 | SW1-3 | Never | Never | | ----- |
| 0001000100004 | SW1-4 | Never | Never | | ----- |
| 0001000100005 | SW1-5 | Never | Never | | ----- |
| 0001000100006 | SW1-6 | Never | Never | | ----- |
| 0001000100007 | SW1-7 | Never | Never | | ----- |
| 0001000100008 | SW1-8 | Never | Never | | ----- |
| 0001000100009 | SW1-9 | Never | Never | | ----- |
| 0001000100010 | SW1-10 | Never | Never | | ----- |
| 0001000100011 | SW1-11 | Never | Never | | ----- |
| 0001000100012 | 843 | Oct 11 2002 11:41AM | Oct 11 2002 11:41AM | 0% | Passed |
| 0001000100013 | SW1-13 | Never | Never | | ----- |
| 0001000100014 | SW1-14 | Never | Never | | ----- |
| 0001000100015 | SW1-15 | Never | Never | | ----- |
| 0001000100016 | SW1-16 | Never | Never | | ----- |
| 0001000100017 | SW1-17 | Never | Never | | ----- |
| 0001000100018 | SW1-18 | Never | Never | | ----- |
| 0001000100019 | SW1-19 | Never | Never | | ----- |
| 0001000100020 | SW1-20 | Never | Never | | ----- |
| 0001000100021 | SW1-21 | Never | Never | | ----- |
| 0001000100022 | SW1-22 | Never | Never | | ----- |
| 0001000100023 | SW1-23 | Never | Never | | ----- |
| 0001000100024 | SW1-24-uplink | Never | Never | | ----- |

66062

Step 3 Click a column heading to sort data in ascending or descending order.

Table 2-8 Mapping Report Column Descriptions

| Column | Description |
|----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Port ID | The port of the client. The number indicates the switch, cluster, and port. |
| Location | The room or location number: <ul style="list-style-type: none"> If you used the Switch Discovery Wizard to configure the ports, the default room or location number is <i>unmapped</i>, which means that the room has not been mapped to the port yet. If you configured the ports using the WEBconfig Network Element Port Settings pop-up window, the room number shows the location prefix you chose in the Port Settings window with the port number after it, such as <i>SW1-128</i>. If the port was configured using the Map Rooms feature in WEBconfig, the room number is the actual number you gave it. |
| Port Last Configured | The time that the room was mapped. If the room is not mapped, enter <i>Never</i> . |
| Port Last Tested | The time that the port was last tested. If the port is not tested, enter <i>Never</i> . |
| Packet Loss | The results of the port test showing the percentage of packets lost. If the room is not mapped, leave the field blank. |
| Pass or Fail | The entry is either <i>Passed</i> or <i>Failed</i> . If the room is not mapped, leave the field blank. |

Editing Mapping Report Entries

Follow this procedure to edit entries in the Mapping report by using the Mapping (Edit Record) web page. You must have administrator or operator privileges to view and use this page.

This enables you to enter a new room number or location for a specific port without physically going to the port and connecting a client. You can also perform this procedure from the Port Control web page.



Note

Use caution when entering new room numbers from this page because entering an incorrect room number causes charges to be posted to the wrong room. The best way to ensure that a port is mapped to the correct room number is to go to the room, connect a client, and use the Map Rooms web page that is accessed from the BBSM Dashboard.

- Step 1** From the Dashboard, click **Reporting Pages**. The Usage Report Options web page appears.
- Step 2** Click **Mapping**. The Mapping (View List) web page appears. (See [Figure 2-13](#).)
- Step 3** From the Port ID column, click a port entry. (You can also click **Edit Record**.) The Mapping (Edit Record) web page appears, showing the Mapping Input Form. (See [Figure 2-14](#).)

Figure 2-14 Mapping Input Form

The screenshot shows the 'Building Broadband Service Manager' web interface. The top navigation bar includes 'Dashboard | Help | Logout' and 'Reporting'. Below this, a secondary navigation bar contains 'Usage | Transaction History | Active Ports | Access Codes | Mapping | RADIUS | Walled Garden'. The 'Mapping' tab is selected, and sub-links 'View List' and 'Edit Record' are visible. The main content area features the Cisco Systems logo on the left and 'Site 1, Pacific Plaza Mapping (Edit Record)' on the right. A central heading reads 'Mapping Input Form'. Below the heading, instructions state: 'Enter the revised location for the Port ID number shown below, then click the Update button. Once you have completed making your changes, click the Return button.' The form displays 'Port ID' as '0001000100001' and 'Location' as 'unmapped' in a text input field. Below the input field are two buttons: 'Update' and 'Return'. A vertical scroll bar on the right side of the form is labeled '66332'.

- Step 4** Enter your changes on the Mapping Input Form and click **Update**.
- Step 5** To return to the Mapping (View List) web page, click **Return** or **View List**.

RADIUS Session History Report

The RADIUS Session History report provides a history of all RADIUS sessions based on either a particular RADIUS server or user. Follow this procedure to view the report.

- Step 1** From the Dashboard, click **Reporting Pages**. The Usage Report Options web page appears.
- Step 2** Click **RADIUS**. The RADIUS Session History web page appears. (See [Figure 2-15](#).)

Figure 2-15 RADIUS Session History Options

The screenshot shows the 'RADIUS Session History' page within the 'Building Broadband Service Manager' interface. The page title is 'RADIUS Session History' and it is located under the 'Reporting' section. The search criteria are as follows:

- Search using:**
 - RADIUS Server:** -- RADIUS Server --
 - or**
 - Customer Name:** -- Customer Name --
- and the following dates:**
 - Start Date:** Sep 27, 2002
 - End Date:** Sep 28, 2002

A 'View RADIUS Report' button is located at the bottom of the search area. The page also includes a Cisco Systems logo and the site name 'Site 1, Pacific Plaza'.

- Step 3** From the RADIUS Server or Customer Name drop-down menus, choose a RADIUS server or customer.
- Step 4** Choose the starting and ending dates for the report.
- Step 5** To generate and view the report, click **View RADIUS Report**. The RADIUS Session History report appears. (See [Figure 2-16](#).)

Figure 2-16 RADIUS Session History Report

Building Broadband Service Manager Reporting Dashboard | Help | Logout

Usage | Transaction History | Active Ports | Access Codes | Mapping | **RADIUS** | Walled Garden

CISCO SYSTEMS Site 1, test
RADIUS Session Report - RADIUS Session History

RADIUS Session Report Refresh

To sort the information in the table, click any column heading.

| # | Entry Time | RADIUS | Customer | Location | Customer IP | Session(sec) | Rate | Entry Type | Server Status | Packets In | Packets Out | NAS Port |
|---|------------------------|----------------|-----------|----------|----------------|--------------|------|------------|---------------|------------|-------------|------------|
| 1 | 10/07/2002 11:21:03 AM | 172.20.154.106 | ginnie | 3 | 192.168.41.130 | 0 | 0.5 | 1 | 0 | 0 | 0 | 0010101003 |
| 2 | 10/07/2002 11:21:15 AM | 172.20.154.106 | ginnie | 3 | 192.168.41.130 | 12 | 0.5 | 2 | 0 | 125 | 169 | 0010101003 |
| 3 | 10/07/2002 11:21:27 AM | 172.20.154.106 | ginnie256 | 3 | 192.168.41.130 | 0 | 0.5 | 1 | 0 | 0 | 0 | 0010101003 |
| 4 | 10/07/2002 11:23:03 AM | 172.20.154.106 | ginnie | 7 | 192.168.41.131 | 0 | 0.5 | 1 | 0 | 0 | 0 | 0010101007 |
| 5 | 10/07/2002 11:23:18 AM | 172.20.154.106 | ginnie | 7 | 192.168.41.131 | 16 | 0.5 | 2 | 0 | 150 | 190 | 0010101007 |
| 6 | 10/07/2002 4:16:05 PM | 172.20.154.106 | ginnie256 | 3 | 192.168.41.130 | 17593 | 0.5 | 2 | 0 | 18 | 0 | 0010101003 |

Entry Type Legend

| | |
|--------------------------------------|---------------------------------------------------------|
| 1 : RADIUS Accounting Start | 0 : success |
| 2 : RADIUS Accounting Stop | 1 : RADIUS server not responding |
| 3 : RADIUS Accounting Interim-Update | 2 : authentication/accounting response packet not valid |
| 4 : Activate Session | 3 : other |
| 5 : Deactivate Session | |
| 6 : Bandwidth Boost | |

Server Status Legend

Table 2-9 describes the RADIUS Session History report data.

Table 2-9 RADIUS Session History Report Columns

| Column | Description |
|---------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| # | The session number. |
| Entry Time | The time that the end user logged in. |
| RADIUS | The IP address or fully qualified domain name (FQDN) of the RADIUS server that the end user connected to. |
| Customer | The end user's login name. |
| Room | The end user's location. |
| Customer IP | The end user's IP address. |
| Session (sec) | The session duration in seconds. |
| Rate | The cost of the session. |
| Entry Type | Indicates the type of entry: <ul style="list-style-type: none"> 1 = RADIUS Accounting Start 2 = RADIUS Accounting Stop 3 = RADIUS Accounting Interim-Update 4 = Activate Session 5 = Deactivate Session 6 = Bandwidth Boost |

Table 2-9 RADIUS Session History Report Columns (continued)

| Column | Description |
|---------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Server Status | Indicates whether or not the login was successful: <ul style="list-style-type: none"> • 0 = Successful • 1 = RADIUS server not responding • 2 = Authentication/accounting response packet not valid • 3 = Other |
| Packets In | The number of packets that BBSM received from the end user during the user's session. |
| Packets Out | The number of packets that BBSM transmitted to the end user during the user's session. |
| NAS Port | The location of the NAS port. |

Walled Garden Report

The Walled Garden report displays all of the current walled garden configurations that you created using the Walled Garden web page of WEBconfig. [Figure 2-17](#) shows an example of the report.

Follow this procedure to view the Walled Garden report.

- Step 1** From the Dashboard, click **Reporting Pages**. The Usage Report Options web page appears.
- Step 2** Click **Walled Garden**. The Walled Garden report web page appears. (See [Figure 2-17](#).)

Figure 2-17 Walled Garden Report

The screenshot shows the 'Walled Garden' report page. At the top, there is a navigation bar with 'Usage | Transaction History | Active Ports | Access Codes | Room Mappings | RADIUS | Walled Garden'. Below this is a Cisco Systems logo and the text 'Site 1, qa test' and 'Walled Garden - Reports Menu'. The main content area has a 'Walled Garden' heading and a 'Refresh' button. Below the heading, it says 'You can sort the information below by clicking on the underlined column headings.' The table below has three columns: 'Hostname', 'Network Address', and 'Network Mask'. The data row shows 'server.er.com', '34.2.1.1', and '255.255.255.255'.

| Hostname | Network Address | Network Mask |
|---------------|-----------------|-----------------|
| server.er.com | 34.2.1.1 | 255.255.255.255 |

- Step 3** To sort the data in ascending or descending order, click a column heading.

