



Viewing and Printing BBSM Reports

Reports of BBSM activities and functions can be viewed and printed on a site basis by using the Reporting Pages option under the Reports section of the BBSM Dashboard. The following are the reports you can select:

- Usage
- Transaction History
- Active Ports
- Access Codes
- Room Mappings
- RADIUS
- Walled Garden

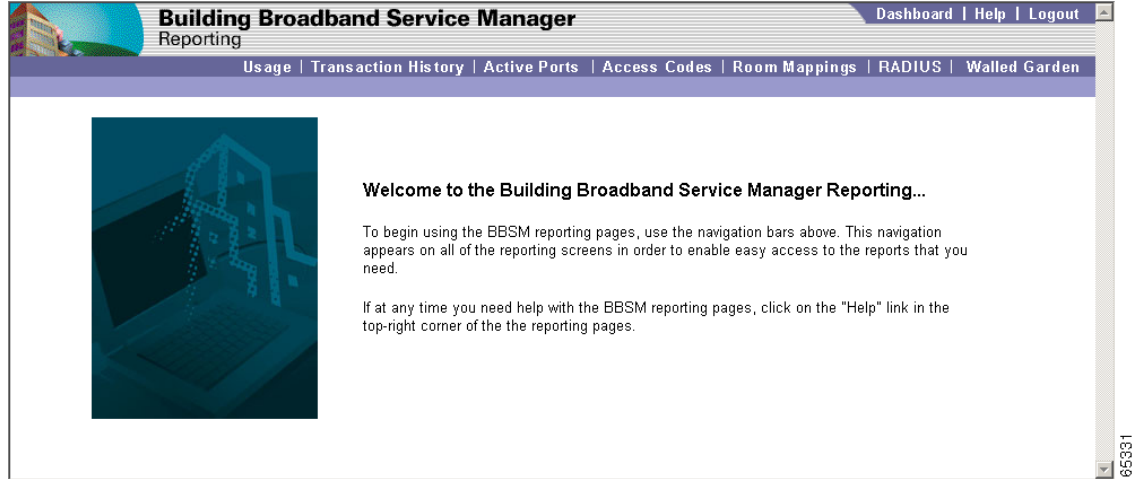
Use your Internet Explorer web browser to access the web pages to view or to print the available reports.

Accessing the Reporting Pages Interface

Use the following procedure to access the Reporting pages.

- Step 1** For a multisite configuration, click the drop-down arrow on the BBSM Dashboard to select a site.
- Step 2** Click **Reporting Pages**. The Reporting splash screen appears, followed by the BBSM Reporting web page. (You can click the splash screen to skip it.)
- Step 3** To request a report, click an option from the top of the BBSM Reporting web page. (See [Figure 7-1](#).)

Figure 7-1 Building Broadband Service Manager Reporting Web Page

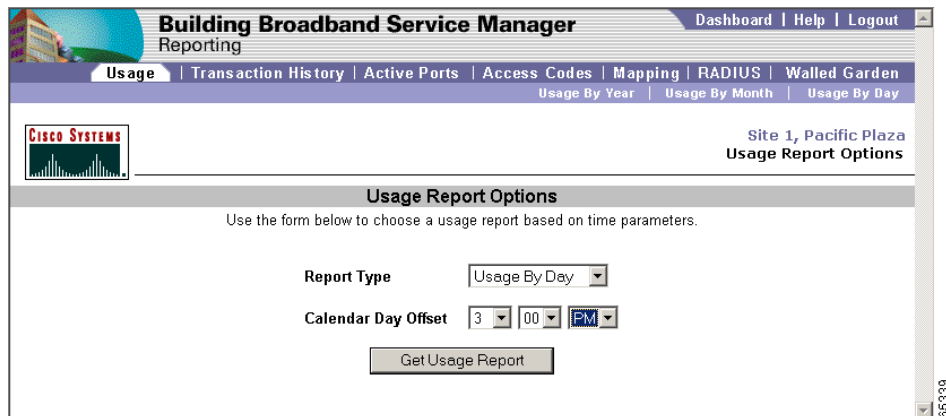


Once a report web page appears, you can sort the report by clicking on the underlined item in the header (light purple) button for any column. Clicking the same heading again switches between ascending and descending order. The sorting capability applies to all reports.

Usage Reports

Usage reports allow authorized personnel to study the use of the Internet facilities at the site. Figure 7-2 shows an example of the Usage Report web page for a site.

Figure 7-2 Usage Report Options



You can request three different reports from the Usage web page.

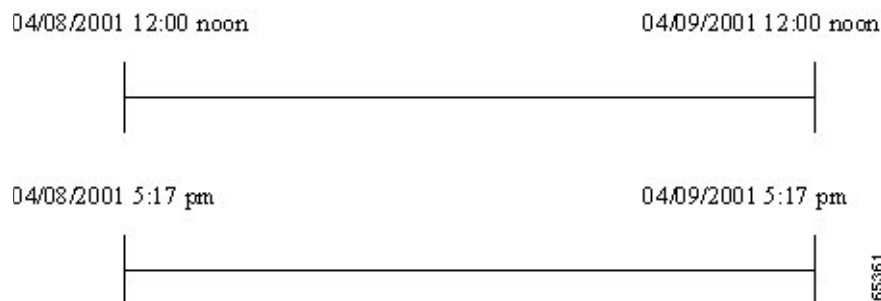
- Usage By Year
- Usage By Month
- Usage By Day

Usage Reports Calendar Day Offset

Charges posted to a PMS often do not correspond to calendar day boundaries. For example, if a hotel sends its PMS data to its data processing department at 4 a.m. each day, the charges posted will include data from the previous day after 4 a.m. up to the current day at 4 a.m. The calendar day offset feature makes it easier to reconcile BBSM accounting records with PMS records. Using the calendar day offset features, you can also choose to align the day boundaries with the checkout time at a site.

When requested, usage reports can provide reporting information for viewing by a calendar day offset. The calendar day offset can show data either from noon until noon or from a specified start time (24-hour period). [Figure 7-3](#) shows an example of these two ways of displaying data as it occurs on 04/09/2001.

Figure 7-3 Calendar Day Offset Data Options



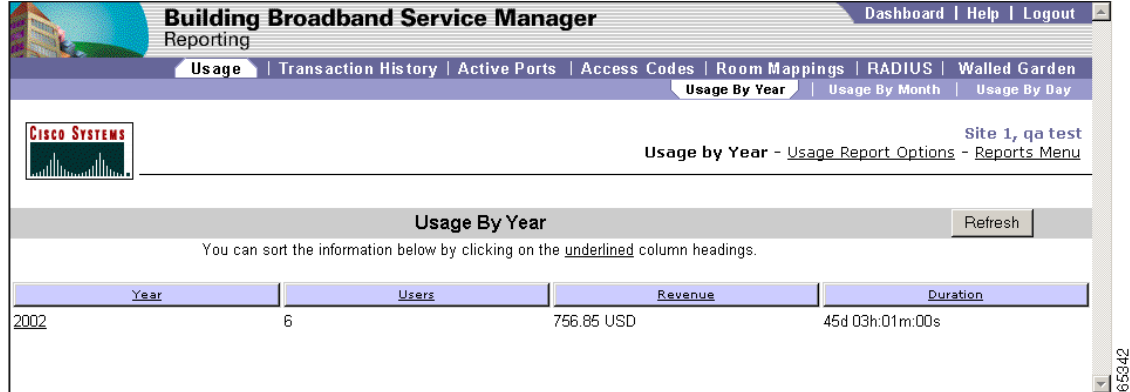
Usage By Year Report

The Usage By Year report lists a yearly summary of usage activity. Use the following procedure to view the report.

-
- Step 1** From the BBSM Dashboard, click **Reporting Pages**. The Reporting splash screen appears, followed by the BBSM Reporting web page. (You can click the splash screen to skip it.)
- Step 2** Click **Usage**. The Usage Report Options web page appears.
- Step 3** To access the usage reports, choose one of these options:
- From the secondary navigation bar, click **Usage By Year**.
 - From the Report Type drop-down menu, select **Usage By Year**.

The usage report appears. ([Figure 7-4](#) shows an example Usage By Year usage report.)

Figure 7-4 Usage By Year Report



- Step 4** If desired, use the **Calendar Day Offset** option to indicate the boundary of a day for reporting purposes. Typically, you set this to match the billing cycle of a hotel PMS system.
- Step 5** To view the report, click **Get Usage Report**.

Usage By Month Report

The Usage by Month report lists the monthly activity for a specific year. Use the following procedure to view the report.

- Step 1** From the BBSM Dashboard, click **Reporting Pages**. The Reporting splash screen appears, followed by the BBSM Reporting web page. (You can click the splash screen to skip it.)
- Step 2** Click **Usage**. The Usage Report Options web page appears.
- Step 3** To access the usage reports, choose one of these options:
- From the secondary navigation bar, click **Usage By Month**.
 - From the Usage By Year report, click the number of the desired year to see the monthly usage for that year.

The usage report appears. (Figure 7-5 shows an example Usage By Month usage report.)

Figure 7-5 Usage By Month Report

The screenshot shows the 'Building Broadband Service Manager Reporting' interface. At the top, there is a navigation bar with 'Usage' selected. Below this, there are several tabs: 'Usage By Year', 'Usage By Month', and 'Usage By Day'. The 'Usage By Month' tab is active. The main content area is titled 'Usage Report Options' and contains the following fields:

- Report Type:** A dropdown menu set to 'Usage By Month'.
- Calendar Day Offset:** Three dropdown menus set to '12', '00', and 'AM'.
- Get Usage Report:** A button to generate the report.

Additional details visible in the screenshot include the Cisco Systems logo, the site name 'Site 1, qa test', and a 'Reports Menu' link. The page number '65341' is visible in the bottom right corner.

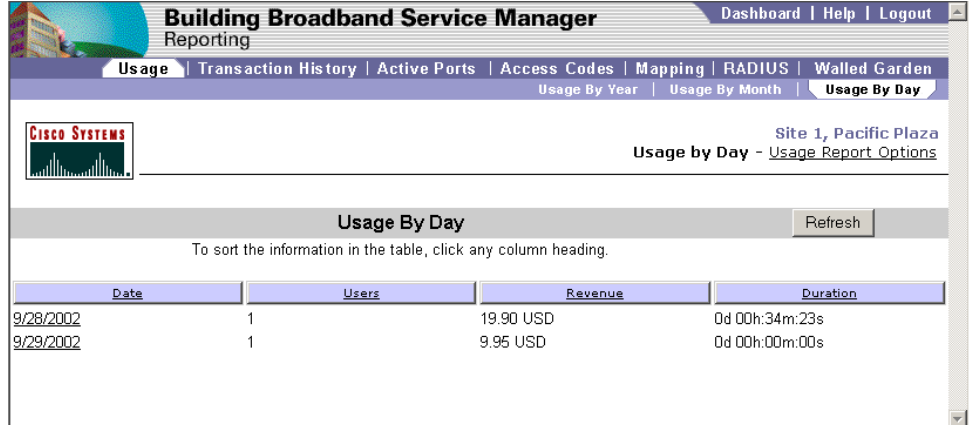
- Step 4** If desired, use the **Calendar Day Offset** to indicate the boundary of a day for reporting purposes. Typically, you set this to match the billing cycle of a hotel PMS system.
- Step 5** To view the report, click **Get Usage Report**.

Usage by Day Report

The Usage by Day report lists all the usage days for the specified month. Use the following procedure to view the Usage By Day report.

- Step 1** From the BBSM Dashboard, click **Reporting Pages**. The Reporting splash screen appears, followed by the BBSM Reporting web page. (You can click the splash screen to skip it.)
- Step 2** Click **Usage**. The Usage Report Options web page appears.
- Step 3** To access the usage reports, choose one of these options:
- From the secondary navigation bar, click **Usage By Day**.
 - From the Usage By Month report, click the name of a month to see the daily usage for that month.
- The usage report appears. (Figure 7-6 shows an example Usage By Day usage report.)

Figure 7-6 Usage By Day Report



- Step 4** If desired, use the **Calendar Day Offset** to indicate the boundary of a day for reporting purposes. Typically, you set this to match the billing cycle of a hotel PMS system.
- Step 5** To view the report, click **Get Usage Report**.

Transaction History Report

The Transaction History report lists one line per transaction showing the date/time, transaction type, IP address, previous status, new status, amount, port ID, MAC, room, duration, and bandwidth KBPS. shows an example of the report. Use the following procedure to view the report.

- Step 1** From the BBSM Dashboard, click **Reporting Pages**. The Reporting splash screen appears, followed by the BBSM Reporting web page. (You can click the splash screen to skip it.)
- Step 2** Click **Transaction History**. The Transaction History web page appears. (See [Figure 7-7](#).)

Figure 7-7 Transaction 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
Transaction History

Transaction History

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

Start Date Oct 14 2002 End Date Oct 15 2002 Requery

#	Date / Time	Type	IP	Previous	New	Amount	PortID	MAC	Location	Duration	Session	Multinet	B-Kbps
1	10/15/2002 9:46:52 AM	Sale	192.168.41.130	Inactive	Inactive	9.95 USD	00010001000020010	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	00010001000020010	a48f ce b3	2	0d 00h:00m:00s	12	1	0
3	10/15/2002 9:46:52 AM	State change	192.168.41.130	Active	Inactive	0.00 USD	00010001000020010	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			9.95 USD	00010001000020010	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	00010001000020010	a48f ce b3	2	0d 00h:00m:00s	12	1	0
6	10/15/2002 9:46:12 AM	State change	192.168.41.130	Inactive	Active	0.00 USD	00010001000020010	a48f ce b3	2	0d 00h:01m:36s	12	1	0
7	10/15/2002 9:46:12 AM	Activate session request	192.168.41.130	Inactive	Inactive	0.00 USD	00010001000020010	a48f ce b3	2	0d 00h:00m:00s	12	1	0
8	10/15/2002 9:44:36 AM	State change	192.168.41.130	Active	Inactive	0.00 USD	00010001000140010	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	00010001000140010	a48f ce b3	14	0d 00h:00m:00s	11	1	0
10	10/15/2002 9:43:47 AM	State change	192.168.41.130	Inactive	Active	0.00 USD	00010001000140010	a48f ce b3	14	4d 20h:29m:51s	11	1	0
11	10/15/2002 9:43:46 AM	Activate session request	192.168.41.130	Inactive	Inactive	0.00 USD	00010001000140010	a48f ce b3	14	0d 00h:00m:00s	11	1	0
12	10/15/2002 9:43:45 AM	Sale	192.168.41.130	Inactive	Inactive	34.95 USD	00010001000140010	a48f ce b3	14	0d 00h:00m:00s	11	1	0
13	10/15/2002 9:43:45 AM	Accounting authorization success	192.168.41.130	Inactive	Inactive	34.95 USD	00010001000140010	a48f ce b3	14	0d 00h:00m:00s	11	1	0
14	10/15/2002 9:43:45 AM	Subscribe	192.168.41.130	Inactive	Inactive	34.95 USD	00010001000140010	a48f ce b3	14	0d 00h:00m:00s	11	1	0
15	10/15/2002 9:43:45 AM	Accounting authorization request	192.168.41.130			34.95 USD	00010001000140010	a48f ce b3	14	0d 00h:00m:00s	0	1	0

Step 3 From the Start Date drop-down menu, select the desired start date for the report.

Step 4 From the End Date drop-down menu, select the desired end date for the report.

Step 5 Click **Requery** to view the results.

Active Ports Report

The Active Ports report shows the rooms that are connected to BBSM at the time the report is produced. Use the following procedure to view the Active Ports report.

Step 1 From the BBSM Dashboard, click **Reporting Pages**. The Reporting splash screen appears, followed by the BBSM Reporting web page. (You can click the splash screen to skip it.)

Step 2 Click **Active Ports**. The Active Ports web page appears. (See [Figure 7-8](#).)

Figure 7-8 Active Ports Reports

Building Broadband Service Manager Reporting

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

CISCO SYSTEMS Site 1, Pacific Plaza
Active Ports

Active Ports Refresh

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

IP	Start	PortID	Room	Access Policy	Accounting Policy	BandwidthKbps
10.10.2.50	09/28/2002 10:29:41 AM	0001000100003	unmapped	Daily	Hotel	0

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

Access Code Reports

Access Code reports list current, unused, and expired access codes. The following are the three access code report options:

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

Access Code Report

The Access Code report shows the current access codes assigned to a customer. Use the following procedure to view the Access Code report.

- Step 1 From the BBSM Dashboard, click **Reporting Pages**. The Reporting splash screen appears, followed by the BBSM Reporting web page. (You can click the splash screen to skip it.)
- Step 2 Click **Access Codes**. The Access Code Report web page appears. (See [Figure 7-9](#).)

Figure 7-9 Access Code Report Web Page

The screenshot shows the 'Building Broadband Service Manager Reporting' web page. The top navigation bar includes 'Usage | Transaction History | Active Ports | Access Codes | Mapping | RADIUS | Walled Garden'. Below this, a sub-navigation bar highlights 'Access Code Report' and includes 'Unused Code Report' and 'Access Code History'. The page title is 'Site 1, Pacific Plaza Access Code Report'. A Cisco Systems logo is visible on the left. The main content area is titled 'Access Code Report' and contains the instruction: 'Choose the customer whose access codes you want to find.' Below this is a form with a 'Customer Name' label, a dropdown menu showing '-- Please Choose Customer --', and a 'Find Codes' button. A vertical ID '65309' is visible on the right side of the page.

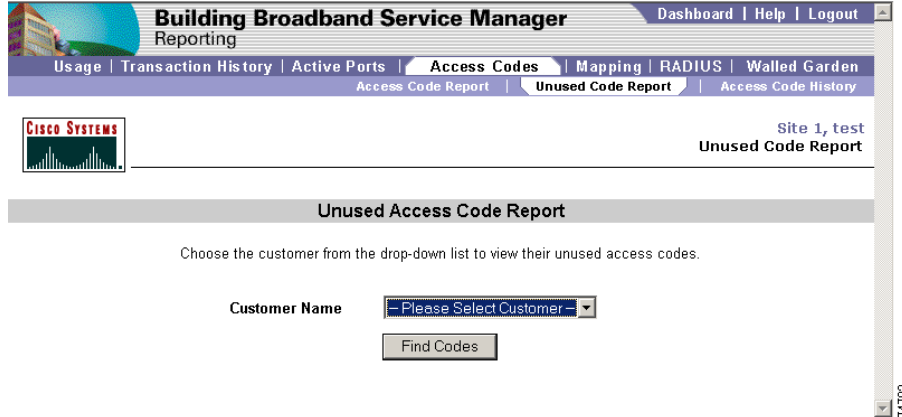
- Step 3** From the Customer Name drop-down menu, select the desired Customer Name.
- Step 4** From the Codes Valid From drop-down menu, select the desired date.
- Step 5** From the Codes Valid To drop-down menu, select the desired date.
- Step 6** To view the report, click **View Access Codes**.

Unused Code Report

The Unused Code Report shows the unused access codes assigned to a customer. Use the following procedure to view the Unused Code report.

- Step 1** From the BBSM Dashboard, click **Reporting Pages**. The Reporting splash screen appears, followed by the BBSM Reporting web page. (You can click the splash screen to skip it.)
- Step 2** Click **Access Codes**. The Access Code Report web page appears. (See [Figure 7-9](#).)
- Step 3** Click **Unused Code Report**. The Unused Code Report appears. (See [Figure 7-10](#).)

Figure 7-10 Unused Access Code Report Web Page



- Step 4** From the Select Customer Name drop-down menu, select the desired customer.
- Step 5** To view the report, click **Find Codes**.

Access Code History Report

The Access Code History report shows the access codes that have expired. Use the following procedure to view the report.

- Step 1** From the BBSM Dashboard, click **Reporting Pages**. The Reporting splash screen appears, followed by the BBSM Reporting web page. (You can click the splash screen to skip it.)
- Step 2** Click **Access Codes**. The Access Code Report web page appears. (See [Figure 7-9](#).)
- Step 3** Click **Access Code History**. The Access Code History web page appears. (See [Figure 7-11](#).)

Figure 7-11 Access Code History Report Web Page

The screenshot shows the 'Access Code History Report' page. At the top, there is a navigation bar with 'Dashboard | Help | Logout' and a secondary navigation bar with 'Usage | Transaction History | Active Ports | Access Codes | Mapping | RADIUS | Walled Garden'. Below this, there are sub-navigation options: 'Access Code Report | Unused Code Report | Access Code History'. The page title is 'Access Code History Report' and it specifies 'Site 1, Pacific Plaza'. A Cisco Systems logo is visible on the left. The main content area contains a form with the following fields:

- Report Type:** A drop-down menu currently set to 'Detailed'.
- Customer Name:** A drop-down menu currently set to 'All'.
- Codes Used On or After:** A date selector with month 'Sep', day '28', and year '2002'.
- Codes Used Before:** A date selector with month 'Sep', day '29', and year '2002'.

At the bottom of the form is a 'Generate Report' button. The page number '74783' is visible in the bottom right corner.

- Step 4** From the Report Type drop-down menu, select the desired report type: **Detailed** or **Summary**.
- Step 5** From the Customer Name drop-down menu, select the desired customer name.
- Step 6** From the **Codes Used On or After** drop-down menu, select the start date.
- Step 7** From the **Codes Used Before** drop-down menu, select the desired end date.
- Step 8** To view the report, click **Generate Report**.

Room Mappings Report

The Room Mappings report lists room numbers with their corresponding port numbers and port configuration information. There are two options available from the secondary navigation bar:

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

Room Mappings View List

The View List option lists the room numbers and their associated port IDs. Use the following procedure to view the Room Mappings report.

- Step 1** From the BBSM Dashboard, click **Reporting Pages**. The Reporting splash screen appears, followed by the BBSM Reporting web page. (You can click the splash screen to skip it.)
- Step 2** Click **Room Mappings**. The View List of the Room Mappings report web page appears. (See [Figure 7-12](#).)

Figure 7-12 Room Mappings 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		-----

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

Room Mappings Edit Record

The Room Mappings Input Form allows you to edit data for an individual entry on the Room Mapping list. Note that administrator or operator privileges are required to view and use this form. Use the following procedure to edit the Room Mappings Input Form.

- Step 1** From the BBSM Dashboard, click **Reporting Pages**. The Reporting splash screen appears, followed by the BBSM Reporting web page. (You can click the splash screen to skip it.)
- Step 2** Click **Room Mappings**. The View List of the Room Mappings report web page appears. (See [Figure 7-12](#).)
- Step 3** From the Room column, select a room number.
- Step 4** Do one of the following.
 - From the secondary navigation bar, click **Edit Record**.
 - Select a **Port ID** entry.

The Room Mappings Input Form web page appears. (See [Figure 7-13](#).)

Figure 7-13 Room Mappings Input Form

The screenshot shows the 'Building Broadband Service Manager Reporting' interface. The top navigation bar includes 'Usage | Transaction History | Active Ports | Access Codes | Mapping | RADIUS | Walled Garden'. The 'Mapping' tab is active, showing 'View List' and 'Edit Record' options. The main content area is titled 'Mapping Input Form' and contains the following text: '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.' Below this text, there is a 'Port ID' field with the value '0001000100001' and a 'Location' text input field containing 'unmapped'. At the bottom of the form are two buttons: 'Update' and 'Return'. A Cisco Systems logo is visible on the left side of the form area. The site information 'Site 1, Pacific Plaza Mapping (Edit Record)' is displayed in the top right corner of the form area. The page number '66332' is visible in the bottom right corner of the browser window.

- Step 5** Enter changes as necessary.
- Step 6** To save the changes, click **Update**.
- Step 7** To return to the View List of the Room Mappings report, click **Return**.

RADIUS Report

The RADIUS report provides a history of all RADIUS sessions based on either a particular RADIUS server or user. Use the following procedure to view the report.

- Step 1** From the BBSM Dashboard, click **Reporting Pages**. The Reporting web page appears.
- Step 2** Click **RADIUS**. The RADIUS Session History web page appears. (See [Figure 7-14](#).)

Figure 7-14 RADIUS Session History Options Web Page

The screenshot shows the 'Building Broadband Service Manager Reporting' web interface. The top navigation bar includes 'Usage', 'Transaction History', 'Active Ports', 'Access Codes', 'Mapping', 'RADIUS', and 'Walled Garden'. The page title is 'RADIUS Session History' for 'Site 1, Pacific Plaza'. Below the title, there is a search section with the following elements:

- Search using:
 - RADIUS Server** (with a dropdown menu containing '-- RADIUS Server --')
 - or
 - Customer Name** (with a dropdown menu containing '-- Customer Name --')
- and the following dates:
 - Start Date**: Sep, 27, 2002
 - End Date**: Sep, 28, 2002
- A 'View RADIUS Report' button.

The Cisco Systems logo is visible on the left side of the page. The page number '65330' is located in the bottom right corner.

- Step 3** From one of the following drop-down menus, select the desired search criteria:
- RADIUS Server
 - Customer Name
- Step 4** From the Start Date drop-down menu, select the desired report start date.
- Step 5** From the End Date drop-down menu, select the desired report end date.
- Step 6** Click **View RADIUS Report**. The RADIUS Session report appears. (See [Figure 7-15](#).)

Figure 7-15 RADIUS Session History Report

Building Broadband Service Manager Reporting Dashboard | Help | Logout

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

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

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Entry Type Legend	Server Status 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	

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 7-16](#) shows an example of the report.

Use the following procedure to view the Walled Garden report.

- Step 1** From the BBSM Dashboard, click **Reporting Pages**. The Reporting splash screen appears, followed by the BBSM Reporting web page. (You can click the splash screen to skip it.)
- Step 2** Click **Walled Garden**. The Walled Garden report web page appears. (See [Figure 7-1](#).)

Figure 7-16 Walled Garden Report

The screenshot shows the 'Building Broadband Service Manager Reporting' interface. The top navigation bar includes 'Usage', 'Transaction History', 'Active Ports', 'Access Codes', 'Room Mappings', 'RADIUS', and 'Walled Garden'. The 'Walled Garden' section is active, displaying a 'Refresh' button and a table of data. The table 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'. A 'Cisco Systems' logo is visible on the left, and 'Site 1, qa test' and 'Walled Garden - Reports Menu' are on the right. A vertical ID '65343' is on the far right edge.

<u>Hostname</u>	<u>Network Address</u>	<u>Network Mask</u>
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.