



Using the Personalized Report

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Getting Started with the Personalized Report

The Personalized Report enables you to configure a report for only the devices, phones, and diagnostic tests that interest you. Other users cannot configure or view this report from Operations Manager.



Note

For purposes of the Personalized Report, a user is defined as the username and password combination used to log in to Operations Manager.

Before you can view the Personalized Report, you must select the days on which the Personalized Report should run and the time at which it should run. Optionally, you can export the report to disk when it runs.

Configuring a Personalized Report

- Step 1** Select **Report > Personalized Report > Configuration**. The Personalized Report Configuration page appears.
- Step 2** Enter a name in the Report Name field.
- Step 3** In the Configure pane, select one radio button at a time to select the devices, phones, and tests you want included in your report. At any time, click **View** to see a summary of your selections or click **Save** to save your selections. The following table describes how to enter data in the Configure pane.

GUI Element	Description/Action
Devices radio button	Expand device folders and select devices from the selector.
Phones radio button	<p>Select the phones that you want to include in your report:</p> <ul style="list-style-type: none"> • Add phones by entering them or selecting them. To enter phones for which you know the extension number of the MAC address: <ul style="list-style-type: none"> a. Select Add > From Known List. The Add Phone From Known List dialog box appears. b. Enter a comma-separated list of phone extensions and MAC addresses and click Apply. <p>To select phones from a report:</p> <ul style="list-style-type: none"> a. Select Add > From Phone Report. The All Phone Reports window opens. b. Select phones and click Select. <ul style="list-style-type: none"> • Remove phones by selecting them and clicking Remove.
Node-to-Node Test radio button	Select tests from the list.
Synthetic Test radio button	Select tests from the list.
Phone Test radio button	Select tests from the list.



Note Clicking **Cancel** cancels all selections, including those for Devices, Phones, Node-to-Node Test, Synthetic Test, and Phone Test.

Step 4 Click **Save**.



Note If you have not yet scheduled the report to run, you must do so. See [Scheduling and Exporting the Personalized Report, page 13-13](#).

Viewing the Personalized Report Configuration Summary

- Step 1** Select **Report > Personalized Report > Configuration**. The Personalized Report Configuration page appears.
- Step 2** Click **View**. The Report Configuration Summary dialog box opens, displaying the report name and lists:
- Devices selected
 - Phones selected
 - Node-to-Node tests selected

- Synthetic tests selected
- Phone status tests selected

Step 3 Click **Close**.

Updating the Personalized Report Configuration

Step 1 Select **Report > Personalized Report > Configuration**. The Personalized Report Configuration page appears.

Step 2 Do one of the following:

- Configure a fresh report—Clear all selections by clicking **Reset**. Make new selections; for more information, see [Configuring a Personalized Report, page 13-1](#).



Note After you click **Reset**, you cannot return to your previous selections. Clicking **Reset** clears all selections and saves the configuration.

- Update individual selections (see [Configuring a Personalized Report, page 13-1](#)) and click **Save**.

The updated configuration is used the next time the Personalized Report runs.

Resetting the Personalized Report Configuration

Use this procedure to clear all selections from the configuration; this is useful when you want to completely reconfigure the Personalized Report.



Note After you click **Reset**, the configuration is erased. If you do not reconfigure the report (see [Configuring a Personalized Report, page 13-1](#)), errors will occur the next time it is scheduled to run. To disable the report, see [Enabling and Disabling the Personalized Report, page 13-14](#).

Step 1 Select **Report > Personalized Report > Configuration**. The Personalized Report Configuration page appears.

Step 2 Click **Reset**.

Viewing the Personalized Report



Note Operations Manager generates the Personalized Report on a schedule; at most, once daily. Operations Manager must generate the report at least once before you can view it. For more information, see [Scheduling and Exporting the Personalized Report, page 13-13](#).

Use this procedure to view a summary and to open report windows for details.

- Step 1** Select **Report > Personalized Report > View Report**. The Personalized Report page appears, displaying summaries for the elements that you selected for inclusion in the report:
- **Devices**—Number of selected devices that Operations Manager is monitoring, number of new alerts, and of those, number that are severe. Click the **View** link for details.
 - **Phones**—Number of selected phones that Operations Manager is monitoring, number that have lost connectivity, and number that have been moved. Click the **View** link for details.
 - **Tests**—Number of selected tests of each type that are running and that have failed. Click the **View** link for details.

In addition, summaries are displayed for the entire system:

- **Devices**—Number of devices added and number of devices removed since midnight. Click the **View** link for details.
- **Phones**—Number of phones added and number of phones removed since midnight. Click the **View** link for details.

Personalized Report for Selected Devices



Note

To launch this report, see [Viewing the Personalized Report, page 13-3](#).

This report contains details about devices you have selected for inclusion in your personalized report. The report content is described in the following table.

Field	Description/Action
Go to (list)	Select a section of the report to navigate to it: <ul style="list-style-type: none"> • Selected Devices Details—Provides succinct status, including alert severity for any alert. • Alerts—Lists details for any alerts on selected devices. • 24-Hour Event History—Lists event history for events related to the alerts.
Selected Devices Details	
Device Type	Type of device.
Device Name	Device name or IP address.
IP Address	Device IP address.

Field	Description/Action
Status	State the device is in with respect to being monitored by Operations Manager: <ul style="list-style-type: none"> • Monitored • Partially Monitored • Monitoring Suspended • Inventory Collection in Progress • Unreachable • Unsupported For more information, see Understanding the Device Summary and Device States, page 15-7 .
First Added	Date and time that the device was first added to Operations Manager.
Last Discovered	Date and time when inventory collection for the device last occurred.
Alert Severity	Critical, Warning, Informational, or, if there are no alerts on the device, Not Available.
Back to Top (link)	Click to return to the top of the report.
Alerts	
Severity	Alert severity—Critical, Warning, or Informational.
Alert ID	Unique identifier for the alert.
Device Type	Type of device.
Device Name	Device name or IP address.
Latest Event Time	Date and time of the most recent event related to the alert.
Latest Event Description	Description of the most recent event. (For event descriptions, see Events Processed, page D-1 . Event descriptions can also be customized; see Customizing Events, page 14-18 .)
Alert Age	Number of hours that an alert has been in existence.
Status	Alert status—Active, Cleared, or Acknowledged. For more information, see Table 3-2 on page 3-5 .
Back to Top (link)	Click to return to the top of the report.
24-Hour Event History	
Event ID	Unique identifier for this event.
Device Type	Type of device.
Device Name	Device name or IP address.
Device Component	Component within the device on which the event occurred.
Event Description	Description of the event. (For event descriptions, see Events Processed, page D-1 . Event descriptions can also be customized; see Customizing Events, page 14-18 .)
Time	Date and time the event occurred.

Field	Description/Action
Status	Active, Cleared, Suspended, Resumed, or Deleted. For more information, see Table 3-6 on page 3-13 .
Alert ID	Unique identifier for the alert that this event is related to.
Back to Top (link)	Click to return to the top of the report.

Personalized Report for Selected Phones



Note

To launch this report, see [Viewing the Personalized Report, page 13-3](#).

This report contains details about phones you have selected for inclusion in your personalized report. The report content is described in the following table.

Field	Description/Action
Go to (list)	Select a section of the report to navigate to it: <ul style="list-style-type: none"> • Phone Details—Provides information for selected phones. • Disconnected/Unregistered Phones in Last 24 Hours—Lists selected phones only if they have been disconnected or unregistered in the previous 24 hours. • Moved Phones in Last 24 Hours—Lists selected phones only if they have moved in the previous 24 hours.
Phone Details	
Extension	Phone extension number.
User	User identified by username, extension, or IP address.
IP Address	IP address for the phone.
MAC Address	MAC address for the phone.
Model	Cisco IP phone model number.
Protocol	SCCP Note H.323 and MGCP protocols are not currently supported.
Regd	Whether the phone is registered to a Cisco CallManager or CallManager Express—yes or no.
CCM/CCE Address	Address of the Cisco CallManager (CCM) with which the IP phone is registered; for example, 10.76.38.70.
Switch Address	IP address of the switch to which the IP phone is connected; for example, 10.76.29.162.
Switch Name	Name of the switch to which the IP phone is connected.
Port	Switch port used by the IP phone; for example, Fa0/12.
Port Status	Status of the port used by the IP phone; for example, static.
VLAN Name	Name of the VLAN (user-defined name); for example, voice.
VLAN ID	ID of the VLAN for the IP phone; for example, 100.

Field	Description/Action
SRST Mode	One of the following: <ul style="list-style-type: none"> • yes—The phone is in SRST mode • no—The phone is not in SRST mode • ?—The phone is suspected to be in SRST mode • - (dash)—The phone is not an SRST phone
SRST Router	IP address of the router that the phone is using for SRST.
Back to Top (link)	Click to return to the top of the report.
Disconnected/Unregistered Phones in Last 24 Hours	
Extension	Phone extension number.
IP Address	IP address for the phone.
MAC Address	MAC address for the phone.
Switch Address	IP address of the switch to which the IP phone is connected; for example, 10.76.29.162.
Switch Port	Switch port used by the IP phone; for example, Fa0/12.
Indication	How move was identified.
Back to Top (link)	Click to return to the top of the report.
Moved Phones in Last 24 Hours	
Old Extension	Previous phone extension number.
New Extension	Current phone extension number.
IP Address	IP address for the phone.
MAC Address	MAC address for the phone.
Old CCM	Cisco CallManager that the phone was previously registered to.
New CCM	Cisco CallManager that the phone is currently registered to.
Old Switch	IP address of the switch to which the IP phone was previously connected; for example, 10.76.29.162.
New Switch	IP address of the switch to which the IP phone is currently connected.
Old Switch Port	Switch port used by the IP phone previously; for example, Fa0/12.
New Switch Port	Switch port used by the IP phone currently.
Deleted Time	Date and time that the old extension was deleted.
Added Time	Date and time that the new extension was added.
Back to Top (link)	Click to return to the top of the report.

Personalized Report for Selected Diagnostic Tests



Note

To launch this report, see [Viewing the Personalized Report, page 13-3](#).

This report contains details about diagnostic tests you have selected for inclusion in your personalized report. The report content is described in the following table.

Report Element	Description/Action
Go to (list)	Select a section of the report to navigate to it: <ul style="list-style-type: none"> • Node-to-Node Tests (Current Status)—Lists most recent node-to-node test results for selected tests. • Node-to-Node Tests (24-Hour History)—Graphs data from node-to-node tests that failed in the previous 24 hours; limited to selected node-to-node tests. • Synthetic Tests (Current Status)—Lists most recent test results for selected tests. • Synthetic Tests (24-Hour Event History)—Lists any test failures for selected synthetic tests. • Phone Status Tests (Current Status)—Lists most recent test results for selected phone status tests. • Phone Status Tests (24-Hour Event History)—Lists any test failures for selected phone status tests.
Node-to-Node Tests (Current Status)	
Test Name	Node-to-node test name. (See Using Node-To-Node Tests, page 10-1.)
Test Type	One of the following: <ul style="list-style-type: none"> • Data Jitter • Ping Echo • Ping Path Echo • UDP Echo • VoIP Post Dial Delay • Gatekeeper Registration Delay
Source	Source device.
Destination	Destination IP-enabled device.
Latest Result	Status for most recent test: pass or fail.
Time Stamp	Date and time of most recent test.
Back to Top (link)	Click to return to the top of the report.
Node-to-Node Tests (24-Hour History)	

Report Element	Description/Action
Graph	<p>A graph is displayed for each node-to-node test included in your Personalized Report that failed in the previous 24 hours. Information about the test is listed above the graph:</p> <ul style="list-style-type: none"> • Test name. • IP addresses or DNS names of source and destination devices. • Node-to-node test type. • Statistics collected for the test type. <p>The Y axis of each graph:</p> <ul style="list-style-type: none"> • Adjusts to the maximum value to be displayed. • Displays tick marks at intervals of 40 (the unit of measure is displayed in the legend). <p>The number of values plotted on the graph should match the number of statistics listed above the graph. For example, for a Data Jitter test, the following three statistics could be listed above the graph: Average Latency, Source to Destination, and Destination to Source. Correspondingly, three values should be plotted on the graph.</p> <p>Note If not all expected values are plotted on a graph, the most likely reason is that one or more values are very small in comparison to the maximum value. For example, for the values 250, 2, and 1, the smaller values, 2 and 1, will not be plotted.</p>
Synthetic Tests (Current Status)	
Test Name	Name of the synthetic test. For more information about synthetic tests, see Getting Started with Synthetic Tests, page 9-1 .
Test Type	<p>One of the following:</p> <ul style="list-style-type: none"> • End-to-end call test • Phone registration test • Dial-tone test • TFTP download test • Cisco Emergency Responder (CER) test • Cisco Conference Connection (CCC) test • Message Waiting Indicator test
Application	<p>Application involved in the synthetic test:</p> <ul style="list-style-type: none"> • Cisco CallManager (all tests) • Cisco Conference Connection • Cisco Emergency Responder • Cisco Unity (MWI)
Other Details	Additional information.
Latest Result	Result of most recent synthetic test: pass or fail.
Time Stamp	Date and time of most recent synthetic test.

Report Element	Description/Action
Back to Top (link)	Click to return to the top of the report.
Synthetic Tests (24-Hour Event History)	
Event ID	Unique ID for this event.
Event Description	One of the following or a customized description for any of these: <ul style="list-style-type: none"> • SyntheticTestFailedTests • SyntheticTestsNotRun • TooManyFailedConfidenceTests (For event descriptions, see Events Processed, page D-1 . For information about customized events, see Customizing Events, page 14-18 .)
Test Name	Name of the synthetic test. For more information about synthetic tests, see Getting Started with Synthetic Tests, page 9-1 .
Test Type	One of the following: <ul style="list-style-type: none"> • End-to-end call test • Phone registration test • Dial-tone test • TFTP download test • Cisco Emergency Responder (CER) test • Cisco Conference Connection (CCC) test • Message Waiting Indicator test
Application	Applications involved in the synthetic test: <ul style="list-style-type: none"> • Cisco CallManager (all tests) • Cisco Conference Connection • Cisco Emergency Responder • Cisco Unity (MWI)
Other Details	Additional information.
Time Stamp	Date and time the synthetic test ran.
Back to Top (link)	Click to return to the top of the report.
Phone Status Tests (Current Status)	
Test Name	Name of the phone status test. For more information about phone status tests, see Getting Started with Phone Status Testing, page 8-1 .
Source Phones	IP address of the source phone.
Latest Result	Result of the most recent phone status test: pass or fail.
Time Stamp	Date and time of the most recent phone status test.
Back to Top (link)	Click to return to the top of the report.
Phone Status Tests (24-Hour Event History)	
Event ID	ID of the event.

Report Element	Description/Action
Event Description	PhoneReachabilityTestFailed event or customized event name. (For event descriptions, see Events Processed , page D-1. For information about customized events, see Customizing Events , page 14-18.)
Test Name	Name of the phone status test.
Test Status	Status of the test: pass or fail.
Phone Extension	IP phone extension.
Phone MAC Address	IP phone MAC address.
Time Stamp	Date and time of most recent phone status test.
Back to Top (link)	Click to return to the top of the report.

24-Hour Inventory Update Report—Devices



Note

To launch this report, see [Viewing the Personalized Report](#), page 13-3.

This report summarizes all devices in your system that have been added or removed during the last 24 hours. The report content is described in the following table.

Report Element	Description/Action
Go to (list)	Select a section of the report to navigate to it: <ul style="list-style-type: none"> • Added Devices—Lists devices that have been added. • Removed Devices—Lists devices that have been removed
Added Devices	
Device Type	Type of device.
Device Name	IP address or DNS name.
IP Address	IP address of the device.
Status	State the device is in with respect to being monitored by Operations Manager: <ul style="list-style-type: none"> • Monitored • Partially Monitored • Monitoring Suspended • Inventory Collection in Progress • Unreachable • Unsupported For more information, see Understanding the Device Summary and Device States , page 15-7.
First Added	Date and time the device was first added to Operations Manager.
Last Discovered	Date and time that inventory collection last occurred on the device.
Back to Top (link)	Click to return to the top of the report.

Report Element	Description/Action
Removed Devices	
Device Type	Type of device.
Device Name	IP address or DNS name.
IP Address	IP address of the device.
Time	Date and time that the device was removed from Operations Manager.
Back to Top (link)	Click to return to the top of the report.

24-Hour Inventory Update Report—Phones



Note

To launch this report, see [Viewing the Personalized Report, page 13-3](#).

This report summarizes all IP phones in your system that have been added or removed in during the last 24 hours. The report content is described in the following table.

Report Element	Description/Action
Go to (list)	Select a section of the report to navigate to it: <ul style="list-style-type: none"> Added Phones (Last 24 Hours)—Lists phones that have been added. Removed Phones (Last 24 Hours)—Lists phones that have been removed.
Added Phones (Last 24 Hours)	
Extension	Extension number of the phone.
User	User identified by username, extension, or IP address.
IP Address	IP address for the phone.
MAC Address	MAC address for the phone.
Model	Cisco IP phone model number
Protocol	SCCP Note H.323 and MGCP protocols are not currently supported.
Status	
Regd	Whether the phone is registered to a Cisco CallManager or CallManager Express—yes or no.
CCM/CCE Address	Address of the Cisco CallManager (CCM) or Cisco CallManager Express (CCE) with which the IP phone is registered; for example, 10.76.38.70.
Switch Address	IP address of the switch to which the IP phone is connected; for example, 10.76.29.162.
Switch Name	Name of the switch to which the IP phone is connected.
Port	Switch port used by the IP phone; for example, Fa0/12.

Report Element	Description/Action
Port Status	Status of the port used by the IP phone; for example, static.
VLAN Name	Name of the VLAN (user-defined name); for example, voice.
VLAN ID	ID of the VLAN for the IP phone; for example, 100.
Back to Top (link)	Click to return to the top of the report.
Removed Phones (Last 24 Hours)	
The Removed Phones section of the report contains the same fields as the Added Phones section of the report. See Added Phones (Last 24 Hours) , page 13-12.	

Scheduling and Exporting the Personalized Report

You must create a schedule for the Personalized Report, and optionally, you can export the data to disk.

Creating a Schedule and Optionally Exporting the Personalized Report

Step 1 Select **Reports > Personalized Report > Export**. The Automatically Generate Personalized Report page appears.

Step 2 Enter the following:

- (Optional) Export as radio buttons—Select PDF or CSV or both.
- Run:
 - At—Select hour and minute from lists.
 - On—Select one: every day, Sun, Mon, Tue, Wed, Thu, Fri, Sat
- Location:



Note Location is required only if you have selected export as PDF or CSV.

- Enter a location including the drive and the folder. For example:

C: \MyReport

- Select the e-mail check box and enter a fully qualified e-mail address if you want to be notified when the report is created.

Step 3 Click **Apply**. The schedule is created. The Disable button appears.

Updating the Personalized Report Schedule and Export Options

Use this procedure to update the Personalized Report schedule and export options.

Step 1 Select **Reports > Personalized Report > Export**. The Automatically Generate Personalized Report page appears.



Note The Apply button is disabled until you change any field on this page. You can update the Personalized Report schedule and export options even when the report is disabled (when the Enable button is active).

Step 2 Update any of the following:

- (Optional) Export as radio buttons—Select PDF or CSV or both.
- Run:
 - At—Select hour and minute from lists.
 - On—Select one: every day, Sun, Mon, Tue, Wed, Thu, Fri, Sat
- Location:



Note Location is required only if you have selected export as PDF or CSV.

- Enter a location including the drive and the folder. For example:

C:\MyReport

- Select the e-mail check box and enter a fully qualified e-mail address if you want to be notified when the report is created.

Step 3 Click **Apply**. The schedule and export options are updated and will be used as soon as possible. If the report is disabled (the Enable button is active), you must enable it to use the new schedule.

Enabling and Disabling the Personalized Report

Use this procedure to stop (disable) the Personalized Report and restart (enable) the report.



Note You cannot enable or disable the Personalized Report if you have not first scheduled it. See [Scheduling and Exporting the Personalized Report, page 13-13](#).

Step 1 Select **Reports > Personalized Report > Export**. The Automatically Generate Personalized Report page appears.

Step 2 Click the **Disable** or the **Enable** button.



Note Only one of these buttons is displayed. When you click Enable, the Disable button appears. Similarly, when you click Disable, the Enable button appears.