



## Overview

---

The Administrative Reporting Tool (ART) for Cisco CallManager 1.0(1), a web-based reporting application, generates the following reports that provide information regarding voice quality and generates reports on the gateway performance:

- Quality of service
- Traffic details
- User call details
- Billing details
- Gateway details
- Call Detail Records

The Cisco CallManager records information regarding each call in Call Detail Records (CDRs) and Call Management Records (CMRs). CDRs and CMRs serve as the basic information source for ART and are stored in the ART database.

Retrieve the information that is not present in the CDR and CMRs, but is required for various reports, from the Lightweight Directory Access Protocol (LDAP), or the ART administrator must enter the information.

## Installing ART

The ART application is installed on a web server and distributed over the intranet. The server installation will be through an ART install package.

## Development Platform

ART is installed using a self-extracting exe file. The installation package uses InstallShield 5.1 Professional Edition. VB executables are used for configuring IIS and Tomcat. The Osql utility is used for creating and populating values into the ART database.

## Prerequisites

- ART Installation requires that the server machine have
  - Cisco CallManager (Glasshouse)
  - IIS 5.0
  - SQL server 7.0
  - LDAP Code

The installation program checks for existence of Cisco CallManager LDAP code. If any of the software does not exist, the installation program gives an appropriate error message and aborts.

No explicit check occurs for the existence of IIS and SQL server because the presence of Cisco CallManager (Glasshouse) ensures that IIS and SQL server are present.

- The ART package requires approximately 30 MB of disk space (this does not include space required for storing pregenerated reports or the ART database). A check determines whether the required disk space is available. When the required disk space is not available, installation gives an error message. It then allows the user either to continue with the installation after freeing the required amount of disk space or to abort the installation.

## Halting Services and Applications

Ensure that the IIS Admin service is halted before installation begins. The IIS Admin service restarts at the end of installation.

## Installation Processes

The ART installation performs the following processes.

- Checks for an existing installation of ART. If an installation of ART exists, setup prompts the user with a message and choice of aborting the installation or overwriting the existing files.
- Installs the ART files with the appropriate directory structure.
- Provides the user with an option to choose the destination location for installation of ART.
- Displays the setup information to the user.
- Creates Administrative Reporting Tool as a program folder under Cisco CallManager.
- Gets the value for SQL server login name and password from the user and uses these values for ART database installation.
- Sets registry keys for ART under Cisco Systems, Inc., in the registry.
- Creates DSN for ART and Cisco CallManager, which are required for database connection.
- Gets the value of the LDAP parameters from the registry and stores the same in the ART initialization file.
- Gets the value of the Cisco CallManager (glasshouse) server and database from the registry and uses these values for ART database population.
- Gets the value of the Mail host IP address, Mail host domain name, ART Mail Id, and Mail password from the user and uses these values for ART database population.
- Gets the value of Dial Plan type (NANP/Others) from the user.
- Installs ART database and populates the default values for various tables. If the ART database installation fails, the user receives an error message, and the installation aborts.
- Creates a new login, CiscoARTUser, for the ART database.
- Creates the ART.ini file.
- Configures Tomcat for ART.
- Creates entries in Tomcat configuration files with information specific to ART.

- Configures IIS and Tomcat.
- Registers and starts Tomcat as an NT Service named ART Tomcat.
- Creates an ART virtual directory.
- Creates a Jakarta virtual directory and sets the ISAPI filter.
- Sets the Classpath for ART.
- Installs ARTScheduler as an NT service and starts it.
- Puts ART as a plugin to Cisco CallManager.
- Restarts IIS admin service and Tomcat after installation.
- Provides capability that if you abort the installation by clicking on **Exit** or **Cancel** on any screen, the installation rolls back, and all the ART files that have been installed are removed.

**Note**

---

After installation, the Id and password for the first administrator would be "Admin", "Admin".

---

## Uninstalling ART

Uninstall performs the following processes:

- Removes the ART Tomcat NT service
- Removes ART files
- Removes Virtual directory for ART and Jakarta (Created for IIS-Tomcat configuration)
- Removes ARTScheduler service
- Removes ART plugin

## ART Specifications

The following specifications apply to ART:

- ART Release 1.0(1) is compatible with Cisco CallManager Release 3.0(5).

- ART must be installed on the Cisco CallManager, the primary publisher database, and Microsoft Posting Acceptor.
- The ART application uses approximately 30 MB of disk space for the executable and the online documentation.
- ART is designed to work for an enterprise having a maximum of 2000 users with a maximum of two million CDRs and a maximum of two million records in the ART database. Exceeding the limits for the number of users or the size of the CDR database adversely impacts the performance of ART.
- The peak size of the ART database is 1.5 GB.
- The ART application requires no maintenance other than possible upgrades when Cisco CallManager is upgraded.
- System administrators, managers, and users have access to ART.
- The client machines can be running Microsoft Windows NT or 2000, or UNIX.
- The database is SQL Server version 7.0.
- ART uses StyleReport Pro for report generation and displays reports in PDF form using Adobe Acrobat Reader.
- ART currently uses only the North American Dial Plan (NADP).

