



Accessing ART

Access to ART is available only through a secured login to the package. The user ID and password for ART access are the same as the user profile set for Cisco CallManager.

Access ART using Internet Explorer 4.01 Service Pack 2 or later, or Netscape 4.5 or later.

To view the reports, ART requires the Adobe Acrobat reader, which you can download and install from the ART main screen.

Logon Screen

You can use this logon screen to log on to ART.

If you are using ART for the first time, you must create an ART Administrator. To create an ART administrator, login as **Admin** with password **Admin**.

You must enter your user ID and password, which are then validated against the LDAP entries. If your password is authenticated by LDAP, the Main screen displays.

Otherwise, an error message occurs, and you must re-enter your user ID and password.

Your Logon screen has the following interactive fields:

- User Name—an editable text box where you must enter your user ID.
- Password—an editable text box for your password. The system hides the password from view; an asterik (*) represents each character entered.

- **OK**—validates your entries and presents you with the next screen. If the validation results are negative, an error message displays and prompts you to re-enter your user ID and password.
- **Reset**—clears the contents of your user ID and password boxes

Procedure

Perform the following steps to log on to ART:

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- Step 1** Enter your user ID in the User Name box.
- Step 2** Enter your password.
- Step 3** Click **OK**.
The main welcome screen displays.
- Step 4** If you receive an error message, repeat Steps 1–3.
Contact your system administrator if you cannot log on to ART.
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Your access to different screens and reports is based on the security level of your password. There are three levels of access privileges, which are configured by your network administrator:

**Note**

While some screens can be accessed by individual users and additional screens can be accessed by managers, system administrators have access to the complete ART application.

The three levels of access privileges are

- **Individual users**—can view or generate bills pertaining to your own phone calls.
- **Managers**—can view reports and bills pertaining to all employees within their department.
- **ART system administrators**—can use all the features of ART.

The following table details which reporting screens you can access depending on your password classification.

Table 2-1 ART Screen Access

Users	Screen Access
Individual Users, Managers, Administrators	Logon Screen Main Screen Individual Bill Mail To Contents and Index For This Page About Cisco ART
Managers, Administrators	Department Bill QOS Summary Call Report by Charge Call Report by Duration

Table 2-1 ART Screen Access (continued)

Users	Screen Access
Administrators	QOS Detail Gateway Detail Gateway Summary CDR Search By User/Extension CDR Search By Gateway Traffic Summary System Overview Call Duration Time of Day Voice Quality ART Database Alert CDR Database Alert Manual Database Purge Daily Scheduler Weekly Scheduler Monthly Scheduler Error Log Event Log System Parameters Define QOS Admin Rights Notification Limits Gateway Configuration Pregeneration/Mailing

Viewing the Application Menu Option

ART Administrators can return to Cisco CallManager from this menu option by choosing

Application > Cisco CallManager

User Interface

You can use the menu-based graphical user interface to configure and generate ART reports. The look and feel of ART is similar to the Cisco CallManager Administration window.

You can install Adobe Acrobat Reader from the main screen by clicking the link. You must have Adobe Acrobat Reader to view the ART reports.

Understanding Common Screen Properties

You can use the following common button features in all ART screens:

- **Insert**—allows you to add extra rows to the table being edited
- **Update**—saves the values on the screen
- **Delete**—allows you to delete rows by checking boxes when editing a table
- **Cancel**—cancels current entries and reloads the previous values from the database
- **Select All**—allows you to select all the check boxes
- **Clear All**—allows you to deselect all the check boxes (all boxes are checked by default)

**Note**

Changes made on the screens go into effect when the next load of CDR and CMR occurs.

Viewing the Main Screen

The Main screen welcomes you to ART when you successfully log into the application. It shows the copyright and contact information for ART.

ART has the following main menu options with submenu selections:

- Bills
 - Individual Bills
 - Department Bills
- Call Reports
 - By Charge
 - By Duration
 - Traffic Summary
 - System Overview
- QOS Reports
 - QOS Detail
 - QOS Summary
- Gateway Reports
 - Gateway Detail
 - Gateway Summary
- CDR Search
 - By User/Extension
 - By Gateway
- System
 - Rating Engine—Duration, Time of Day, Voice Quality
 - Database—ART Database Alert, CDR Database Alert, Manual Database Purge
 - Scheduler—Daily, Weekly, Monthly
 - System Parameters—Admin Rights, Mail Parameters, System Preferences, Pregeneration/Mailing

- Log Screens
 - Event Log
 - Error Log
- Define QOS
- Gateway Configuration
- Notification Limits

Viewing the Help Menu Option

Regardless of your level of security access, you can access the online help information by choosing **Help** and any of the following submenu items:

- Contents and Index—allows you to view a table of contents list and select any topic.
- For This Page—provides you with helpful information regarding the displayed screen.
- About Cisco ART—shows you the current version of ART and contact information.

