



# Configuring Administrative Reports

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This chapter provides administrators with procedures on how to configure administrative reports.

This chapter also includes information to help you understand the report output.



**Note**

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The ART administrator sets the parameters for configuring the ART function.

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## Configuring Administrative Report Parameters

In addition to all reports described in previous chapters, the Administrator can configure the following report parameters:

- QOS Detail
- QOS Summary
- Gateway Detail
- Gateway Summary
- CDR Search by User/Extension
- CDR Search by Gateway
- Traffic Summary
- System Overview

# Generating QOS Detail Reports

Use this procedure to specify the parameters for generating a report, which gives the voice quality grades achieved for various calls. You can also analyze the performance of the Cisco CallManager for various manager groups or for the entire organization.

**Caution**

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Use ART only during initial installation or during off-peak hours. Otherwise, data collection and ad-hoc reports could affect the Cisco CallManager performance, and call processing may be adversely affected.

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The following interactive fields apply for the QOS Detail screen:

- Available Reports—required field in which you can choose from a list of pregenerated reports (the default is the latest pregenerated report). Other reports appear in reverse chronological order. The last choice in the list is “Generate New Report.”
- Select Call Types—required field that includes the following check boxes (all are checked by default):
  - On Net—outgoing calls from one Cisco CallManager cluster to another Cisco CallManager cluster.
  - Internal—calls that originated in the Cisco CallManager network and ended in the same Cisco CallManager network (no gateways are used).
  - Local—local calls originating in the Cisco CallManager network going out through the Public Switched Telephone Network (PSTN).
  - Long Distance—long distance calls originating in the Cisco CallManager network going out through the Public Switched Telephone Network (PSTN).
  - International—international calls originating in the Cisco CallManager network going out through the Public Switched Telephone Network (PSTN).
  - Incoming—calls that originated outside the Cisco CallManager network, entered through a gateway, and into the Cisco CallManager IP network.

- Tandem—calls that originated outside the Cisco CallManager network, entered the Cisco CallManager network through a gateway, and transferred outside from the Cisco CallManager network through a gateway.
  - Others—other outgoing calls, such as Toll Free numbers, 911, and so on.
- Select QOS
  - Good
  - Acceptable
  - Fair
  - Poor
- From Date—provides a place to always include a date if you choose Generate New Report from Available Reports.
- To Date—provides a place to always include a date if you choose Generate New Report from Available Reports.
- Up or Down—to view any place in the hierarchy.
- Add—adds the selected person to the “List of Selected Users” box.
- Remove—removes a user.
- Remove All—removes all users.

The selected names appear in the “List of Selected Users.”

- View Report—click to view reports.
- Send Report—click to mail reports.

### Procedure

To generate QOS Detail Reports, perform the following steps:

- 
- Step 1** Choose **QOS Reports > QOS Detail** from the ART main menu.
  - Step 2** Click the drop-down arrow to choose an option from Available Reports (required).
  - Step 3** Check Call Type (required)— check one or more of the boxes.
  - Step 4** Enter From Date—enter the date and select the month and year from the drop-down menu.

- Step 5** Enter To Date—enter the date and select the month and year from the drop-down menu.
- Step 6** Enter a User ID or click the “User Search” link to choose from the list of users.
- Step 7** Click **Add** to add the names to the “List of Selected Users.”
- Step 8** Click **View Report**—see “Understanding the Quality of Service Detail Reports.”
- Step 9** Click **Send Report**—if you want to mail your report, see Chapter 3, “Mailing Your Report.”
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## Understanding the Quality of Service Detail Reports

The QOS Detail report provides information in the following report fields:

- **Orig. Time**—Origination time
- **Term. Time**—Termination time
- **Duration(s)**—Call Duration shows the number of seconds that the call was connected. It is the difference between the Destination Connect and the Destination Disconnect.
- **Orig**—Originating Number shows the directory number of the device from which the call originated.
- **Dest**—Destination Span or Port applies only to outgoing calls made through a gateway and is the span or physical port through which the call went.
- **Call Classification**—Call Classification designates types of calls to consider for the QOS detail report (internal, local, long distance, international, incoming, tandem, others).
- **Orig. Codec**—Origination codec designates the codec type (compression or payload type) that the originator used on its sending side during this call. This may differ from the codec type used on its receiving side.
- **Dest. Codec**—Destination codec designates the codec type (compression or payload type) that the destination used on its sending side during this call. This may differ from the codec type used on its receiving side.
- **Origination IP**—Originating Number IP Address shows the IP address of the device from which the call originated.

- **Orig. Span**—Digital gateway span or analog port applies only to incoming calls received through a gateway and is the span or physical port through which the call entered.
- **QOS**—Quality of Service shows the voice quality grade achieved for the calls.

## Generating QOS Summary Reports

Use this procedure to specify the parameters for generating a report, which gives the voice quality grades achieved for various calls. You can also analyze the performance of the Cisco CallManager for various manager groups or for the entire organization.



### Caution

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Use ART only during initial installation or during off-peak hours. Otherwise, data collection and ad-hoc reports could affect the Cisco CallManager performance, and call processing may be adversely affected.

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The following interactive fields apply for the QOS Summary screen:

- **Available Reports**—required field in which you can choose from a list of pregenerated reports (the default is the latest pregenerated report). Other reports appear in reverse chronological order. The last choice in the list is “Generate New Report.”
- **Select Call Types**—required field that includes the following check boxes (all are checked by default).
  - **On Net**—outgoing calls from one Cisco CallManager cluster to another Cisco CallManager cluster.
  - **Internal**—calls that originated in the Cisco CallManager network and ended in the same Cisco CallManager network (no gateways are used).
  - **Local**—local calls originating in the Cisco CallManager network going out through the Public Switched Telephone Network (PSTN).
  - **Long Distance**—long distance calls originating in the Cisco CallManager network going out through the Public Switched Telephone Network (PSTN).

- International—international calls originating in the Cisco CallManager network going out through the Public Switched Telephone Network (PSTN).
  - Incoming—calls that originated outside the Cisco CallManager network, entered through a gateway, and into the Cisco CallManager IP network.
  - Tandem—calls that originated outside the Cisco CallManager network, entered the Cisco CallManager network through a gateway, and transferred outside from the Cisco CallManager network through a gateway.
  - Others—other outgoing calls, such as Toll Free numbers, 911, and so on.
- From Date—provides a place to always include a date if you choose Generate New Report from Available Reports.
  - To Date—provides a place to always include a date if you choose Generate New Report from Available Reports.
  - Select All—allows checking all the check boxes.
  - Clear All—allows unchecking all the check boxes.
  - View Report—click view your report.
  - Send Report—click mail your report.

### Procedure

To generate QOS Summary Reports, perform the following steps:

- 
- Step 1** Choose **QOS Reports > QOS Summary** from the ART main menu.
  - Step 2** Click the drop-down arrow to choose an option from Available Reports (required).
  - Step 3** Check Call Type (required)— check one or more of the boxes.
  - Step 4** Enter From Date—enter the date and select the month and year from the drop-down menu.
  - Step 5** Enter To Date—enter the date and select the month and year from the drop-down menu.

- Step 6** Click **View Report**—see “Understanding the Quality of Service Summary Reports.”
- Step 7** Click **Send Report**—if you want to mail your report, see Chapter 3, “Mailing Your Report.”
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## Understanding the Quality of Service Summary Reports

The QOS Detail report provides information in the following report fields:

- **Orig. Time**—Origination time
- **Term. Time**—Termination time
- **Duration(s)**—Call Duration shows the number of seconds that the call was connected. It is the difference between the Destination Connect and the Destination Disconnect.
- **Orig**—Originating Number shows the directory number of the device from which the call originated.
- **Dest**—Destination Span or Port applies only to outgoing calls made through a gateway and is the span or physical port through which the call went.
- **Call Classification**—Call Classification designates types of calls to consider for the QOS detail report (internal, local, long distance, international, incoming, tandem, others).
- **Orig. Codec**—Origination codec designates the codec type (compression or payload type) that the originator used on its sending side during this call. This may differ from the codec type used on its receiving side.
- **Dest. Codec**—Destination codec designates the codec type (compression or payload type) that the destination used on its sending side during this call. This may differ from the codec type used on its receiving side.
- **Origination IP**—Originating Number IP Address shows the IP address of the device from which the call originated.

- Orig. Span—Digital gateway span or analog port applies only to incoming calls received through a gateway and is the span or physical port through which the call entered.
- QOS—Quality of Service shows the voice quality grade achieved for the calls.

## Generating Gateway Detail Reports

Use this procedure for generating a detailed report of all calls that went through gateways in the enterprise.



### Caution

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Use ART only during initial installation or during off-peak hours. Otherwise, data collection and ad-hoc reports could affect the Cisco CallManager performance, and call processing may be adversely affected.

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The following interactive fields apply for the Gateway Detail screen:

- Available Reports—required field in which you can choose from a list of pregenerated reports (the default is the latest pregenerated report). Other reports appear in reverse chronological order. The last choice in the list is “Generate New Report.”
- Select Call Types—required field that includes seven check boxes (all are checked by default).
  - On Net—outgoing calls from one Cisco CallManager cluster to another Cisco CallManager cluster.
  - Internal—calls that originated in the Cisco CallManager network and ended in the same Cisco CallManager network (no gateways are used).
  - Local—local calls originating in the Cisco CallManager network going out through the Public Switched Telephone Network (PSTN).
  - Long Distance—long distance calls originating in the Cisco CallManager network going out through the Public Switched Telephone Network (PSTN).

- International—international calls originating in the Cisco CallManager network going out through the Public Switched Telephone Network (PSTN).
  - Incoming—calls that originated outside the Cisco CallManager network, entered through a gateway, and into the Cisco CallManager IP network.
  - Tandem—calls that originated outside the Cisco CallManager network, entered the Cisco CallManager network through a gateway, and transferred outside from the Cisco CallManager network through a gateway.
  - Others—other outgoing calls, such as Toll Free numbers, 911, and so on.
- Select QOS—required field. Check one or more boxes.
  - Good
  - Acceptable
  - Fair
  - Poor
  - N/A
- From Date—provides a place to always include a date if you choose Generate New Report from Available Reports.
- To Date—provides a place to always include a date if you choose Generate New Report from Available Reports.
- Select Gateways—shows all the gateways populated in the “List of Gateways” list box and the IP addresses of the gateways. You can choose all or some of the gateways by using the following buttons:
  - Add
  - Remove
  - Add All
  - Remove All
- View Report—click to view reports.
- Send Report—click to send reports.

**Procedure**

To generate Gateway Detail Reports, perform the following steps:

- 
- Step 1** Choose **Gateway Reports > Gateway Detail** from the ART main menu.
  - Step 2** Click the drop-down arrow to choose an option from Available Reports (required).
  - Step 3** Check Call Type (required)—check one or more of the boxes.
  - Step 4** Check QOS (required)—check one or more of the boxes.
  - Step 5** Enter From Date (required if you choose Generate New Report).
  - Step 6** Enter To Date (required if you choose Generate New Report).
  - Step 7** Choose Gateways—choose one or more gateways.  
Click **Add** to place the selected gateway(s) in the Selected Gateways list box.
  - Step 8** Click **View Report**—see “Understanding Gateway Detail Reports.”
  - Step 9** Click **Send Report**—if you want to mail your report, see Chapter 3, “Mailing Your Report.”
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## Understanding Gateway Detail Reports

The Gateway Detail report provides information in the following fields for calls that used the gateway:

- Date—when the call went through the gateway
- Orig. Time—Origination time
- Term. Time—Termination time
- Duration(s)—Call Duration shows the number of seconds that the call was connected. It is the difference between the Destination Connect and the Destination Disconnect times.
- Orig—Originating Number shows the directory number of the device from which the call originated.
- Dest—Destination shows the directory number to which the call was originally placed. If the call is not forwarded, this directory number should match the Final Destination number. If the call was forwarded, this field contains the original destination of the call before it was forwarded.

- **Orig. Codec**—Origination codec designates the codec type (compression or payload type) that the originator used on its sending side during this call. This may differ from the codec type used on its receiving side.
- **Dest. Codec**—Destination codec designates the codec type (compression or payload type) that the destination used on its sending side during this call. This may differ from the codec type used on its receiving side.
- **Origination IP**—Originating Number IP Address shows the IP address of the device from which the call originated.
- **QOS**—Quality of Service shows the voice quality grade achieved for the calls.

## Generating the Gateway Summary Report

Use this procedure for specifying the parameters for generating a summary report of all the calls that went through the gateways. The reports generated provide information for monitoring the traffic and QOS for calls through the gateways.

This report also provides the total number of calls and the duration under each of the categories.

You can schedule the report for generation every month or generate the report on demand.



### Caution

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Use ART only during initial installation or during off-peak hours. Otherwise, data collection and ad-hoc reports could affect the Cisco CallManager performance, and call processing may be adversely affected.

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The following interactive fields apply for the Gateway Summary screen:

- **Available Reports**—required field in which you can choose from a list of pregenerated reports (the default is the latest pregenerated report). Other reports appear in reverse chronological order. The last choice in the list is “Generate New Report.”
- **Select Call Types**—check boxes (all are checked by default)
  - **Incoming**—calls that originated outside the Cisco CallManager network, entered through a gateway, and into the Cisco CallManager IP network.

- On Net—outgoing calls from one Cisco CallManager cluster to another Cisco CallManager cluster.
  - Internal—calls that originated in the Cisco CallManager network and ended in the same Cisco CallManager network (no gateways are used).
  - Local—local calls originating in the Cisco CallManager network going out through the Public Switched Telephone Network (PSTN).
  - Long Distance—long distance calls originating in the Cisco CallManager network going out through the Public Switched Telephone Network (PSTN).
  - International—international calls originating in the Cisco CallManager network going out through the Public Switched Telephone Network (PSTN).
  - Tandem—calls that originated outside the Cisco CallManager network, entered the Cisco CallManager network through a gateway, and transferred outside from the Cisco CallManager network through a gateway.
- From Date—provides place to always include a date if you generate a new report.
  - To Date—provides place to always include a date if you generate a new report.
  - View Report—click to view a report.
  - Send Report—click to send a report.

### Procedure

To generate a Gateway Summary Report, perform the following steps:

- 
- Step 1** Choose **Gateway Reports > Gateway Summary** from the ART main menu.
  - Step 2** Click the drop-down arrow to choose an option from Available Reports (required).
  - Step 3** Check Call Type— check one or more of the boxes.
  - Step 4** Enter From Date—enter the date and select the month and year from the drop-down menu.
  - Step 5** Enter To Date—enter the date and select the month and year from the drop-down menu.

- Step 6** Click **View Report**—see “Understanding Gateway Summary Reports.”
- Step 7** Click **Send Report**—if you want to mail your report, see Chapter 3, “Mailing Your Report.”
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## Understanding Gateway Summary Reports

The Gateway Summary report presents a matrix showing the number of calls of various call classifications and QOS that passed through a gateway:

- **Quality of Service**—shows a summary of the performance of the various gateways with the total number of calls for each of the categories: Good, Acceptable, Fair, and Poor.
- **Call Classification**—shows the types of calls considered for this report.
- **Calls**—shows the total number of calls for each call classification.
- **Duration(s)**—shows the number of seconds that the call was connected.

## Generating Traffic Summary Reports

You can use this procedure to specify the parameters to generate reports for traffic monitoring and peak hour determination.



### Caution

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Use ART only during initial installation or during off-peak hours. Otherwise, data collection and ad-hoc reports could affect the Cisco CallManager performance, and call processing may be adversely affected.

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You can generate three types of reports:

- Hourly Summary—generates a three-dimensional, stacked bar representing the number of calls of each call type made every hour for the selected date range
- Day of Week Summary—generates a three-dimensional, stacked bar representing the number of calls of each call type made every day of the week for the selected week
- Daily Summary—generates a three-dimensional, stacked bar representing the number of calls of each call type made every day of the month for the selected month

You can also generate the report on demand for a selected date range.

The following interactive fields apply for the Traffic Summary screen:

- Generate Report—includes the following options:
  - Hourly Summary (default)
  - Day of Week Summary
  - Daily Summary
- Available Reports—required field in which you can choose from a list of pregenerated reports (the default is the latest pregenerated report). Other reports appear in reverse chronological order. The last choice in the list is “Generate New Report.”
- Select Call Types—required field that includes the following check boxes (all checked by default). Check one or more of the check boxes.
  - On Net—outgoing calls from one Cisco CallManager cluster to another Cisco CallManager cluster.
  - Internal—calls that originated in the Cisco CallManager network and ended in the same Cisco CallManager network (no gateways are used).
  - Local—local calls originating in the Cisco CallManager network going out through the Public Switched Telephone Network (PSTN).
  - Long Distance—long distance calls originating in the Cisco CallManager network going out through the Public Switched Telephone Network (PSTN).
  - International—international calls originating in the Cisco CallManager network going out through the Public Switched Telephone Network (PSTN).

- Incoming—calls that originated outside the Cisco CallManager network, entered through a gateway, and into the Cisco CallManager IP network.
- Tandem—calls that originated outside the Cisco CallManager network, entered the Cisco CallManager network through a gateway, and transferred outside from the Cisco CallManager network through a gateway.
- Others—other outgoing calls, such as Toll Free numbers, 911, and so on.
- Select QOS—required field. Check one or more of the check boxes.
  - Good
  - Acceptable
  - Fair
  - Poor
  - N/A
- From Date—provides a place to always include a date if you generate a new report.
- To Date—provides a place to always include a date if you generate a new report.
- View Report—click to view a report.
- Send Report—click to send a report.

### Procedure

To generate Traffic Summary Reports, perform the following steps:

- 
- Step 1** Choose **Call Reports > Traffic Summary** from the ART main menu.
  - Step 2** Generate Reports—(required) click the drop-down arrow to choose a report to generate. Hourly Summary is the default.
  - Step 3** Available Reports—(required) choose from the list of pregenerated reports or Generate New Report.
  - Step 4** Check Call Type— check one or more of the check boxes.
  - Step 5** Check QOS—check one or more of the boxes.
  - Step 6** Enter From Date—enter the date and select the month and year from the drop-down menu.

- Step 7** Enter To Date—enter the date and select the month and year from the drop-down menu.
- Step 8** Click **View Report**—see “Understanding Traffic Summary Reports.”
- Step 9** Click **Send Report**—if you want to mail your report, see Chapter 3, “Mailing Your Report.”
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## Understanding Traffic Summary Reports

Traffic Summary reports display as stacked bar charts representing the traffic for a period (hour, day, or date) with each block on the bars indicating a different call classification.

The table below the graph presents the data on which the graph is based.

The three types of reports are as follows:

- **Traffic Summary - Hourly**—This report presents the traffic details on an hourly basis for a selected date range.
- **Traffic Summary - Day of the Week**—This report presents the traffic details based on every day of the selected week.
- **Traffic Summary - Daily**—This report presents the traffic details based on every day of the selected month.

## Generating a System Overview Report

The System Overview shows a composite report consisting of call reports, QOS Summary, and the gateway summary report. This report gives a broad overview of the overall system performance.

You can schedule the report for generation every month or generate the report on demand for any selected date range.

**Caution**

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Use ART only during initial installation or during off-peak hours. Otherwise, data collection and ad-hoc reports could affect the Cisco CallManager performance, and call processing may be adversely affected.

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The following interactive fields apply for the System Overview screen:

- Available Reports—required field in which you can choose from a list of pregenerated reports (the default is the latest pregenerated report). Other reports appear in reverse chronological order. The last choice in the list is “Generate New Report.”
- From Date—provides a place to always include a date if you generate a new report.
- To Date—provides a place to always include a date if you generate a new report.
- View Report—click to view a report.
- Send Report—click to send a report.

**Procedure**

To generate a System Overview Report, perform the following steps:

- 
- Step 1** Choose **Call Reports > System Overview** from the ART main menu.
  - Step 2** Available Reports—(required). Click the drop-down arrow to choose from the list of pregenerated reports or Generate New Report.
  - Step 3** Enter From Date—enter the date and select the month and year from the drop-down menu.
  - Step 4** Enter To Date—enter the date and select the month and year from the drop-down menu.
  - Step 5** Click **View Report**—see “Understanding System Overview Reports.”
  - Step 6** Click **Send Report**—if you want to mail your report, see Chapter 3, “Mailing Your Report.”
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## Understanding System Overview Reports

The System Overview report contains many of the reports described in this document. Table 5-1 lists each report and where you can find detailed information about the report.

**Table 5-1 System Overview Reports**

| <b>Report</b>                        | <b>Where to find report details</b>                              |
|--------------------------------------|--|
| Top 5 Users Based on Charge          | Chapter 4, “Understanding the Call Reports by Charge Report”     |
| Top 5 Destinations Based on Charge   | Chapter 4, “Understanding the Call Reports by Duration Report”   |
| Top 5 Calls Based on Charge          | Chapter 4, “Understanding the Call Reports by Charge Report”     |
| Top 5 Users Based on Duration        | Chapter 4, “Understanding the Call Reports by Duration Report”   |
| Top 5 Destinations Based on Duration | Chapter 4, “Understanding the Call Reports by Duration Report”   |
| Top 5 Calls Based on Duration        | Chapter 4, “Understanding the Call Reports by Duration Report”   |
| Traffic Summary - Hourly             | Chapter 5, “Understanding Traffic Summary Reports”               |
| Traffic Summary - Day of the Week    | Chapter 5, “Understanding Traffic Summary Reports”               |
| Traffic Summary - Daily              | Chapter 5, “Understanding Traffic Summary Reports”               |
| Quality of Service Summary Report    | Chapter 5, “Understanding the Quality of Service Detail Reports” |
| Gateway Summary Report               | Chapter 5, “Understanding Gateway Summary Reports”               |

# CDR Search By User/Extension

Use this procedure to show the details of CDR records based on the user or extension.



## Caution

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Use ART only during initial installation or during off-peak hours. Otherwise, data collection and ad-hoc reports could affect the Cisco CallManager performance, and call processing may be adversely affected.

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The following interactive fields apply for the CDR Search By User/Extension screen:

- First Name—user’s first name.
- Last Name—user’s last name.
- Extension—the phone extension for the user.
- Report Criteria—information used to generate the report.
- From Date and To Date—the date range on which to base the report.
- OK—generates the report.
- Close—returns you to the main screen.

## Procedure

To generate CDR Search by User/Extension reports, perform the following steps:

- 
- Step 1** Choose **CDR Search > By User/Extension** from the ART main menu.
  - Step 2** Enter a first name or last name and click **Find User** to choose from a list of users. If you know the name of the user and the extension, enter the information in the appropriate boxes.
  - Step 3** Extension—enter the extension number.
  - Step 4** Click **Add Extension**—to add the user name and extension to the “Report Criteria” box.
  - Step 5** Enter From Date—enter the date and select the month and year from the drop-down menu.

- Step 6** Enter To Date—enter the date and select the month and year from the drop-down menu.
- Step 7** Enter a User ID or click **User Search** to select from the list of users.
- Step 8** Click **OK** to generate the report.
- Step 9** Click **Close** to return to the main screen.
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## Understanding CDR Search User/Extension Reports

The CDR Search By User/Extension report provides information for the first 100 records that satisfy the search criteria. If more than 100 records are returned, the results are truncated. Each page displays a maximum of five records.

You can navigate from one page to another page or go directly to a specific page.

The display also shows the report criteria on each page. All associated records, such as Transfer and Conference Calls, display together as a logical group.

## CDR Search By Gateway

Use this procedure to show the details of CDR records sorted on gateways.



### Caution

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Use ART only during initial installation or during off-peak hours. Otherwise, data collection and ad-hoc reports could affect the Cisco CallManager performance, and call processing may be adversely affected.

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The following interactive fields apply for the CDR Search By Gateway screen:

- List of Gateways—a list of gateways populated this box along with associated IP address for each gateway.
- Selected Gateways—designates the gateway and IP address on which to base the report.
- Current Time—displays the current time in Greenwich Mean Time and Local Time.

- From Date and To Date—the date range on which to base the report.
- OK—generates the report.
- Close—returns you to the main screen.

**Procedure**

To generate CDR Search by Gateway reports, perform the following steps:

- 
- Step 1** Choose **CDR Search > By Gateway** from the ART main menu.  
A list of gateways displays in the “List of Gateways” list box.
  - Step 2** Click on a gateway.
  - Step 3** Click **Add** to add the gateway to the “Selected Gateways” box.
  - Step 4** Click **Add All** to add all the gateways to the “Selected Gateways” box.
  - Step 5** Click **Remove** to remove a gateway from the “Selected Gateways” box.
  - Step 6** Click **Remove All** to remove all the gateways from the “Selected Gateways box.
  - Step 7** Enter From Date—enter the date and select the month and year from the drop-down menu.
  - Step 8** Enter To Date—enter the date and select the month and year from the drop-down menu.
  - Step 9** Click **OK** to generate the report.
  - Step 10** Click **Close** to return to the main screen.
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## Understanding CDR Search By Gateway Reports

The CDR Search By Gateway report provides information for the first 100 records that satisfy the search criteria. If more than 100 records are returned, the results are truncated. Each page displays a maximum of five records.

You can navigate from one page to another page or go directly to a specific page.

The display also shows the report criteria on each page. All associated records, such as Transfer and Conference Calls, display together as a logical group.

# CTI Port Reports

The CTI Port Report displays the users who are authorized to enable the CTI ports.

**Caution**

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Use ART only during initial installation or during off-peak hours. Otherwise, data collection and ad-hoc reports could affect the Cisco CallManager performance, and call processing may be adversely affected.

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The report displays the number of users who can enable CTI ports. It also displays the list of users who are authorized to enable CTI ports.

The Close button returns you to the main screen.