



Preface

This preface describes the purpose, audience, organization, and conventions of this guide, and provides information on how to obtain related documentation.

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Purpose

The *Administrative Reporting Tool Guide for Cisco CallManager* provides instructions for administering the reporting tool for the Cisco CallManager system. This guide includes procedural tasks for generating reports. It also provides references for commands and conceptual information that assist you in using the Administrative Reporting Tool (ART).

Audience

The *Administrative Reporting Tool Guide for Cisco CallManager* is written for network administrators responsible for managing the Cisco CallManager system. This guide requires knowledge of telephony and IP networking technology.

Organization

Table 1 shows how this guide is organized.

Table 1 *How This Document is Organized*

Chapter and Title	Description
Chapter 1, “Overview”	Provides an overview of The Administrative Reporting Tool (ART) for Cisco CallManager 3.0(5), how to install ART, and ART specifications.
Chapter 2, “Accessing ART”	Describes how access to different screens and reports is based on the security levels of your password and what reports can be accessed by those levels.
Chapter 3, “Configuring Reports for Users, Managers, and Administrators”	Describes the reports accessible by any access level and procedures for generating those reports.
Chapter 4, “Configuring Reports for Managers and Administrators”	Describes the reports only accessible by managers and administrators and procedures on generating those reports.
Chapter 5, “Configuring Administrative Reports”	Describes the reports only accessible by administrators and procedures on how to generate those reports.
Chapter 6, “Configuring the System for ART Reports”	Describes the parameters, which can be set by ART Administrators, that are required by various reports.

Related Documentation

Refer to the following documents for further information about related Cisco IP Telephony applications and products:

- *Cisco CallManager Administration Guide*
- *Installing Cisco CallManager on the Cisco Media Convergence Server*
- *Release Notes for Cisco CallManager Release 3.0(5)*
- *Remote Serviceability for Cisco CallManager*
- *Hardware Configuration Guide for the Cisco Voice Gateway 200*
- *Software Configuration Guide for the Cisco Voice Gateway 200*
- *Cisco IP Phone 7900 Family Administration Guide*
- *Bulk Administration Tool Guide for Cisco CallManager*

Conventions

This document uses the following conventions:

Convention	Description
boldface font	Commands and keywords are in boldface .
<i>italic font</i>	Arguments for which you supply values are in <i>italics</i> .
string	A nonquoted set of characters. Do not use quotation marks around the string or the string will include the quotation marks.
screen font	Terminal sessions and information the system displays are in <code>screen font</code> .
boldface screen font	Information you must enter is in boldface screen font .
<i>italic screen font</i>	Arguments for which you supply values are in <i>italic screen font</i> .
< >	Nonprinting characters, such as passwords, are in angle brackets.

Notes use the following conventions:

**Note**

Means *reader take note*. Notes contain helpful suggestions or references to material not covered in the publication.

Timesavers use the following conventions:

**Timesaver**

Means *the described action saves time*. You can save time by performing the action described in the paragraph.

Tips use the following conventions:

**Tips**

Means *the information contains useful tips*.

Cautions use the following conventions:

**Caution**

Means *reader be careful*. In this situation, you might do something that could result in equipment damage or loss of data.

Warnings use the following conventions:

**Warning**

This warning symbol means danger. You are in a situation that could cause bodily injury. Before you work on any equipment, you must be aware of the hazards involved with electrical circuitry and familiar with standard practices for preventing accidents.

Obtaining Documentation

The following sections provide sources for obtaining documentation from Cisco Systems.

World Wide Web

You can access the most current Cisco documentation on the World Wide Web at the following sites:

- <http://www.cisco.com>
- <http://www-china.cisco.com>
- <http://www-europe.cisco.com>

Documentation CD-ROM

Cisco documentation and additional literature are available in a CD-ROM package, which ships with your product. The Documentation CD-ROM is updated monthly and may be more current than printed documentation. The CD-ROM package is available as a single unit or through an annual subscription.

Ordering Documentation

Cisco documentation is available in the following ways:

- Registered Cisco Direct Customers can order Cisco Product documentation from the Networking Products MarketPlace:
http://www.cisco.com/cgi-bin/order/order_root.pl
- Registered Cisco.com users can order the Documentation CD-ROM through the online Subscription Store:
<http://www.cisco.com/go/subscription>
- Nonregistered CCO users can order documentation through a local account representative by calling Cisco corporate headquarters (California, USA) at 408 526-7208 or, in North America, by calling 800 553-NETS(6387).

Documentation Feedback

If you are reading Cisco product documentation on the World Wide Web, you can submit technical comments electronically. Click **Feedback** in the toolbar and select **Documentation**. After you complete the form, click **Submit** to send it to Cisco.

You can e-mail your comments to bug-doc@cisco.com.

To submit your comments by mail, use the response card behind the front cover of your document, or write to the following address:

Attn: Document Resource Connection
Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

Cisco provides Cisco.com as a starting point for all technical assistance. Customers and partners can obtain documentation, troubleshooting tips, and sample configurations from online tools. For Cisco.com registered users, additional troubleshooting tools are available from the Technical Assistance Center (TAC) web site.

Cisco.com

Cisco.com is the foundation of a suite of interactive, networked services that provides immediate, open access to Cisco information and resources at anytime, from anywhere in the world. This highly integrated Internet application is a powerful, easy-to-use tool for doing business with Cisco.

Cisco.com provides a broad range of features and services to help customers and partners streamline business processes and improve productivity. Through Cisco.com, you can find information about Cisco and our networking solutions, services, and programs.

In addition, you can resolve technical issues with online technical support, download and test software packages, and order Cisco learning materials and merchandise. Valuable online skill assessment, training, and certification programs are also available.

Customers and partners can self-register on Cisco.com to obtain additional personalized information and services. Registered users can order products, check on the status of an order, access technical support, and view benefits specific to their relationships with Cisco.

To access Cisco.com, go to the following web site:

<http://www.cisco.com>

Technical Assistance Center

The Cisco Technical Assistance Center (TAC) web site is available to all customers who need technical assistance with a Cisco product or technology that is under warranty or covered by a maintenance contract.

Contacting TAC by Using the Cisco TAC Web site

If you have a priority level 3 (P3) or priority level 4 (P4) problem, contact TAC by going to the TAC web site:

<http://www.cisco.com/tac>

P3 and P4 level problems are defined as follows:

- P3—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
- P4—You need information or assistance on Cisco product capabilities, product installation, or basic product configuration.

In each of the above cases, use the Cisco TAC web site to quickly find answers to your questions.

To register for Cisco.com, go to the following web site:

<http://www.cisco.com/register/>

If you cannot resolve your technical issue by using the TAC online resources, Cisco.com registered users can open a case online by using the TAC Case Open tool at the following web site:

<http://www.cisco.com/tac/caseopen>

Contacting TAC by Telephone

If you have a priority level 1 (P1) or priority level 2 (P2) problem, contact TAC by telephone and immediately open a case. To obtain a directory of toll-free numbers for your country, go to the following web site:

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

P1 and P2 level problems are defined as follows:

- P1—Your production network is down, causing a critical impact to business operations if service is not restored quickly. No work around is available.
- P2—Your production network is severely degraded, affecting significant aspects of your business operations. No work around is available.