



Overview

The Administrative Reporting Tool (ART) for Release 1.1(1), a web-based reporting application, generates reports about the following areas of interest:

- Quality of service
- Traffic information
- User call volume and detail
- Billing details
- Gateway information
- Utilization for gateways, conference bridges, route patterns, route groups, route lists, and voice mail

The look and feel of ART emulates Cisco CallManager Administration.

You can install Adobe Acrobat Reader from the main window (**Help > About ART**) by clicking the link. You must have Adobe Acrobat Reader to view the ART reports.

Cisco CallManager records information regarding each call in Call Detail Records (CDRs) and Call Management Records (CMRs). CDRs and CMRs, known collectively as CDR data, serve as the basic information source for ART.

Information that is not present in the CDR and CMRs, but is required for various reports, is retrieved from the Light Weight Directory Access Protocol (LDAP), or has to be entered by the ART administrator. Information retrieved from LDAP includes the user ID, password, extension, whether the user is an ART administrator or a manager, as well as other user-based details. Information provided by the ART administrator includes adding or revoking rights for a user to act as an ART administrator.

**Note**

Changes made to the ART configurations take effect on the next load of the CDR and CMR data.

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

Application > Cisco CallManager

Installing ART

ART should be installed on a web server running the Cisco CallManager Publisher database and distributed over the intranet so it can be accessed by various users. See “[Logging on to ART](#)” section on page 12 for more information.

Before You Begin

Please ensure the following prerequisites have been satisfied prior to installing ART:

- ART must be installed on the server running the Publisher database for Cisco CallManager
- Cisco CallManager Release 3.1 must already be installed
- The server must have approximately 42 MB of free disk space (not including the space required for storing automatically generated reports or the ART database)
- If you plan to e-mail reports from ART, the e-mail server must already be configured. During ART installation, information about the e-mail server is required to enable the e-mailing feature in ART.

Perform the following steps to install ART. Remember that ART must be installed on the same server that is running the Publisher database for Cisco CallManager.


Procedure

-
- Step 1** Download the file **ART-ffr.1-1-1.exe** from <http://www.cisco.com/cgi-bin/tablebuild.pl/callmgr> to the server running the Publisher database for Cisco CallManager.

- Step 2** Double-click the file **ART-ffr.1-1-1.exe**.
The Welcome window displays.
- Step 3** Click **Next**.
The License Agreement window displays.
- Step 4** Review the license and click **Yes** if you accept the terms. Click **No** to abort the installation. If you clicked Yes, proceed with the remaining steps.
- Step 5** In the Company Information window, enter your company name and click **Next**. This name will appear on the reports that are generated in ART.

A warning displays to advise you that the installation process loads CDR data. If you are installing ART during peak hours, this may cause performance degradation on the Cisco CallManager. We recommend you install ART only when performance degradation will not be an issue, such as late at night or on business off-hours.
- Step 6** Click **Yes** to continue with installation and load CDRs from the Cisco CallManager database. Click No to abort installation.

Setup verifies the existence of required components and disk space.
- Step 7** The Information window displays. Review the information provided in the window and click **Next**.

Setup stops the IIS Admin service, if it is running, and then begins to install the required files
- Step 8** The SQL Server Information window displays. In the fields, enter the logon ID and password used to access SQL server, and click **Next**.
-  **Note** Incorrect values cause the SQL Server Information window to display again. In the fields, enter the logon ID and password used to access SQL server, and click **Next**.
- Step 9** The Mail Parameters window displays. The information in this window is necessary if you plan to e-mail reports directly from ART, but is not required if you do not plan to e-mail reports directly from ART. If you leave the fields blank, you should disable the SMTP service on the server on which you are installing ART. Click **Next** to leave the fields blank. or use the following instructions to complete the fields.

Provide any or all of the following information in the fields.



Note If any of the information is entered incorrectly, e-mails will not be able to be sent from ART. You can update this information in the Mail Parameters window in ART (**System > System Parameters > Mail Parameters**)

- In the **Name or IP Address of E-Mail Server** field, enter the IP address of the e-mail server.
- In the **Default Domain** field, enter the default domain if no domain is specified for the server on which you are installing ART.
- In the **Mail ID** field, enter the mail ID that users would see when receiving an e-mail from ART. The default is ARTAdmin.
- In the **Password** field, enter the password that is required by your e-mail server for authentication.
- In the **Confirm Password** field, re-enter the password.

Click **Next**.



Note If you are upgrading ART and have made any changes to the default QoS values, a message box displays, asking if you would like to update the default values for QoS. Click **Yes** if you want to replace current QoS values with the default values, or click **No** to leave the default values you have already set.

Step 10 Setup completes ART installation, completes various configuration issues, restarts the IIS Admin service, and displays the Complete window. Click **Finish** to close the installation.

Related Topics

- [Initial User ID and Password, page 1-11](#)
- [Uninstalling ART, page 1-14](#)

Initial User ID and Password

The initial logon to ART requires the use of a specific user ID and password. As a security precaution, this information is not provided in this documentation. See the ART release notes for the initial user ID and password.

Use the steps in [“Accessing ART” section on page 11](#) to logon to ART. For the first use, you must use the initial values. After you have logged on, go to the Grant/Revoke ART Admin Rights window to update ART with your user ID (**System > System Parameters > Admin Rights**). You can add multiple system administrators in this window. See [Setting Administrator Rights, page 2-17](#), for more information.

**Note**

After you have added your user ID as an administrator in ART, you must logon again using your user ID and password.

Once you have configured an ART system administrator in the Grant/Revoke ART Admin Rights window (**System > System Parameters > Admin Rights**), the initial user ID and password values are disabled and cannot be used again to access ART.

Accessing ART

Users access ART by logging into it. The user ID and password for ART are determined by the user profile in Cisco CallManager Administration.

Access ART using Internet Explorer 4.01 Service Pack 2 or later, or Netscape 4.5 or later (with the exception of Netscape 6.0; ART does not work with Netscape 6.0).

ART provides features of interest to three types of users at your enterprise, including system administrators, individuals, and managers.

Your access to ART reports is based on your permission level.

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

Individuals can benefit from reports about their phone usage, while managers benefit from reports about their group's phone usage. Managers can also monitor individuals' calling practices to ensure legitimate use.

Consult with your enterprise's management to determine whether or not users would benefit from accessing the reporting features in ART. If so, provide a browsable web address for ART to users who should have access to this tool. Only those users who have been configured in the User area of Cisco CallManager Administration can access ART.

Logging on to ART

At the ART logon, enter your user ID and password. This information is validated the ART welcome window displays. If the information is invalid, an error message displays and you must re-enter your user ID and password.

Perform the following steps to log on to ART.

Procedure

- Step 1** In the User Name field, enter your user ID.
 - Step 2** In the Password field, enter your password.
 - Step 3** Click **OK**.
The ART welcome window displays.
 - Step 4** If you receive an error message, repeat Steps 1–3.
Contact your system administrator if you cannot log on to ART.
-

Related Topic

- [Logging Out of ART, page 1-13](#)

Opening ART — ART Administrators

ART administrators can open ART using any of the following methods:

- from Cisco CallManager Administration (**Application > ART**)

- from the Start menu (**Start > Program > Cisco CallManager 3.1 > Administrative Reporting Tool > ART 1.1**)
- by double-clicking the ART desktop icon
- by browsing into Cisco CallManager Administration from a remote PC. To begin using ART, click or open Cisco CallManager Administration and click **Application > ART**.

Managers and individual users must be supplied with a web address that they can use to browse into ART.

Opening ART — Managers and Individual Users

Managers and individual users access ART by opening a web browser (Internet Explorer 4.01 Service Pack 2 or later, or Netscape 4.5 or later (with the exception of Netscape 6.0; ART does not work with Netscape 6.0) and typing the address supplied by the system administrator. You can then logon to ART using your User ID and password as designated in the User Information window in Cisco CallManager Administration.

Logging Out of ART

Log out of ART by clicking **Logout** on the menu bar. This terminates your ART session. You can logon again using the steps in [Logging on to ART, page 1-12](#).

You can also terminate your ART session by simply closing the Web browser in which ART is running. Doing so automatically logs you out of ART.

Related Topic

- [Logging on to ART, page 1-12](#)

Obtaining Online Help

To access ART help online, click the **Help** menu. Help provides two help features: Contents and Index and For This Page.

Contents and Index opens the ART help file and allows you to browse for information or search the Index.

For This Page opens the help directly on the page you are currently viewing. You can still browse the remainder of the help or use the Index to search for additional information. The online help provides the same information in this document.

Online help provides a multi-volume system that allows you to access several different help systems, all from the same window. A comprehensive search engine and index is also provided.

Related Topic

- [Learning the ART Version, page 1-14](#)

Learning the ART Version

You can learn the current version of ART by clicking **Help > About ART** and click the **Details** button.

You can also right-click on **ART-ffr.1-1-1.exe** and click **Properties**, and then **Version**.

Uninstalling ART

Perform the following steps to uninstall ART. All ART system components will be removed. The folder that contains the pre-generated reports will not be deleted.

Procedure

-
- Step 1** Click **Start > Programs > Cisco CallManager 3.1 > Administrative Reporting Tool > Uninstall ART**. A dialog box asks you to confirm that you want to completely remove ART and all of its components.
- Step 2** Click **OK** to uninstall ART, or **Cancel** to exit without uninstalling ART.
- Step 3** A dialog box asks you whether the ART Database should be removed. To retain the database, click **Next** and skip to Step 5. To remove the database, check the **Remove ART Database** box and provide the SQL login name and password, and then click **Next**.

- Step 4** If you chose to remove the database, a message displays indicating that Setup is validating the user ID and password. If the entry for User Id and Password is incorrect, the user would be prompted to re-enter these values.
- Step 5** A message displays indicating that Setup is preparing the uninstallation wizard. When the uninstallation is complete, a dialog box displays the message: Uninstall successfully completed.
- Step 6** Click **Finish**.
ART and all of its components have been uninstalled.
-

Related Topic

- [Installing ART, page 1-8](#)

