



Release Notes for Administrative Reporting Tool for Cisco CallManager Release 1.0 (1)

December 20, 2000

These release notes describe the new features for the Administrative Reporting Tool (ART) for Cisco CallManager, Release 4.0(1).

Use these release notes in conjunction with the *Administrative Reporting Tool Guide for Cisco CallManager* document, located on Cisco Connection Online (CCO) at

http://www.cisco.com/univercd/cc/td/doc/product/voice/sw_ap_to/admin/index.htm

The latest software upgrades and release notes for Cisco CallManager 4.0(1) are available on Cisco Connection Online (CCO) at

<http://www.cisco.com/kobayashi/sw-center/internet/callmgr/callmgr.html>



Contents

These release notes discuss the following topics:

- Introduction, page 2
- System Requirements, page 2
- New and Changed Information, page 3
- Resolved Caveats, page 3
- Troubleshooting, page 7
- Service and Support, page 11
- Obtaining Documentation, page 11
- Obtaining Technical Assistance, page 12

Introduction

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
- CTI Port reports

System Requirements

The following specifications apply to ART:

- ART Release 1.0(1) is compatible with Cisco CallManager Release 3.0(6).
- ART must be installed on the Cisco CallManager, the primary publisher database.
- The ART application uses approximately 42 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 CDR records and a maximum of two million records in the ART database. If the number of users or the size of the CDR database exceeds the limits, the performance of ART is adversely impacted.
- 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 Numbering Plan (NANP).

Installation Notes

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 has
 - 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 42 MB of disk space (this does not include space required for storing pregenerated reports or the ART database). A check is made to see 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.
- If a mail server is available, reports can be automatically sent to users/administrators.

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 there is an existing installation of ART, 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 values 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. In case 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.
- If you abort the installation by clicking on **Exit** or **Cancel** on any of the screens, 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” and “Admin.”

Uninstall

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.

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.

Logon Screen

You can use this 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, log in as **Admin** with password **Admin**, which is the default ART user ID password. Once you log in using the Admin user ID, you must define an existing user to be the ART administrator.

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.

Understanding Common Screen Properties

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

- **Insert**—allows you to add extra rows to the table being edited. To do this, you must mark the checkbox next to the row to Insert each row.
- **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 of the checkboxes
- Clear All—allows you to deselect all of the checkboxes (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 in to 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.

New and Changed Information

The following sections contain new and changed software features in Release 1.0(1) of Cisco Administrative Reporting Tool (ART) for Cisco CallManager.

ART generates reports on call details, traffic details, and the performance of the Cisco CallManager. The Cisco CallManager records information regarding each call in Call Detail Records (CDRs) and CMRs, and this serves as the basic information source for the ART. The ART administrator must enter the information that is not present in the CDR and CMRs, but is required for various reports, and is not retrieved from LDAP. The following list gives salient features:

- ART is developed in Java and hence is platform independent.
- ART has a browser interface, which supports Microsoft Internet Explorer 4.0 and Netscape Navigator 4.5 and higher.
- A login to the application provides secured access to the application. ART validates the user ID and password against user data stored in the LDAP server.
- ART has database maintenance features, which alert system administrator when the ART or Cisco CallManager database size exceeds a particular value specified by the Administrator. The package provides the functionality for purging records in the ART database when the ART database size exceeds a particular value.
- Facility exists to schedule reports that would be generated in the background at a specified time in addition to reports that are generated on demand.
- Generation of traffic statistics helps in system dimensioning.
- Generation of gateway traffic details to analyze the performance of gateways.
- Functionality exists to view QOS parameters.
- Functionality sends a notification to Administrator(s) when QS parameters go beyond predefined ranges.
- Functionality sends a notification mail to the manager when user exceeds his daily charge limit.
- Functionality allows user to view or mail reports.

- ART permits restricted access to the reports based on the position of the user in the organization hierarchy retrieved through LDAP.
- ART permits modification of rating parameters.
- ART allows auto loading of CDR and CMR data at predefined time.
- Functionality disables/enables pregeneration of reports and mailing.

Limitations and Restrictions

- Pregenerated reports are not generated for Users whose User IDs include the following special characters: \, /, *, ?, ", <, >, | . This is true because Windows NT OS does not allow these characters in file names.
- When a child window is opened as in User Search screen, Microsoft Internet Explorer 4.0 again prompts you to logon, even though the session is still valid. This error does not occur in Netscape Navigator or in Microsoft Internet Explorer 5.0.
- In Windows 2000 with Microsoft Internet Explorer, if elements that are not visible in the same screen shot are removed by clicking **Remove**, then the browser window closes. This error is not encountered with Netscape Navigator.

Open Caveats

Table 1 describes possible unexpected behaviors for the Administrative Reporting Tool for Cisco CallManager Release 1.0(1).

Table 1 Open caveats for ART 1.0(1).

| DDTS | Explanation |
|------------|---|
| CSCds84394 | <p>When a single letter is entered for a user search, an error message displays.</p> <p>Workaround: If the user opts to close the error page and click the search button again without modifying the search parameters, the search completes successfully.</p> <p>If the user opts to close the error page, erase the search parameters and click the search button again, the same error page will display again.</p> |
| CSCds85425 | <p>When a query for users that results in greater than 500 results is performed, an error page displays.</p> <p>Workaround: Repeat your query, and the error message does not display</p> |

Related Documentation

Refer to the following documents for more information on Cisco CallManager and related applications:

- Administrative Reporting Tool Guide for Cisco CallManager
- Cisco CallManager Administration Guide

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 as 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).

Obtaining Technical Assistance

Cisco provides Cisco Connection Online (CCO) as a starting point for all technical assistance. Warranty or maintenance contract customers can use the Technical Assistance Center. All customers can submit technical feedback on Cisco documentation using the web, e-mail, a self-addressed stamped response card included in many printed docs, or by sending mail to Cisco.

Cisco Connection Online

Cisco continues to revolutionize how business is done on the Internet. Cisco Connection Online 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.

CCO's broad range of features and services helps customers and partners to streamline business processes and improve productivity. Through CCO, you will find information about Cisco and our networking solutions, services, and programs. In addition, you can resolve technical issues with online support services, 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 CCO to obtain additional personalized information and services. Registered users may order products, check on the status of an order and view benefits specific to their relationships with Cisco.

You can access CCO in the following ways:

- WWW: www.cisco.com
- Telnet: [cco.cisco.com](telnet://cco.cisco.com)
- Modem using standard connection rates and the following terminal settings: VT100 emulation; 8 data bits; no parity; and 1 stop bit.
 - From North America, call 408 526-8070
 - From Europe, call 33 1 64 46 40 82

You can e-mail questions about using CCO to cco-team@cisco.com.

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 TAC website.

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 website:

<http://www.cisco.com>

Technical Assistance Center

The Cisco TAC website 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 Website

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

<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 website to quickly find answers to your questions.

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

<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 website:

<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 website:

<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 workaround is available.

P2—Your production network is severely degraded, affecting significant aspects of your business operations. No workaround is available.

This document is to be used in conjunction with the documents listed in the “Related Documentation” section.

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