



Generating Reports

BAT provides reports to help you manage records effectively. You can create and save reports that provide information about phones, users, user device profiles, managers and assistants, and gateway records. You can save these reports with a filename and store them in a folder on the publisher server to review and print.

You can customize BAT reports for phones and for user device profiles to meet your particular needs by choosing items from a list of device fields and line fields. You can also choose how to arrange the fields in the report. The system generates the report in the CSV file format. Because reports for users, managers, assistants, and gateways have a fixed format, you cannot customize them.

Example

You need to have a list of all the directory numbers with their forwarding destinations by phone model. You can generate a Phone Report for the Cisco IP Phone model 7960 and choose these query details: Device Name, Directory Number, Forward Busy Destination, Forward No Answer Destination, and Label. You can arrange the report fields, so the Label field follows the Directory Number field and precedes the two forward destination numbers.

Related Topics

- [Reports for Phones and IP Telephony Devices, page 10-4](#)
- [Generating Reports for Users, page 10-7](#)
- [Reports for User Device Profiles, page 10-10](#)
- [Generating Reports for Cisco VG200 Gateways, page 10-12](#)
- [Generating Reports for IPMA Managers and Assistants, page 10-13](#)

Generating Reports for Phones

To generate reports for phones and other IP telephony devices, use this procedure.

Procedure

- Step 1** From the Phone Options window, choose **Generate Phones Reports** and click **Next**. The Phones Reports (Step 1 of 2) window displays.
- Step 2** You can generate a report for all phones by not specifying a query, or you can generate a report for a specific phone model or phone attribute by using following steps:
- In Select Phones to Query drop-down list box, choose the field to query such as Model or Directory Number.
 - In the second drop-down list box, choose the search criteria such as begins with, contains, or is empty.
 - In the search field/list box, either choose or enter the value that you want to locate, such as the model name from the list or directory number range.
 - To add the defined filter to the query, click **Add To Query**.
 - To add multiple filters, you can click **AND** or **OR** and repeat substep **a.** through substep **d.** to further define your query.
 - To check that the report includes the information that you need, click **View Query Results**.

If you make a mistake, click the **Clear Query** button to remove the query; then, return to substep **a.** and restart.
- Step 3** Click **Next** to choose details for your type of report. The Phone Reports Step 2 of 2 window displays and shows the Query that you chose. If you want to change the type of query, click **Back**.
- Step 4** In the Report File Name field, enter your name for this report (required).
- Step 5** In the Available Device Fields drop-down list box, choose a device item and click the arrow to move the item into the Selected Fields for this Report list. You can choose one or more fields to include in your report. For a list of device and live fields, see the [“Reports for Phones and IP Telephony Devices”](#) section on page 10-4.

- Step 6** Arrange the order of the items in the Selected Device Fields for this Report list by choosing an item and clicking the Up arrow or Down arrow to move the item to another position in the list.
- Step 7** In the Available Line Fields drop-down list box, choose a line item and click the arrow to move the item into the Selected Fields for this Report list. You can choose one or more fields to include in your report.
- Step 8** Arrange the order of the line items in the Selected Line Fields for this Report list by choosing an item and clicking the Up arrow or Down arrow to move the item to another position in the list.



Note You must specify at least one device or line field to generate a report.

- Step 9** To create the report, click **Generate**.
- Step 10** A message advises you of approximately how long it will take to generate the report from the Cisco CallManager database. You can cancel the transaction or click **OK** to continue.
- BAT displays either a Report Completed or Report Failed in the Status area of the first window.
- Step 11** To display the log file for this report, click **View Latest Log File**. The log file indicates the type of query and the resulting number of phone records that passed successfully in the report. It also shows the number of phone records that failed to generate in the report.
- Step 12** To display results for this report, click **View Latest Report File**. The type of query displays at the top and the header displays the field names in the order that you specified for the report. The report shows the query results in CSV format.

BAT saves the report file at C:\BatFiles\Reports\Phones\ on the publisher server.

Related Topics

- [Reports for Phones and IP Telephony Devices, page 10-4](#)
- [Producing a List of Phones with Dummy MAC Addresses, page 10-6](#)
- [Viewing Report Log Files, page 10-15](#)

Reports for Phones and IP Telephony Devices

You can produce phone reports for all phones and IP telephony devices or limit the report to one of these options:

- Phone Model—Choose one from the list of models that are configured in the cluster.
- Device Name—Specify a filter or use exact name.
- Description—Specify a filter or use exact description.
- Phone Load Name—Specify a filter or use exact name.
- Device Pool—Choose one from a list of device pools that are configured in the cluster.
- Calling Search Space—Choose one from a list of CSS that are configured in the cluster.
- Location—Choose one from a list of locations that are configured in the cluster.
- Directory Number—Specify a filter or use exact number.

After choosing the phone report type, you can choose the device and line details to include in the report.

You can choose from these Device fields:

- Model
- Device Name
- Description
- Device Pool
- Calling Search Space
- Location
- Extension Mobility
- User Hold Audio Source
- Network Hold Audio Source
- Media Resource Group List
- User Locale
- Network Locale

You can choose from these Line fields:

- Directory Number
- Partition
- CSS (Line)
- User Hold Audio Source
- Network Hold Audio Source
- CSS (Forward All)
- CSS (Forward Busy External)
- CSS (Forward Busy Internal)
- CSS (Forward No Answer External)
- CSS (Forward No Answer Internal)
- CSS (Forward On Failure)
- CSS (Forward No Coverage External)
- CSS (Forward No Coverage Internal)
- Forward All Destination
- Forward Busy Destination External
- Forward Busy Destination Internal
- Forward No Answer Destination External
- Forward No Answer Destination Internal
- Forward on Failure Destination
- Forward No Coverage Destination External
- Forward No Coverage Destination Internal
- Forward All to Voice Mail
- Forward Busy To Voice Mail External
- Forward Busy To Voice Mail Internal
- Forward No Answer to Voice Mail External
- Forward No Answer to Voice Mail Internal
- Forward On Failure to Voice Mail
- Forward No Coverage to Voice Mail External

- Forward No Coverage to Voice Mail Internal
- Display
- Label

Related Topics

- [Generating Reports for Phones, page 10-2](#)
- [Producing a List of Phones with Dummy MAC Addresses, page 10-6](#)
- [Generating Reports for Users, page 10-7](#)

Producing a List of Phones with Dummy MAC Addresses

To generate a list of phones that are using dummy MAC addresses, use the following procedure.

Procedure

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- Step 1** From the Phone Options window, choose **Generate Phone Reports**. The Phone Reports Step 1 of 2 window displays.
 - Step 2** In the first drop-down list box, choose **Device Name**.
 - Step 3** In the second drop-down list box, choose **begins with**.
 - Step 4** In the field, enter **BAT**. All phones that are added with a dummy MAC address have device names that begin with BAT.
 - Step 5** Click **Add To Query**. The text Device Name begins with 'BAT' and displays in the query text box.
 - Step 6** Click **Next**. The Phone Reports Step 2 of 2 displays.
 - Step 7** Complete the report by going to [Step 4](#) in the procedure for Generating Reports for Phones.
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Related Topic

- [Generating Reports for Phones, page 10-2](#)

Generating Reports for Users

Reports for users have a fixed format. You can generate a report for all users by not specifying any query options, or you can specify a limited set of query options.

To generate a report for users, use this procedure.

Procedure

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- Step 1** From the User Options window, choose **Generate User Reports** and click **Next**. The User Reports window displays.
- Step 2** In the Report File Name field, enter your name for this report (required).
- Step 3** You can generate a report for all users by not specifying a Query, or you can generate a report for specific users by using following steps:
- In Select Users Where scroll box, choose from these query options: User ID, Department, First Name, Last Name.
 - In the second drop-down list box, choose between the search criteria contains or is exactly.
 - In the search field box, enter the value that you want to locate, such as the exact user ID or the last name of a user.

You can add multiple values to the search field box by separating them with a comma as shown in this example: *JohnJ, PaulP, SueS, JoeJ*
 - To add the defined filter to the query, click **Add To Query**.
 - To check that the report includes the information that you need, click **View Query Results**.

If you make a mistake, click the **Clear Query** button to remove the query; then, return to substep **a.** and restart.
- Step 4** To create the report, click **Generate**.
- Step 5** A message advises you of approximately how long it will take to generate the report from the Cisco CallManager database. You can cancel the transaction or click **OK** to continue.
- Step 6** BAT displays either Report Completed or Report Failed in the Status area of the first window.

- Step 7** To display the log file for this report, click **View Latest Log File**. The log file indicates the type of query and the resulting number of user records that passed successfully in the report. It also shows the number of user records that failed to generate in the report.
- Step 8** Click **View Latest Report File** to display results for this report. The type of query displays at the top and the header displays the field names. The report shows the query results in CSV format.
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BAT saves the report file at C:\BatFiles\Reports\Users\ on the publisher server.

Related Topics

- [Reports for Phones and IP Telephony Devices, page 10-4](#)
- [Generating Reports for IPMA Managers and Assistants, page 10-13](#)
- [Viewing Report Log Files, page 10-15](#)

Generating Reports for User Device Profiles

To produce reports for user device profiles, follow this procedure.

Procedure

- Step 1** From the User Device Profile Options window, choose **Generate User Device Profiles Report** and click **Next**. The User Device Profiles Report Step 1 of 2 window displays.
- Step 2** You can generate a report for all user device profiles by not specifying a query, or you can generate a report with specific attributes by using following steps:
- a. In Select User Device Profiles where drop-down list box, choose the field to query: Model, Device Name, or Description.
 - b. In the second drop-down list box, choose the search criteria such as begins with, contains, or is empty.
 - c. In the search field/list box, either choose the model name from the list or enter the value that you want to locate.
 - d. Click **Add To Query** to add the defined filter to the query.

- e. You can click **AND** or **OR** to add multiple filters and repeat substep a. through substep d. to further define your query.
- f. Click **View Query Results** to check that the report includes the information that you need.

If you make a mistake, click the **Clear Query** button to remove the query; then, return to substep a. and restart.

- Step 3** To add these profiles to the report, click the **Include Autogenerated Device Profiles** check box.
- Step 4** To choose details for your type of report, click **Next**. The User Device Profiles Reports Step 2 of 2 window displays showing the Query that you chose. If you want to change the type of query, click **Back**.
- Step 5** In the Report File Name field, enter your name for this report (required).
- Step 6** In the Available Device Fields drop-down list box, choose a device item and click the arrow to move the item into the Selected Fields for this Report list. You can choose one or more fields to include in your report.
- Step 7** Arrange the order of the items in the Selected Device Fields for this Report list by choosing an item and clicking the Up arrow or Down arrow to move the item to another position in the list.
- Step 8** In the Available Line Fields drop-down list box, choose a line item and click the arrow to move the item into the Selected Fields for this Report list. You can choose one or more fields to include in your report.
- Step 9** Arrange the order of the line items in the Selected Line Fields for this Report list by choosing an item and clicking the Up arrow or Down arrow to move the item to another position in the list.



Note You must specify at least one device or line field to generate a report.

- Step 10** To create the report, click **Generate**.
- Step 11** A message advises you of approximately how long it will take to generate the report from the Cisco CallManager database. You can cancel the transaction or click **OK** to continue.

BAT displays either a Report Completed or Report Failed in the Status area of the first window.

- Step 12** To display the log file for this report, click **View Latest Log File**. The log file shows the type of query for the report and the number of user device profile records that are included in the report. It also shows the number of user device profile records that failed to generate in the report.
- Step 13** To display results for this report, click **View Latest Report File**. The type of query displays at the top and the header displays the field names in the order that you specified for the report. The report shows the query results in CSV format.
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BAT saves the report file at C:\BatFiles\Reports\UserDeviceProfiles\ on the publisher server.

Related Topics

- [Reports for User Device Profiles, page 10-10](#)
- [Viewing Report Log Files, page 10-15](#)

Reports for User Device Profiles

You can produce reports for all user device profiles or limit the report to one of these options:

- **Model**—Choose one from the list of models that are configured in the cluster
- **Device Name**—Specify a filter or use exact name
- **Description**—Specify a filter or use exact description

After choosing the report type, you can choose the device and line details to include in the report.

You can choose from these Device fields:

- Model
- Device Profile Name
- Description
- User Hold Audio Source
- User Locale

You can choose from these Line fields:

- Directory Number
- Partition
- CSS (Line)
- User Hold Audio Source
- Network Hold Audio Source
- CSS (Forward All)
- CSS (Forward Busy External)
- CSS (Forward Busy Internal)
- CSS (Forward No Answer External)
- CSS (Forward No Answer Internal)
- CSS (Forward on Failure)
- CSS (Forward No Coverage External)
- CSS (Forward No Coverage Internal)
- Forward All Destination
- Forward Busy Destination External
- Forward Busy Destination Internal
- Forward No Answer Destination External
- Forward No Answer Destination Internal
- Forward on Failure Destination
- Forward No Coverage Destination External
- Forward No Coverage Destination Internal
- Forward All to Voice Mail
- Forward Busy To Voice Mail External
- Forward Busy To Voice Mail Internal
- Forward No Answer to Voice Mail External
- Forward No Answer to Voice Mail Internal
- Forward On Failure to Voice Mail
- Forward No Coverage to Voice Mail External
- Forward No Coverage to Voice Mail Internal

- Display
- Label

Related Topics

- [Generating Reports for User Device Profiles, page 10-8](#)
- [Generating Reports for Phones, page 10-2](#)
- [Generating Reports for Users, page 10-7](#)

Generating Reports for Cisco VG200 Gateways

Reports for VG200 Gateways have a fixed format. You can generate a report for all VG200 Gateways or for a limited set of gateways.

**Note**

The system does not make reports available for the Catalyst 6000 (FXS) gateway.

To generate a report for VG200 Gateways, use this procedure.

Procedure

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- Step 1** From the VG200 Options window, choose **Generate VG200 Gateway Reports** and click **Next**. The VG200 Gateway Reports window displays.
 - Step 2** In the Report File Name field, enter your name for this report (required).
 - Step 3** You can generate a report for all VG200 gateways by not specifying a query, or you can generate a report for specific VG200 gateways by using following steps:
 - In Select VG200 Gateways where drop-down list box, choose from these query options: MGCP Domain Name or Description.
 - In the second drop-down list box, choose one of the search criteria such as contains, is exactly, or is empty.
 - In the search field box, enter the value that you want to locate, such as the exact MGCP Domain Name or a letter that the name or descriptions contains.
 - To add the defined filter to the query, click **Add To Query**.

- e. To add multiple filters, you can click **AND** or **OR** and repeat substep a. through substep d. to further define your query.
- f. To check that the report includes the information that you need, click **View Query Results**.
If you make a mistake, click the **Clear Query** button to remove the query; then, return to substep a. and restart.

Step 4 To create the report, click **Generate**.

Step 5 A message advises you of approximately how long it will take to generate the report from the Cisco CallManager database. You can cancel the transaction or click **OK** to continue.

BAT displays either Report Completed or Report Failed in the Status area of the VG200 Gateway Report window.

Step 6 To display the log file for this report, click **View Latest Log File**. The log file shows the date and time, the type of query, and the number of records that are included in the report. It also shows the number of records that failed to generate in the report.

Step 7 To display results for this report, click **View Latest Report File**. The report name, date and time of the report, and the type of query display at the top. The report header displays the field names. The report shows the query results in CSV format.

BAT saves the report file at C:\BatFiles\Reports\VG200Gateways\ on the publisher server.

Related Topic

- [Viewing Report Log Files, page 10-15](#)

Generating Reports for IPMA Managers and Assistants

Reports for Cisco IPMA managers and assistants have a fixed format. You can generate a report by specifying a set of query options for either managers or assistants.

To generate reports for managers or assistants, use this procedure.

Procedure

- Step 1** From the Manager/Assistant Options window, choose one of these options:
- **Generate IPMA Manager Reports** and click **Next**. The Manager Reports window displays.
 - **Generate IPMA Assistant Reports** and click **Next**. The Assistant Reports window displays.
- Step 2** In the Report File Name field, enter your name for this report.
- Step 3** You can generate a report for all managers or assistants by not specifying a query, or you can generate a report for specific managers or assistants by using following steps:
- a. In Select managers (or assistants) where scroll box, choose from these query options: User ID, Department, First Name, Last Name.
 - b. In the second drop-down list box, choose between the search criteria: contains or is exactly.
 - c. In the search field box, enter the value that you want to locate, such as the exact user ID or the last name of a user.

You can add multiple values to the search field box by separating them with a comma as shown in this example: *JohnJ, PaulP, SueS, JoeJ*
 - d. To add the defined filter to the query, click **Add To Query**.
 - e. To check that the report includes the information that you need, click **View Query Results**.

If you make a mistake, click the **Clear Query** button to remove the query; then, return to substep a. and restart.
- Step 4** To create the report, click **Generate**.
- Step 5** A message advises you of approximately how long it will take to generate the report from the Cisco CallManager database. You can cancel the transaction or click **OK** to continue.
- BAT displays either Report Completed or Report Failed in the Status area of the first window.

- Step 6** To display the log file for this report, click **View Latest Log File**. The log file indicates the type of query and the resulting number of records that passed successfully in the report. It also shows the number of records that failed to generate in the report.
- Step 7** To display results for this report, click **View Latest Report File**. The type of query displays at the top and the header displays the field names. The report shows the query results in CSV format.
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BAT saves the report file at C:\BatFiles\Reports\ManagesAssistants\ on the publisher server.

Related Topics

- [Generating Reports for Phones, page 10-2](#)
- [Generating Reports for Users, page 10-7](#)
- [Viewing Report Log Files, page 10-15](#)

Viewing Report Log Files

BAT generates log files for each report transaction and stores them on the publisher database server in the following location:

C:\Program Files\Cisco\Trace\BAT

Click the **View Latest Log File** link to display the summary view for the report transaction as well as the detail view for the failures.

To view the log file for the report operation, click **View Latest Log File** link in the report window or go to the following location:

C:\Program Files\Cisco\Trace\BAT

The log file name uses the following format:

Generate<item>#timestamp

The timestamp format for the log file name specifies *mmddyyyyhhmmss*.

Other Related Topics

- [BAT Log Files, page 12-1](#)

- [Generating Reports for Phones, page 10-2](#)
- [Generating Reports for Users, page 10-7](#)
- [Generating Reports for User Device Profiles, page 10-8](#)
- [Generating Reports for Cisco VG200 Gateways, page 10-12](#)
- [Generating Reports for IPMA Managers and Assistants, page 10-13](#)