



## CHAPTER 12

# Generating Phone Reports

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Cisco Unified Communications Manager Bulk Administration (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 first node 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 Unified IP Phone 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.

### Additional Information

See the [“Related Topics”](#) section on page 12-6.

## Generating Reports for Phones

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

### Procedure

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- Step 1** Choose **Bulk Administration > Phones > Generate Phone Reports**.  
The Report Phone Query window displays.
- Step 2** In the first Find Phone(s) where drop-down list box, choose the field to query such as Model or Directory Number.
- Step 3** In the second drop-down list box, choose the search criteria such as begins with, contains, or is empty.
- Step 4** 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.
- Step 5** Specify the appropriate search text, if applicable.




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**Tip** To generate a report for all phones that are registered in the database, click **Find** without entering any search text.

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- Step 6** To further define your query and to add multiple filters, check the Search Within Results check box, choose **AND** or **OR** from the drop-down box, and repeat Steps 2 through 5.
- Step 7** Click **Find**.  
A list of discovered phones displays.
- Step 8** To choose details for your type of report, click **Next**. The Generate Phone Report Configuration window displays and shows the Query that you chose. If you want to change the type of query, click **Back**.
- Step 9** In the Report File Name field, enter your name for this report (required).
- Step 10** 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 12-3](#).
- Step 11** 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 12** 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 13** 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.




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

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- Step 14** if you want to include IP phone services fields in your report, check the check boxes for Speed Dial Services and/or IP Phone Services.
- Step 15** In the Job Information area, enter the Job description.
- Step 16** To generate the report immediately, click the Run Immediately radio button. Click Run Later to generate the report later.
- Step 17** To create a job for inserting the phone records, click **Submit**.
- Step 18** To schedule and/or activate this job, use the Job Configuration window.  
For more information on jobs, see the [Chapter 67, “Scheduling Jobs.”](#)  
For information on log files, see [“BAT Log Files” section on page 68-3](#).  
You can search and download the report file using the Upload/Download Files option in the Bulk Administration menu. See [Chapter 2, “Uploading and Downloading Files.”](#)
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#### Additional Information

See the [“Related Topics” section on page 12-6](#).

## 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:

- AAR Calling Search Space
- AAR Neighborhood
- Authentication String
- Built In Bridge
- Calling Search Space
- Calling Search Space Reroute
- Certificate Operation
- Certificate Status
- Common Profile
- Country
- Description
- Device Name
- Device Pool
- Device Profile
- Device Protocol
- Device\_Default Profile
- Dial Rules
- Last Login user ID
- Load Information
- Location
- Login Duration
- Login Time
- MLPP Domain
- MLPP Indication

- Media Resource List
- Model
- Network Hold MOH Audio Source
- Network Location
- Packet Capture Duration
- Packet Capture Mode
- Phone Template
- Preemption
- Privacy
- Product
- Public Key
- Qsig
- SIP Profile
- Secure Shell Password
- Secure Shell User ID
- Security Profile
- Softkey Template
- Upgrade Finish Time
- User ID
- Geo Location
- Always Use Prime Line
- Always Use Prime Line for Voice Message

You can choose from these Line fields:

- Alerting Name
- Auto Answer
- CSS\_Device Failure
- CSS\_MWI
- Call Forward Duration
- Calling Line Presentation Bit
- Calling Name Presentation Bit
- Calling Party Prefix Digits
- Connected Line Presentation Bit
- Connected Name Presentation Bit
- Device Failure DN
- Directory Number
- 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 on CTI Failure CSS
- Line AAR Neighborhood
- Line Alerting Name ASCII
- Line Description
- Line Network Hold MOH Audio Source
- MLPP No Answer Ring Duration (Seconds)
- Route Partition
- Secondary Call Forward All CSS
- Target CSS
- Target Destination
- User Hold MOH Audio Source
- Party Entrance Tone
- Log Missed Calls
- Park Monitor Forward No Retrieve External Destination
- Park Monitor Forward No Retrieve Internal Destination
- Park Monitor Forward No Retrieve Internal Voice Mail
- Park Monitor Forward No Retrieve External Voice Mail
- Park Monitor Forward No Retrieve External CSS
- Park Monitor Forward No Retrieve Internal CSS
- Park Monitor Reversion Timer

**Additional Information**

See the [“Related Topics”](#) section on page 12-6.

## 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** Choose **Bulk Administration > Phones > Generate Phone Reports**.
- The Report Phone Query window displays.
- Step 2** In the first Find Phone(s) where drop-down list box, choose **Device Name**.
- Step 3** In the second drop-down list box, choose **begins with**.
- Step 4** In the text field, enter **BAT**. All phones that are added with a dummy MAC address have device names that begin with BAT.
- Step 5** Click **Find**. The text Device Name begins with 'BAT' and displays in the query text box.
- Step 6** Click **Next**. The Generate Phone Report Configuration window displays.
- Step 7** Complete the report by going to [Step 9](#) in the procedure for Generating Reports for Phones.
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### Additional Information

See the [“Related Topics”](#) section on page 12-6.

## Viewing Report Log Files

BAT generates log files for each report transaction and stores them on the first node of Cisco Unified Communications Manager server. You can find the link to log files for this job from the Job configuration window for this job. For more details, see [Chapter 67, “Scheduling Jobs.”](#)

### Additional Information

See the [“Related Topics”](#) section on page 12-6.

## Related Topics

- [Generating Reports for Phones, page 12-1](#)
- [Reports for Phones and IP Telephony Devices, page 12-3](#)
- [Producing a List of Phones with Dummy MAC Addresses, page 12-6](#)
- [Viewing Report Log Files, page 12-6](#)