



CAR User Reports Configuration

CAR provides reporting capabilities for three levels of users:

- Administrators—Generate system reports to help with load balancing, system performance, and troubleshooting.
- Managers—Generate reports for users, departments, and QoS to help with call monitoring for budgeting or security purposes and for determining the voice quality of the calls.
- Individual users—Generate a billing report for their calls.

This chapter contains the following topics:

- [Understanding Bills](#), page 16-2
- [Understanding Top N](#), page 16-5
- [Understanding Cisco IP Manager Assistant \(IPMA\)](#), page 16-14
- [Configuring CTI Port](#), page 16-18
- [Cisco IP Phone Services](#), page 16-19
- [Mailing a Report](#), page 16-20
- [Searching for Users](#), page 16-21



Note

Depending on your job function, you may not have access to every report described in this chapter.

Understanding Bills

Individual bills provide call information for the date range that you specify. You can either view reports that the system automatically generates or generate new reports. Only CAR administrators can schedule reports for automatic generation. If you are an administrator, see [System Scheduler Configuration, page 14-11](#), for more information.

Department bills provide call information and quality-of-service (QoS) ratings. If you are a manager, you can generate a summary or detailed report of the calls made by all users who report to you, or only those users that you select.

If you are a CAR administrator, you can generate a summary or detailed report of the calls made by some or all users in the system. This report helps you keep track of all calls on a user-level basis for the entire system.

Configuring Individual Bills

This section describes how to view, or mail, summary or detail information about users, managers, and administrators.

Procedure

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- Step 1** If you are a user or manager, choose **Bills > Individual** and continue with [Step 3](#). If you are a CAR administrator, proceed to [Step 2](#).
- The Individual Bill window displays.
- Step 2** If you are a CAR administrator, choose **User Reports > Bills > Individual**.
- The Individual Bill window displays.
- Step 3** In the Report Type field, choose Summary or Detail.
- Summary reports provide a summary of all calls for a chosen period (the total number of calls made and the charges incurred). Detailed reports provide the call types (Internal, Local, Long Distance, International, or On Net) for all calls over a chosen period.
- Step 4** In the Available Reports field, choose an automatically generated report (if available) or use the default Generate New Report.
- Step 5** Choose the date range for the period for which you want to see call information.

- Step 6** If you want the report in CSV format, choose CSV (comma separated value) in the Report Format area. If you want the report in PDF format, choose PDF (portable document format) in the Report Format area.
- You can view CSV files in CAR or save them to disk and view using a spreadsheet application such as Microsoft Excel; you can view PDF files in CAR using Adobe Acrobat Reader.
- Step 7** Click the **View Report** button.
- If you chose CSV, the report generates, and you are prompted to view the file or save it to disk. If you chose PDF, the report displays.
- Step 8** If you want to mail the report, click the **Send Report** button. To send the report, follow the procedure described in [Mailing a Report, page 16-20](#).
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Related Topics

- [Bill Summary Report Results, page A-2](#)
- [Bill Detail Report Results, page A-4](#)
- [Configuring Department Bills, page 16-3](#)

Configuring Department Bills



Caution

Use CAR only during off-peak hours. Otherwise, data collection and report generation could cause performance degradation on the Cisco CallManager system.

This section describes how to generate, view, or mail summary or detail information about departmental bills.

Procedure

- Step 1** If you are a manager, choose **Bills > Department** and continue with [Step 3](#). If you are a CAR administrator, proceed to [Step 2](#).
- The Department Bill window displays.

- Step 2** If you are a CAR administrator, choose **User Reports > Bills > Department**.
The Department Bill window displays.
- Step 3** In the Report Type field, choose Summary or Detail.
Summary reports provide a summary of all calls for a chosen period (the total number of calls made and the charges incurred). Detailed reports provide the call types (Internal, Local, Long Distance, International, or On Net) for all calls over a chosen period.
- Step 4** In the Available Reports field, choose an automatically generated report (if available) or use the default Generate New Report.
- Step 5** Choose the date range for the period for which you want to see call information.
- Step 6** If you are a manager, continue with [Step 7](#); otherwise, if you are a CAR administrator, continue with [Step 11](#).
- Step 7** To choose all of your direct reports, check the Select All Reportees check box.
The List of Reportees shows your direct reports.
- Step 8** To choose individual reportees, choose the reports shown in the List of Reportees.
- Step 9** Click the **Add** button.
The department bill includes only users listed in the Selected Reportees box.
- Step 10** To see the reportees under a particular user, choose the user and click the Down button.
All reportees to the chosen user display.
- Step 11** If you are a CAR administrator, check the Select All Users check box to include all users. If you are a manager, proceed to [Step 14](#).
- Step 12** To specify individual users, enter the user ID of the individual that you want to include in the report in the User ID field.
- Step 13** Click the **Add** button.
You can also use a provided search function. See [Searching for Users, page 16-21](#), for instructions on using the search feature.
- Step 14** If you want the report in CSV format, choose CSV (comma separated value) in the Report Format area. If you want the report in PDF format, choose PDF (portable document format) in the Report Format area.

You can view CSV files in CAR or save them to disk and view them using a spreadsheet application such as Microsoft Excel; you can view PDF files in CAR using Adobe Acrobat Reader.

Step 15 Click the **View Report** button.

If you chose CSV, the report generates, and you are prompted to view the file or save it to disk. If you chose PDF, the report displays.

Step 16 If you want to mail the report, click the **Send Report** button. To send the report, follow the procedure described in [Mailing a Report, page 16-20](#).

Related Topics

- [Bill Summary Report Results, page A-2](#)
- [Bill Detail Report Results, page A-4](#)
- [Configuring Individual Bills, page 16-2](#)

Understanding Top N

Top N by Charge reports the users who made or received the top number of calls. If you are a manager, the report includes the top charges for all calls made by users who report to you during the specified period. If you are a CAR administrator, the report includes the top charges for all calls made by all users on the system for the specified period. You can generate each Top N report with 2-3 options to show the Top N Users, Destinations, Calls, or Extensions.

Top N by Duration reports the top number of users that incurred a maximum time on calls during a period that you specify. If you are a manager, the report lists the top number of users who report to you that incurred a maximum time for calls made during the chosen date range, starting with the longest. If you are a CAR administrator, the report lists the top number of users that incurred a maximum time for calls made during the chosen date range, starting with the longest.

Top N by Number of Calls reports the top number of calls made and received by users during a period that you specify. If you are a manager, the report lists the top number of calls by users among the users who report to you for the chosen date range. If you are a CAR administrator, the report lists the top number of calls for each user in the system.

Configuring Top N by Charge

This section describes how to generate, view, or mail reports about the top calls when classified by cost.



Caution

Use CAR only during off-peak hours. Otherwise, data collection and report generation could cause performance degradation on the Cisco CallManager system.

Procedure

- Step 1** If you are a user or manager, choose **Top N > By Charge** and continue with [Step 3](#). If you are a CAR administrator, proceed to [Step 2](#).
- The Top N by Charge window displays.
- Step 2** If you are a CAR administrator, choose **User Reports > Top N > By Charge**.
- The Top N by Charge window displays.
- Step 3** In the Select Call Types area, check the check boxes for the types of calls that you want included in the report. These boxes display only when you have chosen Generate New Report in [Step 5](#). [Table 16-1](#) describes the call types.

Table 16-1 Top N by Charge Call Types

Call Type	Description
Internal	Intracuster calls that originated in the Cisco CallManager network and ended in the same Cisco CallManager network (no gateways are used).
Local	Local calls that are routed through the public switched telephone network (PSTN) to numbers without an area code or that include one of the local area codes.
Long Distance	Long-distance calls originating in the Cisco CallManager network going out through the PSTN.

Table 16-1 Top N by Charge Call Types (continued)

Call Type	Description
International	International calls originating in the Cisco CallManager network going out through the PSTN.
On Net	Outgoing, intercluster calls that originate on one Cisco CallManager cluster and terminate on a different cluster.
Others	All other outgoing calls, such as toll-free numbers or emergency calls such as 911.

Step 4 In the Report Type field, choose a report type as described in [Table 16-2](#).

Table 16-2 Top N by Charge Report Types

Report Type	Description
By Individual Users	This report lists the users who incurred the maximum charges.
By Destinations	This report lists the destinations that incurred the maximum charges.
By All Calls	This default report lists the calls that incurred the maximum charges.

Step 5 In the Available Reports field, choose an automatically generated report (if available) or use the default Generate New Report.

Step 6 If you chose Generate New Report in [Step 5](#), enter the number (n) of records that display in the report in the No of Records field. The default designates five.

Step 7 If you chose Generate New Report in [Step 5](#), choose the date range for the period for which you want to generate the report.

Step 8 If you chose Generate New Report in [Step 5](#), choose CSV (comma separated value) in the Report Format area. If you want the report in PDF format, choose PDF (portable document format) in the Report Format area.

You can view CSV files in CAR or save them to disk and view them using a spreadsheet application such as Microsoft Excel; you can view PDF files in CAR using Adobe Acrobat Reader.

Step 9 Click the **View Report** button.

If you chose CSV, the report generates, and you are prompted to view the file or save it to disk. If you chose PDF, the report displays.

Step 10 If you want to mail the report, click the **Send Report** button. To send the report, follow the procedure described in [Mailing a Report, page 16-20](#).

Related Topics

- [Top N By Charge or Duration Report Results, page A-6](#)
- [Configuring Top N by Duration, page 16-8](#)
- [Configuring Top N by Number of Calls, page 16-11](#)

Configuring Top N by Duration

This section describes how to generate, view, or mail reports about the top calls when classified by duration.



Caution

Use CAR only during off-peak hours. Otherwise, data collection and report generation could cause performance degradation on the Cisco CallManager system.

Procedure

Step 1 If you are a manager, choose **Top N > By Duration** and continue with [Step 3](#). If you are a CAR administrator, proceed to [Step 2](#).

The Top N by Duration window displays.

Step 2 If you are a CAR administrator, choose **User Reports > Top N > By Duration**.

The Top N by Duration window displays.

- Step 3** In the Select Call Types area, check the check boxes for the types of calls that you want included in the report. These boxes display only when you have chosen Generate New Report in [Step 5](#). [Table 16-3](#) describes the call types.

Table 16-3 Top N by Duration Call Types

Call Type	Description
Internal	Intracuster calls that originated in the Cisco CallManager network and ended in the same Cisco CallManager network (no gateways are used).
Local	Local calls that are routed through the public switched telephone network (PSTN) to numbers without an area code or that include one of the local area codes.
Long Distance	Long-distance calls originating in the Cisco CallManager network going out through the PSTN.
International	International calls originating in the Cisco CallManager network going out through the PSTN.
On Net	Outgoing, intercluster calls that originate on one Cisco CallManager cluster and terminate on a different cluster.
Incoming	Inbound calls that originated outside the Cisco CallManager network, entered through a gateway, and go into the Cisco CallManager network.

Table 16-3 Top N by Duration Call Types (continued)

Call Type	Description
Tandem	Inbound calls that originated outside the Cisco CallManager network, entered the Cisco CallManager network through a gateway, and then were transferred outbound from the Cisco CallManager network through a gateway.
Others	All other outgoing calls, such as toll-free numbers or emergency calls such as 911.

Step 4 In the Report Type field, choose a report type as described in [Table 16-4](#).

Table 16-4 Top N by Duration Report Types

Report Type	Description
By Individual Users	This report lists the users who incurred the maximum duration.
By Destinations	This report lists the destinations that incurred the maximum duration.
By All Calls	This default report lists the calls that incurred the maximum duration.

Step 5 In the Available Reports field, choose an automatically generated report (if available), or use the default Generate New Report.

Step 6 If you chose Generate New Report in [Step 5](#), enter the number (n) of records that display in the report in the No of Records field. The default designates five.

Step 7 If you selected Generate New Report in [Step 5](#), choose the date range for the period for which you want to generate the report.

Step 8 If you selected Generate New Report in [Step 5](#), choose CSV (comma separated value) in the Report Format area. If you want the report in PDF format, choose PDF (portable document format) in the Report Format area.

You can view CSV files in CAR or save them to disk and view them using a spreadsheet application such as Microsoft Excel; you can view PDF files in CAR using Adobe Acrobat Reader.

Step 9 Click the **View Report** button.

If you chose CSV, the report generates, and you are prompted to view the file or save it to disk. If you chose PDF, the report displays.

Step 10 If you want to mail the report, click the **Send Report** button. To send the report, follow the procedure described in [Mailing a Report, page 16-20](#).

Related Topics

- [Top N By Charge or Duration Report Results, page A-6](#)
- [Configuring Top N by Charge, page 16-6](#)
- [Configuring Top N by Number of Calls, page 16-11](#)

Configuring Top N by Number of Calls

This section describes how to generate, view, or mail reports about the top calls when classified by volume.



Caution

Use CAR only during off-peak hours. Otherwise, data collection and report generation could cause performance degradation on the Cisco CallManager system.

Procedure

Step 1 If you are a manager, choose **Top N > By Number of Calls** and continue with [Step 3](#). If you are a CAR administrator, proceed to [Step 2](#).

The Top N by Number of Calls window displays.

Step 2 If you are a CAR administrator, choose **User Reports > Top N > By Number of Calls**.

The Top N by Number of Calls window displays.

- Step 3** In the Select Call Types area, check the check boxes for the types of calls that you want included in the report. [Table 16-5](#) describes the call types.

Table 16-5 Top N by Number of Calls Call Types

Call Type	Description
Internal	Intracuster calls that originated in the Cisco CallManager network and ended in the same Cisco CallManager network (no gateways are used).
Local	Local calls that are routed through the public switched telephone network (PSTN) to numbers without an area code or that include one of the local area codes.
Long Distance	Long-distance calls originating in the Cisco CallManager network going out through the PSTN.
International	International calls originating in the Cisco CallManager network going out through the PSTN.
On Net	Outgoing, intercluster calls that originate on one Cisco CallManager cluster and terminate on a different cluster.
Incoming	Inbound calls that originated outside the Cisco CallManager network, entered through a gateway, and go into the Cisco CallManager network.

Table 16-5 Top N by Number of Calls Call Types (continued)

Call Type	Description
Tandem	Inbound calls that originated outside the Cisco CallManager network, entered the Cisco CallManager network through a gateway, and then were transferred outbound from the Cisco CallManager network through a gateway.
Others	All other outgoing calls, such as toll-free numbers or emergency calls such as 911.

Step 4 In the Report Type field, choose a report type as described in [Table 16-6](#).

Table 16-6 Top N by Number of Calls Report Types

Report Type	Description
By Individual Users	This report lists the users who incurred the maximum number of calls.
By Extensions	This report lists the extensions that have placed or received the greatest number of calls in your group (managers) or the system (CAR administrators).

Step 5 In the Available Reports field, choose an automatically generated report (if available) or use the default Generate New Report.

Step 6 If you chose Generate New Report in [Step 5](#), enter the number (n) of records that display in the report in the No of Records field. The default designates five.

Step 7 If you chose Generate New Report in [Step 5](#), choose the date range for the period for which you want to generate the report.

Step 8 If you chose Generate New Report in [Step 5](#), choose CSV (comma separated value) in the Report Format area. If you want the report in PDF format, choose PDF (portable document format) in the Report Format area.

You can view CSV files in CAR or save them to disk and view them using a spreadsheet application such as Microsoft Excel; you can view PDF files in CAR using Adobe Acrobat Reader.

Step 9 Click the **View Report** button.

If you chose CSV, the report generates, and you are prompted to view the file or save it to disk. If you chose PDF, the report displays.

Step 10 If you want to mail the report, click the **Send Report** button. To send the report, follow the procedure described in [Mailing a Report, page 16-20](#).

Related Topics

- [Top N By Number of Calls Report Results, page A-6](#)
- [Configuring Top N by Charge, page 16-6](#)
- [Configuring Top N by Duration, page 16-8](#)

Understanding Cisco IP Manager Assistant (IPMA)

Cisco IP Manager Assistant (IPMA) provides the call completion usage reports of both Cisco IPMA managers and assistants. The Cisco IPMA menu allows you to select all, or a subset of managers or assistants, using simple search functionality based on partial or complete first or last name. You can generate these reports on demand in either pdf or csv format and e-mail them. In addition, you can select the time range and generate either detailed, or summary level reports.

The manager reports can include calls handled only by managers for themselves; calls handled only by assistants for managers; and calls qualifying either case.

The summary report for a manager shows the number of calls of each type and total, apart from duration for each assistant (and/or manager). The detail report for a manager shows the date, origination time, origination number, destination number, call classification, and duration for each call for all the assistants (and/or manager), and last total duration for the manager.

The assistant reports can include calls handled only by assistants for themselves; or calls handled only by assistants for managers; and calls qualifying either case. The summary report for an assistant shows the number of calls of each type and total of them apart from duration for each manager (and/or assistant). The detail

assistant report shows the date, origination time, origination number, destination number, call classification, and duration for each call for all the managers (and/or assistant), and last total duration for the assistant.

Related Topics

- [Understanding Cisco IP Manager Assistant \(IPMA\)](#), page 16-14
- [Configuring Cisco IPMA Manager Call Usage](#), page 16-15

Configuring Cisco IPMA Manager Call Usage

This section describes how to generate a Cisco IPMA manager call usage report.



Caution

Use CAR only during off-peak hours. Otherwise, data collection and report generation could cause performance degradation on the Cisco CallManager system.

Procedure

- Step 1** Choose **User Reports > Cisco IPMA > Manager Call Usage**.
The Call Usage for Cisco IPMA Manager window displays.
- Step 2** From the Report Type drop-down list, choose either Summary or Detail.
- Step 3** From the Calls handled by drop-down list, choose either Manager, Assistant for Manager, or Manager & Assistant for Manager.
- Step 4** Choose the date range for the period for which you want to see call information.
- Step 5** In the Select Manager(s) box, either check the Select All Manager(s) check box; enter a manager's ID; or click the **Select Manager(s)** link to search for a manager's ID; and enter the ID(s) in the Manager Id field.
- Step 6** Click **Add**.
The ID you chose displays in the Selected Manager(s) box.
- Step 7** If you want the report in CSV format, choose CSV (comma separated value) in the Report Format area. If you want the report in PDF format, choose PDF (portable document format) in the Report Format area.

You can view CSV files in CAR or save them to disk and view them using a spreadsheet application such as Microsoft Excel; you can view PDF files in CAR using Adobe Acrobat Reader.

Step 8 Click the **View Report** button.

If you chose CSV, the report generates, and you are prompted to view the file or save it to disk. If you chose PDF, the report displays.

Step 9 If you want to mail the report, click the **Send Report** button. To send the report, follow the procedure described in [Mailing a Report, page 16-20](#).



Note To remove a manager from the Selected Manager(s) list, highlight the ID and click **Remove**. To remove all managers from the list, click **Remove All**.

Related Topics

- [Understanding Cisco IP Manager Assistant \(IPMA\), page 16-14](#)
- [Configuring Cisco IPMA Assistant Call Usage, page 16-16](#)

Configuring Cisco IPMA Assistant Call Usage

This section describes how to generate an assistant call usage report.



Caution

Use CAR only during off-peak hours. Otherwise, data collection and report generation could cause performance degradation on the Cisco CallManager system.

Procedure

Step 1 Choose **User Reports > Cisco IPMA > Assistant Call Usage**.

The Call Usage for Cisco IPMA Assistant window displays.

Step 2 From the Report Type drop-down list, choose either Summary or Detail.

- Step 3** From the Calls handled by drop-down list, choose either Assistant, Assistant for Manager, or Assistant & Assistant for Manager.
- Step 4** Choose the date range for the period for which you want to see call information.
- Step 5** In the Select Assistant(s) box, either check the Select All Assistant(s) check box; enter an assistant's ID; or click the **Select Assistant(s)** link to search for an assistant's ID; and enter the ID(s) in the Assistant Id field.
- Step 6** Click **Add**.
The ID you chose displays in the Selected Assistant(s) box.
- Step 7** If you want the report in CSV format, choose CSV (comma separated value) in the Report Format area. If you want the report in PDF format, choose PDF (portable document format) in the Report Format area.
You can view CSV files in CAR or save them to disk and view them using a spreadsheet application such as Microsoft Excel; you can view PDF files in CAR using Adobe Acrobat Reader.
- Step 8** Click the **View Report** button.
If you chose CSV, the report generates, and you are prompted to view the file or save it to disk. If you chose PDF, the report displays.
- Step 9** If you want to mail the report, click the **Send Report** button. To send the report, follow the procedure described in [Mailing a Report, page 16-20](#).



Note To remove a manager from the Selected Assistant(s) list, highlight the ID and click **Remove**. To remove all assistants from the list, click **Remove All**.

Related Topics

- [Understanding Cisco IP Manager Assistant \(IPMA\), page 16-14](#)
- [Configuring Cisco IPMA Manager Call Usage, page 16-15](#)

Configuring CTI Port

Only CAR administrators can generate the CTI-enabled report. You can generate a list of users who have been configured for using CTI port. The list does not show the users who are using CTI port currently. Certain applications, such as Cisco IP SoftPhone, require a CTI port.



Tip

CTI calls consume considerable call-processing resources. Use this report to ensure that only those users who truly need a CTI port have been allocated one. You can also use this report for capacity planning to ensure that your Cisco CallManager network is not overloaded due to the call-processing demands of CTI ports.

This section describes how to generate a list of users who are configured for using CTI port.



Caution

Use CAR only during off-peak hours. Otherwise, data collection and report generation could cause performance degradation on the Cisco CallManager system.

Procedure

Step 1 Choose **User Reports > CTI Port**.

The Users with CTI Port Enabled window displays. The table shows the following information:

- SI No—Serial number
- Name—The name of the user
- User ID—The user ID for the user

Step 2 To print the table, right-click the window and choose Print.

Step 3 Click the **Close** button when you finish viewing the list.

Cisco IP Phone Services

Only CAR administrators can generate the Cisco IP phone services report. You can generate a report that shows chosen Cisco IP phone services, the number of users subscribed to each of the chosen services, and the utilization percentage for each of the chosen services.

Use the following instructions to generate a report showing the usage of specific Cisco IP phone services.

**Caution**

Use CAR only during off-peak hours. Otherwise, data collection and report generation could cause performance degradation on the Cisco CallManager system.

Procedure

Step 1 Choose **User Reports > Cisco IP Phone Services**.

The Cisco IP Phone Services window displays a list of all Cisco IP Phone services that have been configured in the system.

Step 2 In the List of Cisco IP Phone Services area, choose the services that you want to include in the report.

Step 3 Click the **Add** button to add the chosen service to the Selected Cisco IP Phone Services box.

The report will include all services listed in this box when you generate it.

Step 4 If you want the report in CSV format, choose CSV (comma separated value) in the Report Format area. If you want the report in PDF format, choose PDF (portable document format) in the Report Format area.

You can view CSV files in CAR or save them to disk and view them using a spreadsheet application such as Microsoft Excel; you can view PDF files in CAR using Adobe Acrobat Reader.

Step 5 Click the **View Report** button.

If you chose CSV, the report generates, and you are prompted to view the file or save it to disk. If you chose PDF, the report displays.

- Step 6** If you want to mail the report, click the **Send Report** button. To send the report, follow the procedure described in [Mailing a Report, page 16-20](#).
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Related Topic

- [Cisco IP Phone Services Report Results, page A-7](#)

Mailing a Report

You can e-mail all reports in CAR. You can send a report by mail from any report window in CAR. You can also view the report first and then send it.

Before You Begin

To e-mail reports, first configure valid Mail Parameters. The Mail Parameters allow CAR to send e-mail using the e-mail server in your system. See [Configuring Mail Server Parameters, page 14-3](#), for more information. Also, set up the details of the report that you want generated. See the following sections:

- [Understanding Bills, page 16-2](#)
- [Understanding Top N, page 16-5](#)
- [Cisco IP Phone Services, page 16-19](#)
- [Understanding Cisco IP Manager Assistant \(IPMA\), page 16-14](#)
- [Chapter 17, “CAR System Reports Configuration”](#)
- [Chapter 18, “CAR Device Reports Configuration”](#)
- [Chapter 19, “CDR Search Configuration”](#)

This section describes how to mail a CAR report.

Procedure

- Step 1** Within any CAR Reports windows (except CTI Port) or after viewing the report, click the **Send Report** button.
- The Mail To window displays.
- Step 2** Enter the e-mail ID for the user to whom you want to send the report.

- Step 3** You can search for a user by clicking the **To** button.
A User Search window displays.
- Step 4** In the First Name and Last Name fields, enter characters of the first or last name of the user and click the **Search** button.
A User Search Results window displays in the same page, listing all users who matched the search criteria you entered.
- Step 5** In the row for the user to whom you want to send the report, click the Select link.
The user that you chose gets added to the To field of the Mail To window. Repeat this step to add more users to the list of people who will be e-mailed a copy of this report.
- Step 6** When you have added all users, click the **Close** button in the User Search window.
The users listed in the Search Users window get copied to the To field of the Mail To window.
- Step 7** To add a user to the Cc field, click the **Cc** button and follow the same instructions as described in [Step 4](#) through [Step 6](#).
- Step 8** In the Subject field, enter a subject message (optional).
- Step 9** In the Message area, enter a message (optional).
- Step 10** To send the report, click the **Send** button.
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Related Topics

- [CAR User Reports Configuration, page 16-1](#)
- [CAR System Reports Configuration, page 17-1](#)
- [CAR Device Reports Configuration, page 18-1](#)
- [CDR Search Configuration, page 19-1](#)

Searching for Users

Many of the reports in CAR provide a search function, so you can look for users. The following CAR reports support search:

- User Reports—Department bills, Cisco IPMA

- System Reports—QoS details, Traffic Summary (Extn)
- System—Admin rights
- All reports that can be viewed and sent

Before You Begin

You must be using one of the windows that are listed in [Searching for Users, page 16-21](#).

This section describes how to search for a user.

Procedure

- Step 1** Click the Search Users link.
A User Search window displays.
- Step 2** In the First Name and Last Name fields, enter characters of the first or last name of the user and click the **Search** button.
A User Search Results window displays in the same window, listing all users who matched the search criteria that you entered.
- Step 3** In the row for the user that you want, click the Select link.
The user you chose gets added to the List of Users in the User Search window. Repeat this step to add more users.
- Step 4** When you have added all users, click the **OK** button in the User Search window.
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Related Topics

- [CAR User Reports Configuration, page 16-1](#)
- [CAR System Reports Configuration, page 17-1](#)
- [Chapter 14, “CAR System Configuration”](#)