



## Phone Problem Reports Viewer

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This chapter describes how to use the Phone Problem Reports Viewer that is part of the Tools menu. See [“Listing IP Phone Problem Reports”](#) for instructions on how to generate a list of problem reports.

You can view the IP phone problem reports, that are generated by the Quality Report Tool (QRT), by using the Phone Problem Reports Viewer. QRT serves as a voice-quality and general problem-reporting tool for Cisco CallManager IP Phones. The Cisco Extended Functions service supports the QRT feature. Refer to the [“Quality Report Tool” section on page 10-1](#) in the *Cisco CallManager System Guide* for information about QRT. See the [“Cisco CallManager Services” section on page 3-1](#) for more information about the Cisco Extended Functions service. The Phone Problem Reports Viewer allows you to filter, format, and view phone problem reports that are generated.

QRT uses the Cisco Extended Functions NT service, so it shares the same architecture as Cisco Call Back. It also shares the same system requirements, redundancy, dependencies, restrictions, installation, and activation as Cisco Call Back.


# Listing IP Phone Problem Reports

This section describes how to list and view Cisco CallManager IP Phone problem reports by using the Phone Problem Reports Viewer.

**Note**

Quality Report Tool (QRT) collects streaming data only once per call. Therefore, if A calls B and both submit multiple reports for that same call, only the first report includes streaming data.

**Procedure**

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- Step 1** From the Cisco CallManager Administration window, choose **Application > Cisco CallManager Serviceability**.  
The Cisco CallManager Serviceability window displays.
- Step 2** Choose **Tools > Phone Problem Reports Viewer**.  
The IP Phone Problem Reporting window displays.
- Step 3** Choose the available Cisco CallManager server for which you want to view a problem report.
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-  **Note** Because QRT service activation is configurable, the user may have changed the server. By default, this drop-down menu highlights the current server where QRT is active.
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- Step 4** Enter the From: date in the Date: box; for example, 2/2/2002.
- Step 5** Enter the To: date in the Date: box; for example 2/3/2002.
- Step 6** In the From Time: selection box, click the down arrow for the beginning hour, minute, and second of the problem reporting information that you want to collect; for example, 3 hour, 45 minute, 0 second.
- Step 7** In the To Time: selection box, click the down arrow for the ending hour, minute, and second of the problem reporting information that you want to collect; for example, 23 hour, 59 minute, 59 second.
- Step 8** Click **Get Logs**.

The system collects all the phone problem reports that are available within the chosen time frame on the chosen server. The IP Phone Problem Reporting format window displays. See [Figure 12-1](#).

**Figure 12-1** IP Phone Problem Reporting Format Window

**IP Phone Problem Reporting**

**Selection Criteria**

Extension Number: ALL

Device: ALL

Category: ALL

**Fields to Display**

**List of Fields**

- Date
- Category
- Reason Code
- Source Device Name
- Source Device DN

**Selected Fields**

Display Records View CSV

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- Step 9** From the Extension Number drop-down menu, choose the extension number(s) that you want included in the report.
- Step 10** From the Device drop-down menu, choose the device(s) that you want included in the report.
- Step 11** From the Category drop-down menu, choose the problem category that you want included in the report.
- Step 12** From the List of Fields box, choose the fields that you want included in the report and click the down arrow to place them in the Selected Fields box.



**Note** The order in which you choose the fields determines the order in which they appear in the report.

**Step 13** Click **Display Records** to view the report in your browser. See [Figure 12-2](#).



**Note** You can save the report in CSV format or view it by using Excel or a similar application by either clicking **View CSV**, as shown in [Figure 12-1](#), or **Right Click here to Save in CSV**, as shown in [Figure 12-2](#).

**Figure 12-2** IP Phone Problem Results

SeqId	Date	Source Device DN	Source Device Type	Source Packets
1	08/09/02 15:15:11	2002	CP-7960	491 990 1490 1990 2490 2990
2	08/09/02 15:27:11	2005	CP-7940	36370 36870 37370 37870 38380 38893
3	08/09/02 15:36:12	2002	CP-7960	529
4	08/09/02 15:36:44	2005	CP-7940	367
5	08/09/02 16:02:56	2005	CP-7940	836
6	08/09/02 16:05:29	2002	CP-7960	431
7	08/09/02 16:09:27	2005	CP-7940	836
8	08/09/02 16:09:48	2002	CP-7960	431
9	08/09/02 16:13:59	2005	CP-7940	836
10	08/09/02 16:16:28	2002	CP-7960	431

**Related Topics**

- [Quality Report Tool, page 10-1](#), *Cisco CallManager System Guide*
- [Cisco CallManager Services, page 3-1](#), *Cisco CallManager System Guide*

■ Listing IP Phone Problem Reports