



Reports

About Problems With Reports

Problems and troubleshooting procedures specific to reports are described in this section.

A Requested Report Was Not Generated

To research a report

- Step 1** In Internet Explorer, go to **http://<server name>/status** or double-click the desktop shortcut to the Status Monitor.
- Step 2** In the Status Monitor page, click the **Report Status** icon.
- Step 3** Locate the report you are waiting for in the list of submitted reports. The wait time for a queued report will vary depending on the size of the Exchange database and on how busy Cisco Unity and Exchange are.
- Step 4** If wait time for the report seems excessive, perform one or more of the following:
- Cancel the queued report and request it again at a time when Cisco Unity and Exchange are not as busy.
 - Cancel the queued report, refine the selection criteria, and then submit the report again.

- Click **Programs > Administrative Tools > Services**. Locate **AVRepDirSvrSvc**. If reports are not working properly or are locked, restarting this service will remove the locked state and the reports process will be restarted. Note that some queued reports may be lost due to the restart.
- Step 5** If a requested report is missing from the Report Status page, this may be due to stopping and restarting Cisco Unity or the AvRepDirSvrSvc. Request the report again.
- Step 6** If requested reports are still not being produced, in Windows Explorer, click **CommServer > MaestroTools.exe**.
- Step 7** Click the **Diagnostic Grid Reg Edit** tab.
- Step 8** In the Groups window, select **ReportCrunch**.
- Step 9** In the Flags window, enable all diagnostic flags that are not listed as Reserved or Not Available. (For the ReportCrunch group, enable diagnostic flags **00, 01, 02, 10, 11, and 12**.)
- Step 10** Repeat [Step 8](#) and [Step 9](#) to select all Groups beginning with **Report**, and enable all diagnostic flags not listed as Reserved or Not Available.
- Step 11** Request the reports again at a time when Cisco Unity and Exchange are not busy. Wait for a time equal to the wait time previously experienced. If the reports print successfully, skip to [Step 13](#). If the reports do not print, continue with [Step 12](#).
- Step 12** Format the diagnostic log using MaestroTools. The formatted diagnostic log will be located in CommServer > Logs > diag_AvRepDirSvrSvc_YYYYMMDD_HHMMSS_fmttd.txt.
- Step 13** Disable all diagnostic flags set in [Step 8](#) through [Step 10](#). Do not disable MiuGeneral 0-4 or the Miu will not write any failures to the Event log.
- Step 14** If the requested reports still are not produced, and you are unable to determine the cause of the problem from the diagnostic logs, contact the Cisco Technical Assistance Center (TAC).
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Related section

- The [“Overview: Reports”](#) section in the [“Reports”](#) chapter of the *Cisco Unity System Administration Guide*.

Report Notification Not Generated

The Installer account has no Exchange mailbox. Therefore, if reports are requested by using the Installer account, no notification will be received when a report is complete. If you are using the Installer account (or another account that has no Exchange mailbox) to request reports, view the completed reports in the `c:\CommServer\Reports` directory.

