



# CHAPTER 12

## Report Settings

---

### Subscribers Report

*Table 12-1 Subscribers Report*

Field	Definition
First Name, Last Name	The name of the subscriber for whom the report was generated.
Alias	The subscriber alias.
Location	The Cisco Unity location.
Domain	The name of the Active Directory domain in which the Active Directory account for a subscriber appears.
Billing ID	The billing ID of a subscriber.
Class of Service (COS)	The class of service assigned to a subscriber.
Extension	The primary phone extension assigned to a subscriber. Alternate extensions are not listed.
Inbox Size	The total size, in kilobytes, of all e-mail, voice, and fax messages stored for the subscriber.

### Subscriber Message Activity Report

*Table 12-2 Subscriber Message Activity Report*

Field	Definition
Date and Time	The date and time that the subscriber took action on the message.
Source	Either the computer or the phone that generated the message activity.
Action Taken in Response to Message	The activity that took place in regards to voice messages (for example, New Message, Message Read, Save, Delete, Mark New, Login, and Logoff).  The actions MWI On Requested and MWI On Completed indicate, respectively, that Cisco Unity sent a request to the phone system to turn on the MWI and received a request-completed confirmation. In cases where the phone system does not provide a confirmation, Cisco Unity assumes the request was successful.

Table 12-2 Subscriber Message Activity Report (continued)

Field	Definition
Number of New Messages	The number of new voice messages in the subscriber mailbox.
Sender's Name and DTMF	The name and extension of the message sender, if known.
Date and Time Message Arrived	The date and time that the message arrived in the mailbox.
Dial Out Number	The number to which a message notification was sent.
Dial Out Result	The result of the outgoing call for the message notification. Possible results include: <ul style="list-style-type: none"> <li>• Busy—The dialed number was busy.</li> <li>• Connected—The called party answered the phone.</li> <li>• Failure—The call failed.</li> <li>• Port Disabled—All ports for outgoing calls were disabled.</li> <li>• Port Unavailable—No ports were available for the outgoing call.</li> <li>• RNA (Ring No Answer)—The dialed number did not answer.</li> <li>• Release—The result is unknown. This typically happens for notifications sent to pagers.</li> <li>• Unknown—The result is unknown.</li> </ul>

## Distribution Lists Report

Table 12-3 Distribution Lists Report

Field	Definition
Creation Date	The date that the public distribution list was created.
List Alias	The alias name of the public distribution list.
Count	The number of subscribers and other public distribution lists that are members of the public distribution list.
Distribution List Name	The name of the public distribution list.
Owner First and Last Name	The subscriber or public distribution list that owns the public distribution list. If the List All Members check box is checked, this column also includes the names of subscribers and other public distribution lists that are members of the public distribution list.
Member List	This column is not used.

# Failed Login Report

**Table 12-4** *Failed Login Report—Subscribers*

Field	Definition
Subscriber/User Name	The display name of the subscriber whose account experienced the failed logon. Note that the select option to choose a subscriber is not supported for this release.
Alias	The Exchange alias of the subscriber whose account experienced the failed logon.
Caller ID (Phone Number Called From)	The calling number, if known, from which the logon was attempted.
Subscriber DTMF	The unique DTMF access code that callers dial to access this account.
Date and Time	The date and time of the failed logon.
Maximum Failures Exceeded	Whether the failed logon exceeded the maximum number allowed; if so, the account is locked.
Failure Number	A running total of failed logons by subscriber or by day, depending on how the report is sorted.
Source	Indicates either Standard when a subscriber uses normal Cisco Unity password security, or Enhanced when a subscriber uses enhanced phone security to log on.

The Failed Login report also includes the following information about failed Cisco Unity Administrator logons:

**Table 12-5** *Failed Login Report—Administrators*

Field	Definition
User Name	The logon name assigned to the subscriber.
Computer	The name of the workstation, if known, from which a subscriber attempted to log on.
User Domain	The name of the Active Directory domain in which the Active Directory account for a subscriber appears.
Event ID	The Windows event ID that was generated when the logon failed.
Date and Time	The date and time of the failed logon.
Failure Number	A running total of failed logons by subscriber or by day, depending on how the report is sorted.

# Transfer Billing Report

**Table 12-6** *Transfer Billing Report*

Field	Definition
Name	The name of the Cisco Unity entity (such as subscriber, call handler, or interview handler) from which the call was transferred.
Extension	The extension of the Cisco Unity entity (such as subscriber, call handler, or interview handler) from which the call was transferred.

Table 12-6 Transfer Billing Report (continued)

Field	Definition
Billing ID	The billing ID of the Cisco Unity subscriber from which the call was transferred. If the Cisco Unity billing ID for a subscriber is blank (the Billing ID field on the Subscribers > Account screen), then 0 (zero) is listed as the value for this field on the report. Note that other entities from which calls are transferred, such as call handlers, directory handlers, and interview handlers, do not have billing IDs.
Date	The date that the transfer occurred.
Time	The time that the transfer occurred.
Dialed Number	The number that the call was transferred to.
Transfer Result	The result of the call. Possible results include: <ul style="list-style-type: none"> <li>• Connected—The called party answered the phone.</li> <li>• Busy—The dialed number was busy.</li> <li>• RNA (Ring No Answer)—The dialed number did not answer.</li> <li>• Released—The result is unknown.</li> </ul>

## Outcall Billing Report

Table 12-7 Outcall Billing Report

Field	Definition
Name	The name of the Cisco Unity entity (such as subscriber, call handler, or interview handler) that made the call.
Extension	The extension of the Cisco Unity entity (such as subscriber, call handler, or interview handler) that made the call.
Billing ID	The billing ID of the Cisco Unity subscriber from which the call was transferred. If the Cisco Unity billing ID for a subscriber is blank (the Billing ID field on the Subscribers > Account screen), 0 (zero) is listed as the value for this field on the report. Note that other entities from which calls are transferred, such as call handlers, directory handlers, and interview handlers, do not have billing IDs.
Time	The time that Cisco Unity made the call.
Delivery Device	The notification device that the message was sent to, which can be a home phone, work phone, spare phone, or pager. When the phone is used as the recording and playback device for the Media Master, the word “TRAP” (Telephone Record And Playback) is listed as the delivery device.
Dialed Number	The phone number of the delivery device.

Table 12-7 Outcall Billing Report (continued)

Field	Definition
Result	The result of the call. Possible results include: <ul style="list-style-type: none"> <li>• Busy—The dialed number was busy.</li> <li>• Connected—The called party answered the phone.</li> <li>• Failure—The call failed.</li> <li>• Port Disabled—All ports for outgoing calls have been disabled.</li> <li>• Port Unavailable—No ports were available for the outgoing call.</li> <li>• RNA (Ring No Answer)—The dialed number did not answer.</li> <li>• Release—The result is unknown. This typically happens for notifications sent to pagers.</li> <li>• Unknown—The result is unknown.</li> </ul>
Call Time (Seconds)	The length of the call, in seconds.

## Administrative Access Activity Report

Table 12-8 Administrative Access Activity Report

Field	Definition
Date and Time	The date and time that the administrator created, deleted, or updated data for a Cisco Unity entity (such as subscriber, call handler, or interview handler).
Administrator's Exchange Alias	The administrator alias.
Administrator's First and Last Name	The name of the administrator.
DTMF ID	The extension assigned to the administrator.
Administrative Action	Whether the administrator action created, updated, or deleted data for a Cisco Unity entity.
Object	The type of Cisco Unity entity (such as subscriber, call handler, or interview handler) that the administrator created, deleted, or updated.
Name	The name of the Cisco Unity entity (such as subscriber, call handler, or interview handler) that the administrator created, deleted, or updated.
Field (Property)	The name of the field from the page in the Cisco Unity Administrator that was changed in creating, updating, or deleting data for a Cisco Unity entity.
Value	The new value for the changed field.

## Event Log Report

Table 12-9 Event Log Report

Field	Definition
Date and Time	The date and time that the event occurred.

Table 12-9 Event Log Report (continued)

Field	Definition
Type	The Windows event type.
Source	The component that caused and logged the event.
Message (Msg) ID	The event ID.
Computer	The server on which the event occurred.
More Info	A message that contains additional information about the event.

## Port Usage Report

Table 12-10 Port Usage Report

Field	Definition
Port Number	The Cisco Unity port number.
Unit of Time	The unit of time by which data is broken down for the time period that you specified in the Date Range. Depending on the length of the time period, data is broken down into hours, days, and weeks.
Date Range	The range of dates for which data is included.
Time	The specific hour or date(s) by which data is broken down for the time period that you specified in the Date Range.
Ports	The ports included in the report.
Number of Calls	The number of calls processed by the port per hour, day, or week for the time period specified.
Length of Calls	The total length, in seconds, of all calls on the port per hour, day, or week for the time period specified.
Average Length of Calls	The average length, in seconds, of all calls on the port per hour, day, or week for the time period specified.
Percent Utilization	The percentage of available time that a port was in use per hour, day, or week. Note that we recommend that the value of Percent Utilization not exceed 80 percent of the ports used for incoming calls during peak usage.
Average Calls Per Hour	The average number of calls per hour for each port.
Average Calls Per Day	The average number of calls per day for each port. This information is provided only on the row that contains the summary for the week.

## System Configuration Report

Table 12-11 System Configuration Report

Field	Definition
Serial Number	This field is not applicable to the current version of the report.
OEM Code	This field is not applicable to the current version of the report.

Table 12-11 System Configuration Report (continued)

Field	Definition
Product	The name of the software product and version number.
Number of Voice Ports	The number of voice ports licensed for the Cisco Unity system.
Languages	The number of language licenses.
Available Licenses and Total Licenses	The available and total number of Cisco Unity licensed features, such as Digital Networking. Note that the presence or absence of the AMIS feature is not listed on this report.
Leading Silence for Recordings	The length of silence, in seconds, allowed at the beginning of a recording. When the leading silence is longer than specified, Cisco Unity stops recording and discards the recording.
Trailing Silence for Short and Long Recordings	The length of silence, in seconds, allowed at the end of recordings that are 30 seconds or less and of recordings that are more than 30 seconds. When the trailing-silence limit is reached, Cisco Unity assumes the recording is finished and stops recording.
Minimum Length for a Recording	The minimum length of a recording, in seconds. When a recording is shorter than the minimum length, it is discarded.
Computer and Windows Domain Name	The Cisco Unity server name on the network and the name of the Active Directory domain to which the Cisco Unity server belongs.
Total Hard Drive Space, Total Used Hard Drive Space, and Total Free Space	The total size of all hard disks, the total amount of space in use, and the total free space on the Cisco Unity server.
Additional Settings	The report contains additional information about the Cisco Unity server and software, such as integration type, Cisco Unity Assistant licensing, and the Text to Speech engine.

## Unresolved References Report

Table 12-12 Unresolved References Report

Field	Definition
Handler Name	The name of the unresolved handler.
Handler/Access ID	The extension (if any) associated with the handler.
Handler Type	The type of handler found to be in an unresolved state. The type can include call handlers, interview handlers, the directory handler, or primary call handlers.
Owner	The owner of the handler.
Message Recipient	The message recipient associated with the handler.

# Call Handler Traffic Report

Table 12-13 Call Handler Traffic Report

Field	Definition
Start Time	The specific hour or date(s) by which data is broken down for the time period that you specified in the Date Range.
Total Calls	The total number of calls routed to the call handler.
Method Callers Use to Exit a Call Handler	The total number of times each exit method is used by callers. Callers can exit a call handler by hanging up, pressing a one-key dialing option, dialing an extension that transfers the call to another call handler (or subscriber), or by being routed to another call handler (such as the Goodbye call handler) as specified by the after-greeting action.
Key	The number of calls in which the caller exited the call handler by pressing a one-key dialing option. The report includes a tally for each key.
DTMF ID	The number of calls in which the caller exited the call handler by dialing a valid extension to transfer to another call handler (or subscriber).
Invalid DTMF ID	The number of calls routed to the default Error call handler because the caller dialed an invalid extension.
After Greeting Action	The number of calls routed according to the after greeting action specified for the call handler.
Hang-Up	The number of calls in which the caller exited the call handler by hanging up.

# AMIS Out Traffic Report

Table 12-14 AMIS Out Traffic Report

Field	Definition
Submit Date and Time	The date and time that the message was delivered to the UAmis mailbox. Note that the time may differ from actual delivery time because AMIS messages are transmitted in batches at scheduled times.
Importance (Urgency)	Indicates whether the subscriber marked the AMIS message “Urgent” before sending it to the destination node.
Sender’s Primary Extension/Sender	The extension of the subscriber who sent the AMIS message to the destination node.
Target Device/Target Mailbox Delivery Number	The remote mailbox ID number of the AMIS message recipient.
Transmission Start Time	The date and time that Cisco Unity started the transmission of the AMIS message to the destination node.
Transmission Duration	The total number of seconds needed to transmit the AMIS message from one node to the other.
Delivery Status	“Sent OK” is specified for successful deliveries. Note that failed deliveries are not displayed on this report.
Total Transmission Time	The total transmission time for all AMIS messages sent, specified in seconds.

Table 12-14 AMIS Out Traffic Report (continued)

Field	Definition
Total Messages Delivered Successfully	The total number of AMIS messages that were delivered within their specified delivery schedules.
Total Failed Messages	This data is not available in this release.

## AMIS In Traffic Report

Table 12-15 AMIS In Traffic Report

Field	Definition
Start Reception/Transmission Receive Time	The date and time that Cisco Unity began receiving the transmission of the AMIS message.
Matching ID/Remote Sender ID	The remote mailbox ID number of the remote subscriber sending the AMIS message. If Cisco Unity cannot find a matching ID for the node that sent a message, this section in the report is left blank, and the delivery is reported as a failure in the Status column.
Target User's Primary Extension/Recipient Extension	The extension of the subscriber for whom the AMIS message is intended. If Cisco Unity cannot find the subscriber extension in the directory, this section in the report is left blank, and the delivery is reported as a failure in the Status column.
Transmission Duration	The total number of seconds needed to transmit the AMIS message from one node to another.
Delivery Status	"Received OK" is specified for successful deliveries. Note that failed deliveries are not displayed on this report.
Port Number	The number of the port that received the AMIS message.
Total Transmission Time	The total transmission time for all AMIS messages that were received, specified in seconds.
Total Messages Received Successfully	The total number of AMIS messages that were received within their specified delivery schedules.
Total Failed Messages	This data is not available in this release.

