

How to Verify Version of Stock CUIC Reports

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Introduction

This document describes the procedure to find out version of stock Cisco Unified Intelligence Center (CUIC) reports.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on these software and hardware versions:

- CUIC 11.6
- Cisco Unified Contact Center Enterprise (UCCE) 11.6

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Background Information

In case of multiple software upgrades of UCCE and CUIC, mismatched stock reports might stay in the system. It can result in incorrect data reports. The stock reports of current UCCE version must be downloaded and deployed due to schema changes across different versions.

Problem

How to verify version information of CUIC stock reports?

Solution

Step 1. Save old templates to local PC for rollback purpose

Step 2. Import report templates for the current UCCE version

Step 3. Run this query in order to get the version information

```
admin:run sql select id, name, entityVersion from cuic_data:cuicreportdefinition
id          name
entityversion
=====
81D0CB98100001327BFafa800A4E5BC4 Audit Trail
NULL
CCCCCCC00000000BBBBBBBB0000009 [CUIC.Template.Agent_Team_State_Counts_Real_Time]
9.12
CCCCCCC00000000BBBBBBBB00000016 [CUIC.Template.Enterprise_Skill_Group_Real_Time]
9.13
CCCCCCC00000000BBBBBBBB00000021 [CUIC.Template.Peripheral_Skill_Group_Real_Time_All_Fields]
9.13
59656FF4100001363D88EA360A4D41E2 [SystemCapacity]
9.12
CCCCCCC00000000BBBBBBBB00000012 [CUIC.Template.Call_Type_Real_Time]
9.13
4289BF4E1000012F55C8363C3F57E6DF Agent Real Time
10.5
CCCCCCC00000000BBBBBBBB00000019 [CUIC.Template.Peripheral_Service_Real_Time_All_Fields]
9.13
E2512B5F10000137126663340A00060D Agent Queue Real Time
11.03
CCCCCCC00000000BBBBBBBB00000005 Agent Skill Group Real Time
9.12
688C3E221000012F6C921BCD3F57E6DF [Agent_Precision_Queue_Membership]
10.5
CCCCCCC00000000BBBBBBBB00000006 [CUIC.Template.Agent_State_Real_Time]
10.54
35FA6F801000013625564E180A00060D [Precision_Queue_Step_Real_Time]
9.12
479AF80E1000012F31963BB23F57E6DF [Precision_Queue_Real_Time_All_Flds]
10.52
44E9152C1000012F314836853F57E6DF [Agent_Team_Real_Time]
10.5
CCCCCCC00000000BBBBBBBB00000011 Call_Type_Historical_All_Fields
11.61
3B0AE231100001361007F0730A00060D Precision Queue Efficiency
11.61
CCCCCCC00000000BBBBBBBB00000014 Enterprise_Service_Historical_All_Fields
11.61
F75A3E3D1000013216FA00790A4D41E1 Skill_Group_Abandon_Answer_Distribution_Historical
11.61
CCCCCCC00000000BBBBBBBB00000020 Peripheral_Skill_Group_Historical_All_Fields
11.611
DAE861621000012F130C07393F57E6DF Precision_Queue_Interval_All_Fields
11.611
CCCCCCC00000000BBBBBBBB00000010 Call_Type_Abandon_Answer_Distribution_Historical
11.61
CCCCCCC00000000BBBBBBBB00000004 Agent_Skill_Group_Historical_All_Fields
11.61
CB24136E100001360E3ED9BE0A00060D Precision_Queue_Efficiency_Drill_Down
11.61
CCCCCCC00000000BBBBBBBB00000017 IVR_Ports_Performance_Historical
11.61
```

910706591000012F66B973223F57E6DF Agent_Precision_Queue_Historical_All_Fields
11.61

...

Step 4. Use this query in order to find the reports that are associated with a report definition:

run sql select name from cuic_data:cuicreport where reportdefinitionid = '<repDefId>'

admin:run sql select name from cuic_data:cuicreport where reportdefinitionid =
'DAE861621000012F130C07393F57E6DF'

name ===== Precision_Queue_Interval_All_Fields

Step 5. Use this query in order to shows all reports, their IDs, names and descriptions:

admin:run sql select id, name, description from cuic_data:cuicreport

id	name	description
81D1F50E10000132146C556B0A4E5BC4	Audit Trail	
CCCCCCCC00000000CCCCCCCC00000009	[CUIC.Template.Agent_Team_State_Counts_Real_Time]	
CCCCCCCC00000000CCCCCCCC00000016	Enterprise Skill Group Real Time	
CCCCCCCC00000000CCCCCCCC00000021	Peripheral Skill Group Real Time All Fields	
596F34E4100001360C400CF10A4D41E2	[SystemCapacity]	[SystemCapacity]
CCCCCCCC00000000CCCCCCCC00000012	Call Type Real Time	
428B34DE1000012F1ACF4E563F57E6DF	[Agent_Real_Time]	[Agent_Real_Time]
CCCCCCCC00000000CCCCCCCC00000019	Peripheral Service Real Time All Fields	
E6BD1317100001371903A9C40A00060D	[Agent_Queue_Real_Time]	[Agent_Queue_Real_Time]
CCCCCCCC00000000CCCCCCCC00000005	Agent Skill Group Real Time	
6891A67A1000012F0E86370B3F57E6DF	[Agent_Precision_Queue_Membership]	[Agent_Precision_Queue_Membership]
CCCCCCCC00000000CCCCCCCC00000006	[CUIC.Template.Agent_State_Real_Time_Graph]	
3605F9341000013672B57E420A00060D	[Precision_Queue_Step_Real_Time]	[Precision_Queue_Step_Real_Time]
479C77E01000012F34837F4F3F57E6DF	Precision Queue Real Time All Fields	[Precision_Queue_Real_Time_All_Flds]
453C713F1000012F5A0DC7E63F57E6DF	[Agent_Team_Real_Time]	[Agent_Team_Real_Time]
CCCCCCCC00000000CCCCCCCC00000011	Call_Type_Historical_All_Fields	Call_Type_Historical_All_Fields
3B2D347A100001362E3DD7C40A00060D	Precision_Queue_Efficiency	Precision_Queue_Efficiency

...