



About this Guide

This preface describes who should read the *Cisco Service Control Application Reporter User Guide*, how it is organized, and its document conventions.

This guide is intended for experienced network administrators who are responsible for generating reports of the daily operation using the Cisco Service Control Application Reporter (SCA Reporter).

Document Revision History

The Document Revision History below records changes to this document.

Revision	Cisco Service Control Release and Date	Change Summary
OL-8411-10	3.5.0 April 21, 2010	Updates to this document: <ul style="list-style-type: none">• Updated the Command-Line Usage, page 2 section with new command option.• Updated the figures in the How to Generate Reporter Commands for a Report Instance, page 5 section.• Updated the figures in the How to Generate Reporter Commands for a Report Template, page 6 section.
OL-8411-08	3.5.0 January, 2009	Added information regarding Favorites view and the Hierarchy view.
OL-8411-07	3.1.7 December, 2008	Updated information about report templates to reflect inaccuracies in the report outputs. See SCA Reporter Templates, page D-1
OL-8411-06	3.1.6 May, 2008	Minor changes throughout the guide.
OL-8411-05	3.1.5 November, 2007	Added the following new features: <ul style="list-style-type: none">• Configuring colors used in charts. See:<ul style="list-style-type: none">– How to Set the Colors Used in Charts, page 2-14– How to Change the Colors Used in a Chart, page 5-14• Configuring the chart legend globally (see How to Configure the Legend Displayed in Charts, page 2-19)

Revision	Cisco Service Control Release and Date	Change Summary
OL-8411-04	3.1.0 May, 2007	Added the following new features: <ul style="list-style-type: none"> • Installing the SCA Reporter under Linux, page 2-7 • New Command-Line Interface commands • Prescheduled Reports, page 6-1 • Virtual Links Monitoring Template Group, page D-8 and new templates to existing template groups
OL-8411-03	3.0.5 November, 2006	<ul style="list-style-type: none"> • Minor changes throughout the guide.
OL-8411-02	3.0.3 May, 2006	<ul style="list-style-type: none"> • Updated Online Help • Added Troubleshooting Section
OL-8411-01	3.0.0 December, 2005	First version of this document. Parts of this document are based on Chapter 8 and Appendix A of the Release 2.5.5 <i>Cisco Service Control Application for Broadband User Guide</i> .

Organization

This guide contains the following sections:

Section	Title	Description
1	Cisco Service Control Overview	Provides a brief overview of the Cisco Service Control solution and describes the components of the system.
2	Getting Started	Provides an introduction to the Cisco Service Control Application Reporter (SCA Reporter), explains some basic concepts, and provides instructions on how to install and launch the SCA Reporter. It also provides Basic terminology and a Quick Start section.
3	Using the Cisco Service Control Application Reporter	Describes basic and advanced configuration of the SCA Reporter. It also describes how to navigate in the GUI.
4	Managing Report Instances	Describes the features of the SCA Reporter, including creating a new report instance and modifying an existing report instance.
5	Working with Reports	Describes the available actions for the SCA Reporter, including viewing and adjusting the chart display.
6	The SCA Reporter Command-Line Interface	Explains how to use the SCA Reporter Command-Line Interface to generate reports.
A	Installing and Upgrading SCA Reporter Templates	Describes how to install and upgrade SCA Reporter templates.
B	Troubleshooting	Describes SCA Reporter error messages and their probable causes and solutions.
C	SCA Reporter as a Tool in the SCA BB Console	Describes the SCA Reporter as a tool in the SCA BB Console.
D	SCA Reporter Templates	Describes the properties of report instances created from the SCA Reporter templates, organized by template groups.

Related Publications

Use this *Cisco Service Control Application Reporter User Guide* in conjunction with the following Cisco documentation:

- [Cisco Service Control Application for Broadband User Guide](#)
- [Cisco Service Control Application for Broadband Reference Guide](#)
- [Cisco Service Control Application for Broadband Service Configuration API Programmer Guide](#)

Conventions

This document uses the following conventions:

Convention	Indication
bold font	Commands and keywords and user-entered text appear in bold font .
<i>italic font</i>	Document titles, new or emphasized terms, and arguments for which you supply values are in <i>italic font</i> .
[]	Elements in square brackets are optional.
{ x y z }	Required alternative keywords are grouped in braces and separated by vertical bars.
[x y z]	Optional alternative keywords are grouped in brackets and separated by vertical bars.
string	A nonquoted set of characters. Do not use quotation marks around the string or the string will include the quotation marks.
<code>courier font</code>	Terminal sessions and information the system displays appear in <code>courier font</code> .
< >	Nonprinting characters such as passwords are in angle brackets.
[]	Default responses to system prompts are in square brackets.
!, #	An exclamation point (!) or a pound sign (#) at the beginning of a line of code indicates a comment line.



Note

Means *reader take note*.



Tip

Means *the following information will help you solve a problem*.



Caution

Means *reader be careful*. In this situation, you might perform an action that could result in equipment damage or loss of data.



Timesaver

Means *the described action saves time*. You can save time by performing the action described in the paragraph.



Warning

Means ***reader be warned***. In this situation, you might perform an action that could result in **bodily injury**.

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

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