



Provisioning Dashboards and Reports

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Provisioning Dashboards and Reports Overview

On a day-to-day basis, operations personnel are likely to use the Dashboard displays to monitor the IP telephony environment. Cisco Prime Collaboration Provisioning has three dashboards. They are:

- **Global Admin Dashboard**—To manage the real-time information about the operational status of your processor, device, domain, and users.
- **Domain Admin Dashboard**—To manage the real-time information about the operational status of your domain related devices and users.
- **User Dashboard**—To manage the details of Running, Pending and Failed orders. The user dashboard is shown for users other than admin, ordering and self-care roles.

The benefits of Provisioning Dashboard are:

- **Easy access to information** —You can view the processor capacity, device synchronization status, pending orders, deployment details. You can also view the logged in and locked users.
- **Easy customization**—You can modify and personalize your dashboard and configuring your dashboard layout to display what you want to see.
- **Lightweight GUI**—Data is displayed in the Unified Dashboard and use of external pop-up windows are minimized.

Global Admin Dashboard

The Home dashboard allows you to view important statistics and details of the processors, pending orders, status of the device synchronization, domains and their deployment details, and users who are logged in as well as locked.

The dashboards are available under Home.

You can see all of this on a single page, instead of navigating through several pages. You can also click the links provided in the dashboard to view the relevant details.

A Pie Chart displays the details of the Licensed and Used Voice Terminal (Endpoints). To view the Pie Chart, you need to have Adobe Flash Player installed in your system. If it is not installed, you are prompted to install it.

The table below describes the dashlets available under Global Admin, Domain Admin and User dashboards.

Table 1: Provisioning Dashboard

Dashlet	Description	Global Admin	Domain Admin	User Admin
Capacity	Processor related details are listed in this pane. You can view the list of processors, available license count and also the count of used licenses. The graphical representation of the available and used licenses is shown in this pane.	X	—	—
Pending Order Status	You can view the list of the status of the Running, Pending and Failed orders. The Order number is available as a hyperlink and you can access the link to view the order details. The User can view the list of orders that are waiting for approval and also for assigning. For order related details, see Orders Overview .	X	X	X

Dashlet	Description	Global Admin	Domain Admin	User Admin
Device Sync Status	You can view the list of devices and their synchronization details. The status and the completion date of the synchronization is displayed. A Search filter is available in this pane to search for devices, based on their name and type. Information available in Device Sync Status is in read only mode. For synchronization details, see Synchronizing Processors, Users, and Domains Overview .	X	X	—

Dashlet	Description	Global Admin	Domain Admin	User Admin
Deployment Details	<p>You can view the list of domain groups and their configuration details. Domain name can be accessed to launch the Domain Configuration screen. The count of the user and the service area associated with the domain are displayed along with the synchronization completion date.</p> <p>A Search filter is available in this pane to search for a particular domain, user, service area or based on the synchronization completion date. Information available in Deployment Details pane is in read only mode. For Domain and their configuration details, see Adding a Domain.</p>	X	X	—

Dashlet	Description	Global Admin	Domain Admin	User Admin
Logged In Users	You can view active sessions and log out single or multiple active sessions. The details of the active sessions can be viewed in this pane. For details on maximum number of concurrent logins, see System Capacity for Cisco Prime Collaboration Provisioning . Using the Logout button you can end single or multiple active sessions. This pane is available only when you have globaladmin privileges. See Viewing or Logging out Active Sessions .	X	—	—
Locked Users	You can view the list of locked users in this pane. Unlock button is available to unlock the locked users. This pane is available only when you have globaladmin user privileges.	X	—	—

Provisioning Reports

Cisco Prime Collaboration Provisioning provides the following set of preconfigured reports:

Report	Description
Service Area	Provides the Call Processor, Message Processor, Route Partition, User Roles, Emergency Location (ELIN) Group, and Directory Number block details for all the Service Areas configured in Cisco Prime Collaboration Provisioning.

Report	Description
Resource Configuration	Displays the associated domain, device pool, and service area for each Call Processor. It also displays the user name, IP address, associated domain, and user template for each Message Processor.
Service Configuration	Displays the service catalog. It lists the available telephony products, infrastructure configuration products, and services. It also displays the services and endpoints that are associated to each user role for all the domains.
Endpoint Inventory	Displays the MAC address, device name, domain, service area, type, Call Processor, call search space, route partition, device pool, and user id for all the endpoints.
DN Inventory	Displays the Call Processor, route partition, call pickup group, usage status, and reservation status for all the directory numbers configured in Cisco Prime Collaboration Provisioning.
Directory Number Block	Displays the service area, first number, last number, block size, and minimum length for all the directory number blocks configured in Cisco Prime Collaboration Provisioning.
Audit Trail	<p data-bbox="683 844 1003 875">Displays the following events:</p> <ul data-bbox="719 894 1036 1283" style="list-style-type: none"> <li data-bbox="719 894 846 926">• User login <li data-bbox="719 945 862 976">• User logout <li data-bbox="719 995 997 1026">• Password or PIN change <li data-bbox="719 1045 972 1077">• Password or PIN reset <li data-bbox="719 1096 1036 1127">• Voicemail account unlocked <li data-bbox="719 1146 902 1178">• Account locked <li data-bbox="719 1197 930 1228">• Account unlocked <li data-bbox="719 1247 829 1278">• Timeout <p data-bbox="683 1318 1471 1381">For more information about the Audit Trail report, see Audit Trail Report, on page 8.</p>

Report	Description
Endpoint/Line Mismatch	<p>You can use the following Endpoint/Line Mismatch Reports to identify the lines that are not associated to endpoints:</p> <ul style="list-style-type: none"> • Users without Lines • Users with Lines but No Endpoints • Unassigned Lines • User Service Report: This report includes users with all provisioned services and products. <p>Included fields are User Id, Domain, First Name, Last Name, Middle Name, Email, Phone Number, Product Id, Service Information, Description, Service Area, Phone Button Template, Type, Call Processor, Call Search Space, Route Partition, Device Pool, Company, Street, City, State, Country, Zip code, Auto-Provisioning Status Message, and Auto-Provisioning In-Process Message.</p> <p>Note This feature is not compatible with Cisco Prime Collaboration Provisioning 10.x Cisco Prime Collaboration Provisioning servers.</p>

To view provisioning reports, choose **Reports**.

Click the Communication Manager Reporting link under the Reports menu, to launch the Communications Manager Reporting page. This page will list all the Communication Manager devices that are configured in Cisco Prime Collaboration Provisioning. When you click on a particular Communication Manager link, Cisco Unified Reporting application will be cross launched for that Communication Manager.

Generating Endpoint Inventory Report

To generate Endpoint Inventory report:

Procedure

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- Step 1** Choose **Reports > Endpoint Inventory**.
- Step 2** Select the domain and endpoint model.
- Step 3** Do one of the following:
- To execute the search and display the search results, click **Search**.
 - To execute the search and display the search results in .tsv format, click **Export**. The search results are exported in a tab separated value format.
- Step 4** To change the settings to default, click **Reset**.
- Step 5** Click **Select date and time to schedule report** link.
- Step 6** Select a date and time from the calendar window.
- Step 7** Select the UTC Offset or the location details.

Step 8 Click **Select** to set a date and time for scheduling the report.

You can also generate Endpoint Inventory report from the Manage Endpoints page:

1. Choose **Advanced Provisioning > Manage Endpoints**.
2. In the for domain field, select the Domain for which you want to view the report.
3. Click **Search Endpoint**.

In the Endpoint Inventory Report, click **Edit** next to the endpoint to launch the Endpoint Inventory Management page. This field is populated with the endpoint information.



Note The Endpoint Inventory search is executed only if your login belongs to a Policy or Administrator group.

Audit Trail Report

The following table describes the fields displayed in the Audit Trail Report.

Field	Description
Date	Date and time of the event.
User ID	The user ID of the performer of the audit event.
Action	Lists all supported actions such as Add User, Update User, Delete User, User Login, User Logout, Lock User, Unlock User, and change in Digest Credential.
Status	Specifies whether the event is successful or failed.
Client IP	Specifies the IP address of the client during User Login, User Logout, Session Timeout, and Lock User.
Details	Lists the details of a specific audit trail based on the action. Details may include: User, Domain, Phone Number, Login, Logout, Lock, Unlock, User Role, User Type, Email, Selfcare, First Name, Middle Name, and Last Name.

The Audit Log Trail report can also be used to track the orders. It helps you to track the activities performed by a user and also to identify when the action took place. For example, based on user login or logout events, you can search for the orders created by a particular user during the login period. You can export audit data in .tsv format based on filtering provided in the user interface. To view the details of a specific audit trail, hover over **Quick View**.

The audit table has the entries of last 24 hours by default. The user can select a specific date range from the date filter, and the entries that are available gets populated in the table.

The user cannot view the entries which are purged. The purging period should be specified in the **Administration > Data Maintenance** page.

For Cisco Prime Collaboration Provisioning release 12.5 and later:

The following is the procedure to back up audit trails:

1. Navigate to **Report > Audit Trail** and click on the **Scheduled Export** button.
2. Select the **Enable Audit Backup** checkbox to enable audit back up.
3. Select the start time from the calendar in the **Start Time** field.
4. Schedule the recurrence of the audit backup from the following options:
 - None
 - Daily
 - Weekly
 - Monthly
5. Fill in the following SFTP location details in the **SFTP Backup Location** box:
 - Hostname/IP address
 - Path
 - Port
 - Username
 - Password
6. For encrypting the backup file, in the **Password Protection** box, type the password in the **Password** field and re-type the password in the **Confirm Password** field.



Note Ensure that 7z is installed on the SFTP server. The password that you insert in step 6 will be used to decrypt the backup file. You must remember this password. You will not be able to unzip the file without it.

7. Click **Save**.

Troubleshooting

Issue: Latest audit events are not displayed in the audit report after refreshing a page.

Recommended Action:

- Clear Date filter.
- Change Date filter for current timestamp.

