



# CHAPTER 1

## Overview of Prime Network Operations Reports

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Note

The distribution of Operations Reports is no longer available. Operations Reports are only available to customers with Operations Reports license prior to May 2018. For re-installation of Operations Reports contact a Cisco customer support representative.

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Operations Reports is an optional add-on component to Cisco Prime Network that provides extended reporting functionality. It provides a wide range of prepackaged reports that you can run for your various operational needs. It also allows you to create your own reports or customize reports according to your own requirements.

This section contains the following topics:

- [Introducing Operations Reports, page 1-1](#)
- [Logging Into Operations Reports, page 1-3](#)
- [Overview of the Operations Reports Home Page, page 1-3](#)

## Introducing Operations Reports

Cisco Prime Network Operations Reports processes and stores a large amount of data relating to faults, device inventory, technologies, and so on. It enables you to access this data and evaluate it by generating meaningful reports which can help you understand your deployments better and make better business-critical decisions. This section contains the following topics:

- [Primary Features, page 1-1](#)
- [Report Types, page 1-2](#)
- [Data Types on which Reports Can be Run, page 1-2](#)

## Primary Features

The key features of Operations Reports are:

- Intuitive, interactive, drag-and-drop web GUI.
- Prepackaged reports for fault, physical inventory, data center and mobility, some of which can be customized.

- Ability to create new interactive reports.
- High performance report generation - minimum time to process large amounts of data and generate reports.
- Extensive report customization options. Data can be added, removed, filtered, grouped, sorted, and formatted.
- Range of report output formats - Microsoft Excel, HTML, PDF, RTF, and CSV.
- Report scheduling and e-mail notification.

## Report Types

Operations Reports provides a set of prepackaged reports and also allows you to create new reports. Operations Reports introduces the concept of interactive reports; interactive reports are reports that can be customized for your own individual needs. All new reports and some of the prepackaged reports are customizable, therefore they are interactive reports.

- **Prepackaged Reports** - Operations Reports provides a set of predefined reports that are based on the most common needs of Prime Network users, in the areas of fault, physical inventory, mobility and data center. When you start working with Operations Reports, it is recommended that you browse through the available prepackaged reports to see which ones meet your needs.
  - **Customizable prepackaged reports**—Since many of the prepackaged reports are customizable, you could use a prepackaged report as a starting point and then customize it according to your own requirements by adding or removing data, grouping data, filtering data, and so on.
  - **Read-only prepackaged reports**—Some of the prepackaged reports cannot be customized. These read-only reports tend to contain a graphic display of data in the form of graphs and charts, in addition to tabular data, giving you a different perspective of the data.
- **New Reports**—You can create new reports from scratch if none of the prepackaged reports meet your needs. This involves selecting the type of data to be displayed in the report (fault, inventory, and so on) and then dragging and dropping data parameters into the report to create columns of data. Once you have added your data, you can organize it as required by grouping, filtering, formatting, and so on.

## Data Types on which Reports Can be Run

Using Operations Reports, you can generate reports to view data on fault, physical inventory, data center, network service, and mobility features of your network. For example, you can generate a report to view the mean time taken to close tickets. The report presents data of the type of tickets that were generated, the clearance mode (cleared by user or by network), the number of tickets of each type, the minimum time, the maximum time and the mean time taken to close each type of ticket.

# Logging Into Operations Reports

**Before you Begin:**

Ensure that you are using either one of the following web browser to launch the Operations reports:

- Apple Safari 5.x
- Google Chrome 19
- Microsoft Internet Explorer 8, 9 and later versions
- Mozilla Firefox 13 and 14

Operations Reports is launched from Prime Network web client. To log into the Operations Reports portal:

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**Step 1** Open an Prime Network-supported web browser and enter:  
**https://<gateway-IP>:<port-number>/prime-network-reports**

Where,

- Gateway-IP—gateway IP of the Operations Reports portal
- Port-number—SSL port number that was configured during installation. The default SSL port is 8445.



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**Note** Use an Operations Reports-supported browser as your default web browser with caching and cookies enabled.

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Prime Network login window appears.

**Step 2** Enter your username and password.

If you are an administrator logging in for the first time, enter the username and the password that you configured for Prime Network.

**Step 3** Click **LogIn**.

**Step 4** Accept the self-signed, untrusted security certificates.

In Firefox, if you accept the security certificates, they do not reappear upon subsequent logins.

In Internet Explorer, if you accept the security certificates without placing them in the trusted certificate store, they reappear upon subsequent logins. If you place the certificates in the trusted store, they do not reappear upon subsequent logins.

The username that you use for logging in, is displayed below the time stamp in each report that you open.

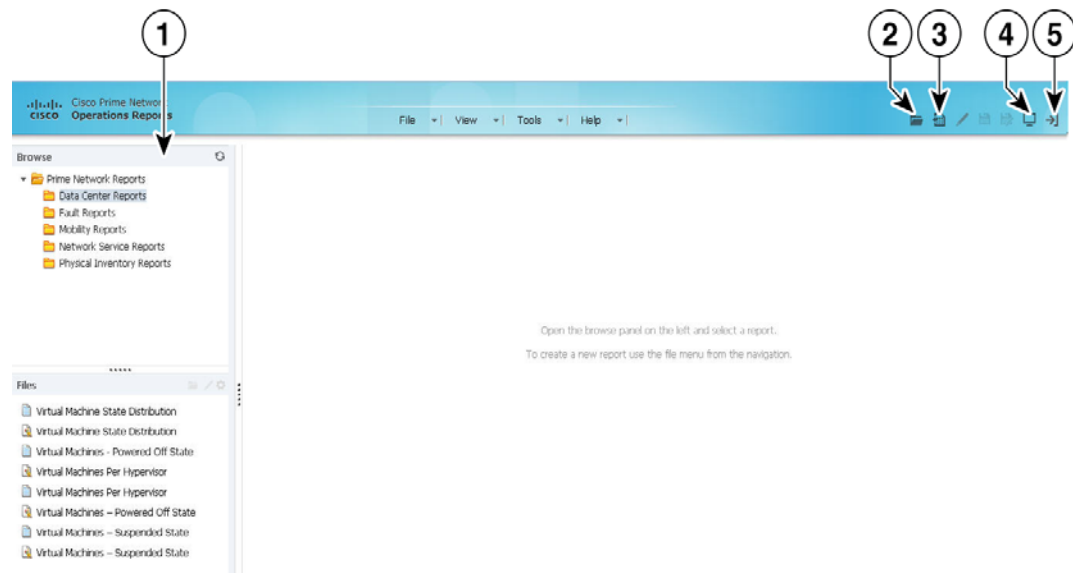
**Step 5** Click on Operations Report to launch the reports console.

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## Overview of the Operations Reports Home Page

After logging into Operations Reports, the home page is blank. To see the available report folders and start working, open the left navigation pane by dragging its border.

Figure 1-1 Operations Reports—Home Page



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The following table helps you understand the key elements in the home page:

Table 1-1 Home Page Icons—Description

	Item	Description
1	Left navigation pane	Contains the report folders and the report files.
2	Open Reports icon	Allows you to open reports.
3	New Interactive Report icon	Allows you to create new reports.
4	Workspace icon	Allows you to switch to Workspace, which provides a snapshot view of scheduled reports and their individual status.
5	Toggle icon	Allows you to expand and collapse the left navigation pane.

The left navigation pane lists the reports that are available in Operations Reports. The types of reports are available as folders in the Browse pane, and upon choosing a folder, the corresponding reports are displayed in the Files pane below. The left navigation pane displays the following:

Figure 1-2 Left Navigation Pane

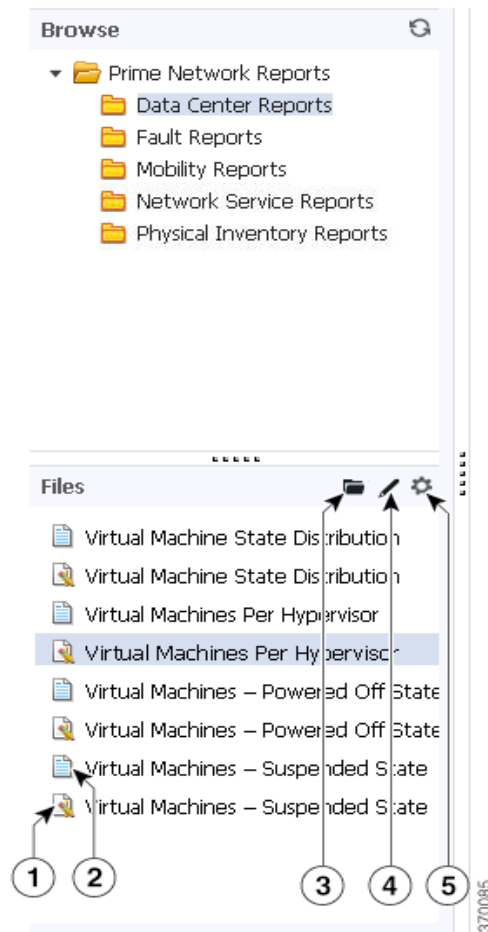


Table 1-2 Navigation Pane Items—Description

	Item	Description
1	Customizable (interactive) Report icon.	This icon indicates that the report is either a newly-created report or is a customizable prepackaged report
2	Read-only prepackaged report icon.	This icon indicates that the report is read-only.
3	Open Folder icon	Allows you to open the selected report.
4	Edit icon	Allows you to customize new reports and customizable prepackaged reports.
5	Options icon	Allows you to perform several operations on the selected report, including opening the report in a new window, running it in background, deleting it, sharing it with others, scheduling it, and viewing its properties.  <b>Note</b> The Run In Background option is available only for customizable report. You can view the list of customizable reports that are chosen to run in background in the My Workspace page (View > Workspace).

