



# CHAPTER 18

## Using the Personalized Report

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This section includes the following topics:

- [Getting Started with the Personalized Report, page 18-1](#)
- [Configuring a Personalized Report, page 18-2](#)
- [Viewing the Personalized Report, page 18-4](#)
- [Scheduling and Exporting the Personalized Report, page 18-11](#)

## Getting Started with the Personalized Report

The Personalized Report enables you to configure a report for the devices, phones, and diagnostic tests that interest you. Other users cannot configure or view this report from Prime UOM.



### Note

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For purposes of the Personalized Report, a user is defined as the username and password combination used to log in to Prime UOM.

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Before you can view the Personalized Report, you must select the time at which it should run. Optionally, you can export the report to disk when it runs.

The first time you generate a Personalized Report, the summary information displays data from the time of installation to the time you run the report.

When you run subsequent reports, the summary information displays data from the time of the previous report generated to the time of latest report.

# Configuring a Personalized Report

This section contains:

- [Viewing the Personalized Report Configuration Summary, page 18-3](#)
- [Updating the Personalized Report Configuration, page 18-3](#)
- [Resetting the Personalized Report Configuration, page 18-4](#)

For multiple end-customer deployments, you will be able to configure Personalized Reports for those customers for which you have access.

To configure a Personalized report:

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- Step 1** Select **Report > Personalized Report > Configuration**.  
The Personalized Report Configuration page appears.
  - Step 2** Enter a name in the Report Name field.
  - Step 3** In the Configure pane, select one radio button at a time to select the devices, phones, and tests you want included in your report.

At any time, click **View** to see a summary of your selections or click **Save** to save your selections. The following table describes how to enter data in the Configure pane.

GUI Element	Description/Action
Devices radio button	Expand device folders and select devices from the selector.
Phones radio button	Select the phones that you want to include in your report: <ul style="list-style-type: none"> <li>• Add phones by entering them or selecting them. To enter phones for which you know the extension number of the MAC address:                             <ul style="list-style-type: none"> <li>a. Select <b>Add &gt; From Known List</b>. The Add Phone From Known List dialog box appears.</li> <li>b. Enter a comma-separated list of phone extensions and MAC addresses and click <b>Apply</b>.</li> </ul> </li> <li>• To select phones from a report:                             <ul style="list-style-type: none"> <li>a. Select <b>Add &gt; From Phone Report</b>. The All Phone Reports window opens.</li> <li>b. Select phones and click <b>Select</b>.</li> </ul> </li> </ul> Remove phones by selecting them and clicking <b>Remove</b> .
Node-to-Node Test radio button	Select tests from the list.
Synthetic Test radio button	Select tests from the list.
Phone Test radio button	Select tests from the list.

If you click **Cancel**, it cancels all selections, including those for Devices, Phones, Node-to-Node Test, Synthetic Test, and Phone Test.

**Step 4** Click **Save**.

If you have not yet scheduled the report to run, you must do so. See [Scheduling and Exporting the Personalized Report, page 18-11](#).

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## Viewing the Personalized Report Configuration Summary

To view the Personalized Report Configuration summary:

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**Step 1** Select **Report > Personalized Report > Configuration**.

The Personalized Report Configuration page appears.

**Step 2** Click **View**.

The Report Configuration Summary dialog box opens, displaying the report name and lists:

- Devices selected
- Phones selected
- Node-to-Node tests selected
- Synthetic tests selected
- Phone status tests selected

**Step 3** Click **Close**.

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## Updating the Personalized Report Configuration

To update the Personalized Report configuration:

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**Step 1** Select **Report > Personalized Report > Configuration**.

The Personalized Report Configuration page appears.

**Step 2** Do one of the following:

- Configure a fresh report—Clear all selections by clicking **Reset**. Make new selections; for more information, see [Configuring a Personalized Report, page 18-2](#).

After you click **Reset**, you cannot return to your previous selections. If you click **Reset**, it clears all selections and saves the configuration.

- Update individual selections (see [Configuring a Personalized Report, page 18-2](#)) and click **Save**.

The updated configuration is used the next time the Personalized Report runs.

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## Resetting the Personalized Report Configuration

Use this procedure to clear all selections from the configuration; this is useful when you want to completely reconfigure the Personalized Report.

After you click **Reset**, the configuration is erased. If you do not reconfigure the report (see [Configuring a Personalized Report, page 18-2](#)), errors will occur the next time it is scheduled to run. To disable the report, see [Enabling and Disabling the Personalized Report, page 18-13](#).

To reset the Personalized Report configuration:

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**Step 1** Select **Report > Personalized Report > Configuration**.

The Personalized Report Configuration page appears.

**Step 2** Click **Reset**.

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## Viewing the Personalized Report

Prime UOM generates the Personalized Report on a schedule; at most, once daily. Prime UOM must generate the report at least once before you can view it. For more information, see [Scheduling and Exporting the Personalized Report, page 18-11](#).

Select **Report > Personalized Report > View Report**.

The Personalized Report page appears, displaying summaries for the elements that you selected for inclusion in the report:

- **Devices**—Number of selected devices that Prime UOM is monitoring, number of new events, and of those, number that are severe. Click the **View** link for details.
- **Phones**—Number of selected phones that Prime UOM is monitoring, number that have lost connectivity, and number that have been moved. Click the **View** link for details.
- **Tests**—Number of selected tests of each type that are running and that have failed. Click the **View** link for details.

This section contains:

- [Personalized Report for Selected Devices, page 18-5](#)
- [Personalized Report for Selected Phones, page 18-6](#)
- [Personalized Report for Selected Diagnostic Tests, page 18-8](#)

## Personalized Report for Selected Devices


**Note**

To launch this report, see [Viewing the Personalized Report, page 18-4](#).

This report contains details about devices you have selected for inclusion in your personalized report. The report content is described in the following table.

Field	Description/Action
Go to (list)	Select a section of the report to navigate to it: <ul style="list-style-type: none"> <li>• <a href="#">Selected Devices Details</a>—Provides succinct status, including event severity for any event.</li> <li>• <a href="#">24-Hour Event History</a>—Lists event history for events related to the selected device.</li> </ul>
<b>Selected Devices Details</b>	
Device Type	Type of device.
Device Name	Device name or IP address.
IP Address	Device IP address.
Status	State the device is in with respect to being monitored by Prime UOM: <ul style="list-style-type: none"> <li>• Monitored</li> <li>• Partially Monitored</li> <li>• Monitoring Suspended</li> <li>• Inventory Collection in Progress</li> <li>• Unreachable</li> <li>• Unsupported</li> </ul> For more information, see <a href="#">Checking Device States and Discovery Settings, page 7-18</a> .
Monitored Since	Date and time that the device was first added to Prime UOM.
Last Inventory Collection	Date and time when inventory collection for the device last occurred.
Customer Name	Name associated with this customer group.
Back to Top (link)	Click to return to the top of the report.
<b>Selected Cluster Details</b>	
Cluster Name	Name of the voice cluster
Cluster Version	Version of Voice cluster
Publisher	Publisher CCM IP of the Voice Cluster
Nodes	Number of nodes associated with the voice cluster.
Customer	Customer name associated with this cluster.
<b>24-Hour Event History</b>	

Field	Description/Action
Event ID	Unique identifier for this event.
Device Type	Type of device.
Device Name	Device name or IP address.
Device Component	Component within the device on which the event occurred.
Event Description	Description of the event. (For event descriptions, see <a href="#">Events Processed, page E-1</a> . Event descriptions can also be customized; see <a href="#">•NMSROOT\log\CUOM\EPM\FloodDroppedEvents.log, page 15-27</a> .)
Time	Date and time the event occurred.
Status	Active, Cleared, Suspended, Resumed, or Deleted. For more information, see <a href="#">Table 4-2 on page 4-5</a> .
Event ID	Unique identifier for the event that this event is related to.
Customer Name	Name associated with this customer group.
Back to Top (link)	Click to return to the top of the report.

## Personalized Report for Selected Phones



### Note

To launch this report, see [Viewing the Personalized Report, page 18-4](#).

This report contains details about phones you have selected for inclusion in your personalized report. The report content is described in the following table.

Field	Description/Action
Go to (list)	Select a section of the report to navigate to it: <ul style="list-style-type: none"> <li>• <a href="#">Phone Details</a>—Provides information for selected phones.</li> <li>• <a href="#">Disconnected/Unregistered Phones in Last 24 Hours</a>—Lists selected phones only if they have been disconnected or unregistered in the previous 24 hours.</li> <li>• <a href="#">Moved Phones in Last 24 Hours</a>—Lists selected phones only if they have moved in the previous 24 hours.</li> </ul>
<b>Phone Details</b>	
Extension	Phone extension number.
User	User identified by username, extension, or IP address.
IP Address	IP address for the phone.
MAC Address	MAC address for the phone.
Model	Cisco Unified IP Phone model number.
Protocol	SCCP H.323 and MGCP protocols are not currently supported.

Field	Description/Action
Regd	Whether the phone is registered to a Cisco Unified Communications Manager or Cisco Unified Communications Manager Express—Yes or No.
CCM/CCE Address	Address of the Cisco Unified Communications Manager (CCM) with which the IP phone is registered. For example, 10.76.38.70.
Switch Address	IP address of the switch to which the IP phone is connected; for example, 10.76.29.162.
Switch Name	Name of the switch to which the IP phone is connected.
Port	Switch port used by the IP phone; for example, Fa0/12.
Port Status	Status of the port used by the IP phone; for example, static.
VLAN Name	Name of the VLAN (user-defined name); for example, voice.
VLAN ID	ID of the VLAN for the IP phone; for example, 100.
SRST Mode	One of the following: <ul style="list-style-type: none"> <li>• yes—The phone is in SRST mode</li> <li>• no—The phone is not in SRST mode</li> <li>• ?—The phone is suspected to be in SRST mode</li> <li>• - (dash)—The phone is not an SRST phone</li> </ul>
SRST Router	IP address of the router that the phone is using for SRST.
Customer Name	Name associated with this customer group.
Back to Top (link)	Click to return to the top of the report.
<b>Disconnected/Unregistered Phones in Last 24 Hours</b>	
Extension	Phone extension number.
IP Address	IP address for the phone.
MAC Address	MAC address for the phone.
Switch Address	IP address of the switch to which the IP phone is connected; for example, 10.76.29.162.
Switch Port	Switch port used by the IP phone; for example, Fa0/12.
Indication	How move was identified.
Customer Name	Name associated with this customer group.
Back to Top (link)	Click to return to the top of the report.
<b>Moved Phones in Last 24 Hours</b>	
Old Extension	Previous phone extension number.
New Extension	Current phone extension number.
IP Address	IP address for the phone.
MAC Address	MAC address for the phone.
Old CCM	Cisco Unified Communications Manager that the phone was previously registered to.
New CCM	Cisco Unified Communications Manager that the phone is currently registered to.

Field	Description/Action
Old Switch	IP address of the switch to which the IP phone was previously connected; for example, 10.76.29.162.
New Switch	IP address of the switch to which the IP phone is currently connected.
Old Switch Port	Switch port used by the IP phone previously; for example, Fa0/12.
New Switch Port	Switch port used by the IP phone currently.
Deleted Time	Date and time that the old extension was deleted.
Added Time	Date and time that the new extension was added.
Customer Name	Name associated with this customer group.
Back to Top (link)	Click to return to the top of the report.

## Personalized Report for Selected Diagnostic Tests



### Note

To launch this report, see [Viewing the Personalized Report, page 18-4](#).

This report contains details about diagnostic tests you have selected for inclusion in your personalized report. The report content is described in the following table.

Report Element	Description/Action
Go to (list)	Select a section of the report to navigate to it: <ul style="list-style-type: none"> <li>• <a href="#">Node-to-Node Tests (Current Status)</a>—Lists most recent node-to-node test results for selected tests.</li> <li>• <a href="#">Node-to-Node Tests (24-Hour History)</a>—Graphs data from node-to-node tests that failed in the previous 24 hours; limited to selected node-to-node tests.</li> <li>• <a href="#">Synthetic Tests (Current Status)</a>—Lists most recent test results for selected tests.</li> <li>• <a href="#">Synthetic Tests (24-Hour Event History)</a>—Lists any test failures for selected synthetic tests.</li> <li>• <a href="#">Phone Status Tests (Current Status)</a>—Lists most recent test results for selected phone status tests.</li> <li>• <a href="#">Phone Status Tests (24-Hour Event History)</a>—Lists any test failures for selected phone status tests.</li> </ul>
<b>Node-to-Node Tests (Current Status)</b>	
Test Name	Node-to-node test name. (See <a href="#">Using Node-To-Node Tests, page 14-1</a> .)



Report Element	Description/Action
Test Type	One of the following: <ul style="list-style-type: none"> <li>• UDP Jitter for VoIP</li> <li>• Ping Echo</li> <li>• Ping Path Echo</li> <li>• UDP Echo</li> <li>• Gatekeeper Registration Delay</li> <li>• Real Time Transfer</li> </ul>
Source	Source device.
Destination	Destination IP-enabled device.
Latest Result	Status for most recent test: pass or fail.
Time Stamp	Date and time of most recent test.
Customer Name	Name associated with this customer group.
Back to Top (link)	Click to return to the top of the report.
<b>Node-to-Node Tests (24-Hour History)</b>	
Graph	<p>A graph is displayed for each node-to-node test included in your Personalized Report that failed in the previous 24 hours. Information about the test is listed above the graph:</p> <ul style="list-style-type: none"> <li>• Test name.</li> <li>• IP addresses or DNS names of source and destination devices.</li> <li>• Node-to-node test type.</li> <li>• Statistics collected for the test type.</li> </ul> <p>The Y axis of each graph:</p> <ul style="list-style-type: none"> <li>• Adjusts to the maximum value to be displayed.</li> <li>• Displays tick marks at intervals of 40 (the unit of measure is displayed in the legend).</li> </ul> <p>Number of values plotted on the graph should match the number of statistics listed above the graph.</p> <p>For example, for a UDP Jitter for VoIP test, the following three statistics could be listed above the graph: Average Latency, Source to Destination, and Destination to Source. Correspondingly, three values should be plotted on the graph.</p> <p>If not all expected values are plotted on a graph, the most likely reason is that one or more values are very small in comparison to the maximum value.</p> <p>For example, for the values 250, 2, and 1, the smaller values, 2 and 1, will not be plotted.</p>
<b>Synthetic Tests (Current Status)</b>	
Test Name	Name of the synthetic test. For more information about synthetic tests, see <a href="#">Getting Started with Synthetic Tests, page 11-1</a> .

Report Element	Description/Action
Test Type	One of the following: <ul style="list-style-type: none"> <li>• End-to-end call test</li> <li>• Phone registration test</li> <li>• Dial-tone test</li> <li>• TFTP download test</li> <li>• Cisco Emergency Responder (CER) test</li> <li>• Message Waiting Indicator test</li> </ul>
Application	Application involved in the synthetic test: <ul style="list-style-type: none"> <li>• Cisco Unified Communications Manager (all tests)</li> <li>• Cisco Emergency Responder</li> <li>• Cisco Unity (MWI)</li> </ul>
Other Details	Additional information.
Latest Result	Result of most recent synthetic test: pass or fail.
Time Stamp	Date and time of most recent synthetic test.
Customer Name	Name associated with this customer group.
Back to Top (link)	Click to return to the top of the report.
<b>Synthetic Tests (24-Hour Event History)</b>	
Event ID	Unique ID for this event.
Event Description	One of the following or a customized description for any of these: <ul style="list-style-type: none"> <li>• SyntheticTestFailedTests</li> <li>• SyntheticTestsNotRun</li> <li>• TooManyFailedSyntheticTests</li> </ul> (For event descriptions, see <a href="#">Events Processed, page E-1</a> . For information about customized events, see <a href="#">•NMSROOT\log\CUOM\EPM\FloodDroppedEvents.log, page 15-27</a> .)
Test Name	Name of the synthetic test. For more information about synthetic tests, see <a href="#">Getting Started with Synthetic Tests, page 11-1</a> .
Test Type	One of the following: <ul style="list-style-type: none"> <li>• End-to-end call test</li> <li>• Phone registration test</li> <li>• Dial-tone test</li> <li>• TFTP download test</li> <li>• Cisco Emergency Responder (CER) test</li> <li>• Message Waiting Indicator test</li> </ul>

Report Element	Description/Action
Application	Applications involved in the synthetic test: <ul style="list-style-type: none"> <li>• Cisco Unified Communications Manager (all tests)</li> <li>• Cisco Emergency Responder</li> <li>• Cisco Unity (MWI)</li> </ul>
Other Details	Additional information.
Time Stamp	Date and time the synthetic test ran.
Customer Name	Name associated with this customer group.
Back to Top (link)	Click to return to the top of the report.
<b>Phone Status Tests (Current Status)</b>	
Test Name	Name of the phone status test. For more information about phone status tests, see <a href="#">Getting Started with Phone Status Testing, page 11-1</a> .
Source Phones	IP address of the source phone.
Latest Result	Result of the most recent phone status test: pass or fail.
Time Stamp	Date and time of the most recent phone status test.
Customer Name	Name associated with this customer group.
Back to Top (link)	Click to return to the top of the report.
<b>Phone Status Tests (24-Hour Event History)</b>	
Event ID	ID of the event.
Event Description	PhoneReachabilityTestFailed event or customized event name. (For event descriptions, see <a href="#">Events Processed, page E-1</a> . For information about customized events, see <a href="#">•NMSROOT\log\CUOM\EPM\FloodDroppedEvents.log, page 15-27</a> .)
Test Name	Name of the phone status test.
Test Status	Status of the test: pass or fail.
Phone Extension	IP phone extension.
Phone MAC Address	IP phone MAC address.
Time Stamp	Date and time of most recent phone status test.
Customer Name	Name associated with this customer group.
Back to Top (link)	Click to return to the top of the report.

## Scheduling and Exporting the Personalized Report

You must create a schedule for the Personalized Report, and optionally, you can export the data to disk.

This section contains:

- [Creating a Schedule and Optionally Exporting the Personalized Report, page 18-12](#)
- [Updating the Personalized Report Schedule and Export Options, page 18-12](#)
- [Enabling and Disabling the Personalized Report, page 18-13](#)

## Creating a Schedule and Optionally Exporting the Personalized Report

To create a personalized report:

- 
- Step 1** Select **Reports > Personalized Report > Export**.
- The automatically Generate Personalized Report page appears.
- Step 2** Enter the following:
- (Optional) Export as radio buttons—Select PDF or CSV or both.
  - Run Every Day At—Select hour and minute from lists.
  - Location:
 

Location is required only if you have selected export as PDF or CSV.

    - Enter a location including the drive and the folder. For example:
 

```
C:\MyReport
```
    - Select the e-mail check box and enter a fully qualified e-mail address if you want to be notified when the report is created.
- Step 3** Click **Apply**.
- Step 4** The schedule is created. The Disable button appears.
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## Updating the Personalized Report Schedule and Export Options

Use this procedure to update the Personalized Report schedule and export options.

To update the Personalized Report schedule and export options:

- 
- Step 1** Select **Reports > Personalized Report > Export**.
- Step 2** The automatically Generate Personalized Report page appears.
- The Apply button is disabled until you change any field on this page. You can update the Personalized Report schedule and export options even when the report is disabled (when the Enable button is active).
- Step 3** Update any of the following:
- (Optional) Export as radio buttons—Select PDF or CSV or both.
  - Run Every Day At—Select hour and minute from lists.
  - Location:
 

Location is required only if you have selected export as PDF or CSV.

    - Enter a location including the drive and the folder. For example:
 

```
C:\MyReport
```

- Select the e-mail check box and enter a fully qualified e-mail address if you want to be notified when the report is created.

**Note**

You can update the SMTP Server field under Administration > Preferences > Setting System-Wide Parameters Using System Preferences > Setting System-Wide Parameters Using System Preferences to provide settings for Email notifications.

**Step 4** Click **Apply**.

The schedule and export options are updated and will be used as soon as possible. If the report is disabled (the Enable button is active), you must enable it to use the new schedule.

## Enabling and Disabling the Personalized Report

**Note**

You cannot enable or disable the Personalized Report if you have not first scheduled it. See [Scheduling and Exporting the Personalized Report, page 18-11](#).

To stop (disable) the Personalized Report and restart (enable) the report:

**Step 1** Select **Reports > Personalized Report > Export**.

The automatically Generate Personalized Report page appears.

**Step 2** Click the **Disable** or the **Enable** button.

Only one of these buttons is displayed. When you click Enable, the Disable button appears. Similarly, when you click Disable, the Enable button appears.

