Troubleshooting Reports

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Overview

When no data appears in the reports that you generate, use the following task list to determine the cause and to resolve the problem:

1. Confirm that the Unity Connection Reports Data Harvester service is running. See the Confirming Connection Reports Data Harvester Service is Running.

2. Adjust the report data collection cycle. See the Adjusting Report Data Collection Cycle.

3. Use traces to troubleshoot reports. For detailed instructions on enabling the applicable traces and viewing the trace logs, see the Using Diagnostic Traces for Troubleshooting section.

For information about the available reports and how to generate reports, see the "Using Reports" chapter of the *Administration Guide for Cisco Unity Connection Serviceability Release 15*, available at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/15/serv_administration/guide/b_15cucservag.html.

Confirming Connection Reports Data Harvester Service is Running

Step 1 In Cisco Unity Connection Serviceability, expand Tools menu, select **Service Management**.

Step 2 On the Control Center – Feature Services page, under Optional Services, locate the **Connection Reports Data Harvester** service.

Step 3 Confirm that the activate status for the Connection Reports Data Harvester service is **Activated**. If the activate status is Deactivated, select **Activate**.

Step 4 Confirm that the service status for the Connection Reports Data Harvester service is **Started**. If the service status is Stopped, select **Start**.

Step 5 Confirm that the running time for the Connection Reports Data Harvester service is greater than 00:00:00. If the running time is 00:00:00, turn off the Connection Reports Data Harvester service, then repeat Step 3 and Step 4.

Adjusting Report Data Collection Cycle

Step 1 If the value of the Data Collection Cycle field is too high, the data may not have been collected yet for the report because the time between each cycle of collecting data is too long.

Step 2 In Cisco Unity Connection Administration, expand **System Settings**, then select **Advanced** > **Reports**.

Step 3 On the Report Configuration page, in the Minutes Between Data Collection Cycles field, enter the time (in minutes) that you want between each cycle of collecting data for the reports. The default is 30 minutes.

Step 4 Select **Save**.