View Usage Records

Usage Records Overview

Cisco Unified Communications Manager provides records that allow you to see how configured items are used in your system. Configured items include devices, as well as system-level settings such as device pools, date and time groups, and route plans.

Dependency Records

Use dependency records for the following purposes:

- Find information about system-level settings, such as servers, device pools, and date and time groups.

- Determine the records in the database that use other records. For example, you can determine which devices, such as CTI route points or phones, use a particular calling search space.

- Show dependencies between records before you delete any records. For example, before you delete a partition, use dependency records to see which calling search spaces (CSSs) and devices are associated with it. You can then reconfigure the settings to remove the dependency.

Route Plan Reports

The route plan report allows you to view either a partial or full list of numbers, routes, and patterns that are configured in the system. When you generate a report, you can access the configuration window for each item by clicking the entry in the Pattern/Directory Number, Partition, or Route Detail columns of the report.

In addition, the route plan report allows you to save report data into a.CSV file that you can import into other applications. The.CSV file contains more detailed information than the web pages, including directory numbers for phones, route patterns, pattern usage, device name, and device description.

Cisco Unified Communications Manager uses the route plan to route both internal calls and external public switched telephone network (PSTN) calls. Because you might have several records in your network, Cisco Unified Communications Manager Administration lets you locate specific route plan records on the basis of specific criteria.

Usage Report Tasks

Procedure

	Command or Action	Purpose
Step 1	To view route plan records and use them to manage unassigned directory numbers, see the following procedures: • View Route Plan Records, on page 2 • Save Route Plan Reports, on page 3 • Delete Unassigned Directory Numbers, on page 3 • Update Unassigned Directory Numbers, on page 4	Use these procedures to locate specific route plan records, save the records in a .CSV file, and manage unassigned directory numbers.
Step 2	To use dependency records, see the following procedures: • View Dependency Records, on page 5	Use these procedures to find information about system-level settings and show dependencies between records in the database.

Route Plan Reports Task Flow

Procedure

	Command or Action	Purpose
Step 1	View Route Plan Records, on page 2.	View route plan records and generate customized route plan reports.
Step 2	Save Route Plan Reports, on page 3.	View route plan reports in a.csv file format.
Step 3	Delete Unassigned Directory Numbers, on page 3.	Delete an unassigned directory number from the route plan report.
Step 4	Update Unassigned Directory Numbers, on page 4.	Update the settings of an unassigned directory number from the route plan report.

View Route Plan Records

This section describes how to view route plan records. Because you might have several records in your network, Cisco Unified Communications Manager Administration lets you locate specific route plan records on the basis of specific criteria. Use the following procedure to generate customized route plan reports.

Procedure

Step 1   Choose **Call Routing** > **Route Plan Report**.

Step 2 To find all records in the database, ensure the dialog box is empty and proceed to step 3.

To filter or search records

a) From the first drop-down list box, select a search parameter.
b) From the second drop-down list box, select a search pattern.
c) Specify the appropriate search text, if applicable.

Step 3 Click **Find**.

All or matching records display. You can change the number of items that display on each page by choosing a different value from the Rows per Page drop-down list box.

Step 4 From the list of records that display, click the link for the record that you want to view.

The window displays the item that you choose.

Save Route Plan Reports

This section contains information on how to view route plan reports in a.csv file.

Procedure

Step 1 Choose **Call Routing** > **Route Plan Report**.
Step 2 Choose **View In File** from the **Related Links** drop-down list on the **Route Plan Report** window and click **Go**.

From the dialog box that appears, you can either save the file or import it into another application.

Step 3 Click **Save**.

Another window displays that allows you to save this file to a location of your choice.

Note You may also save the file as a different file name, but the file name must include a.CSV extension.

Step 4 Choose the location in which to save the file and click **Save**. This action should save the file to the location that you designated.
Step 5 Locate the.CSV file that you just saved and double-click its icon to view it.

Delete Unassigned Directory Numbers

This section describes how to delete an unassigned directory number from the route plan report. Directory numbers get configured and removed in the Directory Number Configuration window of Cisco Unified Communications Manager Administration. When a directory number gets removed from a device or a phone gets deleted, the directory number still exists in the Cisco Unified Communications Manager database. To delete the directory number from the database, use the Route Plan Report window.

Procedure

Step 1   Choose Call **Call Routing** > **Route Plan Report**.

Step 2   In the Route Plan Report window, use the three drop-down lists to specify a route plan report that lists all unassigned DNs.

Step 3   Three ways exist to delete directory numbers:

　　a)　Click the directory number that you want to delete. When the Directory Number Configuration window displays, click Delete.

　　b)　Check the check box next to the directory number that you want to delete. Click Delete Selected.

　　c)　To delete all found unassigned directory numbers, click Delete All Found Items.

　　　　A warning message verifies that you want to delete the directory number.

Step 4   To delete the directory number, click OK. To cancel the delete request, click Cancel.

Update Unassigned Directory Numbers

This section describes how to update the settings of an unassigned directory number from the route plan report. Directory numbers get configured and removed in the Directory Number Configuration window of Cisco Unified Communications Manager Administration. When a directory number gets removed from a device, the directory number still exists in the Cisco Unified Communications Manager database. To update the settings of the directory number, use the Route Plan Report window.

Procedure

Step 1   Choose **Call Routing** > **Route Plan Report**.

Step 2   In the **Route Plan Report** window, use the three drop-down lists to specify a route plan report that lists all unassigned DNs.

Step 3   Click the directory number that you want to update.

　　Note　　　You can update all the settings of the directory number except the directory number and partition.

Step 4   Make the required updates such as calling search space or forwarding options.

Step 5   Click **Save**.

The Directory Number Configuration window redisplays, and the directory number field is blank.

Dependency Records Task Flow

Procedure

	Command or Action	Purpose
Step 1	Configure Dependency Records, on page 5.	Use this procedure to enable or disable dependency records. This procedure runs at below-normal priority and may take time to complete due to dial plan size and complexity, CPU speed, and CPU requirements of other applications.
Step 2	View Dependency Records, on page 5.	After you enable dependency records, you can access them from the configuration windows on the interface.

Configure Dependency Records

Use dependency records to view relationships between records in the Cisco Unified Communications Manager database. For example, before you delete a partition, use dependency records to see which calling search spaces (CSSs) and devices are associated with it.

⚠
Caution   Dependency records cause high CPU usage. This procedure runs at below-normal priority and may take time to complete due to dial plan size and complexity, CPU speed, and CPU requirements of other applications.

If you have dependency records enabled and your system is experiencing CPU usage issues, you can disable dependency records.

Procedure

Step 1   From Cisco Unified CM Administration, choose **System** > **Enterprise Parameters**.

Step 2   Scroll to the **CCMAdmin Parameters** section and from the **Enable Dependency Records** drop-down list, choose one of the following options:

- **True**—Enable dependency records.
- **False**—Disable dependency records.

Based on the option you choose, a dialog box appears with a message about the consequences of enabling or disabling the dependency records. Read the message before you click **OK** in this dialog box.

Step 3   Click **OK**.

Step 4   Click **Save**.
The `Update Successful` message appears confirming the change.

View Dependency Records

After you enable dependency records, you can access them from the configuration windows on the interface.

Before you begin

Procedure

Step 1   From Cisco Unified CM Administration, navigate to the configuration window for the records that you want to view.

Example:

To view dependency records for a device pool, select **System** > **Device Pool**.

> **Note**   You cannot view dependency records from the **Device Defaults** and **Enterprise Parameters Configuration** windows.

Step 2   Click **Find**.

Step 3   Click one of the records.
The configuration window appears.

Step 4   From the **Related Links** list box, choose **Dependency Records** box, and click **Go**.

> **Note**   If you have not enabled the dependency records, the **Dependency Records Summary** window displays a message, not the information about the record.

The **Dependency Records Summary** window appears showing the records that are used by other records in the database.

Step 5   Select one of the following dependency record buttons in this window:

- **Refresh**—Update the window with current information.

- **Close**—Close the window without returning to the configuration window in which you clicked the Dependency Records link.

- **Close and Go Back**—Close the window and returns to the configuration window in which you clicked the Dependency Records link.