Phone Reports

This chapter provides information about CSV file format BAT reports that you can generate. You can customize BAT reports for phones and user device profiles but reports for users, managers, assistants, and gateways have a fixed format and can not be customized.

Phone Report Generation

Unified Communications Manager Bulk Administration (BAT) provides reports to help you manage records effectively. You can create and save reports that provide information about phones, users, user device profiles, managers and assistants, and gateway records. You can save these reports with a filename and store them in a folder on the first node server to review and print.

You can customize BAT reports for phones and for user device profiles to meet your particular needs by choosing items from a list of device fields and line fields. You can also choose how to arrange the fields in the report. The system generates the report in the CSV file format. Because reports for users, managers, assistants, and gateways have a fixed format, you cannot customize them.

Example

You need to have a list of all the directory numbers with their forwarding destinations by phone model. You can generate a Phone Report for the Cisco Unified IP Phone 7960 and choose these query details: Device Name, Directory Number, Forward Busy Destination, Forward No Answer Destination, and Label. You can arrange the report fields, so the Label field follows the Directory Number field and precedes the two forward destination numbers.

Generate Phone Reports

You can generate reports for phones and other IP telephony devices.

Procedure

Step 1 Choose **Bulk Administration** > **Phones** > **Generate Phone Reports**.
The **Report Phone Query** window appears.

Step 2 In the first **Find Phone where** drop-down list box, choose the field to query such as **Device Name** or **Directory Number**.

Step 3 In the second drop-down list box, choose the search criteria such as begins with, contains, or is empty.

Step 4 In the search field/list box, either choose or enter the value that you want to locate, such as the model name from the list or directory number range.

Step 5 Specify the appropriate search text, if applicable, and click **Find**.

> **Tip** To generate a report for all phones that are registered in the database, click **Find** without entering any search text.

To further define your query and to add multiple filters, check the **Search Within Results** check box, choose AND or OR from the drop-down box, and repeat Steps Step 2, on page 2 through Step 5, on page 2.

A list of discovered phones appears.

Step 6 To choose details for your type of report, click **Next**.
The **Generate Phone Report Configuration** window appears and shows the Query that you chose.

> **Tip** If you want to change the type of query, click **Back**.

Step 7 In the **Report File Name** field, enter your name for this report (required).

Step 8 In the **Available Device Fields** drop-down list box, choose a device item and click the arrow to move the item into the **Selected Fields** for this **Report** list.

You must specify at least one device field to generate a report. You can choose multiple fields to include in your report. For a list of device and live fields, see the Phone and IP Telephony Device Reports, on page 3.

> **Tip** To rearrange the order of the items in the **Selected Device Fields** for this **Report** list, choose an item and click the Up arrow or Down arrow to move the item to another position in the list.

Step 9 In the **Available Line Fields** drop-down list box, choose a line item and click the arrow to move the item into the **Selected Fields** for this **Report** list.

You must specify at least one line field to generate a report. You can choose multiple fields to include in your report.

> **Tip** To rearrange the order of the items in the **Selected Line Fields** for this **Report** list, choose an item and click the Up arrow or Down arrow to move the item to another position in the list.

Step 10 If you want to include IP phone services fields in your report, check the check boxes for **Speed Dial Services** and/or **IP Phone Services**.

Step 11 In the **Job Information** area, enter the Job description.

Step 12 Choose when to generate the report. Do one of the following:

a) Click **Run Immediately** to generate the report immediately.
b) Click **Run Later** to generate the report at a later time.

Step 13 To create a job for inserting the phone records, click **Submit**.
Use the **Job Configuration** window to schedule this job, activate this job, or both.

What to do next

You can search and download the report file using the Upload/Download Files option in the **Bulk Administration** menu.

Related Topics

Phone and IP Telephony Device Reports

You can produce phone reports for all phones and IP telephony devices or limit the report to one of these options:

- Device Name—Specify a filter or use exact name.

- Description—Specify a filter or use exact description.

- Phone Load Name—Specify a filter or use exact name.

- Device Pool—Choose one from a list of device pools that are configured in the cluster.

- Calling Search Space—Choose one from a list of CSS that are configured in the cluster.

- Location—Choose one from a list of locations that are configured in the cluster.

- Directory Number—Specify a filter or use exact number.

After choosing the phone report type, you can choose the device and line details to include in the report.

You can choose from these Device fields:

- AAR Calling Search Space

- AAR Neighborhood

- Authentication String

- Built In Bridge

- Calling Search Space

- Calling Search Space Reroute

- Certificate Operation

- Certificate Status

- Common Profile

- Country

- Description

- Device Name

- Device Pool

- Device Profile

- Device Protocol

- Device_Default Profile

- Dial Rules

- Last Login user ID

- Load Information

- Location

- Login Duration

- Login Time

- MLPP Domain

- MLPP Indication

- Media Resource List

- Network Hold MOH Audio Source

- Network Location

- Packet Capture Duration

- Packet Capture Mode

- Phone Template

- Preemption

- Privacy

- Product

- Public Key

- Qsig

- SIP Profile

- Secure Shell Password

- Secure Shell User ID

- Security Profile

- Softkey Template

- Upgrade Finish Time

- User ID

- Geo Location

- Always Use Prime Line

- Always Use Prime Line for Voice Message

You can choose from these Line fields:

- Alerting Name

- Auto Answer

- CSS_Device Failure

- CSS_MWI

- Call Forward Duration

- Calling Line Presentation Bit

- Calling Name Presentation Bit

- Calling Party Prefix Digits

- Connected Line Presentation Bit

- Connected Name Presentation Bit

- Device Failure DN

- Directory Number

- Forward All CSS

- Forward All Destination

- Forward Busy External CSS

- Forward Busy External Destination

- Forward Busy Internal CSS

- Forward Busy Internal Destination

- Forward No Answer External CSS

- Forward No Answer External Destination

- Forward No Answer Internal CSS

- Forward No Answer Internal Destination

- Forward No Answer Ring Duration

- Forward No Coverage External CSS

- Forward No Coverage External Destination

- Forward No Coverage Internal CSS

- Forward No Coverage Internal Destination

- Forward Unregistered External CSS

- Forward Unregistered External Destination

- Forward Unregistered Internal CSS

- Forward Unregistered Internal Destination

- Forward on CTI Failure CSS

- Forward on CTI Failure Destination

- Line AAR Neighborhood

- Line Alerting Name ASCII

- Line Description

- Line Network Hold MOH Audio Source

- MLPP No Answer Ring Duration (Seconds)

- Route Partition

- Secondary Call Forward All CSS

- Target CSS

- Target Destination

- User Hold MOH Audio Source

- Party Entrance Tone

- Log Missed Calls

- Park Monitor Forward No Retrieve External Destination

- Park Monitor Forward No Retrieve Internal Destination

- Park Monitor Forward No Retrieve Internal Voice Mail

- Park Monitor Forward No Retrieve External Voice Mail

- Park Monitor Forward No Retrieve External CSS

- Park Monitor Forward No Retrieve Internal CSS

- Park Monitor Reversion Timer

- URI Is Primary on Directory Number (1-5)

- URI Route Partition on Directory Number (1-5)

- URI on Directory Number (1--5)

Generate List of Phones Having Dummy MAC Addresses

You can generate a list of phones that use dummy MAC addresses.

Procedure

Step 1 Choose **Bulk Administration** > **Phones** > **Generate Phone Reports**.
The **Report Phone Query** window displays.

Step 2 In the first **Find Phone(s) where** drop-down list box, choose **Device Name**.

Step 3 In the second drop-down list box, choose **begins with**.

Step 4   In the text field, enter **BAT**. All phones that are added with a dummy MAC address have device names that begin with BAT.

Step 5   Click **Find**. The text Device Name begins with 'BAT' and displays in the query text box.

Step 6   Click **Next**. The **Generate Phone Report Configuration** window displays.

What to do next

Complete the report generation procedure. Go to Generate Phone Reports, on page 1.

Refer to Report Log Files.