



Cisco Serviceability Reporter service

The Cisco Serviceability Reporter service generates daily reports, including the Performance Protection Report, in Cisco Unified Serviceability. Each report provides a summary that comprises different charts that display the statistics for that particular report. Reporter generates reports once a day on the basis of logged information. You can access the reports that Reporter generates in Cisco Unified Serviceability from the Tools menu. Each summary report comprises different charts that display the statistics for that particular report. After you activate the service, report generation may take up to 24 hours. For a Cisco Unified Communications Manager cluster configuration, Reporter displays the data for each server in the cluster separately.

The Performance Protection Report provides trend analysis information on default monitoring objects for the last seven that allows you to track information about Cisco Intercompany Media Engine. The Performance Protection Report includes the Cisco IME Client Call Activity chart that shows the total calls and fallback call ratio for the Cisco IME client. The chart comprises two lines, one for the number of Cisco IME calls that were attempted and calls that were completed per hour for the last hour and one for the proportion of Cisco IME calls that have fallen back to the PSTN during the current hour and previous hour. If no data exists, Reporter generates a horizontal line on the bottom of the chart.

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Activate Cisco Serviceability Reporter service

The following procedure outlines the tasks that you must complete to activate the Cisco Serviceability Reporter service on the Cisco Unified Communications Manager server.



Note For more information on the Cisco Serviceability Reporter, refer to the Cisco Unified Serviceability Administration Guide.

Procedure

Step 1 Choose **Tools > Service Activation**.

The **Service Activation** window displays.

- Step 2** From the server drop-down list box, select the server that hosts the service that you want to activate and click **Go**.
For a Cisco Unified Communications Manager cluster configuration, choose the first node.
- Step 3** Select the **Cisco Serviceability Reporter** checkbox and click **Save**.
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What to Do Next

- [Set up Cisco Serviceability Reporter service parameters, on page 2](#)

Set up Cisco Serviceability Reporter service parameters

The following procedure outlines the tasks that you must complete to set up the Cisco Serviceability Reporter service parameters on the Cisco Unified Communications Manager server.



Note For more information on the Cisco Serviceability Reporter, refer to the Cisco Unified Serviceability Administration Guide.

Procedure

- Step 1** Click **System > Service Parameters**.
- Step 2** From the Server drop-down list box, select a server.
For a Cisco Unified Communications Manager cluster configuration, select the first node.
- Step 3** From the Service drop-down list box, select the Cisco Serviceability Reporter service.
- Step 4** Complete one of the following steps:
- To view a list of parameters and their descriptions, click the **?** button.
 - Select a parameter in the **Service Parameter Configuration** window to view its list contents.
- Step 5** Update the appropriate parameter value.
To set all service parameters for this instance of the service to the default values, click the **Set to Default** button.
- Step 6** Click **Save**.
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What to Do Next

- [View Cisco IME call activity report, on page 3](#)

View Cisco IME call activity report

If your network uses Network Address Translation (NAT) and you are trying to access serviceability reports inside the NAT, enter the IP address for the private network that is associated with the NAT in the browser URL. If you are trying to access the reports outside the NAT, enter the public IP address, and NAT will accordingly translate/map to the private IP address.

The following procedure outlines the tasks that you must complete to view a Cisco IME call activity report.



Note For more information on the Cisco Serviceability Reporter, refer to the Cisco Unified Serviceability Administration Guide.

Before You Begin

You must log in to Cisco Unified Serviceability before you can view a report.

To view PDF reports, you must install Acrobat® Reader on your machine. To download Acrobat Reader, click the link at the bottom of the Serviceability Reports Archive window. A window opens and displays the PDF file of the report that you chose.

Procedure

- Step 1** Click **Tools > Serviceability Reports Archive**.
The **Serviceability Reports Archive** window displays the month and year for which the reports are available.
 - Step 2** From the **Month-Year** pane, select the month and year for which you want to display reports.
A list of days that correspond to the month displays.
 - Step 3** To view reports, click the link that corresponds to the day for which reports were generated.
The report files for the day that you chose display.
 - Step 4** To view a particular PDF report, click the link of the report that you want to view.
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The following illustration shows an example of the Cisco IME Client Call Activity Report.

Figure 1: Cisco IME Client Call Activity Report

