# Access Unified Reporting

# Prerequisites

Make sure that prerequisites are met before you access Cisco Unified Reporting.

# System Requirements

### Cisco Tomcat Service

Cisco Unified Reporting runs as an application on the Cisco Tomcat service, which activates when you install Cisco Unified Communications Manager and the IM and Presence Service. Ensure that these products are running on all nodes in the cluster.

### HTTPS

The report subsystem gathers information from other nodes by using an RPC mechanism via HTTPS. Ensure the HTTPS port is open and the Cisco Tomcat service is running on the node to successfully generate a report.

To enable HTTPS, you must download a certificate that identifies the node during the connection process. You can accept the node certificate for the current session only, or you can download the certificate to a trust folder (file) to secure the current session and future sessions with that node. The trust folder stores the certificates for all your trusted sites. For more information about HTTPS, see the "Introduction" chapter in the *Cisco Unified Communications Manager Administration Guide*.

To access the application, you access the Administration interface in a browser window. Cisco Unified Reporting uses HTTPS to establish a secure connection to the browser.

### Web Browsers

Cisco Unified Reporting for Cisco Unified Communications Manager supports the following operating system browsers:

- Microsoft Internet Explorer (IE) 7 when running on Microsoft Windows XP SP3

- Microsoft Internet Explorer (IE) 8 when running on Microsoft Windows XP SP3, Microsoft Vista SP2, and Microsoft Windows 7

- Firefox 3.x when running on Microsoft Windows XP SP3, Microsoft Vista SP2 or Apple Mac OS X

- Safari 4.x when running on Apple Mac OS X

For the IM and Presence Service, use Microsoft Internet Explorer version 6.0 or a later release, or Mozilla Firefox version 3.0 or a later release to access the Cisco Unified IM and Presence Reporting interface. Other browsers are not supported.

# Required Access Permissions

The Cisco Unified Reporting application uses the Cisco Tomcat service to authenticate users before allowing access to the web application. Only authorized users can access the Cisco Unified Reporting application. For Cisco Unified Communications Manager, by default, only administrator users in the Standard CCM Super Users group can access Cisco Unified Reporting to view and create reports. For IM and Presence Service, users in the Standard CUReporting group can access Cisco Unified Reporting.

As an authorized user, you can use the Cisco Unified Reporting user interface to view reports, generate new reports, or download reports.

**Note** For Cisco Unified Communications Manager, administrator users in the Standard CCM Super Users group can access administrative applications in the Cisco Unified Communications Manager Administration navigation menu, including Cisco Unified Reporting, with a single sign-on to one of the applications.

# Sign In From Administration Interface

Perform either of the following steps to sign in to Cisco Unified Reporting from the Administration interface.

- For Cisco Unified Communications Manager, select **Cisco Unified Reporting** from the navigation menu in the Cisco Unified CM Administration interface.

- For the IM and Presence Service, select **Cisco Unified IM and Presence Reporting** from the navigation menu in the Cisco Unified CM IM and Presence Administration interface.

## Before You Begin

Ensure that you are authorized to access the Cisco Unified Reporting application.

When you log in to Cisco Unified Reporting, the last successful system login attempt and the last unsuccessful system login attempt for each user along with the user id, date, time and IP address is displayed in the main Cisco Unified Reporting window.

# UI Components

The following figure shows the UI components for Cisco Unified Reporting.

*Figure 1: UI Components*
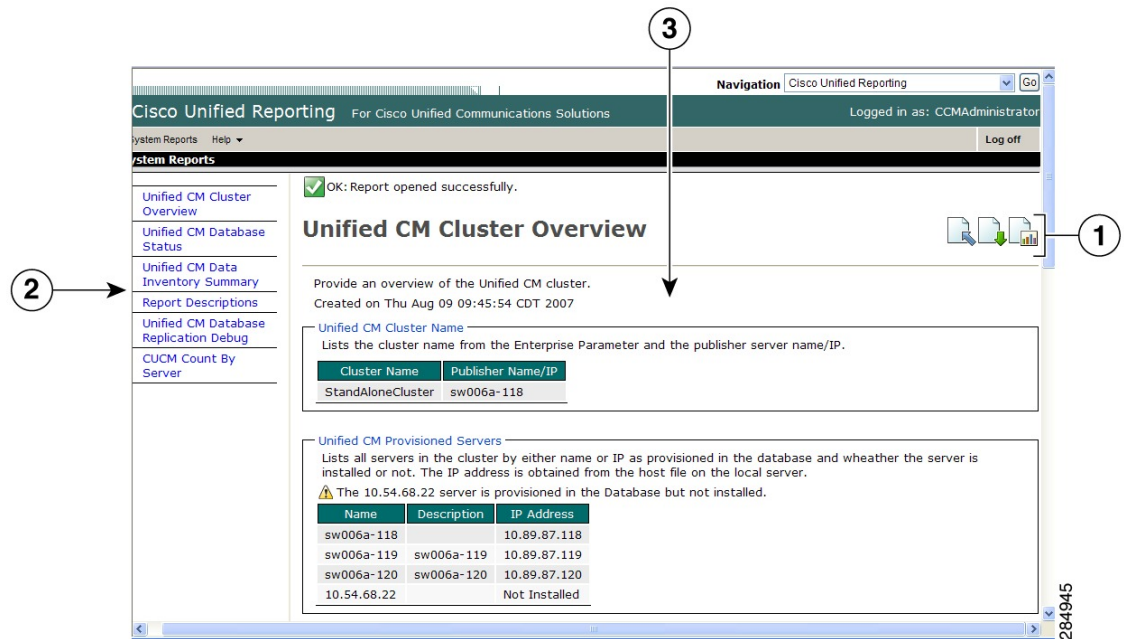


1    Upload, Download, Generate icons

2    Report List

3    Report Details

**Note**    The report categories, available reports, and report data vary, depending on release.