



CHAPTER 36

Configuring the Automatic Generation of CAR Reports and Alerts

Before You Begin

Before you start generating reports with CAR, configure the system. See the “[Configuring CAR System Parameters](#)” section on page 29-1.

This chapter contains the following topics:

- [Enabling or Customizing Reports for Automatic Generation](#), page 36-3
- [Enabling or Disabling Alerts by Mail](#), page 36-4
- [Related Topics](#), page 36-5
- [Additional Cisco Documentation](#), page 36-5

[Table 36-1](#) displays the list of reports that the system enables or disables for automatic generation, the report generation interval, and the recipients of the report.

Table 36-1 Automatically Generated Reports

Name of Report	Report Generation Interval	Recipients
Department Bill Summary	Monthly	<ul style="list-style-type: none">• CAR managers• CAR administrators
Gateway Summary	Monthly	<ul style="list-style-type: none">• CAR administrators
Individual Bill	Monthly	<ul style="list-style-type: none">• Individual users configured in Cisco Unified CM.• CAR administrators <p>Note: Administration users do not get access to this report.</p>
Individual Bill Summary	Monthly	<ul style="list-style-type: none">• Individual users configured in Cisco Unified CM• CAR managers• CAR administrators
Conference Summary	Monthly	<ul style="list-style-type: none">• CAR administrators

Table 36-1 Automatically Generated Reports (continued)

Name of Report	Report Generation Interval	Recipients
Conference Detail	Daily	<ul style="list-style-type: none"> • CAR administrators
QoS Summary	Monthly	<ul style="list-style-type: none"> • CAR managers • CAR administrators
System Overview	Monthly	<ul style="list-style-type: none"> • CAR administrators
Top N Charge	Daily	<ul style="list-style-type: none"> • CAR managers • CAR administrators
Top N Charge	Monthly	<ul style="list-style-type: none"> • CAR managers • CAR administrators
Top N Duration	Daily	<ul style="list-style-type: none"> • CAR managers • CAR administrators
Top N Duration	Monthly	<ul style="list-style-type: none"> • CAR managers • CAR administrators
Top N Calls	Daily	<ul style="list-style-type: none"> • CAR managers • CAR administrators
Top N Calls	Monthly	<ul style="list-style-type: none"> • CAR managers • CAR administrators
Traffic Summary—Day of Month	Monthly	<ul style="list-style-type: none"> • CAR administrators
Traffic Summary—Day of Week	Weekly	<ul style="list-style-type: none"> • CAR administrators
Traffic Summary—Hour of Day	Daily	<ul style="list-style-type: none"> • CAR administrators
Conference Bridge Util—Day of Week	Weekly	<ul style="list-style-type: none"> • CAR administrators
Voice Messaging Util—Day of Week	Weekly	<ul style="list-style-type: none"> • CAR administrators
Route Pattern/Hunt Pilot Util—Day of Week	Weekly	<ul style="list-style-type: none"> • CAR administrators
Route/Hunt List Util—Day of Week	Weekly	<ul style="list-style-type: none"> • CAR administrators
Route Group Util—Day of Week	Weekly	<ul style="list-style-type: none"> • CAR administrators
Line Group Util—Day of Week	Weekly	<ul style="list-style-type: none"> • CAR administrators
Gateway Util—Day of Week	Weekly	<ul style="list-style-type: none"> • CAR administrators

**Note**

In large setups, with a large number of gateways, route groups, route lists, and route patterns, enabling all the Utilization reports (Gateway Utilization, Line Group Utilization, Route Group Utilization, Route List Utilization, and Route Pattern Utilization) increases the CPU usage of the system, therefore increasing the time in which reports are generated. This also affects system performance. Cisco recommends that you enable only Gateway Utilization reports for automatic generation, due to the number of gateways that are typically found in a large system. You can generate all Utilization reports on demand by selecting five or less gateways, route groups, route lists, or route groups.

Automatically generating reports involves a two-step process:

- First, enable the reports that you want to generate unless they are enabled by default. See the [“Enabling or Customizing Reports for Automatic Generation”](#) section on page 36-3.
- Second, schedule the reports for the day and time that you want them to generate. (CAR provides a default schedule. If the default schedule is acceptable, only enable the reports that you want to generate automatically.) See the [Chapter 30, “Configuring the CAR System Scheduler”](#).

CAR provides e-mail alerts for various events. Enabling the system for e-mail alerts involves a two-step process:

- First, enable the e-mail alerts. Default enables some, but not all, reports. See the [“Enabling or Disabling Alerts by Mail”](#) section on page 36-4.
- Second, configure the e-mail that is sent when the alert criteria are met. See the [“Enabling or Disabling Alerts by Mail”](#) section on page 36-4

Additional Information

See the [“Related Topics”](#) section on page 36-5.

Enabling or Customizing Reports for Automatic Generation

This section describes how to enable or disable one or all reports for automatic generation. You can also customize the report parameters and enable a mailing option, so reports get e-mailed when they are created. When the report gets mailed, CAR generates the e-mail address by using the mail ID for the CAR administrator(s) and the mail domain that is configured in the Mail Parameters window; that is, CAR uses <mail ID for the CAR administrator> @ <domain that is configured in the mail parameters window>.

For all new installations of Cisco Unified Communications Manager, you must first enable the e-mail alerts and reports for automatic generation. The default status for all reports and alerts specifies **Disabled**.

For all Cisco Unified Communications Manager upgrades from Release 5.x to a later release of Cisco Unified Communications Manager, the tbl_pregenmail_option table data migrates only if the CAR Scheduler service is active.

When you upgrade to another version of Cisco Unified Communications Manager, disable all reports and alerts while the upgrade is in process to conserve system resources. Remember to enable the reports and alerts after the upgrade completes.

The [“Automatically Generated Reports Schedule”](#) section on page 1-6 describes reports that are enabled by default.

Procedure

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- Step 1** Choose **Report Config > Automatic Generation/Alert**.
- The Automatic Report Generation/Alert Option window displays.
- Step 2** In the Reports [Report Generation Interval] box, choose the report that you want to automatically generate based on the schedule that you defined in the System Scheduler. See the [Chapter 30, “Configuring the CAR System Scheduler”](#).
- Step 3** In the Status field, choose **Enabled** or **Disabled**.

Step 4 To customize the report or have the report e-mailed when it is generated, click the **Customize Parameters** button.

The Customize Parameters window displays.



Note Each report provides different customization options, depending on the type of report.

Step 5 Choose the CSV or PDF radio button, depending on the type of report that you want the system to mail.

Step 6 To have the report mailed to all CAR administrators, check the **Mailing Option** check box.

Step 7 To save the values that you specified, click the **Update** button.

The Customize Parameters window closes.

Step 8 To enable or customize other reports, repeat [Step 4](#) through [Step 7](#).

Step 9 Click the **Update** button.

Changes take effect at midnight. You can force the change to take effect immediately by stopping and restarting the CAR Scheduler service.

Additional Information

See the [“Related Topics”](#) section on page 36-5.

Enabling or Disabling Alerts by Mail

There are two Alerts by Mail that are available. These alerts are:

- Charge Limit Notification
- QoS Notification

See the [“Configuring Notification Limits”](#) section on page 37-1 for information on how to configure these alerts.

This section describes how to enable these alerts to be mailed to users.

Procedure

Step 1 Choose **Report Config > Automatic Generation/Alert**.

The Automatic Report Generation/Alert window displays.

Step 2 In the Alerts by Mail box, choose the alert that you want to enable or disable.

Step 3 In the Status field, choose **Enabled** or **Disabled**.

Step 4 Click the **Update** button.

Step 5 To enable or disable alerts by mail, repeat [Step 2](#) and [Step 4](#).

Changes take effect at midnight. You can force the change to take effect immediately by stopping and restarting the CAR Scheduler service.

Additional Information

See the [“Related Topics”](#) section on page 36-5.

Related Topics

- [CDR Analysis and Reporting Configuration Checklist, page 2-1](#)
- [Chapter 33, “Understanding the CAR Reports Configurations”](#)
- [Chapter 34, “Configuring the CAR Rating Engine”](#)
- [Chapter 35, “Configuring the CAR Reports QoS Values”](#)
- [Chapter 37, “Configuring CAR Reports Notification Limits”](#)

Additional Cisco Documentation

- *Cisco Unified Communications Operating System Administration Guide*
- *Cisco Unified Serviceability Administration Guide*
- *Cisco Unified Communications Manager Call Detail Records Administration Guide*

