Manage reports

This chapter provides information to help you manage reports.

Supported reports

This section details the supported reports for Cisco Unified Communications Manager andCisco Unified Communications Manager IM and Presence Service. You can identify a report in Cisco Unified Reporting by the report name and the date-and-time stamp. Cisco Unified Reporting stores a local copy of the most recent report for you to view.

Unified CM reports

The following table describes the types of system reports that display in Cisco Unified Reporting after you install Unified CM.

Table 1: Unified CM reports that display in Cisco Unified Reporting

Report	Description
Report Descriptions	Provides troubleshooting and detailed information about the reports that display.

Report	Description
Unified CM Cluster Overview	Provides an overview of the Unified CM cluster; for example, this report provides the Unified CM version that is installed in the cluster, the hostname or IP address of all servers in the cluster, a summary of hardware details, and so on.
Unified CM Data Summary	Provides a summary of data that exists in the Unified CM database, according to the structure of the menus in Unified CM Administration. For example, if you configure three credential policies, five conference bridges, and ten shared-line appearances, you can see that type of information in this report.
Unified CM Database Replication Debug	Provides debugging information for database replication. **Tip** For this report, generation may spike CPU and take up to 10 seconds per server in the cluster.
Unified CM Database Status	Provides a snapshot of the health of the Unified CM database. Generate this report before an upgrade to ensure that the database is healthy.
Unified CM Device Counts Summary	Provides the number of devices by model and protocol that exist in the Unified CM database.
Unified CM Extension Mobility	Provides a summary of Cisco Extension Mobility usage; for example, the number of phones that have a Cisco Extension Mobility user logged in to them, the users that are associated with Cisco Extension Mobility, and so on.
Unified CM GeoLocation Policy	Provides a list of records from the GeoLocation Logical Partitioning Policy Matrix.
Unified CM GeoLocation Policy with Filter	Provides a list of records from the GeoLocation Logical Partitioning Policy Matrix for the selected GeoLocation policy.
Unified CM Lines Without Phones	Provides a list of lines that are not associated with a phone.
Unified CM Multi-Line Devices	Provides a list of phones with multiple line appearances.
Unified CM Phone Feature List	Provides a list of supported features for each device type in Unified CM Administration.
Unified CM Phones With Mismatched Load	Provides a list of all phones that have a mismatched firmware load.
Unified CM Phones Without Lines	Provides a list of all phones in the Unified CM database that do not have lines that are associated with them.
Unified CM Shared Lines	Provides a list of all phones in the Unified CM database with at least one shared-line appearance.

Report	Description
Unified CM Table Count Summary	Provides a database-centric view of data. This report proves useful for administrators or AXL API developers that understand database schema.
Unified CM User Device Count	Provides information about associated devices; for example, this report lists the number of phones with no users, the number of users with one phone, and the number of users with more than one phone.
Unified CM Voice Mail	Provides a summary of voice-messaging-related configuration in Unified CM Administration; for example, this report lists the number of configured voice mail ports, the number of message waiting indicators, the number of configured voice messaging profiles, the number of directory numbers that are associated with voice message profiles, and so on.
Unified CM Device Distribution Summary	Provides a summary of how devices are distributed throughout the cluster; for example, this report shows which devices are associated with the primary, secondary, tertiary servers, and so on.

IM and Presence Service reports

The following table describes the types of system reports that display in Cisco Unified Reporting after you install the IM and Presence Service on Unified CM.

You can view and generate any of the report types in the following table.

Table 2: IM and Presence Service reports that display in Cisco Unified Reporting

Report	Description
Report Descriptions	Provides troubleshooting and detailed information about the reports that display. This report provides descriptions for the report, for each information group, and for each data item, as well as the data sources, symptoms of related problems, and remedies.
IM and Presence Cluster Overview	Provides an overview of the IM and Presence Service cluster. This report, for example, tells you which IM and Presence Service version is installed in the cluster, the hostname or IP address of all servers in the cluster, a summary of hardware details, and so on.
IM and Presence Database Replication Debug	Provides debugging information for database replication. **Tip** For this report, generation may spike CPU and take up to 10 seconds per server in the cluster.
IM and Presence Database Status	Provides a snapshot of the health of the IM and Presence Service database. Generate this report before an upgrade to ensure that the database is healthy.

Report	Description
IM and Presence Table Count Summary	Provides a database-centric view of data. This report proves useful for administrators or AXL API developers that understand the database schema.

Related Topics

Unified CM reports, on page 1

View report descriptions

Cisco Unified Reporting provides report help. The Report Descriptions link provides descriptions for the report, for each information group, and for each data item, as well as the data sources, symptoms of related problems, and remedies.

Note   You may still need to contact TAC for additional help on report problems.

Procedure

Step 1   Select **System Reports**.

Step 2   Select the **Report Descriptions** link in the list of reports.

Step 3   Select the **Generate Report** icon.
The report generates and is displayed.

Generate new report

You can generate and view a new report.

Before You Begin

Ensure that the Cisco Tomcat service is running on at least one server and you are using a supported web browser to view the report.

The application notifies you if a report will take excessive time to generate or consume excessive CPU time. A progress bar displays while the report generates. The new report displays, and the date and time updates.

Procedure

Step 1   Select **System Reports** from the menu bar.

Step 2   Select a report.

Step 3 Select the **Generate Report** (bar chart) icon in the **Reports** window.

Step 4 Select the **View Details** link to expose details for a section that does not automatically display.

What to Do Next

If the report shows an unsuccessful data check for an item, select the **Report Descriptions** report and review the troubleshooting information and possible remedies. Because the report descriptions report is dynamically generated from the database, you can also generate a new report descriptions report.

Related Topics

View saved report

You can view a copy of an existing report.

> **Note** During a fresh install or upgrade, the Cisco Unified Reporting application does not save a local copy of the most recent report.

Before You Begin

Ensure that the Cisco Tomcat service is running on at least one server and you are using a supported web browser to view the report.

Procedure

Step 1 Select **System Reports** from the menu bar.

Step 2 Select the report that you want to view from the reports list.

Step 3 Select the link for the report name (dated and time stamped).

Step 4 Select the **View Details** link for details for a section that does not automatically appear.

What to Do Next

Download a new or saved report.

If the report shows an unsuccessful data check for an item, select the **Report Descriptions** report and review the troubleshooting information for possible remedies.

Related Topics

Download new report

To download a new report, you store it locally on your hard drive. Downloading a report downloads the raw XML data file to your hard drive.

Procedure

Step 1	Generate the new report.
Step 2	When the new report displays, select the **Download Report** (green arrow) icon in the **Reports** window.
	Note You do not need to click the **View Details** link for report details before you download the document. All the data is captured in the downloaded file.
Step 3	Select **Save** to save the file to the location on your disk that you designate.
	To change the filename or the location where your file is stored on your hard disk, enter a new location or rename the file (optional). A progress bar shows the download in progress.
	The file downloads to your hard disk.
Step 4	When the download completes, select **Open** to open the XML report.
	Note Be careful not to change the contents in the XML file, or your report may not display properly on the screen.

What to Do Next

To view a downloaded report file in your browser, upload the file to your server.

Note   For technical assistance, you can attach the downloaded file in an e-mail or upload the file to another server.

Related Topics

Download saved report

To download saved reports, you download the report and store it locally on your hard drive. Downloading a report downloads the raw XML data file to your hard disk.

Procedure

Step 1 Open and view the details of the existing report.

Step 2 Select the **Download Report** (green arrow) icon in the **Reports** window.

Step 3 Select **Save** to save the file to the location on your disk that you designate.
To change the filename or the location where your file is stored on your hard disk, enter a new location or rename the file (optional). A progress bar shows the download in progress.

The file downloads to your hard disk.

Step 4 When the download completes, select **Open** to open the XML report.
Note Be careful not to change the contents in the XML file, or your report may not display properly.

What to Do Next

To view a downloaded report file in your browser, upload the file to your server.

Note For technical assistance, you can attach the downloaded file in an e-mail or upload the file to another server.

Related Topics

Upload report

To view a downloaded report in your browser window, you must upload the report to the server.

Before You Begin

Download a report to your hard drive.

Procedure

Step 1 Select **System Reports** from the menu bar.

Step 2 Access any report to display the **Upload Report** (blue arrow) icon in the **Reports** window.

Step 3 Select the **Upload Report** icon.

Step 4 To locate the .xml file, select **Browse** to navigate to its location on your hard drive.

Step 5 Select **Upload**.

Step 6 Select **Continue** to display the uploaded file in the browser window.

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What to Do Next

You can compare an uploaded report and a newly generated report side-by-side during an upgrade.

Related Topics