Reporting Server Configuration

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Configure Reporting Server

Before you begin

- Configure a Call Server to associate with a Reporting Server. To configure a Call Server, see Configure Call Server.

Note You can associate a Call Server with only one Reporting Server.

- Collect the following information about the Reporting Server and Reporting Database during the installation of Unified CVP software:
  - Hostname of the Call Servers that are associated with the Reporting Server.
  - Hostname and IP address of the server on which the Reporting Database resides.
  - Password for the Reporting Database user.

Procedure

Step 1 On the Unified CVP Operations Console, select **Device Management** > **Unified CVP Reporting Server**.

Step 2 Click **Add New** to add a new Reporting Server or click **Use As Template** to use an existing template to configure the new Reporting Server.

Step 3 Click the following tabs and configure the settings based on your call flow model:

a) **General** tab. For more information, see General Settings, on page 2.

b) **Reporting Properties** tab. For more information, see Reporting Properties Settings, on page 3.

c) **Device Pool** tab. For more information about adding, deleting, and editing device pool, see Add or Remove Device From Device Pool.

d) **Infrastructure** tab. For more information, see Infrastructure Settings, on page 3.

Step 4 Click **Save and Deploy** to deploy the changes to the Reporting Server page. Click **Save** to save the settings in the Operations Server database and configure the Reporting Server later.

Related Topics

Configure Call Server
General Settings, on page 2
Reporting Properties Settings, on page 3
Add or Remove Device From Device Pool
Infrastructure Settings, on page 3

Reporting Server Settings

General Settings

Configure settings that identify the Reporting Server, associate it with one or more Call Servers, and enable or disable security on the **General** tab.

Table 1: Reporting Server—General Tab Settings

Field	Description	Default	Value	Restart Required
IP Address	The IP address of the Reporting Server.	None	Valid IP address	Yes
Hostname	The hostname of the Reporting Server machine.	None	Valid DNS name, which can include letters of the alphabet and numbers 0 through 9.	Yes
Description	An optional text description for the Reporting Server.	None	Up to 1024 characters.	No
Enable Secure Communication with the Operations Console	Select to enable secure communications between the Operations Console and the Reporting Server component. The Reporting Server is accessed using SSH and files are transferred using HTTPS. You must configure secure communications *before* you enable this option. See *Administration Guide for Cisco Unified Customer Voice Portal*.	Off	On or Off	No

Field	Description	Default	Value	Restart Required
Device Version	Lists the release and build number for this device.	None	None	No
Associate Call Servers	Select one or more Call Servers to associate with the Reporting Server. You must select at least one Call Server. Call data for all SIP and VXML calls that are handled by this Call Server are stored in the Reporting Database. Click the right arrow to add a Call Server to the Selected pane. Click the left arrow to remove a Call Server from the Selected pane.	None	A Call Server can be associated with only one Reporting Server.	No

Reporting Properties Settings

Configure Reporting Server settings on the **Reporting Properties** tab.

Table 2: Reporting Server—Reporting Properties Tab Configuration Settings

Field	Description	Default	Range	Restart Required
Configuration				
Enable Reporting	Enables the Reporting Server to receive call data from the associated Call Server.	Yes	Yes or No	Yes
Max. File Size (MB):	Defines the maximum size of the file that is used to record the data feed messages during a database failover. This size can be limited by the amount of free disk space.	100	1 through 250 MB	No

Infrastructure Settings

The Reporting Server publishes statistics on the number of reporting events that it receives from the Unified CVP VXML Server, the SIP Service, and the IVR Service. It also publishes the number of times the Reporting Server writes data to the Reporting Database. You can configure the interval at which the Reporting Server publishes these statistics, the maximum log file and directory size, and the details for recording syslog messages on the Reporting Server **Infrastructure** tab.

Table 3: Reporting Server—Infrastructure Tab Configuration Settings

Field	Description	Default	Value	Restart Required
Configuration: Thread Management				
Maximum Threads	(Required) The maximum thread pool size in the Reporting Server Java Virtual Machine.	500	100 to1000	Yes
Advanced				
Statistics Aggregation Interval	The Reporting Server publishes statistics at this interval.	30 minutes	10 to1440	Yes
Log File Properties				
Max Log File Size	(Required) Maximum size of the log file in megabytes. **Note** To increase the log file size, go to `C:\Cisco\CVP\conf`, open log4j.xml file and update the MaxFileSize value as shown: `<param name="MaxFileSize" value="10000000"/>` Save the file and restart Reporting Server to deploy the changes.	10 MB	1 through 100 MB.	Yes
Max Log Directory Size	(Required) Maximum size of the directory containing Reporting Server log files. **Note** If you modify the value to a setting that is below the default value, the log entries might be lost, which can affect troubleshooting.	20,000 MB	500 to 500,000 MB. Max Log File Size is less than Max Log Directory Size. Max Log Directory Size cannot be greater than 500,000 MB.	Yes
Configuration: Primary Syslog Settings				
Primary Syslog Server	Hostname or IP address of Primary Syslog Server to send syslog events from a CVP Application.	None	Valid IP address or hostname.	No

Field	Description	Default	Value	Restart Required
Primary Syslog Server Port Number	Port number of Primary Syslog Server.	None	Any available port number. Valid port numbers are integers between 1 and 65,535.	No
Primary Backup Syslog Server	Hostname or IP address of the Primary Backup Syslog Server to send syslog events from a CVP Application when the Syslog Server cannot be reached.	None	Valid IP address or hostname.	No
Primary Backup Syslog Server Port Number	Port number of Primary Backup Syslog Server.	None	Any available port number. Valid port numbers are integers between 1 and 65,535.	No
Configuration: Secondary Syslog Settings				
Secondary Syslog Server	Hostname or IP address of Secondary Syslog Server to send syslog events from a CVP Application.	None	Valid IP address or hostname.	No
Secondary Syslog Server Port Number	Port number of Secondary Syslog Server.	None	Any available port number. Valid port numbers are integers between 1 and 65,535.	No
Secondary Backup Syslog Server	Hostname or IP address of the Secondary Backup Syslog Server to send syslog events from a CVP Application when the Syslog Server cannot be reached.	None	Valid IP address or hostname.	No
Secondary Backup Syslog Server Port Number	Port number of Secondary Backup Syslog Server.	None	Any available port number. Valid port numbers are integers between 1 and 65,535.	No