



Reports

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View Voice-Mail Reports

The Voice Mail Report window allows you to view the number of mailboxes currently configured, allocated mailbox space, time allotted for messages and greetings, and the total number of stored messages and greetings.

Choose **Reports > Voice Mail**. The Voice Mail Report contains the information shown in the following table. You cannot modify any information in this window.

Field	Description
# general delivery mailboxes	Number of group mailboxes that are configured.
# personal mailboxes	Number of individual mailboxes that are configured.
# orphaned mailboxes	Number of configured mailboxes that are not assigned to an individual or group.
Total message time (seconds)	Amount of time that is used for currently stored voice messages.
Total number of messages	The total number of voice messages that are stored.
Average message length (seconds)	Average length of voice messages that are stored.
Total greeting time (seconds)	The total amount of time used by the configured greetings.
Total number of greetings	The total number of greetings that are configured.
Average greeting time (seconds)	Average length of greetings that are configured.
Maximum voice message store (minutes)	Maximum storage capacity that is available for voice messages.

Field	Description
Total allocated space (minutes)	Amount of space that is allocated to the configured mailboxes.
Broadcast message count	Number of active broadcast messages in the system.
Future message count	The total number of future message queues.
Networking message count	Number of network messages in the network queue.
Messages left since boot	Number of messages left since the last reboot of the system.
Messages played since boot	Number of messages played since the last reboot of the system.
Messages deleted since boot	Number of messages deleted since the last reboot of the system.

View Mailboxes

Use this procedure to view Mailbox Reports.

Step 1 Choose **Reports > Mailboxes**. The window contains the following fields:

- Owner
- Number of messages
- New messages
- Saved messages
- Deleted messages
- Broadcast messages
- Future messages
- Faxes
- Time (in seconds)
- Used (percentage of the mailbox size that is in use)

Step 2 (Optional) You can select the number of rows to view per page from the drop-down in the lower left corner of the screen

View the Backup History Report

Use this procedure to view the Backup History Report.

Choose **Reports > Backup History**. The Backup History report contains the following fields:

- ID—ID of the backup.
 - Server URL—The server where the backup history is stored.
 - Backup Time and Date—Date and time when the system was last backed up.
 - Result—Status of the last backup procedure. Result shows Success or Fail.
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View the Restore History Report

Use this procedure to view the Restore History Report.

Choose **Reports > Restore History**. The Restore History Report shows the history of all the restore processes done on the current system since installation.

View the Network Time Protocol Report

Use this procedure to view the Network time protocol (NTP) report.

Choose **Reports > Network Time Protocol**. The report contains the following fields:

- NTP Server—IP address or hostname of the NTP server.
 - Status—Indicates if the NTP server connected with Cisco Unity Express or if it was rejected.
 - Time Difference (secs)—Time offset between the NTP server and the client.
 - Time Jitter (secs)—Estimated time error of the system clock, measured as an exponential average of RMS time differences.
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Real Time Reporting

The Real time reporting (RTR) subsystem maintains real time statistics for various call-related and application-related events. You can configure various thresholds for system usage and these thresholds are used for displaying the system summary reports. These thresholds can be configured from the RTR applet only. If changed, the changed values will take effect immediately. Once configured, the threshold values will be saved by the subsystem and will persist across system reloads. The statistics are maintained in memory so a system reload will cause the statistics to get lost.

Use this procedure to initiate Real Time Reporting.

Choose **Reports > Real Time Reports**. Select from the following options:

- Reports—Displays a summary of the statistics, active contacts or applications, and database usage
 - Tools—Choose from manual statistics reset options
 - Settings—Configure polling related options and customize the look and feel of the applet. Allows you to configure the thresholds for system summary reports. These thresholds are used by the various System Summary report charts to delineate the color scheme. Green, yellow and red color codes to indicate normal, warning, and critical levels.
 - System Summary—Displays active statistics and a summary of the statistics since last midnight.
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