Troubleshooting Reports in Cisco Unity Connection 10.x

When no data appears in the reports that you generate, use the following task list to determine the cause and to resolve the problem.

Task List for Troubleshooting Data in Reports

1. Confirm that the Unity Connection Reports Data Harvester service is running. See the "Confirming That the Cisco Unity Connection 10.x Reports Data Harvester Service Is Running" section on page 4-1.

2. Adjust the report data collection cycle. See the "Adjusting the Report Data Collection Cycle in Cisco Unity Connection 10.x" section on page 4-2.

3. Use traces to troubleshoot reports. For detailed instructions on enabling the applicable traces and viewing the trace logs, see the "Diagnostic Traces in Cisco Unity Connection 10.x" chapter.

For information about the available reports and how to generate reports, see the "Using Reports" chapter of the *Administration Guide for Cisco Unity Connection Serviceability Release 10.x*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/serv_administration/guide/10xcucservagx.html.

Confirming That the Cisco Unity Connection 10.x Reports Data Harvester Service Is Running

To Confirm That the Unity Connection Reports Data Harvester Service Is Running

Step 1 In Cisco Unity Connection Serviceability, on the Tools menu, select **Service Management**.

Step 2 On the Control Center – Feature Services page, under Optional Services, locate the **Unity Connection Reports Data Harvester** service.

Step 3 Confirm that the activate status for the Unity Connection Reports Data Harvester service is **Activated**. If the activate status is Deactivated, select **Activate**.

Step 4 Confirm that the service status for the Unity Connection Reports Data Harvester service is **Started**. If the service status is Stopped, select **Start**.

Step 5 Confirm that the running time for the Unity Connection Reports Data Harvester service is greater than 00:00:00. If the running time is 00:00:00, turn off the Unity Connection Reports Data Harvester service, then repeat Step 3 and Step 4.

Adjusting the Report Data Collection Cycle in Cisco Unity Connection 10.x

If the value of the Data Collection Cycle field is too high, the data may not have been collected yet for the report because the time between each cycle of collecting data is too long. Do the following procedure to correct the value.

To Adjust the Report Data Collection Cycle

Step 1 In Cisco Unity Connection Administration, expand **System Settings**, then select **Advanced > Reports**.

Step 2 On the Report Configuration page, in the Minutes Between Data Collection Cycles field, enter the time (in minutes) that you want between each cycle of collecting data for the reports. The default is 30 minutes.

Step 3 Select **Save**.