



CHAPTER 41

Generating Reports

You can use Cisco Unity Connection reports to gather information about system configuration and call handlers. See the following sections:

- [Reports Overview, page 41-1](#)
- [Setting Report Configuration Parameters, page 41-4](#)
- [Generating and Viewing Reports, page 41-5](#)

Reports Overview

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You can generate the following reports in Cisco Unity Connection Administration:

Table 41-1 **System Configuration and Call Management Reports**

Report Name	Description of Output
Phone Interface Failed Logon	Output includes the following information for every failed attempt to log on to Connection by phone: <ul style="list-style-type: none">• User name, alias, caller ID, and extension of the user who failed to log on.• Date and time that the failed logon occurred.• Whether the maximum number of failed logons has been reached for the user.
Users	Output includes the following information for each user: <ul style="list-style-type: none">• Last name, first name, and alias.• Information that identifies the Connection server associated with the user.• Billing ID, class of service, and extension.• Whether the user has enabled personal call transfer rules.

Table 41-1 **System Configuration and Call Management Reports (continued)**

Report Name	Description of Output
Message Traffic	<p>Output includes totals for the following traffic categories:</p> <ul style="list-style-type: none"> • Voice. • Fax. • Email. • NDR. • Delivery. • Read receipt. • Hourly totals. • Daily totals.
Port Activity	<p>Output includes the following information for voice messaging ports:</p> <ul style="list-style-type: none"> • Name. • Number of inbound calls handled. • Number of outbound MWI calls handled. • Number of outbound AMIS calls handled. • Number of outbound notification calls handled. • Number of outbound TRaP calls handled. • Total number of calls handled. • Total number of ports.
Subscriber Message Activity	<p>Output includes the following information about messages sent and received, per user:</p> <ul style="list-style-type: none"> • Name, extension, and class of service. • Date and time for each message. • Information on the source of each message. • Action completed (for example, new message, message saved, MWI On requested, and so on). • Information on the number of new messages received for a user, and on the message sender. • Dial out number and results.
Distribution Lists	<p>Output includes the following information:</p> <ul style="list-style-type: none"> • Name and display name of the list. • Date and time the list was created. • Date and time of the creation of the distribution list is given in Greenwich mean time. • A count of the number of users included in the list. • If the Include List Members check box is checked, a listing of the alias of each user who is a member of the list.

Table 41-1 **System Configuration and Call Management Reports (continued)**

Report Name	Description of Output
User Lockout	<p>Output includes user alias, the number of failed logon attempts for the user, credential type (a result of “4” indicates a logon attempt from the Connection conversation; a result of “3” indicates a logon attempt from a web application) and the date and time that the account was locked.</p> <p>Note Date and time of the lockout of the user account is given in Greenwich mean time.</p>
Unused Voice Mail Accounts	<p>Output includes user alias and display name, and the date and time that the user account was created.</p> <p>Note Date and time of the creation of the user account is given in Greenwich mean time.</p>
Transfer Call Billing	<p>Output includes the following information for each call:</p> <ul style="list-style-type: none"> • Name, extension, and billing ID of the user. • Date and time that the call occurred. • The phone number dialed. • The result of the transfer (connected, ring-no-answer (RNA), busy, or unknown).
Outcall Billing Detail	<p>Output includes the following information, arranged by day and by the extension of the user who placed the call:</p> <ul style="list-style-type: none"> • Name, extension, and billing ID. • Date and time the call was placed. • The phone number called. • The result of the call (connected, ring-no-answer (RNA), busy, or unknown). • The duration of the call in seconds.
Outcall Billing Summary	<p>Output is arranged by date and according to the name, extension, and billing ID of the user who placed the call, and is a listing of the 24 hours of the day, with a dialout time in seconds specified for each hour span.</p>
Call Handler Traffic	<p>Output includes the following information for each call handler, in rows for each hour of a day:</p> <ul style="list-style-type: none"> • Total number of calls. • Number of times each phone keypad key was pressed. • Extension. • Invalid extension. • Number of times the after greeting action occurred. • Number of times the caller hung up.
System Configuration	<p>Output includes detailed information about all aspects of the configuration of the Connection system.</p>

Table 41-1 **System Configuration and Call Management Reports (continued)**

Report Name	Description of Output
Mailbox Store	<p>Includes the following information about the specified mailbox stores:</p> <ul style="list-style-type: none"> • Mail database name. • Display name. • Server name. • Whether access is enabled. • Mailbox store size. • Number of Mailboxes. • Last error. • Status. • Maximum size before warning. • Whether the mail database can be deleted.
Dial Plan	<p>Includes a list of the search spaces that are configured on the Connection or Cisco Unified CMBE server, with an ordered list of partitions assigned to each search space.</p> <p>If the server is part of a Digital Network, the report also lists the search spaces and associated partition membership on every other Connection location on the network.</p>
Dial Search Scope	<p>Includes a list of all users and their extensions in the specified partition that is configured in the Connection directory. If a partition is not specified, the report lists all users and their extensions for all partitions that are configured in the directory.</p>

Setting Report Configuration Parameters

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Cisco Unity Connection is automatically set to gather and store data from which you can generate reports. The following parameters can be adjusted, depending on the report output that you want to generate. All report parameter settings are found on the System Settings > Advanced > Reports page in Cisco Unity Connection Administration.

- **Milliseconds Between Data Collection Cycles**—Set by default to 30 minutes (1,800,000 milliseconds). This setting controls the amount of time Connection waits between cycles of gathering report data.
- **Days to Keep Data in Reports Database**—Set by default to 90 days. Note that even if you specify more than this number of days in the time range for the report you are generating, the number of days of data is limited by what you set here.
- **Maximum Records in Report Output**—Set by default to 25,000 records. The maximum value allowed for this field is 30,000 records. If the report you want to generate exceeds the maximum number of records allowed, you can generate the report in pieces, for example by reducing the date range or number of user accounts included in each iteration.

**Note**

The Maximum Records in Report Output setting for the User Message Activity Report has been restricted to 15,000 records—rather than the default of 25,000 records—because of the size of the report.

- **Minimum Records Needed to Display Progress Indicator**—Set by default to 2,500 records. The maximum value allowed for this field is 10,000 records. The purpose of the progress indicator is to warn you if the report you request is large and likely to take a long time to complete. In Connection, reports are generated from within a browser, and the browser session must be kept open while the report is being generated. Depending on the size of the database, and the type of report being generated, a report can take a long time to generate; meanwhile, you are unable to use the browser, and must keep the Connection Administration session open.

Archiving Report Data

Reports data is gradually written over, depending on parameters that you set for retention of data. We recommend that if you want to keep reports for historical purposes, you develop a schedule for regularly generating reports, and save them in a location separate from the Cisco Unity Connection server.

Generating and Viewing Reports

You can generate and view reports in Cisco Unity Connection Serviceability. To go to Cisco Unity Connection Serviceability, in the navigation box in the upper-right corner of Cisco Unity Connection Administration, click **Cisco Unity Connection Serviceability** and click **Go**.

For details on generating and viewing reports for Cisco Unified Serviceability, see the *Cisco Unified Serviceability Administration Guide* at http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html.

