



CHAPTER 12

Configuring Serviceability Reports Archive

The Cisco Serviceability Reporter service generates daily reports in Cisco Unified Serviceability. Each report provides a summary that comprises different charts that display the statistics for that particular report. Reporter generates reports once a day on the basis of logged information.

This section describes how to use the Serviceability Reports Archive window.

Before you Begin

Activate the Cisco Serviceability Reporter service, which is CPU intensive. After you activate the service, report generation may take up to 24 hours.

Unified CM only: Cisco recommends that you activate the service on a non-callprocessing server.

Procedure

- Step 1** Choose **Tools > Serviceability Reports Archive**.
- The Serviceability Reports Archive window displays the month and year for which the reports are available.
- Step 2** From the Month-Year pane, choose the month and year for which you want to display reports.
- A list of days that correspond to the month displays.
- Step 3** To view reports, click the link that corresponds to the day for which reports were generated.
- The report files for the day that you chose display.
- Step 4** To view a particular PDF report, click the link of the report that you want to view.



Tip

If you browsed into Cisco Unified Serviceability by using the server name, you must log in to Cisco Unified Serviceability before you can view the report.



Tip

If your network uses Network Address Translation (NAT) and you are trying to access serviceability reports inside the NAT, enter the IP address for the private network that is associated with the NAT in the browser URL. If you are trying to access the reports outside the NAT, enter the public IP address, and NAT will accordingly translate/map to the private IP address.

**Tip**

To view PDF reports, you must install Acrobat ® Reader on your machine. To download Acrobat Reader, click the link at the bottom of the Serviceability Reports Archive window.

A window opens and displays the PDF file of the report that you chose.

Additional Information

See the [“Related Topics”](#) section on page 12-2.

Where to Find More Information

Related Topics

- [Understanding Serviceability Reports Archive, page 10-1](#)

Additional Cisco Documentation

Cisco Unified Real-Time Monitoring Tool Administration Guide