CHAPTER 10

Understanding 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.

The following sections provide additional information, including detailed information about each report that Serviceability Reporter generates:

Note *Unified CM clusters only*: Because the Cisco Serviceability Reporter is only active on the first server, at any time, Reporter generates reports only on the first server, not the other servers.

You view reports from **Cisco Unified Serviceability > Tools > Serviceability Reports Archive**. You must activate the Cisco Serviceability Reporter service before you can view reports. After you activate the service, report generation may take up to 24 hours.

The reports contain 24-hour data for the previous day. A suffix that is added to the report names shows the date for which Reporter generated them; for example, AlertRep_mm_dd_yyyy.pdf. The Serviceability Reports Archive window uses this date to display the reports for the relevant date only. The reports generate from the data that is present in the log files, with the timestamp for the previous day. The system considers log files for the current date and the previous two days for collecting data. For cluster configurations (Cisco Unified Communications Manager only), this takes into account the time zone differences between the server locations.

The time that is shown in the report reflects the server “System Time.” In cluster configurations (Cisco Unified Communications Manager only), the time that is shown in the report reflects the first server “System Time.” If the first server and subsequent server(s) are in different time zones, the first server “System Time” shows in the report.

Note You can pick up log files from the server while you are generating reports, or in a cluster configuration (Cisco Unified Communications Manager only), from all servers in the cluster.

Note The Cisco Unified Reporting web application provides snapshot views of data into one output and runs data checks. In a cluster configuration (Cisco Unified Communications Manager only), this includes cluster data from all accessible servers. The application also allows you to archive generated reports. See the *Cisco Unified Reporting Administration Guide* for more information.

Serviceability Reporter Service Parameters

Cisco Serviceability Reporter uses the following service parameters:

- RTMT Reporter Designated Node—Specifies the designated node on which RTMT Reporter runs. This default equals the IP address of the server on which the Cisco Serviceability Reporter service is first activated.

  Unified CM only: Because the Serviceability Reporter service is CPU intensive, Cisco recommends that you specify a non-call processing node.
- Report Generation Time—Specifies the number of minutes after midnight. Reports generate at this time for the most recent day. The minimum value equals 0 and the maximum value equals 1439.
- Report Deletion Age—Specifies the number of days that the report must be kept on the disk. The system deletes reports that are older than the specified age. The minimum value equals 0, and the maximum value equals 30.

Tip You can disable reports by setting the service parameter Report Deletion Age to a value of 0.

For more information about service parameter configuration, refer to the following guides:

- *Unified CM and Unified CM BE only*: *Cisco Unified Communications Manager Administration Guide*
- *Connection only*: *System Administration Guide for Cisco Unity Connection*

Note *Unified CM only*: If a node gets removed completely from the network (the node should be removed from the network and also from the list of servers in Cisco Unified Communications Manager Administration), Reporter does not consider this node while it is generating reports, even if the log file contains the data for that node.

Device Statistics Report

The Device Statistics Report does not apply to Cisco Unity Connection.

The Device Statistics Report provides the following line charts:

- Number of Registered Phones per Server, page 10-3
- Number of H.323 Gateways in the Cluster, page 10-4

- Number of Trunks in the Cluster, page 10-4

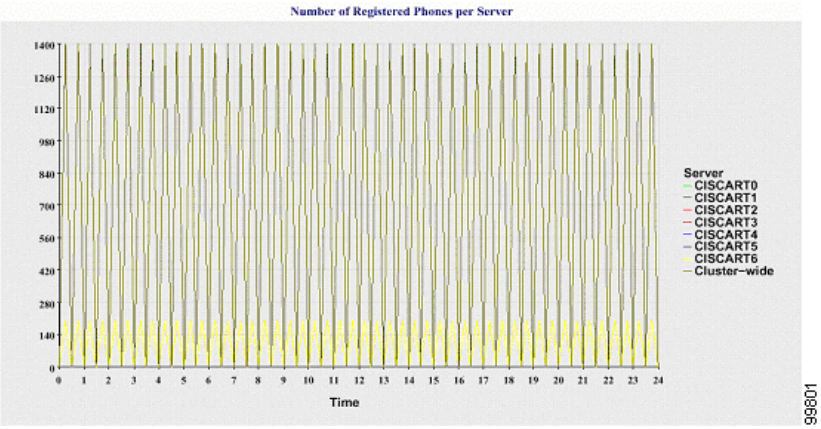
In a Cisco Unified Communications Manager Business Edition system, the Device Statistics Report supports Cisco Unified Communications Manager only.

Number of Registered Phones per Server

A line chart displays the number of registered phones for each Cisco Unified Communications Manager server (and cluster in a Cisco Unified Communications Manager cluster configuration). Each line in the chart represents the data for a server for which data is available, and one extra line displays the clusterwide data (Cisco Unified Communications Manager clusters only). Each data value in the chart represents the average number of phones that are registered for a 15-minute duration. If a server shows no data, Reporter does not generate the line that represents that server. If no data exists for the server (or for all servers in a Cisco Unified Communications Manager cluster configuration), for registered phones, Reporter does not generate the chart. The message "No data for Device Statistics report available" displays.

Figure 10-1 shows an example of a line chart that represents the number of registered phones per Cisco Unified Communications Manager server in a Cisco Unified Communications Manager cluster configuration.

Figure 10-1 Line Chart That Depicts Number of Registered Phones Per Server

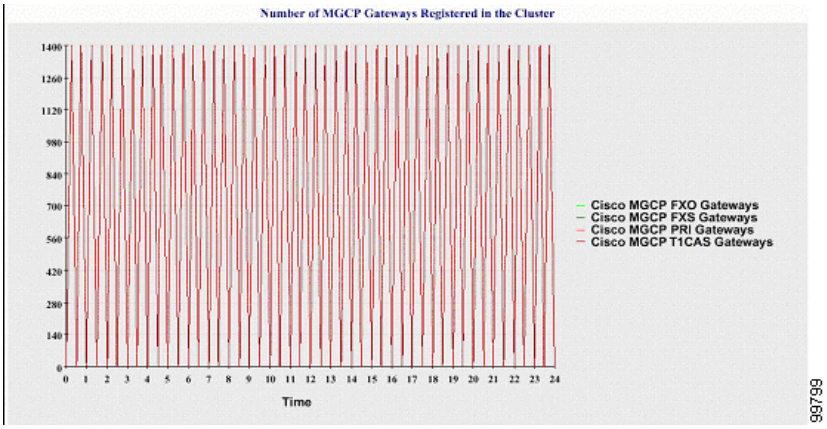


Number of MGCP Gateways Registered in the Cluster

A line chart displays the number of registered MGCP FXO, FXS, PRI, and T1CAS gateways. Each line represents data only for the Cisco Unified Communications Manager server (or cluster in a Cisco Unified Communications Manager cluster configuration); so, four lines show server (or clusterwide) details for each gateway type. Each data value in the chart represents the average number of MGCP gateways that are registered for a 15-minute duration. If no data exists for a gateway for the server (or all the servers in a cluster), Reporter does not generate the line that represents data for that particular gateway. If no data exists for all gateways for the server (or for all servers in a cluster), Reporter does not generate the chart.

Figure 10-2 shows an example of a line chart that represents the number of registered gateways per cluster, in a Cisco Unified Communications Manager cluster configuration.

Figure 10-2 Line Chart That Depicts Number of Registered Gateways Per Cluster

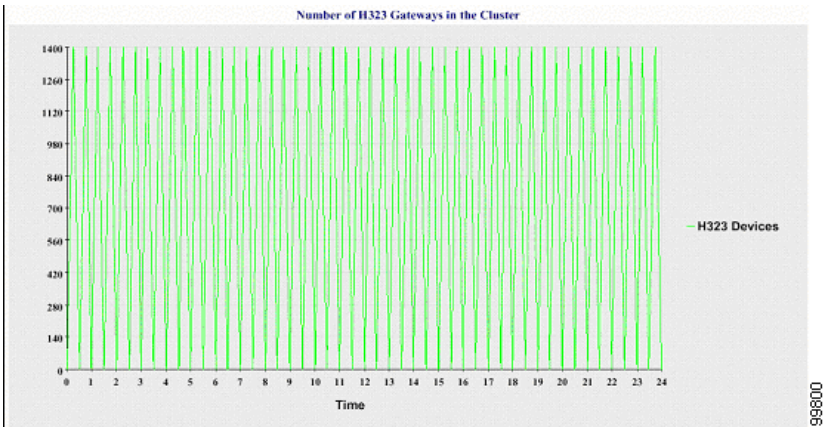


Number of H.323 Gateways in the Cluster

A line chart displays the number of H.323 gateways. One line represents the details of the H.323 gateways (or the clusterwide details in a Cisco Unified Communications Manager cluster configuration). Each data value in the chart represents the average number of H.323 gateways for a 15-minute duration. If no data exists for H.323 gateways for the server (or for all servers in a cluster), Reporter does not generate the chart.

Figure 10-3 shows an example line chart that represents the number of H.323 gateways per cluster in a Cisco Unified Communications Manager cluster configuration.

Figure 10-3 Line Chart That Depicts Number of Registered H.323 Gateways Per Cluster

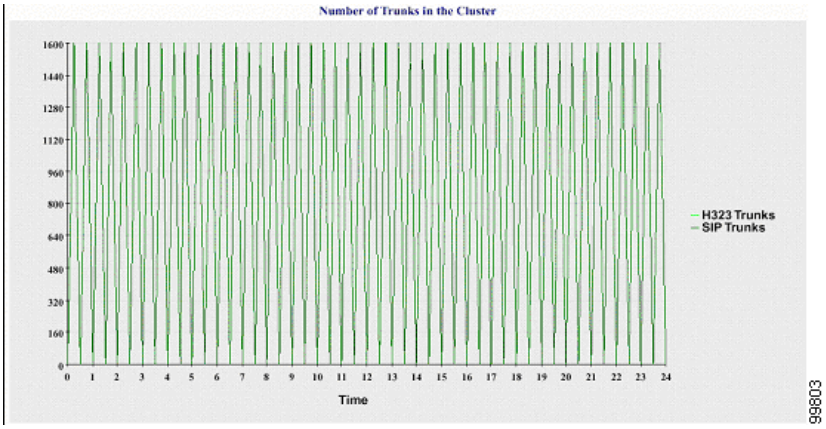


Number of Trunks in the Cluster

A line chart displays the number of H.323 and SIP trunks. Two lines represent the details of the H.323 trunks and SIP trunks (or the clusterwide details in a Cisco Unified Communications Manager cluster configuration). Each data value in the chart represents the average number of H.323 and SIP trunks for a 15-minute duration. If no data exists for H.323 trunks for the server (or for all servers in a cluster), Reporter does not generate the line that represents data for the H.323 trunks. If no data exists for SIP trunks for the server (or for all servers in the cluster), Reporter does not generate the line that represents data for SIP trunks. If no data exists for trunks at all, Reporter does not generate the chart.

Figure 10-4 shows an example line chart that represents the number of trunks per cluster in a Cisco Unified Communications Manager cluster configuration.

Figure 10-4 Line Chart That Depicts Number of Trunks Per Cluster



The server (or each server in the cluster) contains log files that match the file name pattern DeviceLog_mm_dd_yyyy_hh_mm.csv. The following information exists in the log file:

- Number of registered phones on the server (or on each server in a Cisco Unified Communications Manager cluster)
- Number of registered MGCP FXO, FXS, PRI, and T1CAS gateways on the server (or on each server in a Cisco Unified Communications Manager cluster)
- Number of registered H.323 gateways on the server (or on each server in a Cisco Unified Communications Manager cluster)
- Number of SIP trunks and H.323 trunks

Server Statistics Report

The Server Statistics Report provides the following line charts:

- Percentage of CPU per Server, page 10-5
- Percentage of Memory Usage per Server, page 10-6
- Percentage of Hard Disk Usage of the Largest Partition per Server, page 10-7

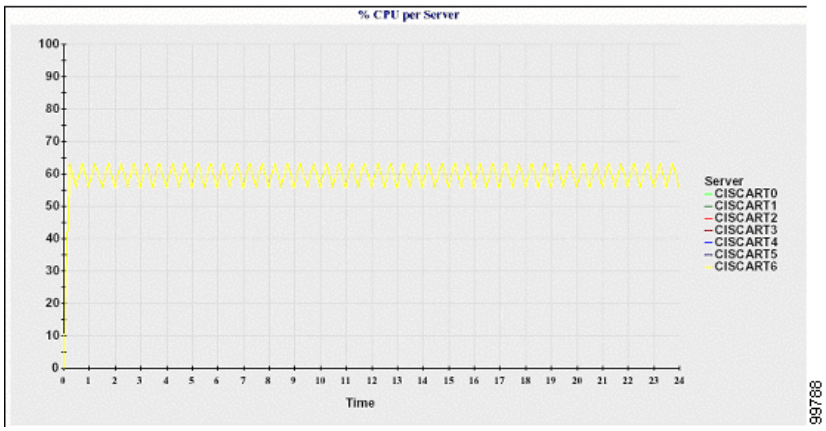
In a Cisco Unified Communications Manager Business Edition system, the Server Statistics Report supports both Cisco Unified Communications Manager and Cisco Unity Connection.

Percentage of CPU per Server

A line chart displays the percentage of CPU usage for the server (or for each server in a Cisco Unified Communications Manager cluster). The line in the chart represents the data for the server (or one line for each server in a Cisco Unified Communications Manager cluster) for which data is available. Each data value in the chart represents the average CPU usage for a 15-minute duration. If no data exists for the server (or for any one server in a Cisco Unified Communications Manager cluster), Reporter does not generate the line that represents that server. If there are no lines to generate, Reporter does not create the chart. The message “No data for Server Statistics report available” displays.

Figure 10-5 shows a line chart example that represents the percentage of CPU usage per server in a Cisco Unified Communications Manager cluster configuration.

Figure 10-5 Line Chart That Depicts the Percentage of CPU Per Server

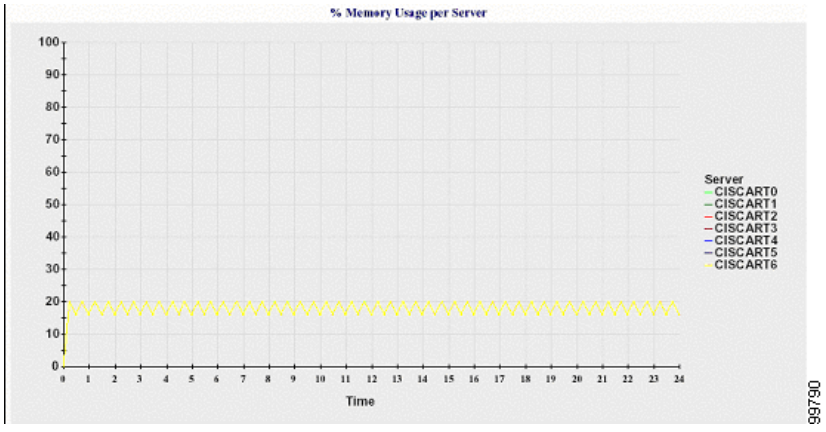


Percentage of Memory Usage per Server

A line chart displays the percentage of Memory Usage for the Cisco Unified Communications Manager server (%MemoryInUse). In a Cisco Unified Communications Manager cluster configuration, there is one line per server in the cluster for which data is available. Each data value in the chart represents the average memory usage for a 15-minute duration. If no data exists, Reporter does not generate the chart. If no data exists for any server in a Cisco Unified Communications Manager cluster configuration, Reporter does not generate the line that represents that server.

Figure 10-6 shows a line chart example that represents the percentage of memory usage per Cisco Unified Communications Manager server in a Cisco Unified Communications Manager cluster configuration.

Figure 10-6 Line Chart That Depicts Percentage of Memory Usage Per Server

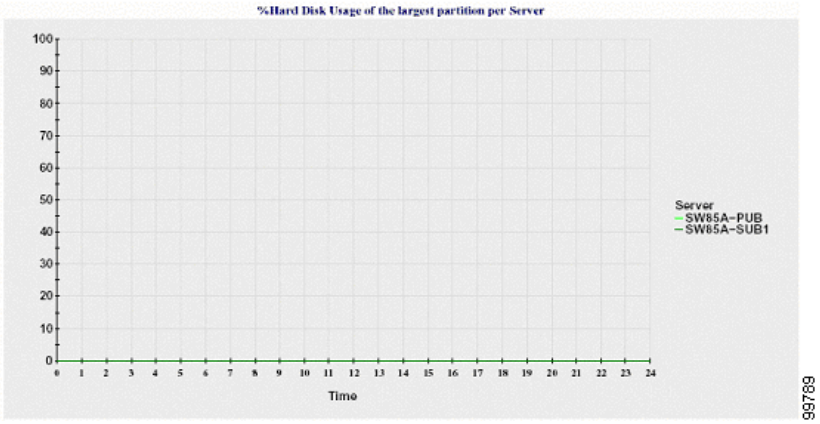


Percentage of Hard Disk Usage of the Largest Partition per Server

A line chart displays the percentage of disk space usage for the largest partition on the server (%DiskSpaceInUse), or on each server in a Cisco Unified Communications Manager cluster configuration. Each data value in the chart represents the average disk usage for a 15-minute duration. If no data exists, Reporter does not generate the chart. If no data exists for any one server in a cluster configuration, Reporter does not generate the line that represents that server.

Figure 10-7 shows a line chart example that represents the percentage of hard disk usage for the largest partition per server in a Cisco Unified Communications Manager cluster configuration.

Figure 10-7 Line Chart That Depicts Percentage of Hard Disk Usage of the Largest Partition Per Server



The server (or each server in a Cisco Unified Communications Manager cluster configuration) contains log files that match the file name pattern ServerLog_mm_dd_yyyy_hh_mm.csv. The following information exists in the log file:

- % CPU usage on the server (or each server in a Cisco Unified Communications Manager cluster)
- % Memory usage (%MemoryInUse) on the server (or on each server in a Cisco Unified Communications Manager cluster)
- % Hard disk usage of the largest partition (%DiskSpaceInUse) on the server (or on each server in a Cisco Unified Communications Manager cluster)

Service Statistics Report

The Service Statistics Report does not support Cisco Unity Connection.

The Service Statistics Report provides the following line charts:

- Cisco CTI Manager: Number of Open Devices, page 10-8
- Cisco CTI Manager: Number of Open Lines, page 10-8
- Cisco TFTP: Number of Requests, page 10-9
- Cisco TFTP: Number of Aborted Requests, page 10-9

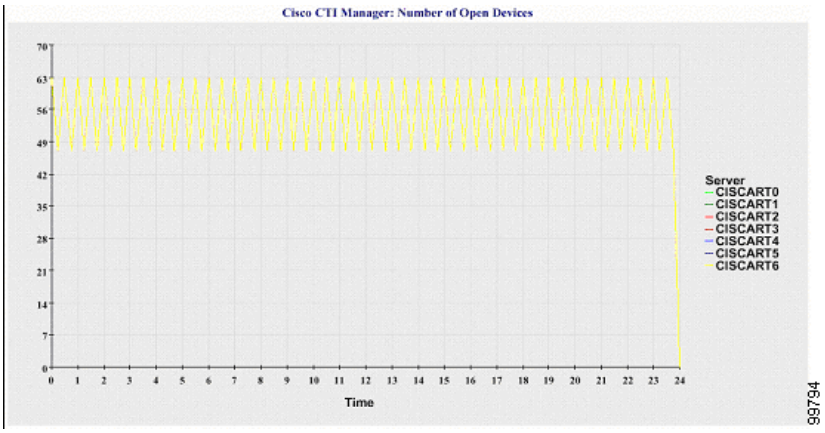
In a Cisco Unified Communications Manager Business Edition system, the Service Statistics Report supports Cisco Unified Communications Manager only.

Cisco CTI Manager: Number of Open Devices

A line chart displays the number of CTI Open Devices for the CTI Manager (or for each CTI Manager in a Cisco Unified Communications Manager cluster configuration). Each line chart represents the data for the server (or on each server in a Cisco Unified Communications Manager cluster) on which service is activated. Each data value in the chart represents the average number of CTI open devices for a 15-minute duration. If no data exists, Reporter does not generate the chart. If no data exists for any one server in a Cisco Unified Communications Manager cluster configuration, Reporter does not generate the line that represents that server. The message "No data for Service Statistics report available" displays.

Figure 10-8 shows a line chart example that represents the number of open devices per Cisco CTI Manager in a Cisco Unified Communications Manager cluster configuration.

Figure 10-8 Line Chart That Depicts Cisco CTI Manager: Number of Open Devices

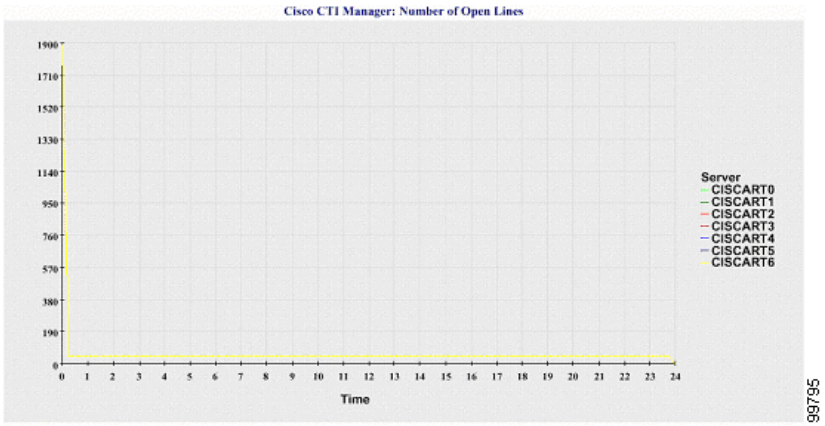


Cisco CTI Manager: Number of Open Lines

A line chart displays the number of CTI open lines for the CTI Manager (or per CTI Manager in a Cisco Unified Communications Manager cluster configuration). A line in the chart represents the data for the server (or one line for each server in a Cisco Unified Communications Manager cluster configuration) where the Cisco CTI Manager service is activated. Each data value in the chart represents the average number of CTI open lines for a 15-minute duration. If no data exists, Reporter does not generate the chart. If no data exists for any one server in a Cisco Unified Communications Manager cluster configuration, Reporter does not generate the line that represents that server.

Figure 10-9 shows a line chart example that represents the number of open lines per Cisco CTI Manager in a Cisco Unified Communications Manager cluster configuration.

Figure 10-9 Line Chart That Depicts Cisco CTI Manager: Number of Open Lines

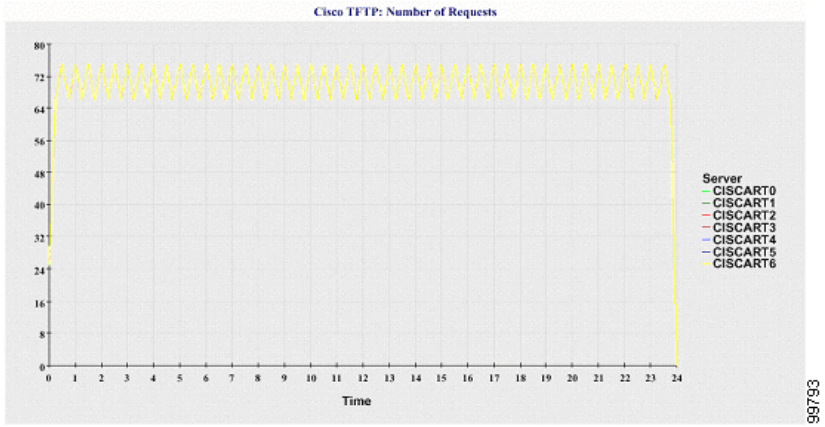


Cisco TFTP: Number of Requests

A line chart displays the number of Cisco TFTP requests for the TFTP server (or per TFTP server in a Cisco Unified Communications Manager cluster configuration). A line in the chart represents the data for the server (or one line for each server in a Cisco Unified Communications Manager cluster) where the Cisco TFTP service is activated. Each data value in the chart represents the average number of TFTP requests for a 15-minute duration. If no data exists, Reporter does not generate the chart. If no data exists for any one server in a Cisco Unified Communications Manager cluster configuration, Reporter does not generate the line that represents that server.

Figure 10-10 shows a line chart example that represents the number of Cisco TFTP requests per TFTP server.

Figure 10-10 Line Chart That Depicts Cisco TFTP: Number of Requests



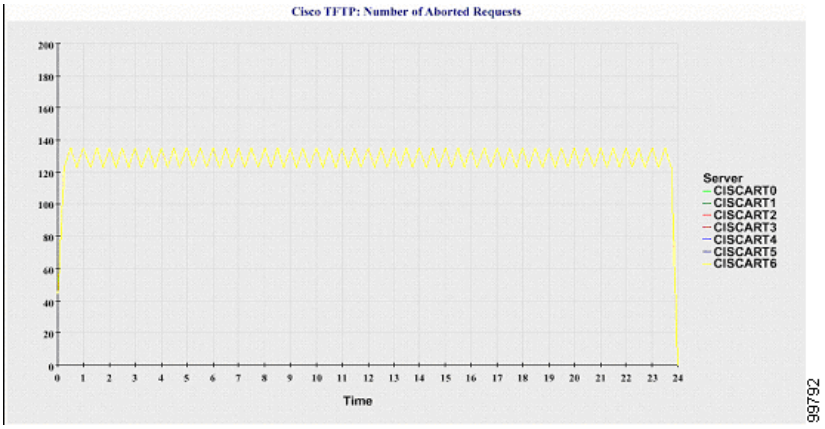
Cisco TFTP: Number of Aborted Requests

A line chart displays the number of Cisco TFTP requests that were aborted for the TFTP server (or per TFTP server in a Cisco Unified Communications Manager cluster configuration). A line in the chart represents the data for the server (or one line for each server in a Cisco Unified Communications Manager cluster) where the Cisco TFTP service is activated. Each data value in the chart represents the

average of TFTP requests that were aborted for a 15-minute duration. If no data exists, Reporter does not generate the chart. If no data exists for any one server in a Cisco Unified Communications Manager cluster configuration, Reporter does not generate the line that represents that server.

Figure 10-11 shows a line chart example that represents the number of Cisco TFTP requests that were aborted per TFTP server.

Figure 10-11 Line Chart That Depicts Cisco TFTP: Number of Aborted Requests



The server (or each server in a Cisco Unified Communications Manager cluster) contains log files that match the file name pattern ServiceLog_mm_dd_yyyy_hh_mm.csv. The following information exists in the log file:

- For each CTI Manager - Number of open devices
- For each CTI Manager - Number of open lines
- For each Cisco TFTP server - TotalTftpRequests
- For each Cisco TFTP server - TotalTftpRequestsAborted

Call Activities Report

The Call Activities Report does not support Cisco Unity Connection.

The Call Activities Report provides the following line charts:

- Cisco Unified Communications Manager Call Activity for the Cluster, page 10-10
- H.323 Gateways Call Activity for the Cluster, page 10-11
- MGCP Gateways Call Activity for the Cluster, page 10-12
- MGCP Gateways, page 10-12
- Trunk Call Activity for the Cluster, page 10-13

In a Cisco Unified Communications Manager Business Edition system, the Server Statistics Report supports Cisco Unified Communications Manager only.

Cisco Unified Communications Manager Call Activity for the Cluster

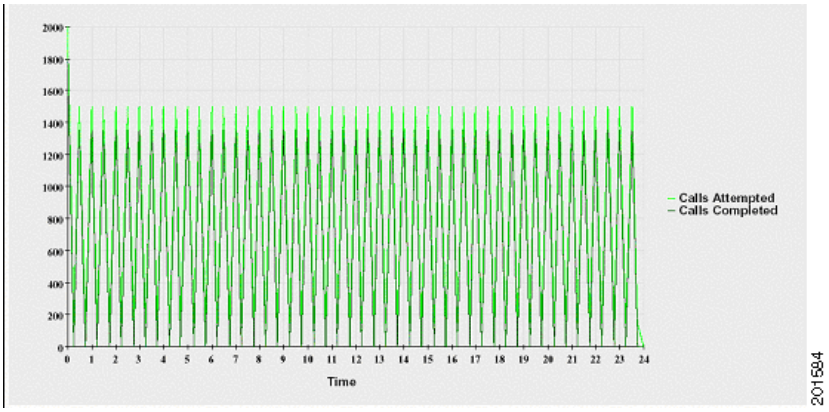
A line chart displays the number of Cisco Unified Communications Manager calls that were attempted and calls that were completed. In a Cisco Unified Communications Manager cluster configuration, the line chart displays the number of calls attempted and completed for the entire cluster. The chart

comprises two lines, one for the number of calls that were attempted and another for the number of calls that were completed. For a Cisco Unified Communications Manager cluster configuration, each line represents the cluster value, which is the sum of the values for all the servers in the cluster (for which data is available). Each data value in the chart represents the total number of calls that were attempted or calls that were completed for a 15-minute duration.

If no data exists for Cisco Unified Communications Manager calls that were completed, Reporter does not generate the line that represents data for the calls that were completed. If no data exists for Cisco Unified Communications Manager calls that were attempted, Reporter does not generate the line that represents data for the calls that were attempted. In a Cisco Unified Communications Manager cluster configuration, if no data exists for a server in the cluster, Reporter does not generate the line that represents calls attempted or completed on that server. If no data exists for Cisco Unified Communications Manager call activities at all, Reporter does not generate the chart. The message "No data for Call Activities report available" displays.

Figure 10-12 shows a line chart example that represents the number of attempted and completed calls for a Cisco Unified Communications Manager cluster.

Figure 10-12 Line Chart That Depicts Cisco Unified Communications Manager Call Activity for a Cluster

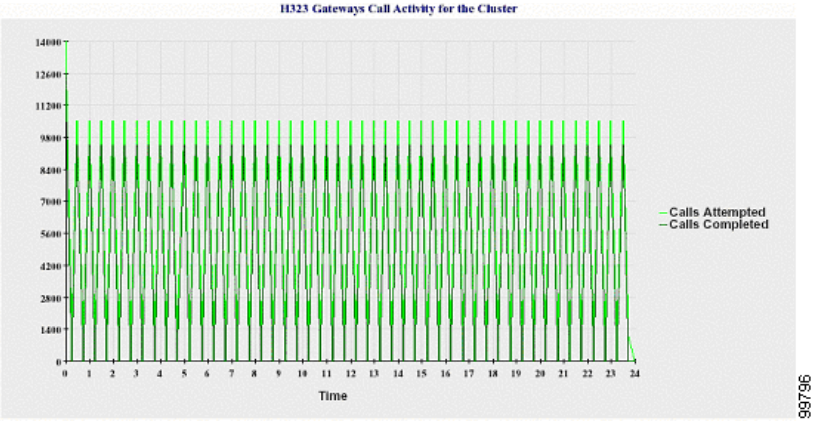


H.323 Gateways Call Activity for the Cluster

A line chart displays the number of calls that were attempted and calls that were completed for H.323 gateways. In a Cisco Unified Communications Manager cluster configuration, the line chart displays the number of calls attempted and completed for the entire cluster. The chart comprises two lines, one for the number of calls that were attempted and another for the number of calls that were completed. For a Cisco Unified Communications Manager cluster configuration, each line represents the cluster value, which equals the sum of the values for all the servers in the cluster (for which data is available). Each data value in the chart represents the total number of calls that were attempted or calls that were completed for a 15-minute duration. If no data exists for H.323 gateways calls that were completed, Reporter does not generate the line that represents data for calls that were completed. If no data exists for H.323 gateways calls that were attempted, Reporter does not generate the line that represents data for calls that were attempted. In a Cisco Unified Communications Manager cluster configuration, if no data exists for a server in the cluster, Reporter does not generate the line that represents calls attempted or completed on that server. If no data exists for H.323 gateways call activities at all, Reporter does not generate the chart.

Figure 10-13 shows a line chart example that represents the H.323 gateway call activity for a Cisco Unified Communications Manager cluster.

Figure 10-13 Line Chart That Depicts H.323 Gateways Call Activity for the Cluster

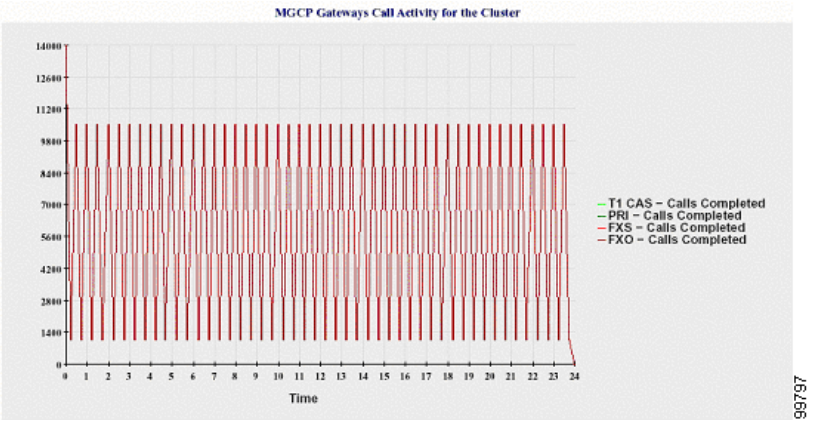


MGCP Gateways Call Activity for the Cluster

A line chart displays the number of calls that were completed in an hour for MGCP FXO, FXS, PRI, and T1CAS gateways. In a Cisco Unified Communications Manager cluster configuration, the chart displays the number of calls that were completed for the entire Cisco Unified Communications Manager cluster. The chart comprises four lines at the most, one for the number of calls that were completed for each of the gateway types (for which data is available). Each data value in the chart represents the total number of calls that were completed for a 15-minute duration. If no data exists for a gateway, Reporter does not generate the line that represents data for calls that were completed for a particular gateway. If no data exists for all gateways, Reporter does not generate the chart.

Figure 10-14 shows a line chart example that represents the MGCP gateways call activity for a Cisco Unified Communications Manager cluster.

Figure 10-14 Line Chart That Depicts MGCP Gateways Call Activity for the Cluster



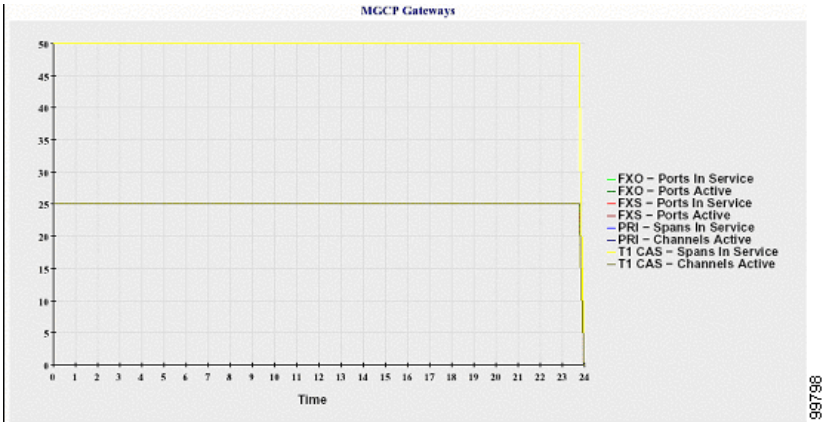
MGCP Gateways

A line chart displays the number of Ports In Service and Active Ports for MGCP FXO, FXS gateways and the number of Spans In Service or Channels Active for PRI, T1CAS gateways. For a Cisco Unified Communications Manager cluster configuration, the chart displays the data for the entire Cisco Unified Communications Manager cluster. The chart comprises eight lines, two lines each for the number of

Ports In Service for MGCP FXO and FXS, and two lines each for the number of Active Ports for MGCP FXO and FXS. Four more lines for the number of Spans In Service and Channels Active for PRI and T1CAS gateways exist. For a Cisco Unified Communications Manager cluster configuration, each line represents the cluster value, which is the sum of the values for all servers in the cluster (for which data is available). Each data value in the chart represents the total Number of Ports In Service, Number of Active Ports, Spans In Service or Channels Active for a 15-minute duration. If no data exists for the number of Spans In Service or the Channels Active for a gateway (MGCP PRI, T1CAS) for all servers, Reporter does not generate the line that represents data for that particular gateway.

Figure 10-15 shows a line chart example that represents the MGCP gateways.

Figure 10-15 Line Chart That Depicts MGCP Gateways

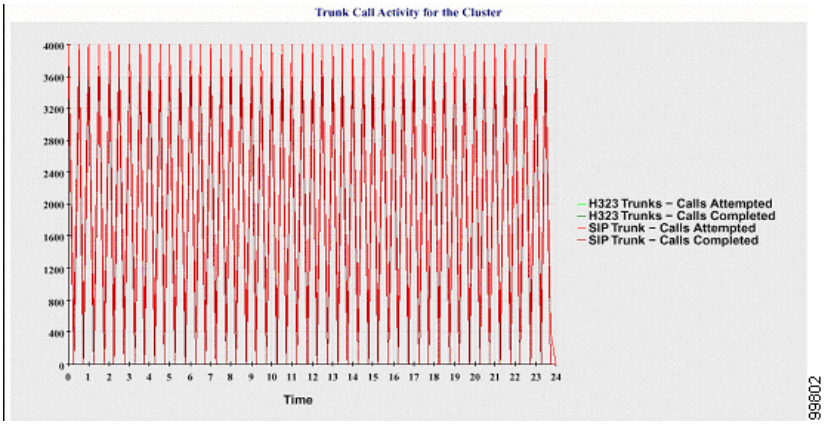


Trunk Call Activity for the Cluster

A line chart displays the number of calls that were completed and calls that were attempted in an hour for SIP trunk and H.323 trunk. For a Cisco Unified Communications Manager cluster configuration, the chart displays the number of calls that were completed and calls that were attempted for the entire Cisco Unified Communications Manager cluster. The chart comprises four lines, two for the number of calls that were completed for each SIP and H.323 trunk (for which data is available) and two for the number of calls that were attempted. For a Cisco Unified Communications Manager cluster configuration, each line represents the cluster value, which is the sum of the values for all nodes in the cluster (for which data is available). Each data value in the chart represents the total number of calls that were completed or number of calls that were attempted for a 15-minute duration. If no data exists for a trunk, Reporter does not generate the line that represents data for the calls that were completed or the calls that were attempted for that particular trunk. If no data exists for both trunk types, Reporter does not generate the chart.

Figure 10-16 shows a line chart example that represents the trunk call activity for a Cisco Unified Communications Manager cluster.

Figure 10-16 Line Chart That Depicts Trunk Call Activity for the Cluster



The server (or each server in a Cisco Unified Communications Manager cluster configuration) contains log files that match the file name pattern CallLog_mm_dd_yyyy_hh_mm.csv. The following information exists in the log file:

- Calls that were attempted and calls that were completed for Cisco Unified Communications Manager (or for each server in a Cisco Unified Communications Manager cluster)
- Calls that were attempted and calls that were completed for the H.323 gateways (or for the gateways in each server in a Cisco Unified Communications Manager cluster)
- Calls that were completed for the MGCP FXO, FXS, PRI, and T1CAS gateways (or for the gateways in each server in a Cisco Unified Communications Manager cluster)
- Ports in service, active ports for MGCP FXO and FXS gateways and spans in service, channels active for PRI, and T1CAS gateways (in each server in a Cisco Unified Communications Manager cluster)
- Calls that were attempted and calls that were completed for H.323 trunks and SIP trunks

Alert Summary Report

The Alert Summary Report provides the details of alerts that are generated for the day. The Alert report comprises the following charts:

- Number of Alerts per Server, page 10-14
- Number of Alerts per Severity for the Cluster, page 10-15
- Top 10 Alerts in the Cluster, page 10-16

In a Cisco Unified Communications Manager Business Edition system, the Server Statistics Report supports both Cisco Unified Communications Manager and Cisco Unity Connection.

Number of Alerts per Server

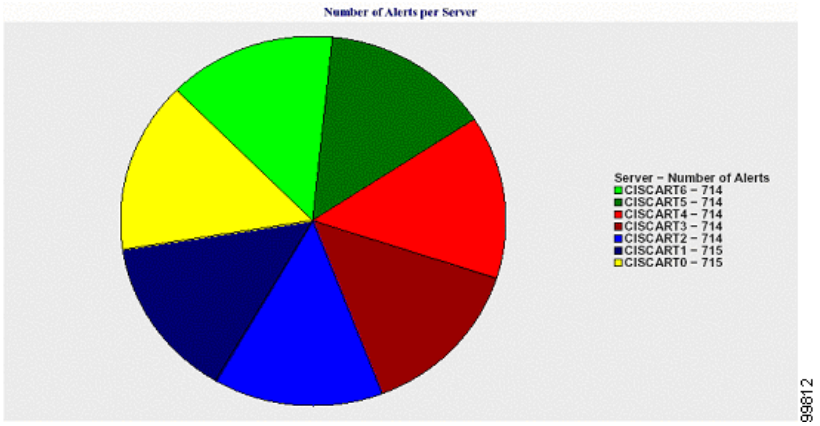
Unified CM only: A pie chart provides the number of alerts per Cisco Unified Communications Manager node. The chart displays the serverwide details of the alerts that are generated. Each sector of the pie chart represents the number of alerts generated for a particular server in the Cisco Unified Communications Manager cluster. The chart includes as many number of sectors as there are servers (for

which Reporter generates alerts in the day) in the cluster. If no data exists for a server, no sector in the chart represents that server. If no data exists for all servers, Reporter does not generate the chart. The message "No alerts were generated for the day" displays.

Unified CM BE and Connection only: A pie chart provides the number of alerts for the server. The chart displays the serverwide details of the alerts that are generated. If no data exists for the server, Reporter does not generate the chart. The message "No alerts were generated for the day" displays.

Figure 10-17 shows a pie chart example that represents the number of alerts per server in a Cisco Unified Communications Manager cluster.

Figure 10-17 Pie Chart That Depicts Number of Alerts Per Server

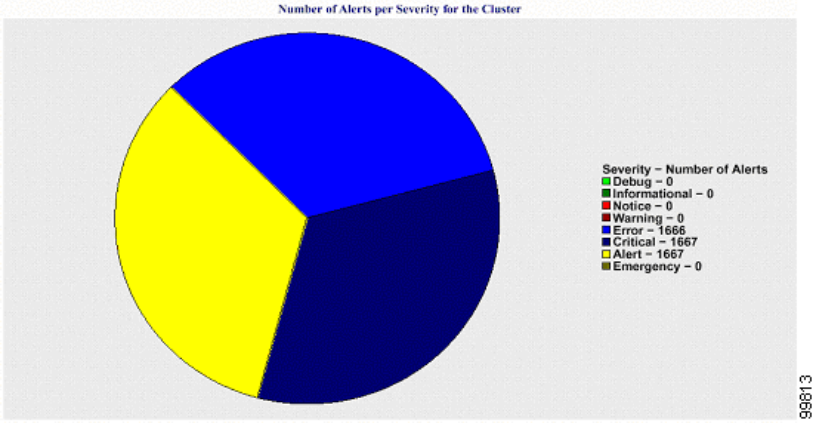


Number of Alerts per Severity for the Cluster

A pie chart displays the number of alerts per alert severity. The chart displays the severity details of the alerts that are generated. Each sector of the pie chart represents the number of alerts that are generated of a particular severity type. The chart provides as many number of sectors as there are severities (for which Reporter generates alerts in the day). If no data exists for a severity, no sector in the chart represents that severity. If no data exists, Reporter does not generate the chart.

Figure 10-18 shows a pie chart example that represents the number of alerts per severity for a Cisco Unified Communications Manager cluster.

Figure 10-18 Pie Chart That Depicts Number of Alerts Per Severity for the Cluster

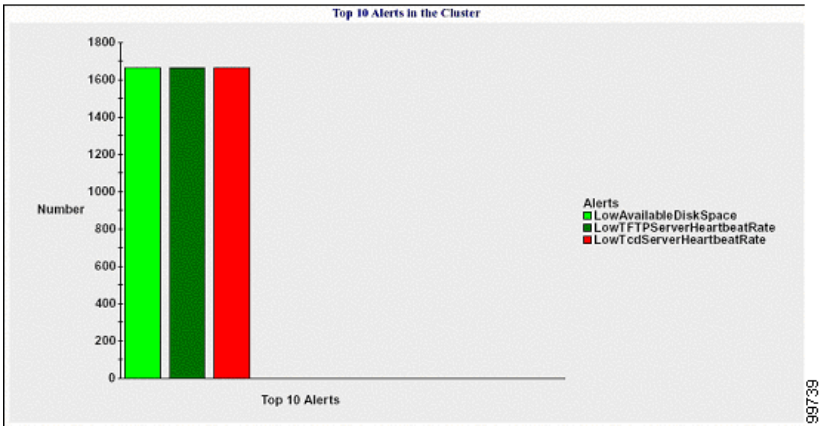


Top 10 Alerts in the Cluster

A bar chart displays the number of alerts of a particular Alert Type. The chart displays the details of the alerts that are generated on the basis of the alert type. Each bar represents the number of alerts for an alert type. The chart displays details only for the first 10 alerts based on the highest number of alerts in descending order. If no data exists for a particular alert type, no bar represents that alert. If no data exists for any alert type, RTMT does not generate the chart.

Figure 10-19 shows a bar chart example that represents the top 10 alerts in a Cisco Unified Communications Manager cluster.

Figure 10-19 Bar Chart That Depicts Top 10 Alerts in the Cluster



The server (or each server in a Cisco Unified Communications Manager cluster) contains log files that match the file name pattern AlertLog_mm_dd_yyyy_hh_mm.csv. The following information exists in the log file:

- Time—Time at which the alert occurred
- Alert Name—Descriptive name
- Node Name—Server on which the alert occurred
- Monitored object—The object that is monitored

- Severity—Severity of this alert

Performance Protection Report

The Performance Protection Report does not apply to Cisco Unity Connection.

The Performance Protection 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.

The Performance Protection Report provides trend analysis information on default monitoring objects for the last seven that allows you to track information about Cisco Intercompany Media Engine. The report includes the Cisco IME Client Call Activity chart that shows the total calls and fallback call ratio for the Cisco IME client.

The Performance Protection report comprises the following charts:

- Cisco Unified Communications Manager Call Activity, page 10-17
- Number of registered phones and MGCP gateways, page 10-17
- System Resource Utilization, page 10-17
- Device and Dial Plan Quantities, page 10-18

For a Cisco Unified Communications Manager Business Edition system, the Server Statistics Report supports Cisco Unified Communications Manager only.

Cisco Unified Communications Manager Call Activity

A line chart displays the hourly rate of increase or decrease for number of calls that were attempted and calls that were completed as the number of active calls. For a Cisco Unified Communications Manager cluster configuration, the data is charted for each server in the cluster. The chart comprises three lines, one for the number of calls that were attempted, one for the calls that were completed, and one for the active calls. If no data exists for call activity, Reporter does not generate the chart.

Number of registered phones and MGCP gateways

A line chart displays the number of registered phones and MGCP gateways. For a Cisco Unified Communications Manager cluster configuration, the chart displays the data for each server in the cluster.The chart comprises two lines, one for the number of registered phones and another for the number of MGCP gateways. If no data exists for phones or MGCP gateways, Reporter does not generate the chart.

System Resource Utilization

A line chart displays the CPU load percentage and the percentage of memory that is used (in bytes) for the server (or for the whole cluster in a Cisco Unified Communications Manager cluster configuration). The chart comprises two lines, one for the CPU load and one for the memory usage. In a Cisco Unified Communications Manager cluster, each line represents the cluster value, which is the average of the values for all the servers in the cluster (for which data is available). If no data exists for phones or MGCP gateways, Reporter does not generate the chart.

Device and Dial Plan Quantities

Two tables display information from the Cisco Unified Communications Manager database about the numbers of devices and number of dial plan components. The device table shows the number of IP phones, Unity connection ports, H.323 clients, H.323 gateways, MGCP gateways, MOH resources, and MTP resources. The dial plan table shows the number of directory numbers and lines, route patterns, and translation patterns.

Serviceability Reports Archive Configuration Checklist

Table 10-1 provides a configuration checklist for configuring the serviceability report archive feature.

Table 10-1 Serviceability Reports Archive Configuration Checklist

Configuration Steps		Related Procedures and Topics
Step 1	Activate the Cisco Serviceability Reporter service.	Activating and Deactivating Feature Services, page 11-1
Step 2	Configure the Cisco Serviceability Reporter service parameters.	• *Unified CM and Unified CM BE only*: *Cisco Unified Communications Manager Administration Guide* • *Connection only*: *System Administration Guide for Cisco Unity Connection* • Serviceability Reporter Service Parameters, page 10-2
Step 3	View the reports that the Cisco Serviceability Reporter service generates.	Configuring Serviceability Reports Archive, page 12-1

Where to Find More Information

Related Topics

- Configuring Serviceability Reports Archive, page 12-1

Additional Cisco Documentation

- *Cisco Unified Real-Time Monitoring Tool Administration Guide*
- *Cisco Unified Reporting Administration Guide*