



Cisco Unified Reporting Administration Guide for Cisco Unified Presence Release 8.0, 8.5, and 8.6

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About Cisco Unified Reporting

- [What is Cisco Unified Reporting?](#)
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What is Cisco Unified Reporting?

The Cisco Unified Reporting web application, which you access at the Cisco Unified Presence console, generates reports with a snapshot of cluster data. The tool enables you to gather cluster data from existing sources, inspect and compare the data, and troubleshoot any reported issues.

Cisco Unified Reporting includes a user interface for generating, downloading and archiving, and uploading the reports. Notification messages let you know if a report will take excessive time to generate or consume excessive CPU.

How the Cisco Unified Reporting Application Works

The Cisco Unified Reporting web application deploys to all servers in a cluster at installation time. Reports are generated from database records. When you generate a report in Cisco Unified Reporting, the report combines data from one or more sources on one or more servers into one output view. For example, you can view a report that shows the *hosts* file for all servers in the cluster.

Data Sources

The application captures information from any of the following sources on the publisher server and each subscriber server:

- RTMT counters
- CDR_CAR
- CUP DB
- disk files
- OS API calls
- network API calls
- CLI

The report includes data for all active cluster nodes that are accessible at the time that you generate the report. If the database on the publisher server is down, you can generate a report for the active nodes.

Data Output

This release supports HTML output for reports. You can identify a report in Cisco Unified Reporting by the report name and the date-and-time stamp. The application stores a local copy of the most recent report for you to view. You can archive the local copy of the most recent report or a new report to your hard disk, as described in [Downloading and Archiving Reports](#). When you archive a report, you can rename archived files or store them in different folders for identification purposes.

Status Verification

Some reports run checks to identify conditions that could impact cluster operations. Status messages indicate the outcome of every data check that you run as follows:



This icon indicates a successful operation or data check.



This icon indicates that the operation or data check invoked an advisory message. The icon displays for each data item in an information group that invokes an advisory message.



This icon indicates an unsuccessful operation or data check. The icon displays for each data error that is found in an information group.



This icon provides information for an operation or data check.

Supported Cisco Unified Presence Reports

[Table 1](#) describes the types of system reports that display in Cisco Unified Reporting after you install Cisco Unified Presence. You can view and generate any of the report types in [Table 1](#).

Table 1 *Standard Reports That Display in Cisco Unified Reporting*

Report	Description
Report Descriptions	Provides troubleshooting and detailed information about the reports that display. This report provides descriptions for the report, for each information group, and for each data item, as well as the data sources, symptoms of related problems, and remedies.
Unified CUP Cluster Overview	Provides an overview of the Cisco Unified Presence cluster. This report, for example, tells you which Cisco Unified Presence version is installed in the cluster, the hostname or IP address of all servers in the cluster, a summary of hardware details, and so on.
Unified CUP Database Replication Debug	Provides debugging information for database replication. Tip For this report, generation may spike CPU and take up to 10 seconds per server in the cluster.
Unified CUP Database Status	Provides a snapshot of the health of the Cisco Unified Presence database. Generate this report before an upgrade to ensure that the database is healthy.

Table 1 *Standard Reports That Display in Cisco Unified Reporting (continued)*

Report	Description
Unified CUP Table Count Summary	Provides a database-centric view of data. This report proves useful for administrators or AXL API developers that understand the database schema.

Prerequisites for Cisco Unified Reporting

- [Access Permission](#)
- [System Requirements](#)

Access Permission

The Cisco Unified Reporting application uses the Cisco Tomcat service to authenticate users before allowing access to the web application. Only authorized users can access the Cisco Unified Reporting application. By default, only administrator users in the Standard CUP Super Users group can access Cisco Unified Reporting to view and create reports.

As an authorized user, you can use the Cisco Unified Reporting user interface to view reports, generate new reports, or download reports.



Note

Administrator users in the Standard CUP Super Users group can access all administrative applications in the Cisco Unified Presence Administration navigation menu, including Cisco Unified Reporting, with a single signon to one of the applications. If required, you can set up a new administrator account for Cisco Unified Reporting in the Application User Configuration window in Cisco Unified Presence Administration (select **User Management > Application User**).

System Requirements

- Cisco Unified Reporting runs as an application on the Cisco Tomcat service, which activates at Cisco Unified Presence installation. Ensure that Cisco Unified Presence is running on all servers in the cluster.
- The report subsystem gathers information from other servers by using an RPC mechanism via HTTPS. Ensure the HTTPS port is open and the Cisco Tomcat service is running on the server to successfully generate a report.
- To access the application, you access Cisco Unified Presence Administration in a browser window. Cisco Unified Reporting uses HTTPS to establish a secure connection to the browser.

How to Access Cisco Unified Reporting

- [Accessing Cisco Unified Reporting](#)
- [User Interface Navigation](#)

Accessing Cisco Unified Reporting

Before You Begin

Ensure that you are authorized to access the Cisco Unified Reporting application. See [Access Permission, page 4](#).

Procedure

Step 1 Access the Cisco Unified Reporting application in one of these ways:

From:	Action
Cisco Unified Presence Administration	Select Cisco Unified Reporting from the Navigation drop-down list (at the top right of the console_.
Cisco Unified Real-Time Monitoring Tool (RTMT)	Select File > Cisco Unified Reporting .
Server URL	<p>a. Enter one of the following in the URL address field in your browser:</p> <ul style="list-style-type: none"> – https://<server name>:8443/cucreports/ – https://<IP address>:8443/cucreports/ <p>b. Enter your authorized username and password.</p>

Troubleshooting Tips

- If a security alert informs you that the site is not trusted, the server certificate has not yet downloaded. Refer to the IE 8 Restrictions related topic.
- To sign out of Cisco Unified Reporting, select **Logout** on the menu bar.

User Interface Navigation

Figure 1 shows the UI elements for Cisco Unified Reporting:

Navigational Control	Description
Navigational Frame	The left frame is the navigational frame, showing the report categories. The list of reports for a selected category (in this example, System Reports) displays in the left frame under the category name. After you select a report in the left frame, the right frame displays the details and allows you to view and manipulate the configuration of the selected report.
Contents Frame	<p>The right frame is the contents frame, illustrating the report details. When opened, a report displays the report name, a date and time stamp, and a brief description of the report.</p> <p>The report organizes data into information groups, which specify the data item or source.</p> <ul style="list-style-type: none"> • Status messages display for an information group. See the About Cisco Unified Reporting section for more information. • Operations icons display in the top right corner of the window for the operations that are available for a selected report. See the Operation Icons section for more information. • The Report Descriptions report displays in the list of reports. Note that this report provides more detailed information for all of the reports that are installed as well as troubleshooting information. See the About Cisco Unified Reporting section for more information.

Figure 1 provides an example of the Cisco Unified Reporting interface. The report categories, available reports, and report data will vary, depending on release.

Figure 1 **User Interface**

The screenshot displays the Cisco Unified Reporting web interface. The top navigation bar includes the Cisco logo, the title "Cisco Unified Reporting For Cisco Unified Communications Solutions", and user information "CCMAdministrator". A left sidebar lists navigation options: "System Reports", "Report Descriptions", "Unified CUP Cluster Overview", "Unified CUP Database", "Replication Debug", "Unified CUP Database Status", "Unified CUP Table Count Summary", and "Help". The main content area shows a successful message "OK: Report opened successfully." followed by the report title "Unified CUP Cluster Overview". Below the title, a description states: "Provides an overview of the Unified CUP cluster. Created on Fri Sep 03 18:32:49 EDT 2010". The report is divided into three sections:

- Unified CUP Cluster Name**: Lists the cluster name from the Cluster Topology Settings page and the publisher server name/IP. A table shows:

Cluster Name	Publisher Name/IP
StandAloneClustered548	kal-cup1.cisco.com
- Unified CUP Provisioned Servers**: Lists all servers in the cluster by either name or IP as provisioned in the database and whether the server is installed or not. The IP address is obtained from the server. A table shows:

Name	Description	IP Address
kal-cup1		172.18.195.240
shorty-cups		172.18.199.95
- Unified CUP Version**: Checks the Unified CUP version running on each installed server and returns a summary checking to see if they are all the same. A message states: "The CUCM Version on all servers is:cm-ver-8.5.0.96000-9001".

How to Work with Reports in Cisco Unified Reporting

- [Operation Icons](#)
- [Viewing A Copy of an Existing Report](#)
- [Generating New Reports](#)
- [Downloading and Archiving Reports](#)
- [Uploading Reports](#)

Operation Icons

The interface displays these icons for report operations. Move the mouse over the icon to view the icon caption. If an operation is not available for a window, the icon does not display.



Upload Report icon. See [Uploading Reports](#) for this procedure.



Download Report icon. See [Downloading and Archiving Reports](#) for this procedure.



Generate Report icon. See [Generating New Reports](#) for this procedure.

Viewing A Copy of an Existing Report

You can view a copy of an existing report. Note, however, that during a fresh install or upgrade, the Cisco Unified Reporting application does not save a local copy of the most recent report.

Before You Begin

- Ensure that the Cisco Tomcat service is running on at least one server and you are using a supported web browser to view the report. See [Prerequisites for Cisco Unified Reporting](#).
- If you select a report type for which a previous report already exists on your hard drive, the message “A local copy of report with name <filename> already exists.” displays with a link to the local copy. If no local copy exists, the application prompts you to generate a new report with this message: “A report by name <filename> does not exist. Generate a new report.”.

Procedure

-
- Step 1** Open Cisco Unified Reporting and select **System Reports** from the menu bar.
 - Step 2** Select the report that you want to view from the list of reports in the left frame.
 - Step 3** Select the link for the report name to view the report (dated and time stamped).
 - Step 4** Perform one of the following actions if required:
 - a. Select the **View Details** link to expose details for a section that does not automatically display.
 - b. Select the **View Details** again to close the section display.
-

What To Do Next

[Downloading and Archiving Reports](#)

Troubleshooting Tips

- To print a report, use the browser print function. Be sure to click the **View Details** link to expose all the data that you want to print before printing.

- If the green checkmark icon displays for an information group, you can choose not to view the details for that group. This icon indicates that the data check for that information group was successful.
- If the report shows an unsuccessful data check for an item, select the **Report Descriptions** report and review the troubleshooting information for possible remedies as described in [Supported Cisco Unified Presence Reports](#).

Related Topics

[About Cisco Unified Reporting](#)

Generating New Reports

You can generate and view a new report.

Before You Begin

Ensure that the Cisco Tomcat service is running on at least one server and you are using a supported web browser to view the report. See [Prerequisites for Cisco Unified Reporting](#).

Procedure

-
- Step 1** Open Cisco Unified Reporting and select **System Reports** from the menu bar.
- Step 2** Perform one of the following actions to generate and view a new report
- a. Select the **Generate a New Report** link.
 - b. Select the **Generate Report** (bar chart) icon.
- Step 3** Perform one of the following actions if required:
- a. Select the **View Details** link to expose details for a section that does not automatically display.
 - b. Select the **View Details** again to close the section display.
-

What To Do Next

[Downloading and Archiving Reports](#)

Troubleshooting Tips

- To print a report, use the browser print function. Be sure to click the **View Details** link to expose all the data that you want to print before printing.
- The application notifies you if a report will take excessive time to generate or consume excessive CPU time. A progress bar displays while the report generates. The new report displays, and the date and time updates.
- If the green checkmark icon displays for an information group, you can choose not to view the details for that group. This icon indicates that the data check for that information group was successful.
- If the report shows an unsuccessful data check for an item, select the **Report Descriptions** report and review the troubleshooting information and possible remedies as described in [Supported Cisco Unified Presence Reports](#). Because the Report Descriptions report is dynamically generated from the database, you can also generate a new Report Descriptions report.

Related Topics[About Cisco Unified Reporting](#)

Downloading and Archiving Reports

To archive reports, you download the report and store it locally on your hard drive. Downloading a report downloads the raw XML data file to your hard disk.

Before You Begin

Either select an existing report to download or generate a new report to download.

Procedure

Step 1 Open Cisco Unified Reporting and select **System Reports** from the menu bar.

Step 2 Perform one of the following actions:

To download:	Actions
An existing report with the date and time stamp that is shown	<p>a. Open and view the details of the existing report. See Viewing A Copy of an Existing Report.</p> <p>b. Select the Download Report (green arrow) icon.</p> <p>Note You do not need to click the View Details link to expose report details before you download the document. All the data is captured in the downloaded file.</p>
A new report	<p>a. Generate the new report. See Generating New Reports.</p> <p>b. When the new report displays, select the Download Report (green arrow) icon.</p> <p>Note You do not need to click the View Details link to expose report details before you download the document. All the data is captured in the downloaded file.</p>

Step 3 Perform one of the following actions when the File Download dialog box displays:

- a. Select **Open** to open the file and save the file to a temporary location on your disk. The XML file for the report displays.
- b. Select **Save** to save the file to the location on your disk that you designate.

Step 4 When the download completes, complete these steps:

- a. Select **Close** in the Download Complete window.
- b. Select **Open** to open the folder that contains the file and view the XML report.

What To Do Next

To view a downloaded or archived file in your browser, upload the file to your server as described in [Uploading Reports](#).

Troubleshooting Tips

- You can navigate to the file location and click the filename link to view the XML report file at any time. To change the file name or the location where your file is stored on your hard disk, enter a new location or rename the file (optional). A progress bar shows the download in progress.
- Be careful not to change the contents in the XML file, or your report may not display properly.
- For technical assistance, you can attach the downloaded file in an e-mail or upload the file to another server.

Related Topics

[About Cisco Unified Reporting](#)

Uploading Reports

To view a report (that you have archived to your hard disk) in your browser window, you must upload the report to the server.

Before you Begin

Download and archive a report on your hard drive.

Procedure

-
- | | |
|---------------|---|
| Step 1 | Open Cisco Unified Reporting and select System Reports from the menu bar. |
| Step 2 | Access any report to display the Upload Report (blue arrow) icon in the Reports window. |
| Step 3 | Select the Upload Report icon. |
| Step 4 | To locate the .xml file, either enter the path for the file or select Browse to navigate to its location on your hard drive. |
| Step 5 | Select Upload . |
| Step 6 | Select Continue to display the uploaded file in the browser window. |
-

What To Do Next

You can compare an uploaded report and a newly generated report side-by-side during an upgrade, for example.

Troubleshooting Tips

A progress bar shows the upload in progress. When the upload to the server completes, the Upload Results window displays the uploaded filename.

Where to Find More Information

- [Cisco Unified Presence Documentation](#)
- [Accessing On-Line and Report Help](#)

Cisco Unified Presence Documentation

See the following Cisco Unified Presence documentation on Cisco.com:

- *Real-Time Monitoring Tool (RTMT) Administration Guide for Cisco Unified Presence*
- *Serviceability Configuration and Maintenance Guide for Cisco Unified Presence*
- *Cisco Unified Operating System Maintenance Guide for Cisco Unified Presence*
- *Command Line Interface (CLI) Reference Guide for Cisco Unified Presence*
- Any release notes, installation/upgrade, and configuration guides for the applications that you want to integrate with Cisco Unified Presence.

Accessing On-Line and Report Help

The Cisco Unified Reporting UI provides two types of on-line help: administrative help and report help.

- To access the administrative help, select **Help > This Page** in the menu bar. You can use the topics list in the navigation frame or the up (previous) and down (next) arrows in the content frame to find additional information.
- To access report help, select the **Report Descriptions** link in the list of reports. This report provides descriptions for the report, for each information group, and for each data item, as well as the data sources, symptoms of related problems, and remedies.



Note

The Report Descriptions link provides common fixes for the symptoms that are listed. You may still need to contact TAC for additional assistance.

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