

Running Reports and Exporting Data from Cisco Unified MeetingPlace Express

Revised: May 1, 2006, OL-6664-04

Two areas of the Administration Center provide useful data that you can analyze and save:

- Reports
- Maintenance > Export Information

The output produced in these two areas differs in format. The Reports area provides information that is formatted in tables, either in HTML or plain text. The Export Information area provides data in comma-delimited text files, which you may sort and format using any generally available third-party report-generation application.

The report and export data enable you to monitor resource usage, monitor end-user activity, gather billing information, and watch for toll fraud. This data can help you answer questions such as:

- How frequently are people in my company using Cisco Unified MeetingPlace Express? How many meetings did an end user schedule or attend?
- Are there enough licenses, voice recording space, and other system resources to support the number of calls being made by end users?
- Is there an unusual number of calls on one port?

See the following topics:

- About Report Destinations, page 8-2
- About Export Destinations, page 8-2
- Exporting Information to a File, page 8-3
- About User Information in Reports and Exported Data, page 8-4
- About Meeting Information in Reports and Exported Data, page 8-6
- About Call Information in Reports and Exported Data, page 8-13

About Report Destinations

When you run reports in Cisco Unified MeetingPlace Express, you can choose the destination of the generated report output. Table 8-1 describes the destination options.

 Table 8-1
 Report Destination Options

Destination	Description		
Screen	The report output appears on the screen. From the screen output, you have the option to print the information or export it to a file ¹ .		
	Note Screen output is limited to 500 results. If the report output exceeds 500 results, then the report is sent to a file instead of appearing on the screen.		
File	The report output is placed in a file, which you choose to either open or save.		
	• For plain text report output, use a text-editing program such as Notepad or Wordpad to view or modify the file.		
	• For HTML output, use a web browser to view the file.		
Printer	The report output appears on the screen and is sent to a printer. From the screen output, you have the option to print the information again.		
	Note Printer output is limited to 500 results. If the report output exceeds 500 results, then the report is sent to a file instead of being sent to a printer and appearing on the screen.		

1. See the "Exporting Information to a File" section on page 8-3.

Related Topics

• Running Reports and Exporting Data from Cisco Unified MeetingPlace Express, page 8-1

About Export Destinations

When you export data from Cisco Unified MeetingPlace Express, you can choose the destination of the exported information. Table 8-2 describes the destination options.

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Destination	Descr	iption
Screen	The ex to prin	sported data appears on the screen. From the screen output, you have the option at the information or export it to a file.
	Note	Screen output is limited to 500 results. If the exported data exceeds 500 results, then you must choose the File export destination to view the whole report. Otherwise, only the first 500 results appear in the screen output.

 Table 8-2
 Export Destination Options

Destination	Description		
File	The exported data is placed in a text file, which you can either open or save.		
	Note	We recommend that you use the .csv file extension to save the file using the comma-separated values (CSV) file format. Open the saved file with a spreadsheet program such as Excel.	
Printer	The exported data appears on the screen and the Print dialog box is displayed you the option to print the data. You can also save the data by clicking Expor		
	Note	Printer output is limited to 500 results. If the exported data exceeds 500 results, then you must choose the File export destination to print the whole report. Otherwise, only the first 500 results appear in the printer output.	

Table 8-2	Export Destination	Options	(continued)
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Related Topics

• Running Reports and Exporting Data from Cisco Unified MeetingPlace Express, page 8-1

Exporting Information to a File

Many Cisco Unified MeetingPlace Express Administration Center pages have an Export to File button, which enables you to either view the information on that page or to save the information on that page in a file. The page may contain configuration information, profile information, or the data generated by running a report.

The following procedure begins when you click **Export to File** on one of the Administration Center pages.

Procedure

Step 1 Click Export to File.

The File Download dialog box opens. You can either open or save the file.

- **Step 2** To open and view the file, follow these steps:
 - a. Click Open.
 - **b.** If you are prompted with an Open With dialog box, do one of the following:
 - For reports, which are in HTML format, choose a web browser.
 - Otherwise, choose a text editor, such as Notepad or WordPad.
- **Step 3** To save the file, follow these steps:
 - a. Click Save.
 - **b.** In the Save As dialog box, use the **Save in** drop-down menu to navigate to the directory where you want to save the exported file. Click **Save**.
 - c. If the Download Complete dialog box appears, click Close.

Related Topics

• Running Reports and Exporting Data from Cisco Unified MeetingPlace Express, page 8-1

About User Information in Reports and Exported Data

The following sections describe how to gather information about your Cisco Unified MeetingPlace Express users:

- Exporting Information about User Profiles, page 8-4
- Exporting Information about User Groups, page 8-5
- Exporting Information about Meeting Participants, page 8-7
- Running a Report about Billing, page 8-10
- Exporting Information about When Participants Join and Leave Meetings, page 8-8
- Exporting Information about Outgoing Calls, page 8-14
- Exporting Information about Scheduling Failures, page 8-9
- Running a Report about Meeting Cancellations, page 8-10
- Running a Report about Disk Usage, page 8-12
- Displaying the E-Mail Notification Queue, page 8-12
- Running Reports and Exporting Data from Cisco Unified MeetingPlace Express, page 8-1

Exporting Information about User Profiles

This topic describes how to export user profile information from the Cisco Unified MeetingPlace Express database.

Procedure

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Stei	n 1	$L_{0}\sigma$ in t	o Cisco	Unified	MeetingPlace	Express
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- Step 2 At the top of the page, click Administration.
- **Step 3** On the left side of the page:
 - a. Click Maintenance.
 - b. Click Export Information.
 - c. Click Profile Information.
- **Step 4** On the Profile Information page:
 - **a.** Choose the output destination from the **Destination** drop-down list. For descriptions of each option, see the "About Export Destinations" section on page 8-2.
 - **b.** Choose whether to include field header names in the output.
 - c. Click Create Report.
- **Step 5** The Cisco Unified MeetingPlace Express system displays a message that this operation might take a long time and asks if you want to proceed. Click **OK**.

Depending on the destination you chose, you can view, print, or export the data to a file. For information about the output fields, see the "About This Page: Profile Information" section on page B-146.

Related Topics

- About User Profiles, page 6-7
- About Export Destinations, page 8-2
- About This Page: Profile Information, page B-146
- Exporting Information about User Groups, page 8-5
- Running Reports and Exporting Data from Cisco Unified MeetingPlace Express, page 8-1

Exporting Information about User Groups

This topic describes how to export user group information from the Cisco Unified MeetingPlace Express database.

Procedure

- **Step 1** Log in to Cisco Unified MeetingPlace Express.
- **Step 2** At the top of the page, click **Administration**.
- **Step 3** On the left side of the page:
 - a. Click Maintenance.
 - b. Click Export Information.
 - c. Click Group Information.
- **Step 4** On the Group Information page:
 - **a.** Choose the output destination from the **Destination** drop-down list. For descriptions of each option, see the "About Export Destinations" section on page 8-2.
 - **b.** Choose whether to include field header names in the output.
 - c. Click Create Report.
- **Step 5** The Cisco Unified MeetingPlace Express system displays a message that this operation might take a long time and asks if you want to proceed. Click **OK**.
- **Step 6** Depending on the destination you chose, you can view, print, or export the data to a file. For information about the output fields, see the "About This Page: Group Information" section on page B-90.

Related Topics

- About User Groups, page 6-1
- About Export Destinations, page 8-2
- About This Page: Group Information, page B-90
- Exporting Information about User Profiles, page 8-4
- Running Reports and Exporting Data from Cisco Unified MeetingPlace Express, page 8-1

About Meeting Information in Reports and Exported Data

The following sections describe how to gather information about meetings held on your Cisco Unified MeetingPlace Express system:

- Exporting Information about Meetings, page 8-6
- Exporting Information about Meeting Participants, page 8-7
- Exporting Information about When Participants Join and Leave Meetings, page 8-8
- Exporting Information about Scheduling Failures, page 8-9
- Running a Report about Meeting Cancellations, page 8-10
- Running a Report about Billing, page 8-10
- Running a Report about Port Utilization, page 8-11
- Running a Report about Disk Usage, page 8-12
- Displaying the E-Mail Notification Queue, page 8-12
- Monitoring Meetings in Session, page 8-13
- Exporting Information about Outgoing Calls, page 8-14
- Running Reports and Exporting Data from Cisco Unified MeetingPlace Express, page 8-1

Exporting Information about Meetings

This topic describes how to export meeting information from the Cisco Unified MeetingPlace Express database for all meetings during a specified range of dates, including:

- Continuous meetings that were scheduled or initiated before or during the specified date range.
- Instances of recurring meetings that occur during the specified date range.



If you export meeting information to create a meeting import file, then save the exported file with a .csv extension, which indicates the comma-separated values (CSV) file format. See the "Setting Up an Import File" section on page 7-2.

Restrictions

- If you export meeting information to create a meeting import file, then make sure that you specify a range of dates that includes all occurrences of recurring meetings that you want to be able to import. In Releases 1.1.2 and later releases, the End date is optional. Also, see the "Restrictions for Imported Meetings" section on page 7-8.
- You cannot export meetings for a specific user, but the CSV file can be edited to include only the meetings that are owned by a specific user.
- If the meeting owner of an exported meeting does not have an existing user profile, then the SchedulerUid field is left blank in the meeting export file.

Procedure

Step 1 Log in to Cisco Unified MeetingPlace Express.

Step 2 At the top of the page, click **Administration**.

- **Step 3** On the left side of the page:
 - a. Click Maintenance.
 - b. Click Export Information.
 - c. Click Meeting Information.
- **Step 4** On the Meeting Information page:
 - **a.** Choose the output destination from the **Destination** drop-down list. For descriptions of each option, see the "About Export Destinations" section on page 8-2.
 - b. Choose whether to include field header names in the output.
 - c. Specify the range of dates for which you want to export meeting details.
 - d. Click Create Report.
- **Step 5** The Cisco Unified MeetingPlace Express system displays a message that this operation might take a long time and asks if you want to proceed. Click **OK**.
- **Step 6** Depending on the destination you chose, you can view, print, or export the data to a file.

If you are exporting data to create an import file, then export the data to a file with a .csv extension.

For information about the output fields, see the "About This Page: Meeting Information" section on page B-126.

Related Topics

- Importing Meetings, page 7-9
- About This Page: Meeting Information, page B-126
- Running Reports and Exporting Data from Cisco Unified MeetingPlace Express, page 8-1

Exporting Information about Meeting Participants

This topic describes how to export information about meeting participants who attended meetings during a specified range of dates.

Procedure

Step 1	Log in to Cisco Unified MeetingPlace Express.			
Step 2	At the top of the page, click Administration .			
Step 3	On the left side of the page:			
	a. Click Maintenance.			
	b. Click Export Information.			
	c. Click Meeting Participant Information.			
Step 4	On the Meeting Participants Report page:			
	a. Choose the output destination from the Destination drop-down list. For descriptions of each option, see the "About Export Destinations" section on page 8-2.			

b. Choose whether to include field header names in the output.

c. Specify the range of dates for which you want to export information about meeting participants.

d. Click Create Report.

- **Step 5** The Cisco Unified MeetingPlace Express system displays a message that this operation might take a long time and asks if you want to proceed. Click **OK**.
- Step 6 Depending on the destination you chose, you can view, print, or export the data to a file. For information about the output fields, see the "About This Page: Meeting Participants Report" section on page B-139.

Related Topics

- About Export Destinations, page 8-2
- About This Page: Meeting Participants Report, page B-139
- Running Reports and Exporting Data from Cisco Unified MeetingPlace Express, page 8-1

Exporting Information about When Participants Join and Leave Meetings

This topic describes how to export information about meeting participants who joined or left a Cisco Unified MeetingPlace Express meeting during a specified range of dates.

Procedure

Step 1	Log in to Cisco Unified MeetingPlace Express.		
Step 2	At the top of the page, click Administration.		
Step 3	On the left side of the page:		
	a. Click Maintenance.		
	b. Click Export Information.		
	c. Click Meeting Participant Join Leave Information.		
Step 4	On the Meeting Participant Join Leave Information page:		
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- **a.** Choose the output destination from the **Destination** drop-down list. For descriptions of each option, see the "About Export Destinations" section on page 8-2.
- **b.** Choose whether to include field header names in the output.
- **c.** Specify the range of dates for which you want to export information about when meeting participants join and leave meetings.
- d. Click Create Report.
- **Step 5** The Cisco Unified MeetingPlace Express system displays a message that this operation might take a long time and asks if you want to proceed. Click **OK**.
- Step 6 Depending on the destination you chose, you can view, print, or export the data to a file. For information about the output fields, see the "About This Page: Meeting Participant Join Leave Information" section on page B-136.

Related Topics

- About Export Destinations, page 8-2
- About This Page: Meeting Participant Join Leave Information, page B-136
- Running Reports and Exporting Data from Cisco Unified MeetingPlace Express, page 8-1

Exporting Information about Scheduling Failures

This topic describes how to export information from the Cisco Unified MeetingPlace Express database about failed attempts to schedule meetings during a specified range of dates.

Procedure

- **Step 1** Log in to Cisco Unified MeetingPlace Express.
- Step 2 At the top of the page, click Administration.
- **Step 3** On the left side of the page:
 - a. Click Maintenance.
 - b. Click Export Information.
 - c. Click Scheduling Failures Information.
- **Step 4** In the Scheduling Failures Information page:
 - **a.** Choose the output destination from the **Destination** drop-down list. For descriptions of each option, see the "About Export Destinations" section on page 8-2.
 - **b.** Choose whether to include field header names in the output.
 - c. Specify the range of dates for which you want to export information about scheduling failures.
 - d. Click Create Report.
- **Step 5** The Cisco Unified MeetingPlace Express system displays a message that this operation might take a long time and asks if you want to proceed. Click **OK**.
- Step 6 Depending on the destination you chose, you can view, print, or export the data to a file. For information about the output fields, see the "About This Page: Scheduling Failures Information" section on page B-163.

Related Topics

- About Export Destinations, page 8-2
- About This Page: Scheduling Failures Information, page B-163
- Running Reports and Exporting Data from Cisco Unified MeetingPlace Express, page 8-1

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Running a Report about Meeting Cancellations

This topic describes how to run a report about meeting cancellations, which provides information about each meeting that was cancelled during a specified range of dates.

Procedure

- **Step 1** Log in to Cisco Unified MeetingPlace Express.
- **Step 2** At the top of the page, click **Administration**.
- **Step 3** On the left side of the page:
 - a. Click Reports.
 - b. Click Meeting Cancellation Report.
- **Step 4** Modify the Meeting Cancellation Report page, which is described in the "About This Page: Meeting Cancellation Report" section on page B-118.

Step 5 Click Create Report.

- **Step 6** The Cisco Unified MeetingPlace Express system displays a message that this operation might take a long time and asks if you want to proceed. Click **OK**.
- **Step 7** Depending on the destination you chose, you can view, print, or export the data to a file.

For information about the output fields, see the "About This Page: Meeting Cancellation Report" section on page B-118.

Related Topics

- About Report Destinations, page 8-2
- About This Page: Meeting Cancellation Report, page B-118
- Running Reports and Exporting Data from Cisco Unified MeetingPlace Express, page 8-1

Running a Report about Billing

This topic describes how to run a report about billing, which provides information about all billing codes both by individual end user and by user group during a specified range of dates. You can run this report monthly to provide a bill-back report for departments in your company.

Procedure

- **Step 1** Log in to Cisco Unified MeetingPlace Express.
- **Step 2** At the top of the page, click **Administration**.
- **Step 3** On the left side of the page:
 - a. Click Reports.
 - b. Click Billing Report.
- Step 4 Modify the Billing Report page, which is described in the "About This Page: Billing Report" section on page B-38.

Step 5 Click Create Report.

- **Step 6** The Cisco Unified MeetingPlace Express system displays a message that this operation might take a long time and asks if you want to proceed. Click **OK**.
- **Step 7** Depending on the destination you chose, you can view, print, or export the data to a file.

For information about the output fields, see the "About This Page: Billing Report" section on page B-38.

Related Topics

- About Report Destinations, page 8-2
- About This Page: Billing Report, page B-38
- Running Reports and Exporting Data from Cisco Unified MeetingPlace Express, page 8-1

Running a Report about Port Utilization

This topic describes how to run a report about port utilization, which compares the number of ports scheduled to the number of ports actually used during a specified period of time. You can use this report to determine the peak and off-peak times of your Cisco Unified MeetingPlace Express system and compare resource usage with available capacity.

Procedure

Step 1	Log in to Cisco Unified MeetingPlace Express.			
Step 2	At the top of the page, click Administration.			
Step 3	On the left side of the page:			
	a. Click Reports.			
	b. Click Port Utilization Report.			
Step 4	Modify the Port Utilization Report page, which is described in the "About This Page: Port Utilization Report" section on page B-144.			
Step 5	Click Create Report.			
Step 6	The Cisco Unified MeetingPlace Express system displays a message that this operation might take a long time and asks if you want to proceed. Click OK .			
Step 7	Depending on the destination you chose, you can view, print, or export the data to a file.			

For information about the output fields, see the "About This Page: Billing Report" section on page B-38.

Related Topics

- About Report Destinations, page 8-2
- About This Page: Billing Report, page B-38
- Running Reports and Exporting Data from Cisco Unified MeetingPlace Express, page 8-1

Running a Report about Disk Usage

This topic describes how to run a report about disk usage, which tracks available space in current disks and indicates problems when the recording space is filled.

Procedure

- **Step 1** Log in to Cisco Unified MeetingPlace Express.
- **Step 2** At the top of the page, click **Administration**.
- **Step 3** On the left side of the page:
 - a. Click Reports.
 - b. Click Disk Usage Report.
- Step 4 Modify the Disk Usage Report page, which is described in the "About This Page: Disk Usage Report" section on page B-58.
- Step 5 Click Create Report.
- **Step 6** The Cisco Unified MeetingPlace Express system displays a message that this operation might take a long time and asks if you want to proceed. Click **OK**.
- Step 7 Depending on the destination you chose, you can view, print, or export the data to a file. For information about the output fields, see the "About This Page: Disk Usage Report" section on page B-58.

Related Topics

- About Report Destinations, page 8-2
- About This Page: Disk Usage Report, page B-58
- Running Reports and Exporting Data from Cisco Unified MeetingPlace Express, page 8-1

Displaying the E-Mail Notification Queue

This topic describes how to display any e-mail notifications that are waiting to be sent to end users. If necessary, you can delete e-mail notifications in the queue.

Procedure

- **Step 1** Log in to Cisco Unified MeetingPlace Express.
- **Step 2** At the top of the page, click **Administration**.
- **Step 3** On the left side of the page:
 - a. Click Reports.
 - b. Click E-Mail Notification Queue Status Report.

Any e-mail notifications that are waiting to be sent are displayed.

- **Step 4** (Optional) On the E-Mail Notification Queue Status Report page, you can do the following:
 - To delete one or more e-mail notifications in the queue, select those you want to delete, and click **Delete Notification(s)**.
 - To delete all e-mail notifications in the queue, click Delete All.
 - To export the e-mail notifications, click **Export to File**. See the "Exporting Information to a File" section on page 8-3.

Related Topics

- About This Page: E-Mail Notification Queue Status Report, page B-82
- Deleting E-Mail Notifications in the Queue, page 12-5
- Running Reports and Exporting Data from Cisco Unified MeetingPlace Express, page 8-1

Monitoring Meetings in Session

This topic describes how to display information for meetings that are currently in session.

Procedure

- **Step 1** Log in to Cisco Unified MeetingPlace Express.
- **Step 2** At the top of the page, click **Administration**.
- **Step 3** On the left side of the page:
 - a. Click Reports.
 - b. Click In-Session Monitoring.

The In-Session Monitoring page lists information for all meetings that are currently in session. Click a meeting ID to see the participant list for that meeting.

Related Topics

- About This Page: In-Session Monitoring, page B-111
- Running Reports and Exporting Data from Cisco Unified MeetingPlace Express, page 8-1

About Call Information in Reports and Exported Data

The following sections describe how to gather information about calls on your Cisco Unified MeetingPlace Express system:

- Exporting Information about Outgoing Calls, page 8-14
- Running a Report about the Audio Mixer, page 8-15
- Running a Report about Billing, page 8-10
- Running a Report about Port Utilization, page 8-11
- Running Reports and Exporting Data from Cisco Unified MeetingPlace Express, page 8-1

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Exporting Information about Outgoing Calls

This topic describes how to export information about outgoing calls that were made from Cisco Unified MeetingPlace Express during a specified range of dates.

Procedure

- **Step 1** Log in to Cisco Unified MeetingPlace Express.
- **Step 2** At the top of the page, click **Administration**.
- **Step 3** On the left side of the page:
 - a. Click Maintenance.
 - b. Click Export Information.
 - c. Click Outgoing Calls Information.

Note In Release 1.1.1 and earlier releases, the Outgoing Calls Information page is instead called the Meeting Outdial Information page.

- **Step 4** On the Outgoing Calls Information page:
 - **a.** Choose the output destination from the **Destination** drop-down list. For descriptions of each option, see the "About Export Destinations" section on page 8-2.
 - **b.** Choose whether to include field header names in the output.
 - c. Specify the range of dates for which you want to export information about outgoing calls.
 - d. Click Create Report.
- **Step 5** The Cisco Unified MeetingPlace Express system displays a message that this operation might take a long time and asks if you want to proceed. Click **OK**.
- Step 6 Depending on the destination you chose, you can view, print, or export the data to a file. For information about the output fields, see the "About This Page: Outgoing Calls Information" section on page B-142.

Related Topics

- About Export Destinations, page 8-2
- About This Page: Outgoing Calls Information, page B-142
- Running Reports and Exporting Data from Cisco Unified MeetingPlace Express, page 8-1

Running a Report about the Audio Mixer

This topic describes how to run a report that is useful for troubleshooting the software audio mixer in Cisco Unified MeetingPlace Express.

Procedure

- **Step 1** Log in to Cisco Unified MeetingPlace Express.
- **Step 2** At the top of the page, click **Administration**.
- **Step 3** On the left side of the page:
 - a. Click Reports.
 - b. Click Audio Mixer Statistics Reports.
- **Step 4** Click the radio button for one of the following report options:
 - Conference Statistics Report—Displays two sets of audio mixer data:
 - Global statistics—Contains historical data that applies to all voice meetings and all calls handled by the audio mixer since initialization.
 - Conference statistics—Contains information about voice meetings that are currently active.
 - Channel Statistics Report—Displays audio mixer statistics for each call that is currently active.
 - Channel Status Report—Displays audio mixer status information about each call that is currently active.

Step 5 Click Create Report.

For information about the output fields, see the "About This Page: Audio Mixer Statistics Reports" section on page B-30.

Related Topics

- Configuring Audio Parameters, page 4-19
- About the Audio Mixer, page 4-17
- About This Page: Audio Mixer Statistics Reports, page B-30
- Running Reports and Exporting Data from Cisco Unified MeetingPlace Express, page 8-1