

Reports

This chapter contains the following sections:

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- Troubleshooting Report Generation, page 3-3

Available Reports

Table 3-1 lists the available Cisco Unity Connection reports, and the data that each report provides.

Table 3-1	Cisco Unity	Connection	Reports
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Report Name	Description of Output
Call Handler Traffic	Output includes the following information for each call handler, in rows for each hour of a day:
	• Total number of calls
	• Number of times each touchtone key was pressed
	• Extension
	• Number of times the after greeting action occurred
	• Number of times the caller hung up
Distribution Lists	Output includes the following information:
	• Alias 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

Report Name	Description of Output
Outcall Billing Detail	Output includes the following information, arranged by day and by the extension of the user who placed the call:
	• 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	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.
System Configuration	Output includes detailed information about all aspects of the configuration of the Cisco Unity Connection system.
Transfer Call Billing	Output includes the following information for each call:
	• 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)
Phone Interface Failed Logon	Output includes the following information for every failed attempt to log on to Cisco Unity Connection by phone:
	• 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
Unused Voice Mail Accounts	Output includes user alias and display name, and the date and time that the user account was created.
	Date and time of the creation of the user account is given in Greenwich mean time.
User Lockout	Output includes user alias, the number of failed logon attempts for the user, credential type, and the date and time that the account was locked.
	Date and time of the lockout of the user account is given in Greenwich mean time.

Table 3-1 Cisco Unity Connection Reports (continued)

Report Name	Description of Output		
User Message Activity	Output includes the following information about messages sent and received, per user:		
	• Name, extension, and class of service		
	• Date and time for each message		
	• Information on the source of each message		
	• Action completed (for example, user logged in, 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		
Users	Output includes the following information for each user:		
	• Last name, first name, and alias		
	• Information that identifies the Cisco Unity Connection server associated with the user		
	• Billing ID, class of service, and extension		
	• Whether the account is locked		
	• Whether the user has enabled personal call transfer rules		

Table 3-1 Cisco Unity Connection Reports (contin	nued
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Troubleshooting Report Generation

The time necessary for a report to complete varies, depending on the size of the database and on how busy the system is.

Ideally, database and log file sizes should be less than 2 GB, and large reports should be run at times when they have the least affect on the system.

If the wait time for the report seems excessive, do one or more of the following:

- Cancel the report and request it again at a time when the system is not as busy. Do the "To Cancel a Report" procedure on page 3-4.
- Try running the report for a smaller data set. For example, decrease the date range for the report.
- Check the sizes of the database and log files. By default, the log .ldf files are located in the E:/UC_DatabaseLogs directory and the database .mdf files are in the F:/UC_Databases directory on the server.
- Turn on diagnostic traces for a report, then run a small report. Do the "To Turn on Diagnostic Traces for Reports" procedure on page 3-4.
- Check the event log for any SQL Server errors or web service errors. (To view the event log, on the Windows Start menu, click Programs >Administration Tools >Event Viewer.)
- Try running the report, selecting a different form of output. For example, if you tried to generate the report in PDF format, try to generate it as a web page.

If the report still is not produced, and you are unable to determine the cause of the problem from the diagnostic logs, or if the database or log files are too large, contact Cisco TAC.

To Cancel a Report

/!\ Caution Cancelling a report involves stopping SQL Server and Cisco Unity Connection; do not do this procedure when these services must be running. Step 1 Stop the browser, or log out of Cisco Unity Connection Administration. Step 2 Stop Cisco Unity Connection by right-clicking the Connection Server Status icon in the status tray, and clicking Stop > Cisco Unity Connection. Step 3 Stop the SQL Server task by using Task Manager. Restart the SQLAgent\$CISCOUNITY service by using the Services console. Step 4 Step 5 Restart Connection by right-clicking the Connection Server Status icon in the status tray, and clicking **Start > Cisco Unity Connection**.

To Turn on Diagnostic Traces for Reports

- Step 1 On the Windows Start menu, click Programs > Cisco Unity > Cisco Unity Diagnostic Tool.
- **Step 2** In the Cisco Unity Diagnostic Tasks pane, click **Configure Micro Traces**.
- **Step 3** On the Configure Micro Traces Wizard Welcome screen, click Next.
- Step 4 Check the Report Data Library (RDL) check box.
- Step 5 Click Next.
- Step 6 Click Finish.
- **Step 7** Generate a report.
- Step 8To view the log files, in the left pane of the Cisco Unity Diagnostics screen, expand Cisco Unity
Diagnostic Tool >Processes > CuCsMgr, and then click the current log file.

The selected log file is formatted and displayed in the right pane.

- **Step 9** To save a copy of the log file, right-click the file in the left pane, click **All Tasks > Gather Log Files**, and then follow the prompts in the Gather Logs Wizard.
- Step 10 To turn off the traces set in Step 4, right-click Cisco Unity Diagnostic Tool, and click All Tasks > Reset to Default Traces.