



Viewing Reports

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Viewing the Backup History Report

Procedure

Step 1 Log in to the [Cisco UMG GUI](#). See the [Logging In to the Cisco UMG Graphical User Interface \(GUI\)](#) module.

Step 2 Choose **Reports > Backup History**.

If there is any backup history to report, the Backup History report contains the following fields:

- ID—ID of the backup.
 - Server URL—The server where the backup history is stored.
 - Backup Time and Date—Date and time when the system was last backed up.
 - Result—Status of the last backup procedure. Result shows Success or Fail.
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Viewing the Site Provisioning History Report

The Site Provisioning History report shows the results of the most recent and last successful site provisioning cycle.

Procedure

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- Step 1** Log in to the [Cisco UMG GUI](#). See the [Logging In to the Cisco UMG Graphical User Interface \(GUI\)](#) module.
- Step 2** Choose **Reports > Site Provisioning History**.
- Step 3** To see a different number of sites on each page, on the top right, choose another number from the drop-down box and click **Go**. You can choose to see 10, 25, 50, 100, or 500 sites.
- Step 4** To move to another page, use the left and right arrow buttons on the bottom right, or enter another page number and press **Enter**.
- Step 5** To filter by status, such as success, failed, or never, check the checkbox next to that status and click **Go**.
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Related Topics

- See the [After the Provisioning is Finished](#) section of the [Monitoring the Provisioning Status of an SRSV-CUE Device](#) module for a description of the values on the Site Provisioning History report.

Viewing the SRSV Activity History Report

The SRSV Activity History report shows all voicemail upload activity that occurs from each SRSV-CUE device.

Procedure

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- Step 1** Log in to the [Cisco UMG GUI](#). See the [Logging In to the Cisco UMG Graphical User Interface \(GUI\)](#) module.
- Step 2** Choose **Reports > SRSV Activity History**.
- Step 3** To view the activity for all SRSV-CUE devices, click **Expand All**. To view the activity for a specific SRSV-CUE device, click **Collapse All** and choose a device from the down arrow.
- The SRSV Activity History report contains the following fields:
- Branch Voicemail Server—The hostname of the SRSV-CUE device that uploaded voicemail messages.
 - Total Voicemails—The total number of voicemail messages uploaded from the SRSV-CUE device.
 - Undeliverable—The number of voicemails that could not be delivered because they were sent to an unknown voicemail subscriber.
 - Start Date and Time—The date and time that the voicemail upload began.
 - End Date and Time—The date and time that the voicemail upload ended.
- Step 4** To see a different number of SRSV-CUE devices on each page, on the top right, choose another number from the drop-down box and click **Go**. You can choose to see 10, 25, 50, 100, or 500 SRSV-CUE devices.
- Step 5** To move to another page, use the left and right arrow buttons on the bottom right, or enter another page number and press **Enter**.
- Step 6** To delete the activity history, click **Delete Activity History**.
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Viewing the Alert History Report

The Alert History report displays a list of all system alert messages that have occurred on the system. The alerts include critical, error, warning, and informational messages, and are in chronological order by alert level. You can filter the alerts by using the checkboxes at the top of the report.

Procedure

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- Step 1** Log in to the [Cisco UMG GUI](#). See the [Logging In to the Cisco UMG Graphical User Interface \(GUI\)](#) module.
- Step 2** Choose **Reports > Alert History**.
- The Alert History report contains the following fields:
- Level—Alert level. Can be critical, error, warning, or informational.
 - System—The system originating the alert message.
 - Date and Time—Date and time when the system created the alert.
 - Description—Description of the alert. See [System Alerts](#) for a list of all the alerts.
- Step 3** To see the details about an alert, click **details**.
- Step 4** To see a different number of alerts on each page, on the top right, choose another number from the drop-down box and click **Go**. You can choose to see 10, 25, 50, 100, or 500 alerts.
- Step 5** To move to another page, use the left and right arrow buttons on the bottom right, or enter another page number and press **Enter**.
- Step 6** To delete all of the alerts, click **Delete Alert History**.
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System Alerts

The following tables list all the alerts:

- [Table 11: System Alerts – Warnings](#)
- [Table 12: System Alerts – Errors](#)
- [Table 13: System Alerts – Informational Messages](#)

Table 11 **System Alerts – Warnings**

Alert Name	Description
CcmUnreachableForProvisioning	The Cisco UMG was unable to pull provisioning information from the configured telephony service server because it could not be reached on the network. Typically telephony service is provided by a call agent like Cisco Unified Communications Manager.

Table 11 **System Alerts – Warnings (continued)**

Alert Name	Description
CucUnreachableForProvisioning	The Cisco UMG was unable to pull provisioning information from the configured voicemail service server because it could not be reached on the network. Typically voicemail service is provided by a voicemail server like Cisco Unity Connection.
CucUnreachableForVoicemailUpload	The Cisco UMG was unable to deliver voicemail to the provisioned central voicemail service server that it received from the Cisco Unified SRSV systems because it could not contact the central voicemail system. Typically voicemail service is provided by a voicemail server like Cisco Unity Connection.
SrsvUnreachableForProvisioning	The Cisco UMG was unable to provision an Cisco Unified SRSV because it was unable to create a connection to the device. Typically an Cisco Unified SRSV will be an SRSV-CUE device on a remote site.
ProvisioningCycleSuspended	The Cisco UMG has suspended the process of provisioning remote sites based on the central site configuration.
TlsCredentialExpired	A TLS credential on the Cisco UMG has expired.
SiteProvisioningSkipped	Provisioning for a site was skipped due to incomplete configuration. Possible causes for the failure include: • Site was not assigned a template • Site was not assigned a central voicemail server • Site was not assigned an SRSV-CUE device

Table 12 **System Alerts – Errors**

Alert Name	Description
VpimNodeCreateFailed	An attempt to configure a new VPIM node on the Cisco UMG failed because the license limit for adding VPIM nodes has been reached. A VPIM node is any supported voicemail system configured to use Cisco UMG directory services or voicemail routing, such as Cisco Unity Express, Cisco Unity Connection, or Cisco Unity.
SrsvNodeCreateFailed	An attempt to provision a new Cisco Unified SRSV node on the Cisco UMG failed because the license limit for adding Cisco Unified SRSV nodes has been reached. A Cisco Unified SRSV node is any supported survivable remote site voicemail system configured to be provisioned by the Cisco UMG such as an SRSV-CUE device.
VoicemailMessageUploadRejected	The Cisco UMG was unable to deliver voicemail that it received from Cisco Unified SRSV systems to the provisioned central voicemail service server because the central voicemail system rejected the message. Typically voicemail service is provided by a voicemail server like Cisco Unity Connection.
SrsvProvisioningFailed	Provisioning of a remote Cisco Unified SRSV site has failed. Possible causes for the failure include: • Cisco Unified SRSV REST authentication problem • Version mismatch • Cisco Unified SRSV license problem
RestUriRejectedBadCredentials	Bad credentials were provided to the Cisco UMG for a REST configuration request that was rejected.
RestUriRejectedUntrustedCertificate	An untrusted certificate was provided to the Cisco UMG for a REST configuration request that was rejected.
RestUriRejectedMalformed	A REST request was received that could not be decoded by the Cisco UMG. This could be an indication that the client has a different version of the REST interface than the Cisco UMG.

Table 12 **System Alerts – Errors (continued)**

Alert Name	Description
TlsCredentialSigningFailed	There was a failed TLS credential signing request to an external SCEP Certificate Authority.
TlsCredentialSigningTimeout	There was a failed TLS credential signing request to an external SCEP Certificate Authority because the Certificate Authority never completed the transaction and returned the signed credentials.
LocalhostDnsFailure	The Cisco UMG host cannot be resolved by the DNS server.

Table 13 **System Alerts – Informational Messages**

Alert Name	Description
ProvisioningCycleStarted	Starting the process of learning of any configuration changes from the central site that must be pushed down to SRSV-CUE devices on a remote site.
ProvisioningCycleResuming	Restarted the process of learning of any configuration changes from the central site to complete the configuration that must be pushed down to SRSV-CUE devices on a remote site.
ProvisioningCycleComplete	Completed the process of provisioning remote sites based on the central site configuration.
NewSrstReferenceDetected	A new Cisco Unified SRST reference has been detected on the central telephony server (typically Cisco Unified Communications Manager). This could be an indication of a new Cisco Unified SRSV site to prepare.
SrsvDeviceRegistered	An SRSV-CUE device has registered with the Cisco UMG and is available to be configured.
TlsCredentialRenewed	A TLS credential on the Cisco UMG has expired but has been automatically renewed through a SCEP Certificate Authority.

Viewing the Restore History Report

The Restore History report shows the history of all the restore processes done on the current system since installation.

Procedure

- Step 1** Log in to the [Cisco UMG GUI](#). See the [Logging In to the Cisco UMG Graphical User Interface \(GUI\)](#) module.

Step 2 Select **Reports > Restore History**.

Viewing the Network Time Protocol Report

Procedure

Step 1 Log in to the [Cisco UMG GUI](#). See the [Logging In to the Cisco UMG Graphical User Interface \(GUI\)](#) module.

Step 2 Choose **Reports > Network Time Protocol**.

The report contains the following fields:

- **#**—The prioritized number of the NTP server. The system attempts to synchronize its time starting with NTP server number one.
 - **NTP Server**—IP address or hostname of the NTP server.
 - **Status**—Indicates if the NTP server connected with the Cisco Unified SRSV system or if it was rejected.
 - **Time Difference (secs)**—Time offset between the NTP server and the client.
 - **Time Jitter (secs)**—Estimated time error of the system clock, measured as an exponential average of RMS time differences.
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