

17. Unity Connection Reports

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GENERATING REPORTS

Reports can be run from two different interfaces:

- Unity Connection Serviceability
(Unity Connection Serviceability) Tools → Reports
- Unified Serviceability—the Unified Serviceability web application, not the CUC Serviceability Application
(Unified Serviceability) Tools → Serviceability Reports Archive

UNITY CONNECTION SERVICEABILITY REPORTS

20 reports for monitoring the CUC application (the last one is new):

- Phone Interface Failed Logon Report
- Users Report
- Message Traffic Report
- Port Activity Report
- Mailbox Store Report
- Dial Plan Report
- Dial Search Scope Report
- User Phone Login and MWI Report
- User Message Activity Report
- Distribution Lists Report
- User Lockout Report
- Unused Voice Mail Accounts Report
- Transfer Call Billing Report
- Outcall Billing Report
- Outcall Billing Summary Report
- Call Handler Traffic Report
- System Configuration Report
- SpeechView Activity Report by User
- SpeechView Activity Summary Report
- HTTP(S) Networking Sync Error Report

Example: The Users Report—shows the following information:

- Last Name, First Name, and Alias
- Location
- Home Mail Server
- Billing ID, CoS, and Extension
- Account Lockout Status
- Personal Call Transfer Rules Enabled/Disabled Status

Run options:

| CLASS | USER | FILE FORMAT | SORT ORDER |
|-------------------|----------------|-----------------------|------------|
| User | All Users | Web Page | Last Name |
| Distribution List | Selected Users | CSV (comma-delimited) | First Name |
| COS | | PDF | Extension |
| | | | COS |

U N I F I E D S E R V I C E A B I L I T Y R E P O R T S

The Cisco Unified Serviceability Reporter service collects data from log files and populates the Serviceability Reports Archive, which stores report information & makes it available on a daily basis. This service is resource intensive and you need to explicitly activate the Cisco Serviceability Reporter service.

(Unified Serviceability) Tools → Service Activation

- Select the “Cisco Serviceability Reporter” service and click “Save”

To tune the type and amount of data collected, use the CUC Administration interface.

(CUC Administration) System Settings → Advanced → Reports

| SETTING | PURPOSE | DEFAULT |
|---|---|------------|
| Enable Audit Log | (checkbox) Controls logging of stored procedures | Enabled |
| Max Events in Audit Log | Keeps most recent entries (max 100,000) | 100,000 |
| Enable Security Log | (checkbox) Controls logging of stored procedures to the security log | Enabled |
| Max Events in Sec Log | | 100,000 |
| Minutes between Data Collection Cycles | How often to collect data from the logs. | 30 Minutes |
| Days to Keep Data in Reports Database | Reports will be limited to this range no matter what their ranges say | 90 Days |
| Reports Database Size (% of Capacity) After After Which the Reports Harvester is Disabled | Maximum % of HDD the reports database can use.. When reached, the CUC Report Harvester service is stopped | 80 % |
| Maximum Records in Report Output | Range 5,000 to 30,000. Some reports have their own limits, e.g. “User Message Activity” is limited to 25,000 | 25,000 |
| Minimum Records Needed to Display Progress Indicator | When to warn that the report is large and may impact the server; also shows progress bar during run. Range 1 to 10,000. | 2,500 |

A N A L Y Z I N G C U C R E P O R T S

(Unified Serviceability) Tools → Serviceability Reports Archive

- Choose a month, then date for the report you wish to view.
- There are 2 Serviceability Archive Reports to view (if enough time has elapsed to fill them)

| REPORT | ITEMS |
|--------|--|
| Alerts | # of alerts per severity in the cluster # of alerts per server Top 10 alerts in the cluster |
| Server | % CPU per Server % Memory Usage per Server % HDD Usage of the Common Partition per Server % HDD Usage of the Spare Partition per Server |

- Because the Alert reports are only summaries, the CUC version of the RTMT (Real-Time Monitoring Tool) can provide more detail. Open “Alert Central” in the RTMT to see the list of alerts. Right click on an alert and choose “Alert Detail” from the pop-up menu. A pop-up window shows the details of the logged alert.

TROUBLESHOOTING USING THE REPORTS

Example uses for the CUC Serviceability Reports

- Phone Interface Failed Logon Report—can show a large # of failed logins. Talk to the user to see if they are having trouble or if someone is brute forcing
- User Lockout Report—(often run in conjunction with the Failed login report) tells which accounts are locked and when it happened. Admin can proactively call the user to resolve problems.
(CUC Admin) Users → Users (select the affected user) then
 Edit → Password Settings → click [Unlock Password]
- Port Activity Report—Admin can ensure that all ports are active and usable & may be able to find the problem of an MWI problem (perhaps because no ports have been assigned to only perform MWI. The report displays the following stats for each voicemail port on the server
 - Port Name
 - Inbound Calls
 - Outbound MWI
 - Outbound AMIS
 - Outbound Notification
 - Outbound TRAP
 - Port Total
- Mailbox Store Report—Current size, last error condition, and status of the mailbox store
- Unused Voice Mail Accounts Report—good way to spot people who have left the company without anyone telling the voicemail admin

CUC can be configured by a user to make calls in the background, like message notifications, depending on the user's CoS. Some of these might incur toll charges. These reports can correlate the number and time of these calls with the user account that caused them to be placed.

| REPORT | ITEMS |
|--------------------------------|--|
| Transfer Call Billing | Name, extension, and billing ID of the user Date/time stamp for the call Called number Transfer result (Connected, Ring No Answer, Busy, or Unknown) |
| Outcall Billing Detail | Name, extension, and billing ID of the user Date/time stamp for the call Called number Transfer result (Connected, Ring No Answer, Busy, or Unknown) Duration of the call (in seconds) |
| Outcall Billing Summary | Sorted by date, name, extension, and billing ID, and shows the dial-out time in seconds for each hour of the day. |