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Overview](https://172.18.4.20/cucreports/showReport.do?isStandard=true&name=Unified%20CM%20Cluster%20Overview) * [Unified CM Data Summary](https://172.18.4.20/cucreports/showReport.do?isStandard=true&name=Unified%20CM%20Data%20Summary) * [Unified CM Database Replication Debug](https://172.18.4.20/cucreports/showReport.do?isStandard=true&name=Unified%20CM%20Database%20Replication%20Debug) * [Unified CM Database Status](https://172.18.4.20/cucreports/showReport.do?isStandard=true&name=Unified%20CM%20Database%20Status) * [Unified CM Device Counts Summary](https://172.18.4.20/cucreports/showReport.do?isStandard=true&name=Unified%20CM%20Device%20Counts%20Summary) * [Unified CM Device Distribution Summary](https://172.18.4.20/cucreports/showReport.do?isStandard=true&name=Unified%20CM%20Device%20Distribution%20Summary) * [Unified CM Directory URI and GDPR Duplicates](https://172.18.4.20/cucreports/showReport.do?isStandard=true&name=Unified%20CM%20Directory%20URI%20and%20GDPR%20Duplicates) * [Unified CM Extension Mobility](https://172.18.4.20/cucreports/showReport.do?isStandard=true&name=Unified%20CM%20Extension%20Mobility) * [Unified CM GeoLocation Policy](https://172.18.4.20/cucreports/showReport.do?isStandard=true&name=Unified%20CM%20GeoLocation%20Policy) * [Unified CM GeoLocation Policy with Filter](https://172.18.4.20/cucreports/showReport.do?isStandard=true&name=Unified%20CM%20GeoLocation%20Policy%20with%20Filter) * [Unified CM Lines Without Phones](https://172.18.4.20/cucreports/showReport.do?isStandard=true&name=Unified%20CM%20Lines%20Without%20Phones) * [Unified CM Multi-Line Devices](https://172.18.4.20/cucreports/showReport.do?isStandard=true&name=Unified%20CM%20Multi-Line%20Devices) * [Unified CM Phone Category](https://172.18.4.20/cucreports/showReport.do?isStandard=true&name=Unified%20CM%20Phone%20Category) * [Unified CM Phone Feature List](https://172.18.4.20/cucreports/showReport.do?isStandard=true&name=Unified%20CM%20Phone%20Feature%20List) * [Unified CM Phone Locale Installers](https://172.18.4.20/cucreports/showReport.do?isStandard=true&name=Unified%20CM%20Phone%20Locale%20Installers) * [Unified CM Phones With Mismatched Load](https://172.18.4.20/cucreports/showReport.do?isStandard=true&name=Unified%20CM%20Phones%20With%20Mismatched%20Load) * [Unified CM Phones Without Lines](https://172.18.4.20/cucreports/showReport.do?isStandard=true&name=Unified%20CM%20Phones%20Without%20Lines) * [Unified CM Shared Lines](https://172.18.4.20/cucreports/showReport.do?isStandard=true&name=Unified%20CM%20Shared%20Lines) * [Unified CM Table Count Summary](https://172.18.4.20/cucreports/showReport.do?isStandard=true&name=Unified%20CM%20Table%20Count%20Summary) * [Unified CM User Device Count](https://172.18.4.20/cucreports/showReport.do?isStandard=true&name=Unified%20CM%20User%20Device%20Count) * [Unified CM Users Sharing Primary Extensions](https://172.18.4.20/cucreports/showReport.do?isStandard=true&name=Unified%20CM%20Users%20Sharing%20Primary%20Extensions) * [Unified CM VG2XX Gateway](https://172.18.4.20/cucreports/showReport.do?isStandard=true&name=Unified%20CM%20VG2XX%20Gateway) * [Unified CM Voice Mail](https://172.18.4.20/cucreports/showReport.do?isStandard=true&name=Unified%20CM%20Voice%20Mail) * [Unified Confidential Access Level Matrix](https://172.18.4.20/cucreports/showReport.do?isStandard=true&name=Unified%20Confidential%20Access%20Level%20Matrix) | |  |  |  | | --- | --- | --- | |  | OK: | Report opened successfully. |   Top of Form   |  |  |  | | --- | --- | --- | |  |  |  |   Bottom of Form  **Report Descriptions**   |  |  | | --- | --- | |  | Provides an overview of the available reports. |  |  |  | | --- | --- | |  | Created on Tue Mar 07 09:04:53 BDT 2017 |   Unified CM Cluster Name   |  |  | | --- | --- | |  |  |  |  |  | | --- | --- | | Cluster Name | Publisher Name/IP | | StandAloneCluster | SPL-CUCM |   Report Descriptions   |  |  | | --- | --- | |  | Provides an overview of the available reports. |  |  |  |  |  | | --- | --- | --- | --- | | Information Source | Description | Symptoms | Remedies | | Unified CM Cluster Name | Lists the cluster name from the Enterprise Parameter and the publisher server name/IP. | Information only. |  | | Report List | Report on the contents of each report. | Information only. |  |   Unified CM Cluster Overview   |  |  | | --- | --- | |  | Provides an overview of the Unified CM cluster. |  |  |  |  |  | | --- | --- | --- | --- | | Information Source | Description | Symptoms | Remedies | | Unified CM Cluster Name | Lists the cluster name from the Enterprise Parameter and the publisher server name/IP. | Information only. |  | | Unified CM 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 host file on the local server. | Information only. |  | | Unified CM SAML SSO Status Summary | Shows the SAML SSO status of each server in the cluster. Also provides comparison of SSO status, IdP metadata files, System vs. Database SSO state, vanity URL. |  |  | | Unified CM Version | Checks the Unified CM version running on each installed server and returns a summary checking to see if they are all the same. | Replication will not work. Various other. | Upgrade remaining servers. Reboot upgraded servers. Revert remaining servers. | | Unified CM OS Version | Checks the OS version running on each installed server and returns a summary checking to see if they are all the same. | Various. | Upgrade remaining servers. | | Unified CM Hardware Summary | For each installed server, list CPU type and speed, amount of installed memory, disk size, free disk space, hardware component, and firmware versions. |  |  | | Unified CM Component Version | Gathers data from the Unified CM database to provide a summary of all versions of component installed on each server. The summary will identify components on servers that do not match the publisher. It will also identify servers on which a component is not installed. | TFTP may not have firmware loads for phones. Web sites may not have image files. Locale files may be missing or not up to date. | Upgrade remaining servers. Install COP file on remaining servers. | | Unified CM Active Services | Lists all activated services on each server along with their running state. (To start/stop services, please go to Serviceability Control page) | Information only. |  | | Unified CM Hosts | Checks the contents of the hosts file on each installed server and returns a summary checking to see if they are equivalent. | Replication may not work. Services may not start. | Call TAC to fix hosts files. | | Cluster Security | Display the cluster's security setting from Enterprise Parameters. | Information only. |  | | Unified CM Name Resolution | Checks forward and reverse name resolution from each installed server to each other installed server and evaluate if they are equivalent. | Database replication will not work. Call Control may not work. Various other. | If using DNS, fix DNS entries. Fix hosts files. | | Unified CM Server Connectivity | Checks to see if each installed server can reach each other server via ping. | Some call control to affect servers will not work. Some directed Call Parks may not work. Replication may not work. IP Media Streaming files may not be consistent. | Repair network. Repair server. Fix network access (IPTables/IPSec). | | Unified CM Time and Delay | Show the time difference between each server in the cluster and the publisher. | Replication may not work properly. CallDetail and trace times may be inconsistent. | Repair NTP configuration. | | Unified CM Trace Information | Report on the Trace Information | Information only. |  |   Unified CM Data Summary   |  |  | | --- | --- | |  | Provides a summary view of data in the Unified CM database organized according to the Unified CM Administration menu layout. |  |  |  |  |  | | --- | --- | --- | --- | | Information Source | Description | Symptoms | Remedies | | Unified CM Cluster Name | Lists the cluster name from the Enterprise Parameter and the publisher server name/IP. | Information only. |  | | System Summary | Counts of items configured under the System menu. | Information only. |  | | Call Routing Summary | Counts of items configured under the Call Routing menu. | Information only. |  | | Media Resources Summary | Counts of items configured under the Media Resource menu. | Information only. |  | | Voice Mail Summary | Counts of items configured under the Voice Mail menu. | Information only. |  | | Device Summary | Counts of items configured under the Device menu. | Information only. |  | | Application Summary | Counts of items configured under the Application menu. | Information only. |  | | User Management Summary | Counts of items configured under the User Management menu. | Information only. |  | | Device Associations Summary | Counts of items associated to a device that do not have a separate page accessed by a menu. | Information only. |  | | User Associations Summary | Counts of items associated to a user that do not have a separate page accessed by a menu. | Information only. |  | | Line Associations Summary | Counts of items associated to a directory number that do not have a separate page accessed by a menu. | Information only. |  | | Route Pattern Associations Summary | Counts of items associated to a route pattern that do not have a separate page accessed by a menu. | Information only. |  |   Unified CM Database Replication Debug   |  |  | | --- | --- | |  | Provides debugging information for database replication. This report is CPU and time intensive (10 seconds per server in the cluster). |  |  |  |  |  | | --- | --- | --- | --- | | Information Source | Description | Symptoms | Remedies | | Unified CM Cluster Name | Lists the cluster name from the Enterprise Parameter and the publisher server name/IP. | Information only. |  | | Unified CM cdr list repl | Gather the output of the 'cdr list repl' command from Informix on every server for debugging purposes. | Information only. |  |   Unified CM Database Status   |  |  | | --- | --- | |  | Provides a snapshot of the Unified CM database health. This report can be useful to monitor periodically, and should be used to ensure the database is healthy before an upgrade. |  |  |  |  |  | | --- | --- | --- | --- | | Information Source | Description | Symptoms | Remedies | | Unified CM Cluster Name | Lists the cluster name from the Enterprise Parameter and the publisher server name/IP. | Information only. |  | | Unified CM Database Access | For every server, shows if you can read from the local and publisher databases. | Services may not start on the subscriber or publisher. Administration may not work. Replication may not work. | Open database port in IPTables or IPSec if can't access publisher. Synchronize SFTP/Security password. Fix ODBC.ini, sqlhosts, hosts, or onconfig.ccm. | | Unified CM Database Status | Shows if replication is good or bad. | Start DBMS on server. Replication may not be working. |  | | Unified CM Hosts | Checks the contents of the hosts file on each installed server and returns a summary checking to see if they are equivalent. | Replication may not work. Services may not start. | Call TAC to fix hosts files. | | Unified CM Rhosts | Checks the contents of the rhosts file on each installed server and returns a summary checking to see if they are equivalent. | Replication will not work | Call TAC to fix rhosts file. | | Unified CM Sqlhosts | Checks the contents of the sqlhosts file on each installed server and returns a summary checking to see if they are equivalent. | SQL access from one server to the other will not work. Replication will not work. | Call TAC to fix sqlhosts file. | | Unified CM ODBC.INI | Gathers the contents of the odbc.ini file on each installed server for debugging purposes. | Information only. |  | | Unified CM ODBCINST.INI | Gathers the contents of the odbcinst.ini file on each installed server for debugging purposes. | Information only. |  | | Unified CM ONCONFIG.CCM | Checks the contents of the onconfig.ccm file on each installed server for debugging purposes. | Information only. |  | | Unified CM SERVICES | Gathers the contents of the services file on each installed server for debugging purposes. | Information only. |  | | Unified CM show tech notify | Runs the command 'show tech notify' on each server for debugging purposes. | Information only. |  | | Unified CM DBL RPC Service | Runs the command 'dbl rpchello NODENAME' on each node to ensure connectivity. | Information only. |  | | Unified CM Connectivity | Runs the command 'utils network connectivity' on each node to ensure connectivity. | Information only. |  |   Unified CM Device Counts Summary   |  |  | | --- | --- | |  | Provides a list of device counts by model. |  |  |  |  |  | | --- | --- | --- | --- | | Information Source | Description | Symptoms | Remedies | | Unified CM Cluster Name | Lists the cluster name from the Enterprise Parameter and the publisher server name/IP. | Information only. |  | | Summary of Device Counts | Summary of Device Counts | Information only. |  |   Unified CM Device Distribution Summary   |  |  | | --- | --- | |  | Provides a summary of how devices are distributed within different aspects of the cluster. |  |  |  |  |  | | --- | --- | --- | --- | | Information Source | Description | Symptoms | Remedies | | Unified CM Cluster Name | Lists the cluster name from the Enterprise Parameter and the publisher server name/IP. | Information only. |  | | Primary Unified CM Device Distribution Summary | Shows distribution of devices to their primary Unified CM. | Information only. |  | | Primary Unified CM Device Distribution Summary by Device Class | Shows distribution of devices to their primary Unified CM grouped by device class. | Information only. |  | | Unified CM Device Distribution Summary | Shows distribution of devices by summing the primary, secondary and tertiary Unified CM. Since devices count towards each Unified CM to which they may register, the totals will be more that the number of devices. If all other Unified CM are off line, this represents the devices that will register to this Unified CM. | Information only. |  | | Unified CM Device Distribution Summary by Device Class | Shows distribution of devices by summing the primary, secondary and tertiary Unified CM grouped by device class. Since devices count towards each Unified CM to which they may register, the totals will be more that the number of devices. If all other Unified CM are off line, this represents the devices that will register to this Unified CM. | Information only. |  |   Unified CM Directory URI and GDPR Duplicates   |  |  | | --- | --- | |  | Provides a detailed list of duplicated User Directory URIs, Learned Directory URIs, Learned Numbers, and Learned Patterns on the system. |  |  |  |  |  | | --- | --- | --- | --- | | Information Source | Description | Symptoms | Remedies | | Duplicate Learned Directory URIs | Lists all duplicate Directory URIs that have been learned from other clusters participating in Global Dial Plan Replication. Does not list any local duplicates of Learned Directory URIs. Local Directory URIs will not pose a routing conflict with duplicate Learned Directory URIs, because they are in different partitions. | Call routing failures to certain Directory URIs. |  | | Duplicate Learned Alternate Numbers | Lists all duplicate alternate numbers and patterns that have been learned from other clusters participating in Global Dial Plan Replication, as well as any local alternate numbers and patterns that are duplicates of learned alternate numbers and patterns, and are also in the same partition. Duplicate alternate numbers and patterns, whether learned or local, are not listed if they are in different partitions, because they do not pose a routing conflict. | Call routing failures to certain alternate numbers and patterns. |  | | Duplicate User Directory URIs | Reports on duplicate User Directory URIs in the same partition. Duplicate URIs in the same partition will result in call routing failures to the Directory URI in question. | Information only. | To resolve the problem, identify the end users that have the same directory URI, and ensure each of those users has a unique directory URI. This can be done in the LDAP directory, or on the end user page (for non-LDAP integrated users). |   Unified CM Extension Mobility   |  |  | | --- | --- | |  | Provides a summary view of information about extension moblity (EM). |  |  |  |  |  | | --- | --- | --- | --- | | Information Source | Description | Symptoms | Remedies | | Unified CM Cluster Name | Lists the cluster name from the Enterprise Parameter and the publisher server name/IP. | Information only. |  | | Extension Mobility Summary | List extension mobility summary counts from the Unified CM database. | Information only. |  | | Extension Mobility Logged in Detail | Lists users currently logged into Extension Mobility and what device they are using. | Information Only. |  |   Unified CM GeoLocation Policy   |  |  | | --- | --- | |  | Provides a complete list of records from the GeoLocation Logical Partitioning Policy Matrix. |  |  |  |  |  | | --- | --- | --- | --- | | Information Source | Description | Symptoms | Remedies | | Unified CM Cluster Name | Lists the cluster name from the Enterprise Parameter and the publisher server name/IP. | Information only. |  | | GeoLocation Logical Partitioning Policy Matrix Summary | Lists all records from the GeoLocation Logical Partitioning Policy Matrix. | Information only. |  |   Unified CM GeoLocation Policy with Filter   |  |  | | --- | --- | |  | Provides a complete list of records from the GeoLocation Logical Partitioning Policy Matrix for the selected GeoLocation policy. |  |  |  |  |  | | --- | --- | --- | --- | | Information Source | Description | Symptoms | Remedies | | Input Form | Accepts input from the user for use in other sources |  |  | | Unified CM Cluster Name | Lists the cluster name from the Enterprise Parameter and the publisher server name/IP. | Information only. |  | | GeoLocation Logical Partitioning Policy Matrix Summary | Lists records from the GeoLocation Logical Partitioning Policy Matrix for {{geo|string|200}}. | Information only. |  |   Unified CM Lines Without Phones   |  |  | | --- | --- | |  | Provides a detail list of lines that are not associated with a phone. |  |  |  |  |  | | --- | --- | --- | --- | | Information Source | Description | Symptoms | Remedies | | Unified CM Cluster Name | Lists the cluster name from the Enterprise Parameter and the publisher server name/IP. | Information only. |  | | Lines Without Phones | List each line not associated with a phone. | Information only. |  |   Unified CM Multi-Line Devices   |  |  | | --- | --- | |  | Provides a list of all phones with a multiple line appearances. |  |  |  |  |  | | --- | --- | --- | --- | | Information Source | Description | Symptoms | Remedies | | Unified CM Cluster Name | Lists the cluster name from the Enterprise Parameter and the publisher server name/IP. | Information only. |  | | Multi Lines List | List of phones configured with multiple lines. | Information only. |  |   Unified CM Phone Category   |  |  | | --- | --- | |  | Provides a listing of phone models in a given category for use with the Universal Device Templates. When enabling self provisioning for a user, you may choose to allow any or all of these categories of phones by providing a template for each category |  |  |  |  |  | | --- | --- | --- | --- | | Information Source | Description | Symptoms | Remedies | | Input Form | Accepts input from the user for use in other sources |  |  | | Unified CM Cluster Name | Lists the cluster name from the Enterprise Parameter and the publisher server name/IP. | Information only. |  | | List Phone Model Categories | List Phone Model Categories | Information Only. |  |   Unified CM Phone Feature List   |  |  | | --- | --- | |  | Provides a complete list of features available to products supported by Unified CM. |  |  |  |  |  | | --- | --- | --- | --- | | Information Source | Description | Symptoms | Remedies | | Input Form | Accepts input from the user for use in other sources |  |  | | Unified CM Cluster Name | Lists the cluster name from the Enterprise Parameter and the publisher server name/IP. | Information only. |  | | List Features | Lists Features available to selected devices or devices available with selected features | Information Only. |  | | Feature Descriptions | Lists Features available to devices and their descriptions |  |  |   Unified CM Phone Locale Installers   |  |  | | --- | --- | |  | Show IP Phone firmware versions supported by the installed Phone Locale Packages. |  |  |  |  |  | | --- | --- | --- | --- | | Information Source | Description | Symptoms | Remedies | | Unified CM Cluster Name | Lists the cluster name from the Enterprise Parameter and the publisher server name/IP. | Information only. |  | | Phone Package Installers | List phone models and the firmware versions included in locale installer packages | Information only. |  |   Unified CM Phones With Mismatched Load   |  |  | | --- | --- | |  | Provides a list all phones that have mismatched firmware load. |  |  |  |  |  | | --- | --- | --- | --- | | Information Source | Description | Symptoms | Remedies | | Unified CM Phones With Mismatched Load | Report on phones with mismatched load. If the mismatch is between the configured load and the running active load, then the action to take is to Apply Config to those phones. This is done by clicking the Apply Config button on the Phone config page, which triggers the phone to download the configured load. | Information only. |  |   Unified CM Phones Without Lines   |  |  | | --- | --- | |  | Provides a list of all provisioned phones that have no lines associated to them. |  |  |  |  |  | | --- | --- | --- | --- | | Information Source | Description | Symptoms | Remedies | | Unified CM Cluster Name | Lists the cluster name from the Enterprise Parameter and the publisher server name/IP. | Information only. |  | | Phones Without Lines | List of phones without lines. | Information only. |  |   Unified CM Shared Lines   |  |  | | --- | --- | |  | Provides a list of all phones with a shared line. |  |  |  |  |  | | --- | --- | --- | --- | | Information Source | Description | Symptoms | Remedies | | Unified CM Cluster Name | Lists the cluster name from the Enterprise Parameter and the publisher server name/IP. | Information only. |  | | List of Shared Lines | List of lines that appear on more than one phone. | Information only. |  |   Unified CM Table Count Summary   |  |  | | --- | --- | |  | Provides a database centric view of data. This report is only useful to administrators or AXL API developers that understand the database schema. |  |  |  |  |  | | --- | --- | --- | --- | | Information Source | Description | Symptoms | Remedies | | Unified CM Cluster Name | Lists the cluster name from the Enterprise Parameter and the publisher server name/IP. | Information only. |  | | Table Count Summary | List record counts per table. | Information only. |  |   Unified CM User Device Count   |  |  | | --- | --- | |  | Counts of device user association counts. |  |  |  |  |  | | --- | --- | --- | --- | | Information Source | Description | Symptoms | Remedies | | Unified CM Cluster Name | Lists the cluster name from the Enterprise Parameter and the publisher server name/IP. | Information only. |  | | Phone to user relationship | Phones without an associated user, users with one associated phone, and users with multiple associated phones. | Information only. |  |   Unified CM Users Sharing Primary Extensions   |  |  | | --- | --- | |  | Provides a list of users that share a primary extension on the system. |  |  |  |  |  | | --- | --- | --- | --- | | Information Source | Description | Symptoms | Remedies | | Unified CM Cluster Name | Lists the cluster name from the Enterprise Parameter and the publisher server name/IP. | Information only. |  | | Users Sharing Primary Extensions | Reports on users that have the same primary extension. | Information only. | When Directory URIs are configured for users that have the same primary extension, then calls from that extension will not display any Directory URI on the receiving device. If the desired behavior is to have a Directory URI display on calls from that extension, remove the Directory URI for the users that share the primary extension, and enter the desired Directory URI on the Directory Number page for that primary extension. |   Unified CM VG2XX Gateway   |  |  | | --- | --- | |  | Provides a summary of gateway endpoint security profiles. |  |  |  |  |  | | --- | --- | --- | --- | | Information Source | Description | Symptoms | Remedies | | Gateway Endpoint Security Mismatches | Gateways found with endpoints that have different security profiles assigned: | Information only. |  |   Unified CM Voice Mail   |  |  | | --- | --- | |  | Report of voice mail counts and list of directory numbers with lamp on. |  |  |  |  |  | | --- | --- | --- | --- | | Information Source | Description | Symptoms | Remedies | | Voice Mail Summary | List Voice Mail counts. | Information only. |  | | Voice Mail Detail | List Directory Numbers with the message waiting lamp on. | Information only. |  |   Unified Confidential Access Level Matrix   |  |  | | --- | --- | |  | Provides all information of Confidential Access Level Matrix |  |  |  |  |  | | --- | --- | --- | --- | | Information Source | Description | Symptoms | Remedies | | Unified CM Cluster Name | Lists the cluster name from the Enterprise Parameter and the publisher server name/IP. | Information only. |  | | Confidential Access Level Matrix | Confidential access level matrix. | Information only. |  | | Confidential Access Level | List of all confidential access level. | Information only. |  | | | |