

# OmniTouch 4625 CCIVR Help Monitoring & Statistics

---

Release 12

## **Legal notice:**

The Alcatel-Lucent name and logo are trademarks of Nokia used under license by ALE. To view other trademarks used by affiliated companies of ALE Holding, visit: <http://www.al-enterprise.com/en/legal/trademarks-copyright>. All other trademarks are the property of their respective owners. The information presented is subject to change without notice. Neither ALE Holding nor any of its affiliates assumes any responsibility for inaccuracies contained herein. © 2018 ALE International. All rights reserved. <http://www.al-enterprise.com>

---

# Content

1 Monitoring.....	3
1.1 What you get information about.....	3
1.2 The Monitoring Main Windows.....	3
1.3 Customize your monitoring workspace.....	4
1.4 Configure server settings.....	5
1.5 Configure client settings.....	5
1.6 Viewing Data about ... ..	5
1.7 Online Information .....	5
1.7.1  Running applications on server .....	5
1.7.2  Application Statistics (Short-Term) .....	6
1.7.3  Lines .....	6
1.7.4  Line Status .....	6
1.7.5 Server Overview .....	6
1.7.6  Server Load.....	6
1.7.7 Server Statistics (Short-Term) .....	7
1.7.8  Server Statistics Graph (Short-Term) .....	7
1.8 Archived Information .....	7
1.8.1 Application Statistics.....	7
1.8.2 Server Overview.....	8
1.8.3 Server Load .....	8
1.8.4 Server Statistics Graph.....	8
1.9 Summary of monitoring column headers .....	9
2 Statistics .....	10
2.1 What you should know about statistics .....	10
2.2 The statistics main window .....	10
2.3 Customize your statistics workspace .....	11
2.4 Configure server settings .....	11
2.5 Configure client settings.....	11
2.6 Steps to generate a statistical report.....	12
2.7 Previewing templates.....	12
2.8 Generating a statistical report .....	12
2.9 Evaluating a statistical report .....	13
2.10 Delete a report .....	13
2.11 Schedule a report .....	13
2.12 Change the report definition.....	15
2.13 Delete a schedules report.....	15
2.14 Menu .....	15
2.15 Summary of statistics column headers .....	16

# 1 Monitoring



## 1.1 What you get information about

By monitoring your CCivr system you can get wide information about its activities, occurrences and application states. The following devices can be monitored :

- Applications** Gives information about applications, the servers they are running on and much more.
- Lines** Shows line status, allocated licenses and more.
- Servers** Informs about server load, used lines and more

Two major types of monitoring data are provided

- **On-line data** show current occurrences on your lines, servers and applications
- **Archived data** show occurrences from the past that are stored in a database

The following on-line Information represents a quick help for Administrators with technical knowledge and Application Developers. Since this experienced audience is already familiar with the CCivr system and its operations, this quick on line information does not provide detailed instructions. Instead it gives a compact overview of all available data to be monitored and the most frequent customization operations



## 1.2 The Monitoring Main Windows




Since you are familiar with the windows user interface, the basic elements and operations will be well known to you. The **CCivr Monitoring** main window is designed to give a compact overview of all monitoring possibilities and to display various kinds of charts and tables at once. For this purpose the following is provided:

- The right portion serves as indication area for the monitoring data. Tables and charts display the various kinds of data. Control functions such as locking layout or customizing columns can be used as well as setting intervals for individual indications.
- The left portion provides tree controls for selecting one or more required charts, tables or configuration windows. Three tree controls can be selected by clicking the appropriated tab:
  - configuration,
  - archived data
  - on-line data



### 1.3 Customize your monitoring workspace

Like all other Windows Applications, the **CCivr Monitoring** Main Window is built up with the well-known element and command buttons. Although it is assumed that you are familiar with Windows operations and elements, this chapter should direct your attention to some special conventions used by the CCivr Monitoring Application.

To :	Do:
<b>Open several tables or charts</b>	Click on a node in the tree control while a table or chart is already displayed in the right portion of the monitoring window. The new table or chart is opened, the other (displayed before) is displayed as tabbed dialogue. The tabs are positioned at the bottom of the window.
<b>Lock layout</b>	Activate the checkbox Lock Layout. The current window layout is locked. You cannot insert columns or resize it.
<b>Freeze data</b>	Activate the checkbox Freeze Data. The current status of the monitoring data is locked, they will not be update.
<b>Insert / Remove columns</b>	Click the button Insert Column. A dialogue opens that gives you the possibility to determine which column you want to display. Some few columns (e.g. the line number at the line table) cannot be removed.
<b>Dock windows</b>	Drag and drop a table or chart out of the monitoring window and position it outside near the windows borders. The table or chart will be snapped to the boarder and automatically aligned.
<b>Sort columns</b>	Click on the header of the required column. All data will be sorted according to the selected column.
<b>Resize columns</b>	Drag and drop the appropriate separator left or right. In this way columns can be hidden as well.
<b>Change colours</b>	Click the button Change Background Color.
<b>Set intervals</b>	Select the required option from the provided listbox. 5-minutes, hours or days can be determined.
<b>Select different values</b>	Either select the appropriate option from the provided listbox, or click one or more appropriate checkboxes. You can choose minimum, maximum or average values.
<b>Scroll intervals for archived data</b>	Click on the  or  According to the selected interval, 5-minutes or hours, data for the next or previous interval will be displayed.
<b>Show specific day for archived data</b>	Click the button.  A calendar is displayed to select the required day.
<b>Select items in a chart</b>	Click the button Select Item. A dialogue opens that gives you the possibility to determine which item you want to display.
<b>Select items in load graphs</b>	Activate the appropriate checkbox in the legend.
<b>Determine intervals for load graphs</b>	Select the required option from the provided listbox.
<b>Hide or display legend for load graphs</b>	Activate or deactivate the checkbox Show Legend.

## 1.4 Configure server settings



Once you clicked the **Configuration** tab, the tree control area provides the **Server Configuration** node. This option enables you to define mainly purging settings for your monitoring statistics data of 5 minutes- and 1 hour-reports, and also to define the application statistic.

## 1.5 Configure client settings



Once you clicked the **Configuration** tab, the tree control area provides the **Client Configuration** node. This option enables you to define mainly customization settings for your monitoring screen layout. Besides saving individual screen settings styles and fonts can be selected.

## 1.6 Viewing Data about ...

You can view data about online information or archived information.

## 1.7 Online Information

This kind of monitoring information shows what takes place within your CCivr system currently. Once you clicked the **Online Data** tab, a tree is shown that gives the possibility to view the following:

### 1.7.1 Running applications on server

The node **Applications** considers application monitoring information from the server's aspects. Several sub-branches are provided, that give you the possibility to view summary information on all servers and detailed information separated by servers. On selecting one of these sub-branches tables is shown containing monitoring data about all currently running applications on the selected servers.

#### [To view running applications on all servers](#)

The node All Servers gives a summary of all running application instances on all your servers. The first line gives a summary of all data of all servers. For each application instance one row by server is reserved that shows the sum of all provided monitoring data server-by-server. The column ApplTyp enables filtering of shown applications: VP means Voice Processing Application (created by the CCivr Application Generator), NT means NT-Programs, ALL involves both categories.

#### [To view running applications on a certain server](#)

The nodes Master or Slave<X> gives a summary of all running application instances separated by master and slave servers. The first line gives a summary of all data. For each application instance one row is reserved that shows the sum of all provided monitoring data on the selected server.



It is possible to terminate a running application by double-clicking on the appropriate row. Please use this operation carefully. Active calls will be terminated without warning as well!

If you want to know details about the various kinds of monitoring data take a look in the Summary of column headers.

### 1.7.2 Application Statistics (Short-Term)

The node **Application Statistics** considers application monitoring information from the applications aspects. The first column shows the application name that serves as major sort criterion. For each application one row is reserved that shows the sum of running instances on all servers. In the following rows for each application, the sums by server can be viewed.

*Attention: The Short-Term application statistic involves only the time period from starting the CCivr monitoring application, max. all over the previous day!*

If you want to know details about the various kinds of monitoring data take a look in the Summary of column headers.

### 1.7.3 Lines

In opening the node **Lines** a table is indicated that lists all lines by line numbers. Besides status information details about running applications and license allocations can be viewed

If you want to know details about the various kinds of monitoring data take a look in the 'Summary of column headers'.

### 1.7.4 Line Status

In opening the node **Status Panel**, a panel is displayed that sums up all boards of a system. The naming convention is: system name, board type and port numbers. Clicking on a board the appropriate Line Status Panel is displayed. Each line panel contains lamps that indicate the line status - Idle, Incoming or Outgoing. Additionally, allocated licenses for Fax, ASR, TTS and AMBX are displayed. The lines are grouped graphically concerning the available telephone boards.

### 1.7.5 Server Overview

The node **Server Overview** shows summary information of all servers. The first line of this table sums up data of all servers. Additionally, one row is reserved that displays summary monitoring data for each server.

If you want to know details about the various kinds of monitoring data, take a look in the 'Summary of column headers'.

### 1.7.6 Server Load

The node **Server Load Graph** shows a chart that enables you to take a look at CPU load, hard disk and memory usage. Additionally, summary information about running applications and allocated licenses is shown concerning the entire system. Several sub-branches are provided, that give you the possibility to view summary information on all servers and detailed information separated by servers. On selecting one of these sub-branches tables is shown containing monitoring data of the selected servers.

#### To view occurrences on all servers

The node **All Servers** gives a summary of all your servers.

#### To view occurrences on a certain server

The nodes Master or Slave<X> gives a summary separated by master and slave servers.

If you want to know details about the various kinds of monitoring data take a look in the 'Summary of column headers'.

### 1.7.7 Server Statistics (Short-Term)

The node **Server Load Graph** shows a table that enables you to take a look at CPU load, hard disk and memory usage. Additionally, summary information about running applications and allocated licenses is shown. The first line of this table sums up data of all servers. Additionally, one row is reserved that displays summary monitoring data for each server.

*Attention: The Short-Term Server Statistics Table involves only the time period from starting CCivr Monitoring application, max. all over the previous day!*

If you want to know details about the various kinds of monitoring data take a look in the 'Summary of column headers'.

### 1.7.8 Server Statistics Graph (Short-Term)

The node **Server Statistics Graph** shows a bar chart that enables you to take a look at CPU load, hard disk and memory usage. Additionally, summary information about running applications and allocated licenses is shown concerning the entire system. Several sub-branches are provided, that give you the possibility to view summary information on all servers and detailed information separated by servers. On selecting one of these sub-branches a chart is shown containing monitoring data of the selected servers.

*Attention: The Short-Term Server Statistics Table involves only the time period from starting the Ccivr monitoring application, max. all over the previous day!*

#### [To view occurrences on all servers](#)

The node **All Servers** gives a summary of all your servers.

#### [To view occurrences on a certain server](#)

The nodes Master or Slave<X> gives a summary separated by master and slave servers.

If you want to know details about the various kinds of monitoring data take a look in the 'Summary of column headers'.

## 1.8 Archived Information

This kind of monitoring information shows a kind of short time statistics that is stored in a database. The monitoring data are similar to the online data, but available during a longer time period (see Configure server settings).

Once you clicked the **Archived Data** tab, a tree is shown that gives the possibility to view the following

### 1.8.1 Application Statistics

The node Application Statistics considers application monitoring information from the applications aspects. The first column shows the application name that serves as major sort criterion. For each application one row (colored yellow) is reserved that shows the sum of running instances on all servers. In the following rows for each application the sums by server can be viewed. Two sub-branches are provided, that give you the possibility to view information in different intervals.

### [To view 5-minute evaluation](#)

The node **5-minute evaluation** gives information in intervals of 5 minutes.

### [To view hourly evaluation](#)

The nodes **1-hour evaluation** gives information in intervals of hours

If you want to know details about the various kinds of monitoring data take a look in the 'Summary of column headers'.

## 1.8.2 Server Overview

The node **Server Overview** shows summary information of all servers. The first line of this table sums up data of all servers. Additionally, one row is reserved that displays summary monitoring data for each server.

If you want to know details about the various kinds of monitoring data take a look in the 'Summary of column headers'.

## 1.8.3 Server Load

The node **Server Load Graph** shows a chart that enables you to take a look at CPU load, hard disk and memory usage. Additionally, summary information about running applications and allocated licenses is shown concerning the entire system. Several sub-branches are provided, that give you the possibility to view summary information on all servers and detailed information separated by servers. On selecting one of these sub-branches a table is shown containing monitoring data of the selected servers.

### [To view occurrences on all servers](#)

The node **All Servers** gives a summary of all your servers.

### [To view occurrences on a certain server](#)

The nodes Master or Slave<X> gives a summary separated by master and slave servers.

If you want to know details about the various kinds of monitoring data take a look in the 'Summary of column headers'.

## 1.8.4 Server Statistics Graph

The node **Server Statistics Graph** shows a bar chart that enables you to take a look at CPU load, hard disk and memory usage. Additionally summary information about running applications and allocated licenses is shown concerning the entire system. Two sub-branches are provided, that give you the possibility to view information in different intervals.

### [To view 5-minute evaluation](#)

The node **5-minute evaluation** gives information in intervals of 5 minutes.

### [To view hourly evaluation](#)

The nodes **1-hour evaluation** gives information in intervals of hours

If you want to know details about the various kinds of monitoring data take a look in the 'Summary of column headers'.



## 1.9 Summary of monitoring column headers

Abbreviation	Means
<b>AMBX</b>	Application Mailbox used/not used
<b>AppIName</b>	Application Name
<b>AppIType</b>	Application type: NT or VP (Voice processing)
<b>Commandline</b>	Involves the complete call of the application instance and shows all transferred parameters
<b>CountAMBX</b>	Number of application mailboxes currently accessed
<b>CountDB</b>	Number of current Database accesses
<b>CountFAX</b>	Number of FAX licenses currently allocated
<b>CountLineIn</b>	Number of incoming lines currently in use
<b>CountLineOut</b>	Number of outgoing lines currently in use
<b>CountASR</b>	Number of ASR licenses currently allocated
<b>CountTTS</b>	Number of TTS licenses currently allocated
<b>CountTTS</b>	Number of TTS licenses currently allocated
<b>CPUload</b>	Percentage of CPU load
<b>DB</b>	Number of Database Connections used simultaneous
<b>DevNr</b>	Line number
<b>DurAMBX</b>	Duration of application mailboxes access
<b>DurDB</b>	Duration of Database accesses
<b>DurFAX</b>	Duration of FAX licenses allocation
<b>DurLineIn</b>	Duration of incoming lines use
<b>DurLineOut</b>	Duration of outgoing lines use
<b>DurASR</b>	Duration of ASR licenses allocation
<b>DurTTS</b>	Duration of TTS licenses allocation
<b>DurTTS</b>	Duration of TTS licenses allocation
<b>FAX</b>	FAX license used/not used

Abbreviation	Means
<b>HDFree</b>	Free hard disk space (MB) in percentage
<b>HDUsed</b>	Used hard disk space (MB) in percentage
<b>IsDebug</b>	Application started in debug mode
<b>LineIn</b>	Incoming line number
<b>LineOut</b>	Outgoing line number
<b>MemFree</b>	Free memory (KB) in percentage
<b>MemUsed</b>	Used memory (KB) in percentage
<b>RecTime</b>	Application start time
<b>Server</b>	Server name
<b>ASR</b>	Number of ASR licenses used simultaneous
<b>SumAMBX</b>	Sum of accessed application mailboxes
<b>SumDB</b>	Sum of accessed Database
<b>SumFAX</b>	Sum of allocated FAX licenses
<b>SumLineIn</b>	Sum of used incoming lines
<b>SumLineOut</b>	Sum of used outgoing lines
<b>SumASR</b>	Sum of allocated ASR licenses
<b>SumTTS</b>	Sum of allocated TTS licenses
<b>SumTTS</b>	Sum of allocated TTS licenses
<b>TriggerType</b>	Resource of application attachment e.g. line, alarm, timer, DDI
<b>TriggerDetail</b>	Resource details e.g. line number, DDI number, alarms
<b>TTS</b>	Number of TTS licenses used simultaneous
<b>StartedAt</b>	Application start timer (rectime)
<b>LineState</b>	Line status: incoming, outgoing, idle
<b>BoardName</b>	Board name
<b>BoardNr</b>	Board number
<b>Applications</b>	Number of applications

## 2 Statistics



### 2.1 What you should know about statistics

CCivr system offers you to generate a statistical application report out of several predefined templates.

You should first define the amount of weeks the system has to store any statistical information on your application, before you select one report template out of seven.

A statistical report informs you about the acceptance and usage of the application you provide to your customers.

The regular evaluation of the application report gives you a good overview on the usage of your application and enables you to adapt it to your customer's needs.



### 2.2 The statistics main window

Since you are familiar with the windows user interface, the basic elements and operations will be well known to you. The **CCivr Statistics** main window is designed to give a compact overview of all possibilities and to display various kinds of charts and tables at once. For this purpose, the following is provided:

- The right portion serves as indication area for the statistics data. Tables and charts display the various kinds of data. Control functions such as locking layout or customizing columns can be used.
- The left portion provides the selection between reports, report generation and configuration. If you click the appropriated tabs: report and report generation the tree control provides the selection of the report template to be used for starting a report or the generated report.



## 2.3 Customize your statistics workspace

Like all other Windows Applications, the CCivr Statistics Main Window is built up with well-known element and command buttons. Although it is assumed that you are familiar with Windows operations and elements, this chapter should direct your attention to some special conventions used by the CCivr Statistics Application.

To :	Do:
<b>Open several tables or charts</b>	Click on a node in the tree control while a table or chart is already displayed in the right portion of the monitoring window. The new table or chart is opened, the other (displayed before) is displayed as tabbed dialogue. The tabs are positioned at the bottom of the window.
<b>Lock layout</b>	Activate the checkbox Lock Layout. The current window layout is locked. You cannot insert columns or resize it.
<b>Freeze data</b>	Activate the checkbox Freeze Data. The current status of the statistics data is locked, they will not be update.
<b>Insert columns</b>	Click the button Insert Column. A dialogue opens that gives you the possibility to determine which column you want to display.
<b>Dock windows</b>	Drag and drop a table or chart out of the monitoring window and position it outside near the windows borders. The table or chart will be snapped to the boarder and automatically aligned.
<b>Sort columns</b>	Click on the header of the required column. All data will be sorted according to the selected column.
<b>Resize columns</b>	Drag and drop the appropriate separator left or right. In this way columns can be hidden as well.
<b>Change colors</b>	Click the button Change Background Color.



## 2.4 Configure server settings

Once you clicked the **Configuration** tab, the tree control area provides the **Server Configuration** node. This option enables you to define the purging setting for your statistics data. Enter a number after how many weeks statistics data will be deleted automatically. (This option also enables you to define deleting criterions for statistical data of 5 minutes- and 1 hour reports).



## 2.5 Configure client settings

Once you clicked the **Configuration** tab, the tree control area provides the **Client Configuration** node. This option enables you to define mainly customization settings for your screen layout. Besides saving individual screen settings styles and fonts can be selected.

## 2.6 Steps to generate a statistical report

Statistical reports are based on pre-defined templates.

## 2.7 Previewing templates

To choose the correct template you can preview its layout and contents.

Templates of the following groups of reports are available

### Reports overall applications

- Report of Counters and Regions
- Reports of all Details
- Summary reports
- Overview reports and

### Reports for an individual application

- Report of Counters and Regions
- Reports of all Details
- Overview reports and

### Reports over outgoing fax messages

- Report of all Details of All Outgoing Fax Messages
- Report of Not delivered Fax Messages
- Report of Details of a Fax Number

### Reports over incoming fax messages

- Report of all Details of All Incoming Fax Messages
- Detailed Report of an Individual Fax

To view a template, click on **Report Generation** and select a template. Press the right mouse button to open a shortcut menu. Select Preview and the template is displayed. It contains dummy data to show the layout.

If you want to know details about the various kinds of statistical data take a look in the 'Summary of column headers'.

## 2.8 Generating a statistical report

To start the report generation immediately, open the node of the appropriate template. Double-click the **generate report** sub-branch. Enter the date and time when the report should be started and stopped.



Date and time entered in the fields 'Start/Stop of Reports' must be within the range you have specified in the parameter 'Weeks to keep Application Statistics' in the server configuration!

Default scope of the report is all the CCIVR. If you want to generate a report with limited scope click the **Select Scope** button and deactivate the checkboxes of the system(s) or master(s) you do not want to be included in the report.

The following output options for the report are available: display the report on the **Window**, send the report file to a **Printer** or save the report in a **File**. The File output option enables the fields File Name and File Type, Field and String Delimiter.

If you click generate and you start an individual application report, you have to enter the **Application** name, resp. select it in the drop down listbox.



Please note that the server is running if you click the option 'File' from the 'Output Options' because the file is stored on the server.



Please note that all reports stored on the server (scheduled and created immediately) will not be deleted automatically. If required, you have to delete reports by yourself, which you do not need any longer.

## 2.9 Evaluating a statistical report

Depending on the selected output option, the report can either be displayed in the statistics window and sent to a printer or saved in a file. To evaluate the report file click **Reports** and double-click the **name** of the report.

If you want to know details about the various kinds of statistical data take a look in the 'Summary of column headers'.

## 2.10 Delete a report

Dependant To delete a report file, click "Reports". The names of the generated reports are displayed at the tree control area. Open with the right mouse button the context menu and click "Delete".

## 2.11 Schedule a report

You can schedule the generation of a statistical report within a defined time period, using the option **schedule report**. Select the template type, which corresponds to the requested statistical data. Click the node of the appropriate template name. Double-click the **schedule report** sub-branch. The window 'Scheduled Reports' has two input areas 'Scheduling Parameters' and 'Report Settings'. At first you should define a plain job name for the scheduled report. (Under this name you will find again your generated report, you can change or delete the report generation.)

### Scheduling Parameters:

Enter a date and an hour for the 'First Generation' and a date for the 'Last Generation' to define the scheduling time period. The default value for the time is 00:00:00. It is recommended to choose a time out of the main business hours of your CCIVR application. The option 'Scheduling Type' defines if the report generation is started within the entered time period daily, weekly or monthly at the indicated time.



Example: for the scheduling period of one year after in the field 'First Generation' e.g. the 15.10.99 and the hour 00:00:00 and in the field 'Last Generation' the date 15.10.00. If you activate the 'Scheduling Type' Monthly, the first report will be started the 15.10.99 at 00:00:00 hours, the next the 15.11.99 at 00:00:00 hours and so on until the 15.10.00.

## Report Settings:

For the report contents besides the chosen template, the following parameters are important.

### Previous Day:

If you have scheduled a daily report, in the 'Scheduling Parameters' area activated the 'Scheduling Type' Daily, click the option 'Previous Day'. The previous day is the day before the date defined in the field 'First Generation'. Enter a time in the fields 'From' and 'Till' for the previous day, e.g. the working hours or 24 hours. Click on 'Schedule'.



Example: If you have entered 15.10.99 as date for the 'First Generation' and 00:00:00 hours, a report for the 14.10.99 and the defined time (e.g. working hours or 24 hours) will be generated. At the 16.10.99 at 00:00:00 hours a report of the 15.10.99 will be generated and so on.

### Report over a certain time period:

Click the option 'Duration' and enter in the field 'Last' a figure for one or several hour(s), day(s), calendar week(s) or calendar month(s).



Example: If you want to generate over the time period of a year, every Monday at 6 o'clock in the morning a report of the past week, enter the date of the second Monday of the current year and the date of the first Monday of the following year. If you click the drop-down list box a calendar is displayed. You can choose the month clicking on the arrows in the top line. Enter the time in the format 06:00:00. Activate the option 'Weekly'. The date of the second Monday of the following year is chosen because the report is generated retroactively. Activate in the 'Report Settings' area the option 'Duration' and enter in the field 'Last' the figure 1 and select 'Calendar week(s)'. Click on 'Schedule'. A calendar week starts Sunday at 0 o'clock and lasts until Saturday at 23:59 hours.



Example: If you enter 3 in the field 'Last' and select 'Calendar week(s)', a report containing the past 3 months is generated. If the creation date is 15.10.99 the report contains the months July, August and September. The report creation on the 15th of November contains the months August, September and October.

### Retroactive reports:

If the entered time period starts before the current date, all reports before this date are generated at the time point entered in the area 'Schedule Parameters'. The report of the next and following days, weeks, months is generated if the entered time expires.



Example: Thus you can define at the end of the year retroactive monthly reports of the past year. Enter in the field 'First Generation' the date 1st February and in the field 'Last Generation' the 1st January of the following year and a time e.g. 00:00:00. Activate the option 'Monthly' and the option 'Duration' and enter 1 Calendar Month(s) in the field 'Last'. Click on 'Schedule'.

If you define a retroactive, daily report and also the date for the 'Last Generation' has already expired, the report generation is started when the next corresponding time point is reached. Please do not start weekly or monthly retroactive reports with expired date for the 'Last Generation' using the scheduling report option, use the create option instead, because it might happen that you have to wait one week or one month, dependant on the start date.

Please consider that retroactive daily reports over a long time period causes a heavy load which may slow down the system.



Note: Please consider that the time point in the fields 'First and Last Generation' is later than the time entered in the parameter field 'Weeks to keep Application Statistics' of the purge settings of the server configuration.

If more applications are active and you want to create an individual application report you must enter the name of the application in the field 'Application Name' of the

Scheduled Reports window. If you plan reports for several applications, enter an individual job name in the field 'Job Name'.

## 2.12 Change the report definition

To change the report definition of a scheduled report, click the node of the appropriate template. Double-click the **New jobs** sub-branch. Change the definitions in the 'Scheduled Reports' window and click **Update** when finished. When the date and time defined in the 'Scheduling Parameters' expire, the report is generated, using the changed definitions.

## 2.13 Delete a schedules report

To delete a scheduled report, click the node of the appropriate template. Click the **New job** sub-branch and open with the right mouse button the context menu and select **Delete**.

## 2.14 Menu

### File

**Close** closes the active file and prompts to save the document

**Exit** terminates your Statistics Application.

### View

**Statusbar** switches on/off the Statusbar

**Speedbar** switches on/off the Speedbar

**Always on Top** brings your Application window always on top

### Window

**Cascade** arrange windows so they overlap

**Tile Horizontal** arranges the windows horizontal not overlapping

**Tile Vertical** arranges the windows vertical not overlapping

**Arrange Icons** arranges icons in order

### Help

**Contents** displays the table of contents for Statistics Help

**Search for Help on...** searches for help on the topic you have entered

**About** displays the about-box, showing which version of Statistics you are using

## 2.15 Summary of statistics column headers

### All Application Summary Report

Total Calls	how many times the application was started
Min.Duration	min. application duration within the specified time
Max.Duration	max. application duration within the specified time
Avg.Duration	average application duration within the specified time
UserDisconn	how many times user hanged up
Errors	how many times (all various) errors occurred

### Indiv/All Application Main Activity Report

StartDate	start date of the application
CreateCause	informs which Trigger started the application
StopReason	informs why the application was stopped
CallDuration	informs about the duration of a particular call
AppDuration	informs about the total application duration (seizure duration) of the application
Extension	number of the extension
ServerName	name of the server, where the application was executed

### Indiv/All Application Counters and Regions Report

Sum	number of the executions of the statistical region resp. of the counter
Min. Value	min. number of the executions of the statistical region resp. of the counter
Max. Value	max. number of the executions of the statistical region resp. of the counter
Avg. Value	average number of the executions of the statistical region resp. of the counter

#### Duration

Sum. Dur.	total duration of the application duration
Min. Dur.	min. duration of the region execution
Max. Dur.	max. duration of the region execution
Avg. Dur.	average duration of the region execution

### Incoming/Outgoing Fax , Not Delivered Fax, Fax Number Details

Date Time	Date and Time of the fax
State	Information about the states of the task outgoing fax: sent, failed, canceled, sending, queued; incoming fax: received, failed, received partly, receiving;
Current Num.	Current number for the fax
Duration	Duration of the fax transmission
Num. Pages	Number of received or sent pages of the fax
Sender	Name or number of the sender of the fax
Application Name	Name of the fax application
Received at	Date and time when the fax was received
JobID	Current job number
Fax Number	Recipient fax device number
Put in queue at	Time when the fax was put into the sending queue the first time
Retries No.	Number of retries to send the fax

END OF DOCUMENT