Using the ETM® Web Portal for Reporting

Excerpted from the *Usage Manager User Guide*

SECURELOGIX®
C O R P O R A T I O N

About SecureLogix Corporation

SecureLogix Corporation enables secure, optimized, and efficiently managed enterprise voice networks. The company's ETM® (Enterprise Telephony Management) System hosts a suite of integrated telecom applications that protect critical network resources from telephony-based attack and abuse, and simplify voice network management.

SecureLogix® Solutions address real-world problems for real-world voice networks. The flexible ETM System scales to support any voice environment, no matter how large or small. Engineered with full hybrid voice technology, the ETM System supports multi-vendor networks containing any mix of converging VoIP and legacy voice systems.

SecureLogix Solutions are currently securing and managing over two million enterprise phone lines. The company's customers span nearly every industry vertical, from regional banks and hospitals, to the largest military installations and multi-national corporations.

For more information about SecureLogix Corporation and its products and services, visit our website at *http://www.securelogix.com.*

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**SecureLogix Corporation offers telephone,
email, and web-based support.
For details on warranty information
and support contracts, see our web site at**

http://support.securelogix.com

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Preface

About the ETM® System Documentation

The complete documentation for the ETM® System consists of a set of user guides in PDF format and in-depth, context-sensitive online Help. Printed copies of the user guides can be ordered separately. The electronic PDFs are available from the **SecureLogix** directory on the **Start** menu (Windows systems), the **Documentation** folder in the ETM System installation directory (all systems), and the root of the ETM Software installation CD.

ETM® System Documentation

The following set of guides is provided with your ETM® System:

ETM® System User Guide—Explains ETM System Concepts and provides task-oriented instructions for using the ETM System, including a Quick Start.

ETM® System Installation Guide—Provides task-oriented installation and configuration instructions and explanations for technicians performing system setup.

Voice Firewall User Guide—Provides an overview of the Voice Firewall, examples of and instructions for creating and managing Firewall Policies, and instructions for viewing results of Policy monitoring and enforcement.

Voice IPS User Guide—Provides an overview of the Voice IPS (Intrusion Prevention System), examples of and instructions for creating and managing IPS Policies, and instructions for viewing results of Policy monitoring and enforcement.

ETM® Call Recorder User Guide—Provides an overview of the Call Recorder system, instructions for installing, configuring and using the system, examples of and instructions for creating and managing Call Recorder Policies, and instructions for accessing and managing the recordings.

Usage Manager User Guide—Provides task-oriented instructions and tutorials for producing reports of telecommunications accounting and Policy enforcement. Includes an appendix describing each of the predefined Reports and Elements.

*ETM® System Administration and Maintenance Guide—*Provides task-oriented instructions for using the ETM System to monitor telco status and manage ETM System Appliances.

*ETM® System Technical Reference—*Provides technical information and explanations for system administrators.

*ETM® Database Schema—*Outlines the schema of the SecureLogix database, to facilitate use of third-party reporting tools.

*ETM® Safety and Regulatory Compliance Information—*Provides statements regarding safety warnings and cautions; includes statements required for compliance with applicable regulatory and certification authorities. (Provided as a package insert with new Appliance hardware.)

Tell Us What You Think

We welcome your suggestions or comments on the user guides and the online Help provided with your ETM® System. Please send your documentation feedback to the following email address:

docs@securelogix.com

Additional Documentation on the Web

SecureLogix Corporation provides corrections and additional documentation for its products via the SecureLogix Knowledge Base online at the following web address:

http://support.securelogix.com

Conventions Used in This Guide

The following conventions are used in this guide:

- Functions that require two or more mouse clicks to open a dialog box or make a selection are written using the pipe symbol. For example:

    Click **View | Implied Rules**.

- Names of keys on the keyboard are uppercase. For example:

    Highlight the field and press DELETE.

- If two or more keys must be pressed at the same time, the PLUS SIGN (+) is used as follows:

    Press CTRL+ALT+DELETE.

- Bold text indicates GUI labels, menu items and options, literal file names, and paths. For example:

    Click **Edit**, and then click **Preferences**.

    C:\Program Files\SecureLogix\ETM\TWLicense.txt

- Keyboard input is indicated by monospaced font. For example:

    In the **Name** box, type: `My report tutorial`

- Italics indicate web addresses and names of publications.

- ETM System components and features are capitalized.

Web-Based Reporting

Using the Web Interface for Reporting

The ETM® System provides a browser-based interface called the Web Portal that enables you to view and schedule Usage Manager reports using the Internet Explorer web browser. The Web Portal does not support Solaris. Note that you cannot create or edit Report components from the Web Portal; it is used only to view and schedule Reports and retrieve call recordings. To edit Report Components, you must use the Usage Manager GUI. For information about using the Web Portal to retrieve call recordings, see the *Call Recorder User Guide*.

Logging in to the Web Portal

Tip Your login times out after 30 minutes of inactivity.

To log in to the Web Portal

1. Open Internet Explorer, and then type the URL for your ETM Web Portal server in the address bar and press ENTER. The browser connects to the ETM Web Portal.

2. One of the following occurs:

   • If more than one ETM Server is available, the **Server Selection** page appears. Click the ETM Server you want to log into.

WebETM - Server Selection - Microsoft Internet Explorer

File   Edit   View   Favorites   Tools   Help

Back   →   Search   Favorites   Media

Address   http://127.0.0.1/webetm/   Go   Links »

ENTERPRISE TELEPHONY MANAGEMENT

Please select a management server:

Local
Another Server

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Done   Internet
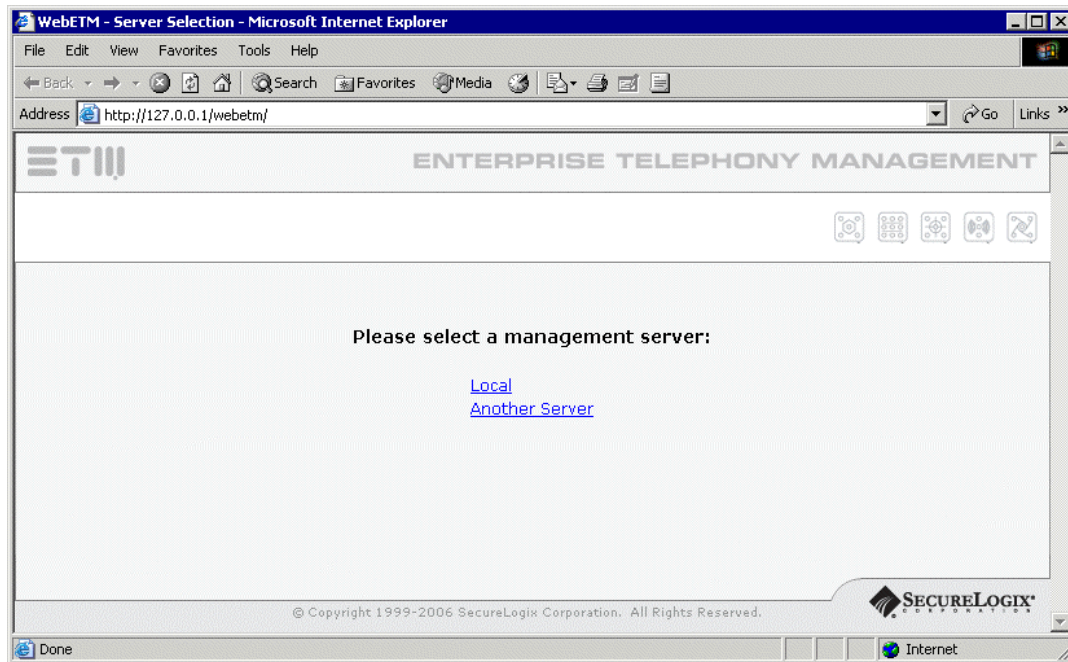
- • If a single ETM Server is available, see the next step.

3. Two login options are available, depending on the configuration at your site.

   - • If your Web Portal is configured for anonymous login and you used the anonymous login URL, the Web Portal logs into the ETM Server. See the next step.

   - • If you must use your ETM System login to access the Web Portal, the **Login** page appears. Type your username and password, and then click **Submit**.
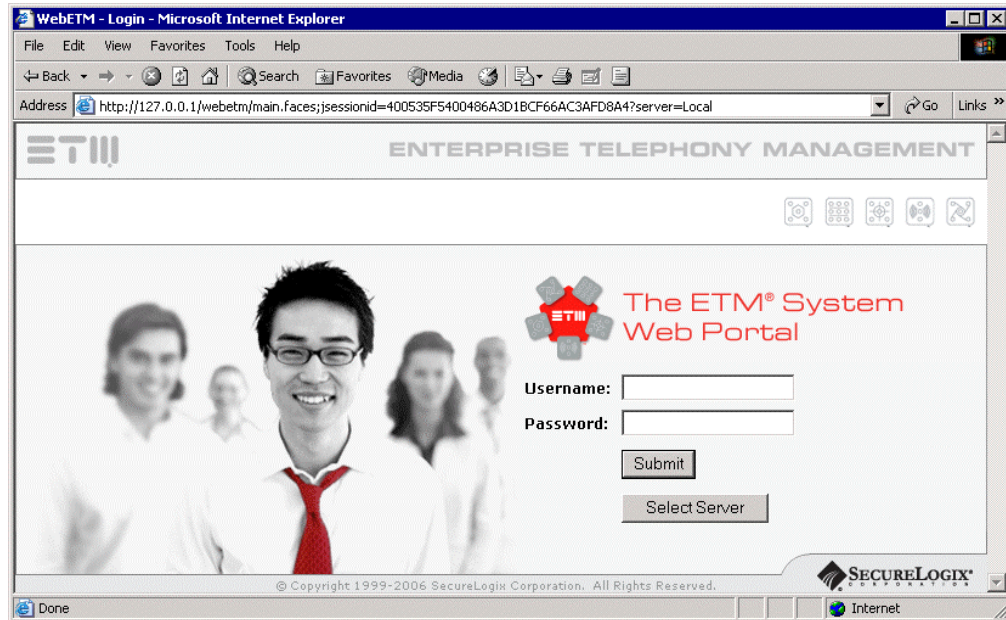
Tip To return to the
Server Selection
page, click Select
Server.

4. A login banner page appears if one is configured for the ETM Server.

- If a login banner appears, click **OK**.

The **Main** page appears.
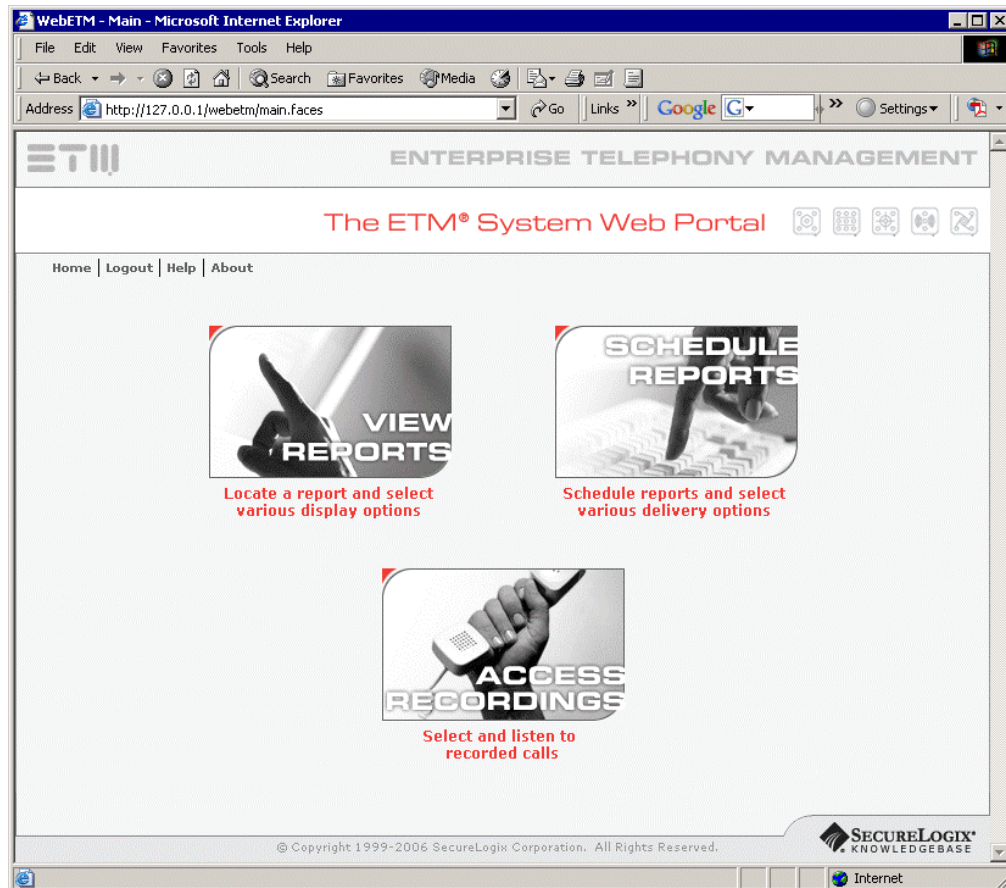
The links available on this page depend on your user permissions. The reporting links appear only if you have **Access Usage Manager** permission; the call recording link appears only if you have **View & Reinstall Recording Policies** permission.

Viewing Reports via the Web Portal

You can use the Web Portal to view reports that are saved in the Usage Manager tree in either your user folder or the **Public** folder.

To view reports

1. On the Main Web Portal page, click **View Reports**. The **Select Report** page appears.

2. In the **Find a Report** box, click the **PLUS SIGN** next to the top-level folder that contains the report you want to view. The folder expands.
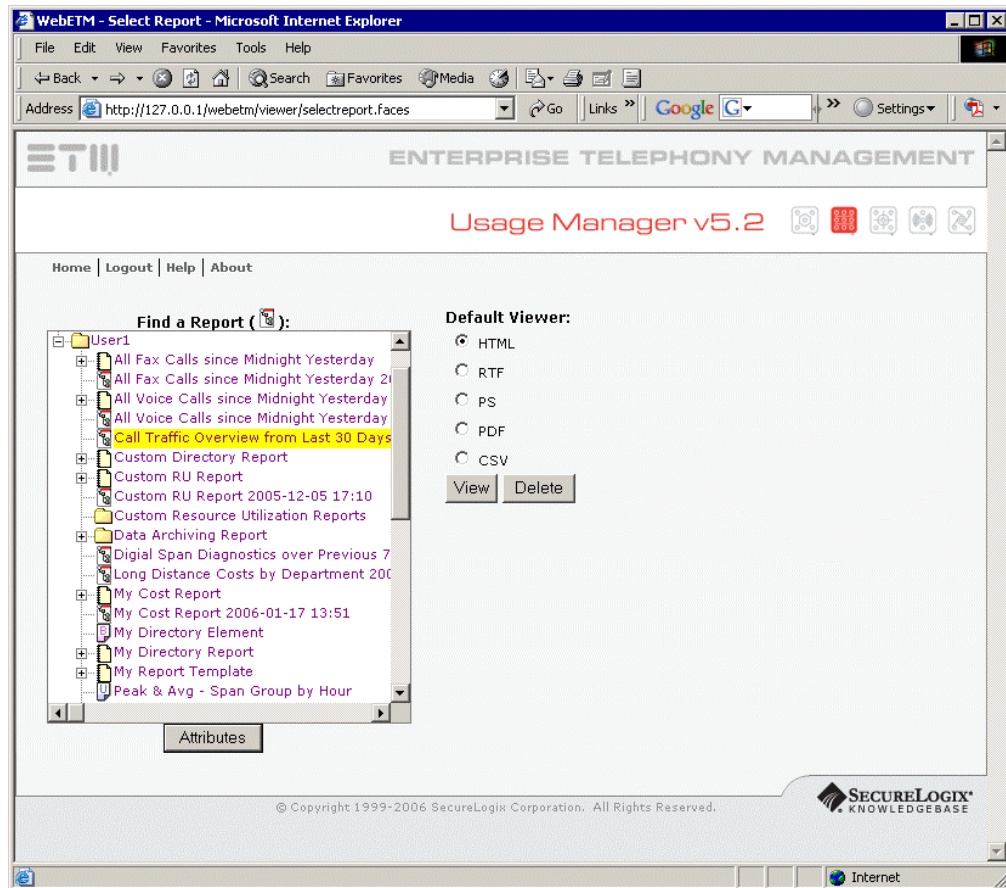
Acrobat Reader is available for free download from **Adobe.com**.

3. Locate the report, and then click it to select it. Generated reports are identified with the 📊 icon.

4. Under **Default Viewer**, select the format in which you want to view the report: HTML (default), RTF, PS, PDF, or CSV. To view reports in PDF format, you must have Acrobat Reader v5.0 or later installed on the computer where you are viewing the report.

Tip To return to the Main Web Portal page, click **Home**.

   IMPORTANT If you are using pop-up blocking software on the browser computer, ensure that pop-ups from the ETM Server's IP address are allowed or the report cannot display.

5. Click **View**. The following message appears while the report is retrieved: "Your report will be displayed shortly. If it is not, <u>click here</u>."

6. The report appears in the default viewer for the selected format. Use the functions available in that viewer to save or print the report.

Scheduling a Report via the Web Portal

To schedule a report via the Web Portal

1. On the Main Web Portal page, click **Schedule Reports**. The **Schedule Reports** page appears.
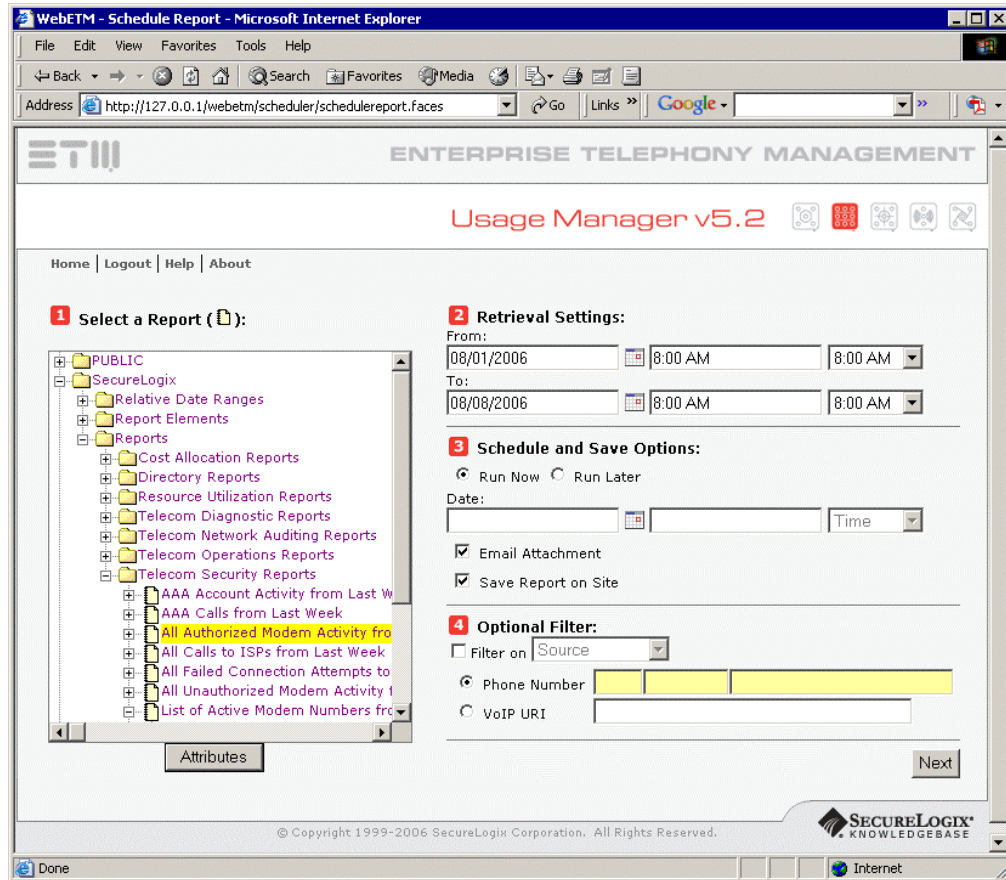
2. In the **Select a Report** box, browse for and click the Report Template you want to schedule.

Tip To return to the Main web reports page, click **Home**.

3. In the **Retrieval Settings** boxes, type or select the starting and ending dates and times for which data is to be retrieved. The **From** time must precede the **To** time.

4. In the **Schedule and Save Options** area:

   a. Select one of the following:

- **Run Now** causes the report generation to begin as soon as you finish configuring it.

- **Run Later** allows you to schedule a start time for the report generation, such as off-peak hours. If you select **Run Later**, type or select the start date and time in the **Date** boxes.

   b. Select one or both of the following delivery methods:

- **Email attachment** causes the generated report to be emailed to the contact(s) you specify on the next page.

- **Save report on site** causes the generated report to be saved in the Usage Manager tree in the folder you specify on the next page, where it can be accessed from both the Web Portal and the Usage Manager GUI.

5. Optionally, specify filter criteria to limit results to data for only a specific phone number or VoIP URI.

   a. Under **Optional Filter**, select **Filter on**.

   b. Select the number to which the filter applies:

- **Source**—The calling number

- **Destination**—The called number

- **Internal**—The outbound source or inbound destination

- **External**—The inbound source or outbound destination

   c. Select one of the following:

- **Phone number**—Select the radio button, and then type the fully qualified phone number in the boxes.

- **VoIP URI**—Select the radio button, and then type the VoIP URI in the box.

6. Click **Next**.
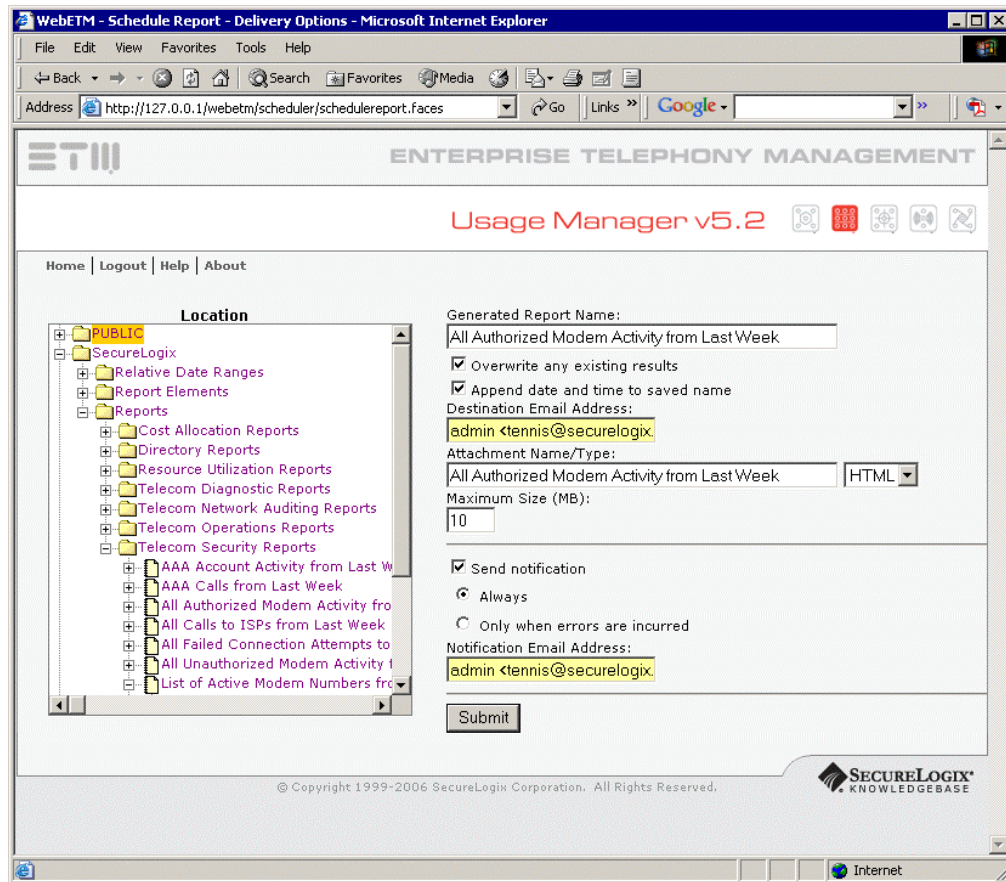
7. If you specified that the report is to be saved to the Usage Manager tree:

   a. In the **Location** box, browse for and click the folder in which the report is to be saved. Generated reports cannot be saved in the **SecureLogix** folder.

   b. The **Generated Report Name** box shows the name for the saved report, which defaults to the name of the template. If you want the report to have a different name in the tree, type the new name.

   c. Optionally, select one or both of the following:

      • **Overwrite any existing results** means the new report is to replace any reports of the same name that have been previously saved.

      • **Append date and time to saved name** causes the date and time at which the report is generated to be included in the saved report name. Generally, this prevents existing reports from being overwritten.

8. If you specified delivery as an email attachment:

   a. In the **Destination Email Address** box, the email address provided in the user profile of the account you used to access the Web Portal is supplied by default. To send the email to a different email address, type the address.

   b. The **Attachment Name/Type** box specifies the name and file format for the attachment. The defaults are the name of the template and HTML format. To select a different file type, click the down arrow and select an option. To use a different attachment name, type the name in the box.

   c. In the **Maximum size (MB)** box, type the size limit in megabytes for the attachment. The default is 10 MB. If the generated report exceeds this size, the email is sent containing an error message; the report is not attached. You must specify a value greater than 0.

9. If you want someone to be notified via email when the report task completes, select **Send Notification** and then:

   a. Select one of the following:

      - **Always** if a notification is to be sent each time the Report task completes.

      - **Only when errors are incurred** if a notification is to be sent only if the Report Task experiences errors.

   b. The email address provided in the user profile you used to access the Web Portal is supplied by default. To send the email to a different email address, type the email address in the **Notification Email Address** box.

10. Click **Submit**.
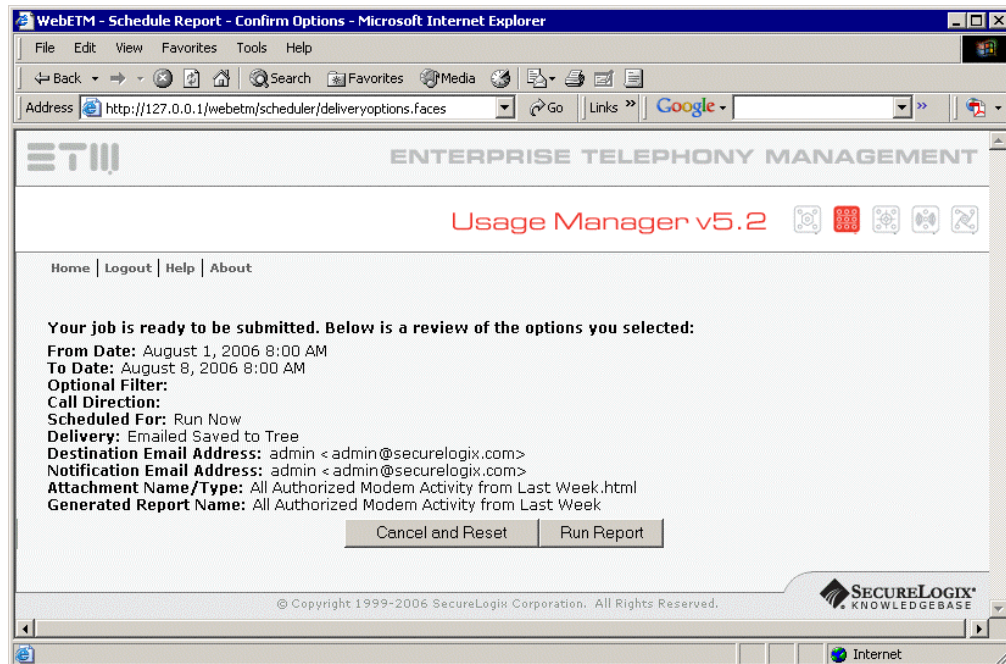
11. Verify your settings. If they look correct, click **Run Report**.

- To discard the job, reset all settings, and return to the **Schedule Report** page, click **Cancel and Reset**.

Deleting a Report via the Web Portal

CAUTION Since the report is permanently deleted from the Usage Manager and no delete confirmation is provided, ensure that you have selected the intended report before clicking **Delete**.

To delete a report via the Web Portal

1. While logged in via the Web Portal, click **View Reports**. The **Select Report** page appears.

2. In the **Find a Report** box, browse for and select the generated report you want to delete.

3. Click **Delete**. The message "Deleting Report" appears while the report is deleted. When the report has been deleted, the page refreshes.

Viewing Attributes via the Web Portal

To view attributes

- In the **Find a Report** (viewing reports) or **Select a Report** (scheduling reports) box, click the item for which you want to view attributes, and then click **Attributes**.

Accessing the ETM® Web Portal

If the Web Portal is integrated with your existing web server, ask your web server administrator for the URL to access the application.

If the Tomcat implementation is installed, use the following information to access the Web Portal. For convenience, a shortcut is also provided in the **Start** menu of the computer where the Web Portal is installed for accessing the local ETM Web Portal application.

By default, Apache Tomcat serves the application on the default http port: 80. The correct URL to use to access the Web Portal depends on whether you have enabled Anonymous Login:

- If login is required, use the following URL:

  http://<*hostname or IP address*>/webetm

  For example, if Apache Tomcat is running on a host computer with the hostname **www.abc-corp.com**, then the URL would be:

  http://www.abc-corp.com/webetm

- If anonymous login is enabled, use the following URL:

  http://<hostname or IP address/webetm/anonymouslogin

If SSL has been configured, you are automatically redirected from the above address to the secure connection when accessing the ETM Web Reporting Application. To access the SSL connection directly, however, the following URL works for the default SSL port of 8443:

https://<*hostname or IP address*>:8443/webetm