

REPORT MANAGER

Service Availability Report

Issued: April 19, 2012

Service Availability Report

This report provides information on how available the network infrastructure was over the reporting period.

Requirements

The minimum Report Manager release to run this report is 3.2 GA (3.2.0173).

N-central Dependencies

None

Files Included

This package contains the following:

- The custom report file (Service Availability Report.rdl)
- A configuration file (Service Availability Report Parameters.xml), which will configure the UI control parameters for the report when uploaded
- A sample of the report (Service Availability Report.pdf)
- Report Parts (Service Availability Parts.rpz). For more details on Report Parts, refer to the *Creating Custom Reports* section in the **Report Manager** online help.

Uploading the Files to Report Manager

The RDL and Report Parts files included in this package are ready to be uploaded to Report Manager. Each RDL file also has a corresponding XML file that configures the UI control details.

1. Sign in to the Report Manager Administration Console.
2. Click **Custom Report Management**.
3. Click **Upload Custom Report**.
4. Click **Browse** to navigate to the file you want to upload.

To upload a report and configure UI controls using a configuration file

1. Select the RDL file and click **Open**.
2. Select the **Upload a Config File** check box.
3. Click the **Browse** button that appears and navigate to the XML configuration file that corresponds to the RDL file you are uploading.
4. Select the configuration file and click **Open**.
5. Click **Next** to upload the report with the UI controls configured.

To upload Report Parts

1. Select a report part or parts file and click **Open**. A single report part is contained in an RSC file; multiple parts are packaged together in an RPZ zip file.
2. Click **Next** to upload the report parts.

3. Report Manager detects the file extension and prompts you for a description of the report part. When parts are uploaded in a zip file, the description is set automatically and this step will be skipped.
4. If applicable, in the **Report Description** field, type a description for the report part and click **Save**.

*The screen displays a success page and redirects you to the **Custom Report Management** screen.*

Running the Report

This report has been configured with a Validation Group that contains the following list controls: **Device Class List**, **Rule List** and **Device List**. Each of these list controls also has a dependency upon **Customer List**.

This configuration means that at runtime:

- When a selection is made from Customer List, each of the dependent list controls is populated
- The user can make one or more selections in any combination of the list controls that are included in the Validation Group
- The user is forced to make a selection from at least one of these list controls

All devices that meet selected criteria will be used in the report's calculations.

Modifying the Report in Report Builder

For further instructions to modify the report in Report Builder, refer to the *Creating Custom Reports* section in the **Report Manager** online help.

Report Parts

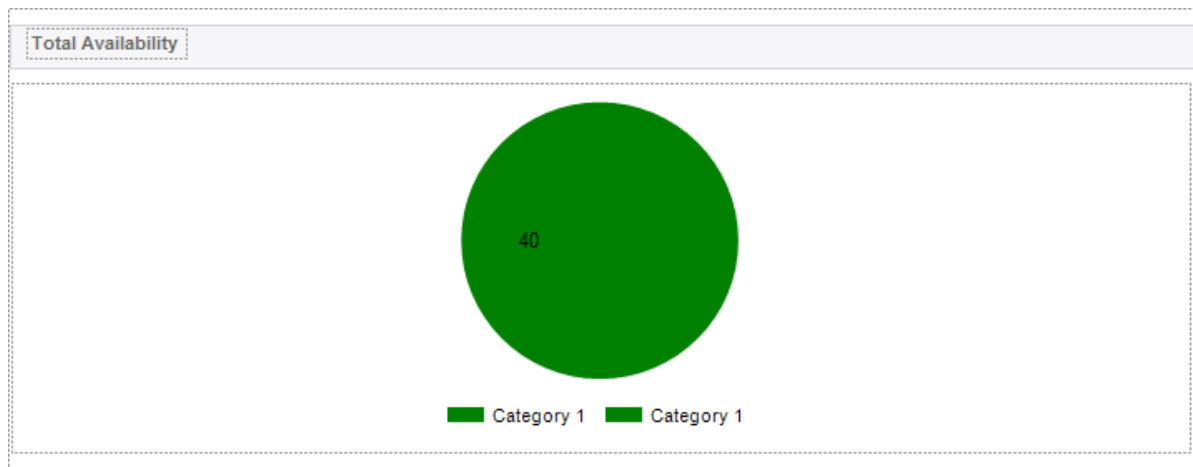
Two new report parts have been included in this package for your use in custom report creation.

Total Availability

Type of Part: Chart

Name to Search on in Report Part Gallery:

ServiceAvailability_Chart_TotalAvailability_Model



Type of Part: Table

Name to Search on in Report Part Gallery:

ServiceAvailability_Table_AvailabilityDetails_Model

Device	Service	Availability (%)
[Device_Name]	Average	«Expr»
	[Service_Service_Name]	«Expr»

Order and Configuration of UI Controls

After uploading this report to Report Manager, follow the steps below for configuration.

1. Reorder **Prompts** to match the order in the table below.
2. Create a **Validation Group** and place **Device Class List**, **Rule List** and **Device List** in it.

What this means at runtime: User will be forced to make a selection from one of these list controls.

3. Assign **Data Dependency** for **Device Class List**, **Rule List** and **Device List** to **Customer List**.

What this means at runtime: When a selection is made from Customer List, each of the list controls that are in a Validation Group and dependent upon Customer list will be populated.

4. Assign **Data Dependency** for **Service List** to **Device Class List**, **Rule List** and **Device List**.

What this means at runtime: The user only needs to select from any of those UI controls to populate Service List.

5. The suggested hint help is included in the table below.

Order and Configuration of UI Controls

Prompt	Parameter Name	Parameter Type	Data Dependency	Validation group	Hint Help
Start Date	StartDate	Date			Specify a start date for the reporting period. The reporting period starts at 12:00 am on the selected start date.
End Date	EndDate	Date			Specify an end date for the reporting period. The reporting period ends at 11:59 pm on the selected end date.
Customer	Customer_ID	Customer List			Select the customer for which you would like to generate the report.
Device Classes	Device_Class_ID	Device Class List	Customer List	1	Select a device class or device classes. Only devices within the selected device classes will be included in the report.
Rules	Rule_ID	Rule List	Customer List	1	Select a Rule or Rules. Devices associated to selected Rules will be included in the report.
Devices	Device_ID	Device List	Customer List	1	Select devices to include in the report.
Services	Services ID	Service List	Device List, Rule List, Device Class List		Select a service or services to include in the report.
Include Details?	IncludeDetails	Checkbox			Select the check box to include a table that lists detailed availability values for each availability service per devices. If not selected, the report includes only a summary graph

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