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For the Windows and Linux operating systems

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Online Help for the Acme IP Telephony Reports

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Contents

Contents	3
Acme IP Telephony Call Reports	5
Calendar Report	6
Chart Detail Report	7
Heat Chart Report	8
Most Changed Report	9
Peak Period Report	10
Top N Report	10
Top N Chart Report	11
Top N Table Report	12
Acme IP Telephony Statistics Reports	14
Calendar Report	15
Chart Detail Report	16
Heat Chart Report	17
Most Changed Report	18
Peak Period Report	19
Top N Report	19
Top N Chart Report	20
Top N Table Report	21
Acme IP Telephony SIP Statistics Reports	23
Calendar Report	26
Chart Detail Report	27
Heat Chart Report	27
Most Changed Report	28
Peak Period Report	29
Top N Report	30
Top N Chart Report	31
Top N Table Report	31
Acme IP Telephony System Management Reports	33

Calendar Report	34
Chart Detail Report	35
Heat Chart Report	36
Most Changed Report	36
Peak Period Report	37
Top N Report	38
Top N Chart Report	39
Top N Table Report	40
We appreciate your feedback!	41

Acme IP Telephony Call Reports

The NNM iSPI for IP Telephony provides you the **Acme IPT SD Call Reports** extension pack to view and analyze the performance data of the Acme IP telephony environment. You can use this extension pack to generate reports for the call completion metrics such as the call duration, the call attempt status, and the call disconnect initiator, and the call quality metrics such as the calling MOS, the called MOS, the jitter, and the latency in the Acme IP telephony environment.

You can use this extension pack to report on the multiple attributes of a call. You can use the data for short-term operational reporting and run the reports once a month. You can use the reports for further analysis using custom tools.

You can filter the reports based on the various attributes of the calls, such as the IP address of the Session Director that handled the call, the source Realm that handled the call, the destination device, the calling party number, the called party number, and so on. You can use the different report formats to view specific metric details across a range of time frames and perform a trend analysis to assist you better in taking decisions for your IP Telephony infrastructure.

You can view the following types of reports using this extension pack:

- Calendar
- Chart Detail
- Heat Chart
- Most Changed
- Peak Period
- Top N
- Top N Chart
- Top N Table

Prerequisites for Viewing the Acme IP Telephony Call Reporting

Make sure that the following prerequisites are satisfied to enable the Acme IP Telephony Call Reporting:

- Install the NNM iSPI Performance for Metrics (iSPI Performance for Metrics) in your deployment environment before installing the iSPI for IP Telephony.
- Enable CDR reporting.
- Configure the CDR Data Access for Acme Session Director.
- Verify that the iSPI Performance for Metrics is running before opening the reports provided by the Acme IPT SD Call Reports extension pack.

Accessing the Acme IP Telephony Call Completion Details Reports

To access the Acme IP Telephony Call Completion Details reports from the NNMi console, follow these steps:

1. Log on to the NNMi console.
2. Click **Actions > NNM iSPI Performance > Reporting-Report Menu** from the menu bar. This launches the NNM iSPI Performance Report Menu page.
3. Click **SBC IP Telephony > Acme_IPT_SD_Call_Reports > Call_Completion_Details** to see the list of reports that you can launch using this extension pack.

Accessing the Acme IP Telephony Call Quality Reports

To access the Acme IP Telephony Call Quality reports from the NNMi console, follow these steps:

1. Log on to the NNMi console.
2. Click **Actions > NNM iSPI Performance > Reporting-Report Menu** from the menu bar. This launches the NNM iSPI Performance Report Menu page.
3. Click **Acme IP Telephony > Acme_IPT_SD_Call_Reports > Call_Quality_Details** to see the list of reports that you can launch using this extension pack.

Calendar Report

The **Calendar** report uses a traditional, calendar-style layout to show hourly statistics for the call completion/call quality details metrics in a single extended graph, spanning over multiple days. By default, this report displays the data for the current month.

Use this report to observe:

- Gradual trends over time
- Isolated spikes
- To verify that an abnormal condition has returned to normal
- To make comparisons

This report also reveals:

- Day of week patterns
- Hour of day patterns

Note: You can generate a Calendar Report on a Daily (**D**), Weekly (**W**), or a Monthly (**M**) basis.

The controls that appear on the **Calendar** report are as follows:

- Time
- Topology
- Options
- Show Bookmark
- Help

You can use these controls to view and modify the report details.

See the following topics in the *Using Reports > Change Default Settings* section in the *Network Performance Server/NNM iSPI Performance for Metrics Online Help*:

- To change the Time Controls defaults, see the *Change Time Controls* topic.
- To change the Topology Filters defaults, see the *Set Topology Filters* topic.
- To change the Report Options defaults, see the *Change Report Options* topic.

Chart Detail Report

The **Chart Detail** report plots the selected metrics on a chart at each display grain interval within the specified time frame. This report helps you to do a detailed analysis of the trend of aggregated metric values (aggregated at selected display grain interval) over a period of time. Based on your requirements, you can select a pair of metrics for which you want to analyze the data.

Use this report to:

- Analyze the trend of health and performance for media resources
- Detect persistent problems in media resources
- Compare health and performance of multiple media resources

Note: You can generate a Chart Detail Report on an Hourly (**H**), Daily (**D**), Weekly (**W**), or a Monthly (**M**) basis.

The controls that appear on the **Chart Detail** report are as follows:

- Time
- Topology
- Options
- Show Bookmark
- Help

You can use these controls to view and modify the report details.

See the following topics in the *Using Reports > Change Default Settings* section in the *Network Performance Server/NNM iSPI Performance for Metrics Online Help*:

- To change the Time Controls defaults, see the *Change Time Controls* topic.
- To change the Topology Filters defaults, see the *Set Topology Filters* topic.
- To change the Report Options defaults, see the *Change Report Options* topic.

Heat Chart Report

The **Heat Chart** report displays the hourly values of the selected call completion/call quality details metric in a color-coded tabular format. The report lists the hour of the day vertically and the day of the month horizontally. The report also displays the legend for the color coding on top of the report, using which you can identify the color code used to represent the specific value ranges for the metric. Based on your requirement, you can select a metric for which you want to see the value range across a specified time frame.

Use the Heat Chart report to identify the gradual shift in the range of values for a specific metric. The report enables you to:

- Spot an isolated instance (when the metric value was high)
- Spot day-of-the-week patterns
- See when high metric values returned to normal after a period of time

Note: You can generate a Heat Chart Report on a Daily (**D**), Weekly (**W**), or a Monthly (**M**) basis.

The controls that appear on the **Heat Chart** report are as follows:

- Time
- Topology
- Options
- Show Bookmark
- Help

You can use these controls to view and modify the report details.

See the following topics in the *Using Reports > Change Default Settings* section in the *Network Performance Server/NNM iSPI Performance for Metrics Online Help*:

- To change the Time Controls defaults, see the *Change Time Controls* topic.
- To change the Topology Filters defaults, see the *Set Topology Filters* topic.
- To change the Report Options defaults, see the *Change Report Options* topic.

Most Changed Report

The **Most Changed** report compares the variation in the metric values for two different (consecutive) time periods for specified metrics, and ranks these metrics based on the variation. The sort order lists the metrics from the ones with the most changed values to those with the least changed values. The report displays the value of the metric for the previous time frame and the current time frame along with the difference and the percentage of change in the value.



Use this report to spot objects at selected grouping level that saw significant growth from the previous selected time period to the selected time period. Significant growth could point to a developing problem you need to know about. You can change the ranking metric and also the number of elements that are listed.

Note: You can generate a Most Changed Report on an Hourly (**H**), Daily (**D**), Weekly (**W**), or a Monthly (**M**) basis.

The controls that appear on the **Most Changed** report are as follows:

- Time
- Topology
- Options
- Show Bookmark
- Help

You can use these controls to view and modify the report details.

Note: You can select multiple metrics by clicking  (the **Add new grouping** icon) on the **Report Options** page. When you click this icon, it displays another drop-down list of the call completion/call quality details attributes. You can remove the additional attribute drop-down lists displayed by clicking  (the **Remove grouping** icon).

See the following topics in the *Using Reports > Change Default Settings* section in the *Network Performance Server/NNM iSPI Performance for Metrics Online Help*:

- To change the Time Controls defaults, see the *Change Time Controls* topic.
- To change the Topology Filters defaults, see the *Set Topology Filters* topic.

- To change the Report Options defaults, see the *Change Report Options* topic.

Peak Period Report

The **Peak Period** report, displays the top 10 hours for the default metric of the call completion/call quality details. You can generate this report for an hour, a day, or a week to analyze the call completion/call quality details of a Session Director. You can select the ranking number from the options provided by the report template.

Using this report, you can:

- Identify the performance and utilization of the selected metrics during the peak period
- Identify the interfaces that have the highest or lowest performances or utilization levels during the peak period
- Compare the performance for multiple media devices during the peak period using this report

The controls that appear on the **Peak Period** report are as follows:

- Time
- Topology
- Options
- Show Bookmark
- Help

You can use these controls to view and modify the report details.

See the following topics in the *Using Reports > Change Default Settings* section in the *Network Performance Server/NNM iSPI Performance for Metrics Online Help*:

- To change the Time Controls defaults, see the *Change Time Controls* topic.
- To change the Topology Filters defaults, see the *Set Topology Filters* topic.
- To change the Report Options defaults, see the *Change Report Options* topic.

Top N Report

Based on your selection of the call completion/call quality attributes and metric, the **Top N** report ranks the attribute values in the ascending or descending order of the total raw values of the call completion/call quality metric. This report includes all the call completion/call quality details that had a variation for the specified attribute. The report displays the rank of the attribute value along with the metric value. Based on your requirement, you can select a metric using the **Options** link and specify the topology filter using the **Topology Filter** link to fine tune the analysis.

Note: You can generate a Top N Report on an Hourly (**H**), Daily (**D**), Weekly (**W**), or a Monthly (**M**) basis.

The controls that appear on the **Top N** report are as follows:

- Time
- Topology
- Options
- Show Bookmark
- Help

You can use these controls to view and modify the report details.

See the following topics in the *Using Reports > Change Default Settings* section in the *Network Performance Server/NNM iSPI Performance for Metrics Online Help*:

- To change the Time Controls defaults, see the *Change Time Controls* topic.
- To change the Topology Filters defaults, see the *Set Topology Filters* topic.
- To change the Report Options defaults, see the *Change Report Options* topic.

Top N Chart Report

Based on your selection of the attributes and the metric, the **Top N Chart** report ranks the metric values in the ascending or descending order of the total raw values of the metric along with a chart that plots the change of values over the specified time frame. Based on your requirement, you can select a metric using the **Options** link and specify the topology filter using the **Topology Filter** link to fine tune the analysis.

The controls that appear on the **Top N Chart** report are as follows:

- Time
- Topology
- Options
- Show Bookmark
- Help

You can use these controls to view and modify the report details.

See the following topics in the *Using Reports > Change Default Settings* section in the *Network Performance Server/NNM iSPI Performance for Metrics Online Help*:

- To change the Time Controls defaults, see the *Change Time Controls* topic.
- To change the Topology Filters defaults, see the *Set Topology Filters* topic.
- To change the Report Options defaults, see the *Change Report Options* topic.

Top N Table Report

The **Top N Table** report ranks the call completion/call quality details of the Session Directors by the metrics you select. Unlike the **Top N** report, this report does not show any bar charts or time series graphs. In a large environment, NPS can generate the Top N Table faster than it can generate the Top N report. If you want to view Top N elements in the least possible time, choose the Top N Table report instead of the Top N report.

You can use this report to spot the element that performed at the extremes and to analyze historical data for elements that exhibit unusual utilization level. You can also use this report to do the following:

- Detect the attribute that has a health or performance problem.
- Analyze the utilization of the attributes during a specific time range.
- Detect over-utilized and under-utilized attributes.
- Compare the performance of multiple attributes.

Tips:

- Check this report once a day to see which network attribute might need special attention.
- Check this report throughout the day to see which network attributes are performing at the extremes and might need special attention.

The controls that appear on the **Top N Table** report are as follows:

- Time
- Topology
- Options
- Show Bookmark
- Help

You can use these controls to view and modify the report details.

See the following topics in the *Using Reports > Change Default Settings* section in the *Network Performance Server/NNM iSPI Performance for Metrics Online Help*:

- To change the Time Controls defaults, see the *Change Time Controls* topic.
- To change the Topology Filters defaults, see the *Set Topology Filters* topic.
- To change the Report Options defaults, see the *Change Report Options* topic.

Acme IP Telephony Statistics Reports

The NNM iSPI for IP Telephony provides you the **Acme IPT SD Statistics** extension pack to view and analyze the performance data of the Acme IP telephony environment. You can use this extension pack to generate reports for the Realm and Session Agents statistics of the Acme Session Directors—based on the Realm Statistics metrics such as the inbound current active sessions, outbound current session rate, and the inbound total sessions; and the Session Agents Statistics such as inbound active sessions, outbound sessions admitted, and the burst rate of inbound and outbound traffic. You can use these reports to identify the trends for the Realm and Session Agents Statistics on the Session Directors during a specific time frame. For example, if you experience a lot of inbound sessions on the Session Director, you can generate a Top N report by selecting the Inbound Total Sessions as the metric and then specifying a time frame to identify when the metric had the highest value. This helps in identifying the time frame when the metric value was above the acceptable value.

You can view the following types of reports using this extension pack:

- Calendar
- Chart Detail
- Heat Chart
- Most Changed
- Peak Period
- Top N
- Top N Chart
- Top N Table

Prerequisites for Viewing the Acme IP Telephony Statistics Reporting

Make sure that the following prerequisites are satisfied to enable the Acme IP Telephony Statistics reporting:

1. Install the NNM iSPI Performance for Metrics (iSPI Performance for Metrics) in your deployment environment before installing the iSPI for IP Telephony.
2. Enable the monitoring of Realm and Session Agents Statistics.
3. Configure the Realm and Session Agents Statistics settings.
4. Verify that the iSPI Performance for Metrics is running before opening the reports provided by the Acme IPT SD Statistics extension pack.

Accessing the Acme IP Telephony Realm Statistics Reports

To access the Acme IP Telephony Realm Statistics reports from the NNMi console, follow these steps:

1. Log on to the NNMi console.
2. Click **Actions > NNM iSPI Performance > Reporting-Report Menu** from the menu bar. This launches the NNM iSPI Performance Report Menu page.
3. Click **Acme IP Telephony > Acme_IPT_SD_Statistics > Realm_Statistics** to see the list of reports that you can launch using this extension pack.

Accessing the Acme IP Telephony Session Agents Statistics Reports

To access the Acme IP Telephony Session Agents Statistics reports from the NNMi console, follow these steps:

1. Log on to the NNMi console.
2. Click **Actions > NNM iSPI Performance > Reporting-Report Menu** from the menu bar. This launches the NNM iSPI Performance Report Menu page.
3. Click **Acme IP Telephony > Acme_IPT_SD_Statistics > Session_Agents_Statistics** to see the list of reports that you can launch using this extension pack.

Calendar Report

The **Calendar** report uses a traditional, calendar-style layout to show hourly statistics for the Realm Statistics/ Session Agents statistics metrics — in a single extended graph, spanning over multiple days. By default, this report displays the data for the current month.

Use this report to observe:

- Gradual trends over time
- Isolated spikes
- To verify that an abnormal condition has returned to normal
- To make comparisons

This report also reveals:

- Day of week patterns
- Hour of day patterns

Note: You can generate a Calendar Report on a Daily (**D**), Weekly (**W**), or a Monthly (**M**) basis.

The controls that appear on the **Calendar** report are as follows:

- Time
- Topology
- Options
- Show Bookmark
- Help

You can use these controls to view and modify the report details.

See the following topics in the *Using Reports > Change Default Settings* section in the *Network Performance Server/NNM iSPI Performance for Metrics Online Help*:

- To change the Time Controls defaults, see the *Change Time Controls* topic.
- To change the Topology Filters defaults, see the *Set Topology Filters* topic.
- To change the Report Options defaults, see the *Change Report Options* topic.

Chart Detail Report

The **Chart Detail** report plots the selected metrics on a chart at each display grain interval within the specified time frame. This report helps you to do a detailed analysis of the trend of aggregated metric values (aggregated at selected display grain interval) over a period of time. Based on your requirements, you can select a pair of metrics for which you want to analyze the data.

Use this report to:

- Analyze the trend of health and performance for media resources
- Detect persistent problems in media resources
- Compare health and performance of multiple media resources

Note: You can generate a Chart Detail Report on an Hourly (**H**), Daily (**D**), Weekly (**W**), or a Monthly (**M**) basis.

The controls that appear on the **Chart Detail** report are as follows:

- Time
- Topology
- Options
- Show Bookmark
- Help

You can use these controls to view and modify the report details.

See the following topics in the *Using Reports > Change Default Settings* section in the *Network Performance Server/NNM iSPI Performance for Metrics Online Help*:

- To change the Time Controls defaults, see the *Change Time Controls* topic.
- To change the Topology Filters defaults, see the *Set Topology Filters* topic.
- To change the Report Options defaults, see the *Change Report Options* topic.

Heat Chart Report

The **Heat Chart** report displays the hourly values of the selected metric (Realm/Session Agents statistics) in a color-coded tabular format. The report lists the hour of the day vertically and the day of the month horizontally. The report also displays the legend for the color coding on top of the report, using which you can identify the color code used to represent the specific value ranges for the metric. Based on your requirement, you can select a metric for which you want to see the value range across a specified time frame.

Use the Heat Chart report to identify the gradual shift in the range of values for a specific metric. The report enables you to:

- Spot an isolated instance (when the metric value was high)
- Spot day-of-the-week patterns
- See when high metric values returned to normal after a period of time

Note: You can generate a Heat Chart Report on a Daily (**D**), Weekly (**W**), or a Monthly (**M**) basis.

The controls that appear on the Heat Chart report are as follows:

- Time
- Topology
- Options
- Show Bookmark
- Help

You can use these controls to view and modify the report details.

See the following topics in the *Using Reports > Change Default Settings* section in the *Network Performance Server/NNM iSPI Performance for Metrics Online Help*:

- To change the Time Controls defaults, see the *Change Time Controls* topic.
- To change the Topology Filters defaults, see the *Set Topology Filters* topic.
- To change the Report Options defaults, see the *Change Report Options* topic.

Most Changed Report

The **Most Changed** report compares the variation in the metric values for two different (consecutive) time periods for specified metrics (Realm/Session Agents statistics), and ranks these metrics based on the variation. The sort order lists the metrics from the metrics with the most changed values to the metrics with the least changed values. The report displays the value of the metric for the previous time frame and the current time frame along with the difference and the percentage of change in the value.

Note: You can select multiple metrics by clicking  (the **Add new grouping** icon) on the **Report Options** page. When you click this icon, it displays another drop-down list of the Realm Statistics/Session Agents Statistics attributes. You can remove the additional attribute drop-down lists displayed by clicking  (the **Remove grouping** icon).

Use this report to spot objects at selected grouping level that saw significant growth from the previous selected time period to the selected time period. Significant growth could point to a developing problem you need to know about. You can change the ranking metric and also the number of elements that are listed.

Note: You can generate a Most Changed Report on an Hourly (**H**), Daily (**D**), Weekly (**W**), or a Monthly (**M**) basis.

The controls that appear on the **Most Changed** report are as follows:

- Time
- Topology
- Options
- Show Bookmark
- Help

You can use these controls to view and modify the report details.

See the following topics in the *Using Reports > Change Default Settings* section in the *Network Performance Server/NNM iSPI Performance for Metrics Online Help*:

- To change the Time Controls defaults, see the *Change Time Controls* topic.
- To change the Topology Filters defaults, see the *Set Topology Filters* topic.

- To change the Report Options defaults, see the *Change Report Options* topic.

Peak Period Report

The **Peak Period** report, by default, displays the top 10 hours of the **Inbound Current Active Session (avg)** metric for the Realm Statistics. For the Session Agents Statistics this report displays the top 10 hours of the **Inbound Active Session (avg)** metric. You can generate this report for an hour, a day, or a week to analyze the Realm/Session Agents statistics of a Session Director. You can select the ranking number from the options provided by the report template.

Using this report, you can:

- Identify the performance and utilization of the selected metrics during the peak period
- Identify the interfaces that have the highest or lowest performances or utilization levels during the peak period
- Compare the performance for multiple media devices during the peak period using this report

The controls that appear on the **Peak Period** report are as follows:

- Time
- Topology
- Options
- Show Bookmark
- Help

You can use these controls to view and modify the report details.

See the following topics in the *Using Reports > Change Default Settings* section in the *Network Performance Server/NNM iSPI Performance for Metrics Online Help*:

- To change the Time Controls defaults, see the *Change Time Controls* topic.
- To change the Topology Filters defaults, see the *Set Topology Filters* topic.
- To change the Report Options defaults, see the *Change Report Options* topic.

Top N Report

Based on your selection of the attributes and the metric, the **Top N** report ranks the attribute values in the ascending or descending order of the total raw values of the metric. This report includes all the Realm Statistics/Session Agents Statistics that had a variation for the specified attribute. The report displays the rank of the attribute value along with the metric value. Based on your requirement, you can select a metric using the **Options** link and specify the topology filter using the **Topology Filter** link to fine tune the analysis.

Note: You can generate a Top N Report on an Hourly (**H**), Daily (**D**), Weekly (**W**), or a Monthly (**M**) basis.

The controls that appear on the **Top N** report are as follows:

- Time
- Topology
- Options
- Show Bookmark
- Help

You can use these controls to view and modify the report details.

See the following topics in the *Using Reports > Change Default Settings* section in the *Network Performance Server/NNM iSPI Performance for Metrics Online Help*:

- To change the Time Controls defaults, see the *Change Time Controls* topic.
- To change the Topology Filters defaults, see the *Set Topology Filters* topic.
- To change the Report Options defaults, see the *Change Report Options* topic.

Top N Chart Report

Based on your selection of the attributes and the metric, the **Top N Chart** report ranks the metric values in the ascending or descending order of the total raw values of the metric along with a chart that plots the change of values over the specified time frame. Based on your requirement, you can select a metric using the **Options** link and specify the topology filter using the **Topology Filter** link to fine tune the analysis.

The controls that appear on the **Top N Chart** report are as follows:

- Time
- Topology
- Options
- Show Bookmark
- Help

You can use these controls to view and modify the report details.

See the following topics in the *Using Reports > Change Default Settings* section in the *Network Performance Server/NNM iSPI Performance for Metrics Online Help*:

- To change the Time Controls defaults, see the *Change Time Controls* topic.
- To change the Topology Filters defaults, see the *Set Topology Filters* topic.
- To change the Report Options defaults, see the *Change Report Options* topic.

Top N Table Report

The **Top N Table** report ranks the Realm/Session Agents statistics of the Acme Session Directors by the attributes you select. Unlike the **Top N** report, this report does not show any bar charts or time series graphs. In a large environment, NPS can generate the Top N Table faster than it can generate the Top N report. If you want to view Top N elements in the least possible time, choose the Top N Table report instead of the Top N report.

You can use this report to spot the element that performed at the extremes and to analyze historical data for elements that exhibit unusual utilization level. You can also use this report to do the following:

- Detect the attribute that has a health or performance problem.
- Analyze the utilization of the attributes during a specific time range.
- Detect over-utilized and under-utilized attributes.
- Compare the performance of multiple attributes.

Tips:

- Check this report once a day to see which network attribute might need special attention.
- Check this report throughout the day to see which network attributes are performing at the extremes and might need special attention.

The controls that appear on the **Top N Table** report are as follows:

- Time
- Topology
- Options
- Show Bookmark
- Help

You can use these controls to view and modify the report details.

See the following topics in the *Using Reports > Change Default Settings* section in the *Network Performance Server/NNM iSPI Performance for Metrics Online Help*:

- To change the Time Controls defaults, see the *Change Time Controls* topic.
- To change the Topology Filters defaults, see the *Set Topology Filters* topic.
- To change the Report Options defaults, see the *Change Report Options* topic.

Acme IP Telephony SIP Statistics Reports

The NNM iSPI for IP Telephony provides you the **Acme IPT SD SIP Statistics** extension pack to view and analyze the Session Initiation Protocol (SIP) statistics. You can use this extension pack to generate reports for the following SIP metrics of the Acme Session Director deployed on your network:

- SIP ACL Operations
- SIP Client States
- SIP Errors
- SIP Invites
- SIP Server States
- SIP Sessions
- SIP Transactions

You can use this extension pack to report on the multiple attributes of a SIP Statistics. You can use the data for short-term operational reporting and run the reports once a month. You can use the reports for further analysis using custom tools.

You can filter the reports based on the various attributes of the SIP statistics, such as the IP address of the Session Director, the total number of sessions terminated, and so on. You can use the different report formats to view specific metric details across a range of time frames and perform a trend analysis to assist you better in taking decisions for your IP Telephony infrastructure.

You can view the following types of reports using this extension pack:

- Calendar
- Chart Detail
- Heat Chart
- Most Changed
- Peak Period
- Top N
- Top N Chart
- Top N Table

Prerequisites for Viewing the SBC IP Telephony SIP Statistics Reporting

Make sure that the following prerequisites are satisfied to enable the SBC IP Telephony SIP Statistics Reporting:

1. Install the NNM iSPI Performance for Metrics (iSPI Performance for Metrics) in your deployment environment before installing the iSPI for IP Telephony.
2. Configure the HDR Data Access for Acme Session Director.
3. Verify that the iSPI Performance for Metrics is running before opening the reports provided by the Acme IPT SD SIP Statistics extension pack.

Accessing the SBC IP Telephony SIP ACL Operations Statistics Reports

To access the SBC IP Telephony SIP ACL Operations Statistics reports from the NNMi console, follow these steps:

1. Log on to the NNMi console.
2. Click **Actions > NNM iSPI Performance > Reporting-Report Menu** from the menu bar. This launches the NNM iSPI Performance Report Menu page.
3. Click **SBC IP Telephony > Acme_IPT_SD_SIP_Statistics > SIP_ACL_Operations** to see the list of reports that you can launch using this extension pack.

Accessing the SBC IP Telephony SIP Client States Statistics Reports

To access the SBC IP Telephony SIP Client States Statistics reports from the NNMi console, follow these steps:

1. Log on to the NNMi console.
2. Click **Actions > NNM iSPI Performance > Reporting-Report Menu** from the menu bar. This launches the NNM iSPI Performance Report Menu page.
3. Click **SBC IP Telephony > Acme_IPT_SD_SIP_Statistics > SIP_Client_States** to see the list of reports that you can launch using this extension pack.

Accessing the SBC IP Telephony SIP Error Statistics Reports

To access the SBC IP Telephony SIP Error Statistics reports from the NNMi console, follow these steps:

1. Log on to the NNMi console.
2. Click **Actions > NNM iSPI Performance > Reporting-Report Menu** from the menu bar. This launches the NNM iSPI Performance Report Menu page.
3. Click **SBC IP Telephony > Acme_IPT_SD_SIP_Statistics > SIP_Errors** to see the list of reports that you can launch using this extension pack.

Accessing the SBC IP Telephony SIP Invite Statistics Reports

To access the SBC IP Telephony SIP Invite Statistics reports from the NNMi console, follow these steps:

1. Log on to the NNMi console.
2. Click **Actions > NNM iSPI Performance > Reporting-Report Menu** from the menu bar. This launches the NNM iSPI Performance Report Menu page.
3. Click **SBC IP Telephony > Acme_IPT_SD_SIP_Statistics > SIP_Invites** to see the list of reports that you can launch using this extension pack.

Accessing the SBC IP Telephony SIP Server State Statistics Reports

To access the SBC IP Telephony SIP Server State Statistics reports from the NNMi console, follow these steps:

1. Log on to the NNMi console.
2. Click **Actions > NNM iSPI Performance > Reporting-Report Menu** from the menu bar. This launches the NNM iSPI Performance Report Menu page.
3. Click **SBC IP Telephony > Acme_IPT_SD_SIP_Statistics > SIP_Server_States** to see the list of reports that you can launch using this extension pack.

Accessing the SBC IP Telephony SIP Session Statistics Reports

To access the SBC IP Telephony SIP Session Statistics reports from the NNMi console, follow these steps:

1. Log on to the NNMi console.
2. Click **Actions > NNM iSPI Performance > Reporting-Report Menu** from the menu bar. This launches the NNM iSPI Performance Report Menu page.
3. Click **SBC IP Telephony > Acme_IPT_SD_SIP_Statistics > SIP_Sessions** to see the list of reports that you can launch using this extension pack.

Accessing the SBC IP Telephony SIP Transaction Statistics Reports

To access the SBC IP Telephony SIP Transaction Statistics reports from the NNMi console, follow these steps:

1. Log on to the NNMi console.
2. Click **Actions > NNM iSPI Performance > Reporting-Report Menu** from the menu bar. This launches the NNM iSPI Performance Report Menu page.
3. Click **SBC IP Telephony > Acme_IPT_SD_SIP_Statistics > SIP_Transactions** to see the list of reports that you can launch using this extension pack.

Calendar Report

The **Calendar** report uses a traditional, calendar-style layout to show hourly statistics for the SIP Statistics metrics — in a single extended graph, spanning over multiple days. By default, this report displays the data for the current month.

Use this report to observe:

- Gradual trends over time
- Isolated spikes
- To verify that an abnormal condition has returned to normal
- To make comparisons

This report also reveals:

- Day of week patterns
- Hour of day patterns

Note: You can generate a Calendar Report on a Daily (**D**), Weekly (**W**), or a Monthly (**M**) basis.

The controls that appear on the **Calendar** report are as follows:

- Time
- Topology
- Options
- Show Bookmark
- Help

You can use these controls to view and modify the report details.

See the following topics in the *Using Reports > Change Default Settings* section in the *Network Performance Server/NNM iSPI Performance for Metrics Online Help*:

- To change the Time Controls defaults, see the *Change Time Controls* topic.
- To change the Topology Filters defaults, see the *Set Topology Filters* topic.
- To change the Report Options defaults, see the *Change Report Options* topic.

Chart Detail Report

The **Chart Detail** report plots the selected metrics on a chart at each display grain interval within the specified time frame. This report helps you to do a detailed analysis of the trend of aggregated metric values (aggregated at selected display grain interval) over a period of time. Based on your requirements, you can select a pair of metrics for which you want to analyze the data.

Use this report to:

- Analyze the trend of health and performance for media resources
- Detect persistent problems in media resources
- Compare health and performance of multiple media resources

Note: You can generate a Chart Detail Report on an Hourly (**H**), Daily (**D**), Weekly (**W**), or a Monthly (**M**) basis.

The controls that appear on the **Chart Detail** report are as follows:

- Time
- Topology
- Options
- Show Bookmark
- Help

You can use these controls to view and modify the report details.

See the following topics in the *Using Reports > Change Default Settings* section in the *Network Performance Server/NNM iSPI Performance for Metrics Online Help*:

- To change the Time Controls defaults, see the *Change Time Controls* topic.
- To change the Topology Filters defaults, see the *Set Topology Filters* topic.
- To change the Report Options defaults, see the *Change Report Options* topic.

Heat Chart Report

The **Heat Chart** report displays the hourly values of the selected SIP Statistics metric in a color-coded tabular format. The report lists the hour of the day vertically and the day of the month horizontally. The report also displays the legend for the color coding on top of the report, using which you can identify the color code used to represent the specific value ranges for the metric. Based on your requirement, you can select a metric for which you want to see the value range across a specified time frame.

Use the Heat Chart report to identify the gradual shift in the range of values for a specific metric. The report enables you to:

- Spot an isolated instance (when the metric value was high)
- Spot day-of-the-week patterns
- See when high metric values returned to normal after a period of time

Note: You can generate a Heat Chart Report on a Daily (**D**), Weekly (**W**), or a Monthly (**M**) basis.

The controls that appear on the **Heat Chart** report are as follows:

- Time
- Topology
- Options
- Show Bookmark
- Help


You can use these controls to view and modify the report details.

See the following topics in the *Using Reports > Change Default Settings* section in the *Network Performance Server/NNM iSPI Performance for Metrics Online Help*:

- To change the Time Controls defaults, see the *Change Time Controls* topic.
- To change the Topology Filters defaults, see the *Set Topology Filters* topic.
- To change the Report Options defaults, see the *Change Report Options* topic.

Most Changed Report

The **Most Changed** report compares the variation in the metric values for two different (consecutive) time periods for specified metrics, and ranks these metrics based on the variation. The sort order lists the metrics from the ones with the most changed values to those with the least changed values. The report displays the value of the metric for the previous time frame and the current time frame along with the difference and the percentage of change in the value.

Note: You can select multiple metrics by clicking  (the **Add new grouping** icon) on the **Report Options** page. When you click this icon, it displays another drop-down list of the attributes of the selected metric. You can remove the additional attribute drop-down lists displayed by clicking  (the **Remove grouping** icon).

Use this report to spot objects at selected grouping level that saw significant growth from the previous selected time period to the selected time period. Significant growth could point to a developing problem you need to know about. You can change the ranking metric and also the number of elements that are listed.

Note: You can generate a Most Changed Report on an Hourly (**H**), Daily (**D**), Weekly (**W**), or a Monthly (**M**) basis.

The controls that appear on the **Most Changed** report are as follows:

- Time
- Topology
- Options
- Show Bookmark
- Help

You can use these controls to view and modify the report details.

See the following topics in the *Using Reports > Change Default Settings* section in the *Network Performance Server/NNM iSPI Performance for Metrics Online Help*:

- To change the Time Controls defaults, see the *Change Time Controls* topic.
- To change the Topology Filters defaults, see the *Set Topology Filters* topic.
- To change the Report Options defaults, see the *Change Report Options* topic.

Peak Period Report

You can generate the **Peak Period** report for an hour, a day, or a week to analyze the SIP Statistics of a Session Director. You can select the ranking number from the options provided by the report template.

Using this report, you can:

- Identify the performance and utilization of the selected metrics during the peak period
- Identify the interfaces that have the highest or lowest performances or utilization levels during the peak period
- Compare the performance for multiple media devices during the peak period using this report

The controls that appear on the **Peak Period** report are as follows:

- Time
- Topology

- Options
- Show Bookmark
- Help

You can use these controls to view and modify the report details.

See the following topics in the *Using Reports > Change Default Settings* section in the *Network Performance Server/NNM iSPI Performance for Metrics Online Help*:

- To change the Time Controls defaults, see the *Change Time Controls* topic.
- To change the Topology Filters defaults, see the *Set Topology Filters* topic.
- To change the Report Options defaults, see the *Change Report Options* topic.

Top N Report

Based on your selection of the attributes for a SIP Statistics metric, the **Top N** report ranks the attribute values in the ascending or descending order of the total raw values of the selected metric. This report includes all the SIP Statistics that had a variation for the specified attribute. The report displays the rank of the attribute value along with the metric value. Based on your requirement, you can select a metric using the **Options** link and specify the topology filter using the **Topology Filter** link to fine tune the analysis.

Note: You can generate a Top N Report on an Hourly (**H**), Daily (**D**), Weekly (**W**), or a Monthly (**M**) basis.

The controls that appear on the **Top N** report are as follows:

- Time
- Topology
- Options
- Show Bookmark
- Help

You can use these controls to view and modify the report details.

See the following topics in the *Using Reports > Change Default Settings* section in the *Network Performance Server/NNM iSPI Performance for Metrics Online Help*:

- To change the Time Controls defaults, see the *Change Time Controls* topic.
- To change the Topology Filters defaults, see the *Set Topology Filters* topic.

- To change the Report Options defaults, see the *Change Report Options* topic.

Top N Chart Report

Based on your selection of the attributes and the metric, the **Top N Chart** report ranks the metric values in the ascending or descending order of the total raw values of the metric, along with a chart that plots the change of values over the specified time frame. Based on your requirement, you can select a metric using the **Options** link and specify the topology filter using the **Topology Filter** link to fine tune the analysis.

The controls that appear on the **Top N Chart** report are as follows:

- Time
- Topology
- Options
- Show Bookmark
- Help

You can use these controls to view and modify the report details.

See the following topics in the *Using Reports > Change Default Settings* section in the *Network Performance Server/NNM iSPI Performance for Metrics Online Help*:

- To change the Time Controls defaults, see the *Change Time Controls* topic.
- To change the Topology Filters defaults, see the *Set Topology Filters* topic.
- To change the Report Options defaults, see the *Change Report Options* topic.

Top N Table Report

The **Top N Table** report ranks the SIP Statistics of the Acme Session Directors by the metrics that you select. Unlike the **Top N** report, this report does not show any bar charts or time series graphs. In a large environment, NPS can generate the Top N Table faster than it can generate the Top N report. If you want to view Top N elements in the least possible time, choose the Top N Table report instead of the Top N report.

You can use this report to spot the element that performed at the extremes and to analyze historical data for elements that exhibit unusual utilization level. You can also use this report to do the following:

- Detect the attribute that has a health or performance problem.
- Analyze the utilization of the attributes during a specific time range.

- Detect over-utilized and under-utilized attributes.
- Compare the performance of multiple attributes.

Tips:

- Check this report once a day to see which network attribute might need special attention.
- Check this report throughout the day to see which network attributes are performing at the extremes and might need special attention.

The controls that appear on the **Top N Table** report are as follows:

- Time
- Topology
- Options
- Show Bookmark
- Help

You can use these controls to view and modify the report details.

See the following topics in the *Using Reports > Change Default Settings* section in the *Network Performance Server/NNM iSPI Performance for Metrics Online Help*:

- To change the Time Controls defaults, see the *Change Time Controls* topic.
- To change the Topology Filters defaults, see the *Set Topology Filters* topic.
- To change the Report Options defaults, see the *Change Report Options* topic.

Acme IP Telephony System Management Reports

The NNM iSPI for IP Telephony provides you the **Acme IPT SD System Management** extension pack to view and analyze the performance data of the Acme IP telephony environment. You can use this extension pack to generate reports for the percentage of the licensed sessions of the Acme Session Directors in use, the instant number of calls per second on the system, and the instant number of total concurrent sessions of the system — based on the selected System Management measurement type. You can use these reports to identify the trends for the percentage of used licensed sessions during a specific time frame.

You can view the following types of reports using this extension pack:

- Calendar
- Chart Detail
- Heat Chart
- Most Changed
- Peak Period
- Top N
- Top N Chart
- Top N Table

Prerequisites to View the Acme IP Telephony System Management Reporting

Make sure that the following prerequisites are satisfied to enable the Acme IP Telephony System Management reporting:

1. Install the NNM iSPI Performance for Metrics (iSPI Performance for Metrics) in your deployment environment before installing the iSPI for IP Telephony.
2. Enable the monitoring of System Management Statistics.
3. Configure the System Management Statistics settings.
4. Verify that the iSPI Performance for Metrics is running before opening the reports provided by the Acme IPT SD System Management extension pack.

Accessing the Acme IP Telephony System Management Reports

To access the Acme IP Telephony System Management reports from the NNMi console, follow these steps:

1. Log on to the NNMi console.
2. Click **Actions > NNM iSPI Performance > Reporting-Report Menu** from the menu bar. This launches the NNM iSPI Performance Report Menu page.
3. Click **Acme IP Telephony > Acme_IPT_SD_System_Management > System_Management** to see the list of reports that you can launch using this extension pack.

Calendar Report

The **Calendar** report uses a traditional, calendar-style layout to show hourly statistics for the system management metrics in a single extended graph, spanning over multiple days. By default, this report displays the data for the current month.

Use this report to observe:

- Gradual trends over time
- Isolated spikes
- To verify that an abnormal condition has returned to normal
- To make comparisons

This report also reveals:

- Day of week patterns
- Hour of day patterns

Note: You can generate a Calendar Report on a Daily (**D**), Weekly (**W**), or a Monthly (**M**) basis.

The controls that appear on the **Calendar** report are as follows:

- Time
- Topology
- Options
- Show Bookmark
- Help

You can use these controls to view and modify the report details.

See the following topics in the *Using Reports > Change Default Settings* section in the *Network Performance Server/NNM iSPI Performance for Metrics Online Help*:

- To change the Time Controls defaults, see the *Change Time Controls* topic.
- To change the Topology Filters defaults, see the *Set Topology Filters* topic.
- To change the Report Options defaults, see the *Change Report Options* topic.

Chart Detail Report

The **Chart Detail** report plots selected metrics on a chart at each display grain interval within the specified time frame. This report helps you to do a detailed analysis of the trend of aggregated metric values (aggregated at selected display grain interval) over a period of time. Based on your requirements, you can select a pair of metrics for which you want to analyze the data.

Use this report to:

- Analyze the trend of health and performance for media resources
- Detect persistent problems in media resources
- Compare health and performance of multiple media resources

Note: You can generate a Chart Detail Report on an Hourly (**H**), Daily (**D**), Weekly (**W**), or a Monthly (**M**) basis.

The controls that appear on the **Chart Detail** report are as follows:

- Time
- Topology
- Options
- Show Bookmark
- Help

You can use these controls to view and modify the report details.

See the following topics in the *Using Reports > Change Default Settings* section in the *Network Performance Server/NNM iSPI Performance for Metrics Online Help*:

- To change the Time Controls defaults, see the *Change Time Controls* topic.
- To change the Topology Filters defaults, see the *Set Topology Filters* topic.
- To change the Report Options defaults, see the *Change Report Options* topic.

Heat Chart Report

The **Heat Chart** report displays the hourly values of the selected metrics in a color-coded tabular format. The report lists the hour of the day vertically and the day of the month horizontally. The report also displays the legend for the color coding on top of the report, using which you can identify the color code used to represent the specific value ranges for the metric. Based on your requirement, you can select a metric for which you want to see the value range across a specified time frame.

Use the Heat Chart report to identify the gradual shift in the range of values for a specific metric. The report enables you to:

- Spot an isolated instance (when the metric value was high)
- Spot day-of-the-week patterns
- See when high metric values returned to normal after a period of time

Note: You can generate a Heat Chart Report on a Daily (**D**), Weekly (**W**), or a Monthly (**M**) basis.

The controls that appear on the **Heat Chart** report are as follows:

- Time
- Topology
- Options
- Show Bookmark
- Help

You can use these controls to view and modify the report details.

See the following topics in the *Using Reports > Change Default Settings* section in the *Network Performance Server/NNM iSPI Performance for Metrics Online Help*:

- To change the Time Controls defaults, see the *Change Time Controls* topic.
- To change the Topology Filters defaults, see the *Set Topology Filters* topic.
- To change the Report Options defaults, see the *Change Report Options* topic.

Most Changed Report

The **Most Changed** report compares the variation in the metric values for two different (consecutive) time periods for the selected metrics, and ranks them based on the variation. The sort order lists the metrics from the one with the most changed values to the one with the least changed

values. The report displays the value of the metric for the previous time frame and the current time frame along with the difference and the percentage of change in the value.

Note: You can select multiple metrics by clicking  (the **Add new grouping** icon) on the **Report Options** page. When you click this icon, it displays another drop-down list of the System Management attributes. You can remove the additional System Management attribute drop-down lists displayed by clicking  (the **Remove grouping** icon).

Use this report to spot objects at selected grouping level that saw significant growth from the previous selected time period to the selected time period. Significant growth could point to a developing problem you need to know about. You can change the ranking metric and also the number of elements that are listed.

Note: You can generate a Most Changed Report on an Hourly (**H**), Daily (**D**), Weekly (**W**), or a Monthly (**M**) basis.

The controls that appear on the **Most Changed** report are as follows:

- Time
- Topology
- Options
- Show Bookmark
- Help

For more information about the controls, see [\(Hyperlink\)](#).

See the following topics in the *Using Reports > Change Default Settings* section in the *Network Performance Server/NNM iSPI Performance for Metrics Online Help*:

- To change the Time Controls defaults, see the *Change Time Controls* topic.
- To change the Topology Filters defaults, see the *Set Topology Filters* topic.
- To change the Report Options defaults, see the *Change Report Options* topic.

Peak Period Report

The **Peak Period** report, by default, displays the top 10 hours for **Licensed Sessions in use (avg)** metric. You can generate this report for an hour, a day, or a week to analyze the license capacity of a Session Director. You can select the ranking number from the options provided by the report template.

Using this report, you can:

- Identify the performance and utilization of the selected metrics during the peak period
- Identify the interfaces that have the highest or lowest performances or utilization levels during the peak period
- Compare the performance for multiple media devices during the peak period using this report

The controls that appear on the **Peak Period** report are as follows:

- Time
- Topology
- Options
- Show Bookmark
- Help

You can use these controls to view and modify the report details.

See the following topics in the *Using Reports > Change Default Settings* section in the *Network Performance Server/NNM iSPI Performance for Metrics Online Help*:

- To change the Time Controls defaults, see the *Change Time Controls* topic.
- To change the Topology Filters defaults, see the *Set Topology Filters* topic.
- To change the Report Options defaults, see the *Change Report Options* topic.

Top N Report

Based on your selection of the System Management attributes and the System Management metrics, the **Top N** report ranks the attribute values in the ascending or descending order of the total raw values of the metrics. This report includes all the metric values that had a variation for the specified attribute. The report displays the rank of the attribute value along with the metric value, and the percentage of the metric value with respect to all the values listed. Based on your requirement, you can select a measure using the **Options** link and specify the topology filter using the **Topology Filter** link to fine tune the analysis.

Note: You can generate a Top N Report on an Hourly (**H**), Daily (**D**), Weekly (**W**), or a Monthly (**M**) basis.

The controls that appear on the **Top N** report are as follows:

- Time
- Topology

- Options
- Show Bookmark
- Help

You can use these controls to view and modify the report details.

See the following topics in the *Using Reports > Change Default Settings* section in the *Network Performance Server/NNM iSPI Performance for Metrics Online Help*:

- To change the Time Controls defaults, see the *Change Time Controls* topic.
- To change the Topology Filters defaults, see the *Set Topology Filters* topic.
- To change the Report Options defaults, see the *Change Report Options* topic.

Top N Chart Report

Based on your selection of the attributes and the metric, the **Top N Chart** report ranks the metric values in the ascending or descending order of the total raw values of the metric along with a chart that plots the change of values over the specified time frame. Based on your requirement, you can select a metric using the **Options** link and specify the topology filter using the **Topology Filter** link to fine tune the analysis.

The controls that appear on the **Top N Chart** report are as follows:

- Time
- Topology
- Options
- Show Bookmark
- Help

You can use these controls to view and modify the report details.

See the following topics in the *Using Reports > Change Default Settings* section in the *Network Performance Server/NNM iSPI Performance for Metrics Online Help*:

- To change the Time Controls defaults, see the *Change Time Controls* topic.
- To change the Topology Filters defaults, see the *Set Topology Filters* topic.
- To change the Report Options defaults, see the *Change Report Options* topic.

Top N Table Report

The **Top N Table** report ranks the system management by the metrics you select. Unlike the **Top N** report, this report does not show any bar charts or time series graphs. In a large environment, NPS can generate the Top N Table faster than it can generate the Top N report. If you want to view Top N elements in the least possible time, choose the Top N Table report instead of the Top N report.

You can use this report to spot the element that performed at the extremes and to analyze historical data for elements that exhibit unusual utilization level. You can also use this report to do the following:

- Detect the attribute that has a health or performance problem.
- Analyze the utilization of the attributes during a specific time range.
- Detect over-utilized and under-utilized attributes.
- Compare the performance of multiple attributes.

Tips:

- Check this report once a day to see which network attribute might need special attention.
- Check this report throughout the day to see which network attributes are performing at the extremes and might need special attention.

The controls that appear on the **Top N Table** report are as follows:

- Time
- Topology
- Options
- Show Bookmark
- Help

You can use these controls to view and modify the report details.

See the following topics in the *Using Reports > Change Default Settings* section in the *Network Performance Server/NNM iSPI Performance for Metrics Online Help*:

- To change the Time Controls defaults, see the *Change Time Controls* topic.
- To change the Topology Filters defaults, see the *Set Topology Filters* topic.
- To change the Report Options defaults, see the *Change Report Options* topic.

We appreciate your feedback!

If you have comments about this document, you can [contact the documentation team](#) by email. If an email client is configured on this system, click the link above and an email window opens with the following information in the subject line:

Feedback on Online Help for the Acme IP Telephony Reports (Network Node Manager iSPI for IP Telephony Software 10.00)

Just add your feedback to the email and click send.

If no email client is available, copy the information above to a new message in a web mail client, and send your feedback to docfeedback@hp.com.