

Login to ITarian > Click 'Reports' on the menu bar

The reports interface lets you generate reports on:

- Service desk tickets
- Managed devices
- Malware identified on managed devices
- Files discovered on managed devices
- Files submitted to Valkyrie for analysis and their verdicts

You can generate a report on demand, or schedule automatic reports at set intervals

This article explains how to generate reports in ITarian, but you can also create reports in the Endpoint Manager and Service Desk applications themselves.

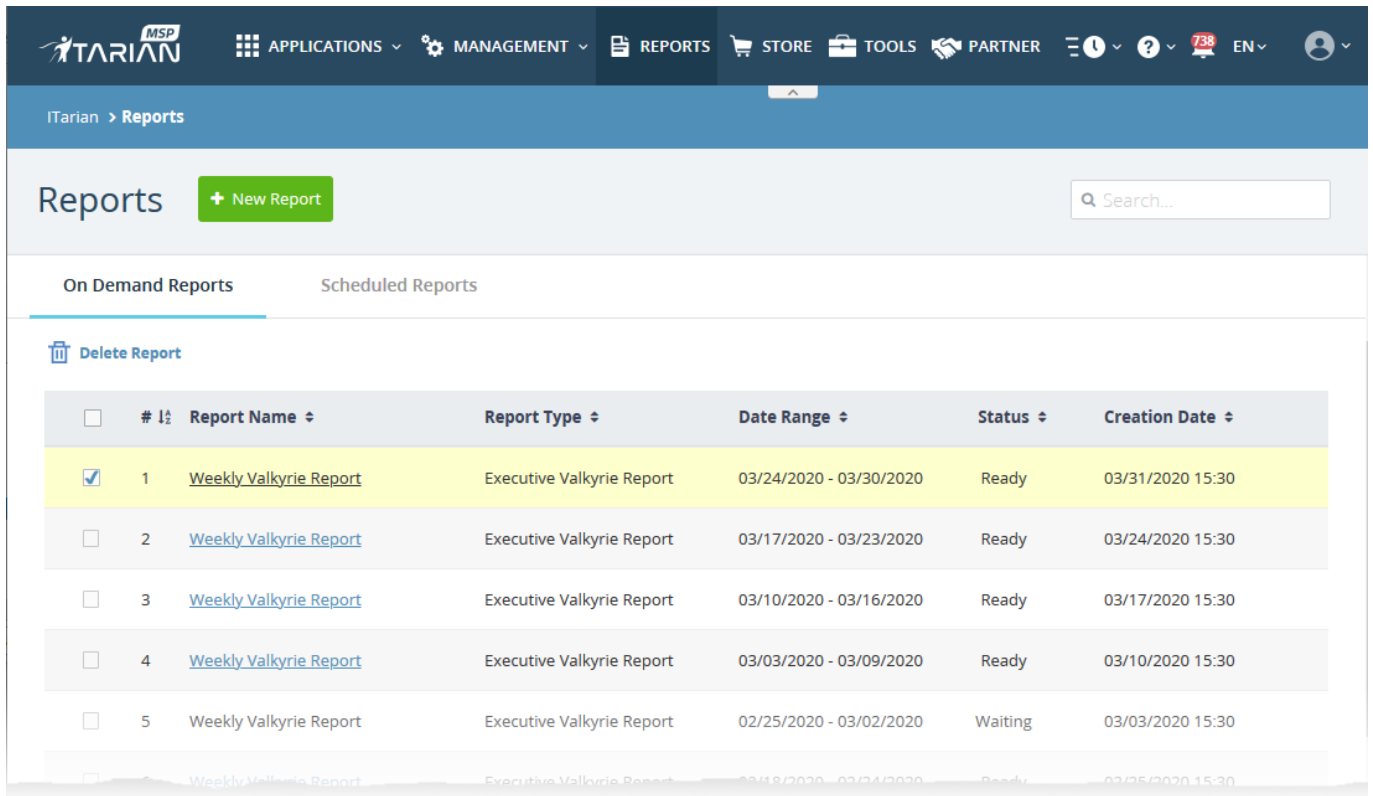
- See [this help page](#) if you need help to create reports in Endpoint Manager
- See [this wiki](#) if you need help to create reports in Service Desk

Use the links below to jump to the task you need help with:

- [The Itarian reports interface](#)
- [Create or schedule reports](#)
- [View the reports](#)
- [View and manage report schedules](#)

The ITarian reports interface

- Login to ITarian
- Click 'Reports' on the menu bar



The interface has two tabs:

- **On Demand Reports** - Manually generated reports
- **Scheduled Reports** - Created automatically at time intervals of your choice

Report Name - Label of the report. You specify the report name when you create the report.

Report Type - Module which the report concerns. For example, 'Executive Ticket Summary Report', 'Executive Managed Devices Report' and 'Executive File Statistics Report'

Date Range/Period - Time period covered by the report.

Schedule - Report frequency. Applies to scheduled reports only.

Status - The current stage of the report.

On-demand reports have the following statuses:

- **Waiting** - Report is awaiting a place in the queue
- **Requested** - Report is queued for production
- **In-progress** - Report is currently being created
- **Ready** - Report is available to view and download
- **Failed** - ITarian encountered an error when creating the report

Scheduled reports have the following statuses:

- **Active** - The report will be generated at the scheduled times.
- **Inactive** - The scheduled report is disabled.

You can activate or deactivate a schedule using the options at the top. See [View and manage report schedules](#) if you want help with this.

Creation Date - Date and time the report was generated.

Create or schedule reports

Click 'Reports' > 'New Report'

You can run reports on-demand, or create a schedule to auto-generate reports at set times. You can create the following types of report:

- **Executive Managed Devices Report** - Summary of your EM device fleet as it stands. Includes total # devices overall, # of PCs/servers/smartphones
- **Executive Windows Antivirus Report** - Summary of antivirus protection and threat levels on your network. Includes # devices with AV installed, number of infected/clean devices, scan status and more.
- **Executive Ticket Summary Report** - Details about Service Desk tickets, including number of open/closed tickets, billable time, hours spent, etc
- **Executive File Statistics Report** - Summary of the trust level and status of files on your managed devices. Shows the # unknown files, # malware files, # quarantined files etc
- **Executive Valkyrie Report** - Lists white-listed and blacklisted files on your managed devices.

Run a report or create a schedule

- Click 'Reports' on the menu bar
- Click 'New Report' on the top:

The screenshot shows the ITarian MSP interface. At the top, there is a navigation bar with the ITarian MSP logo and menu items: APPLICATIONS, MANAGEMENT, REPORTS, and STORE. Below the navigation bar, the breadcrumb trail reads 'ITarian > Reports'. The main heading is 'Reports', and a green '+ New Report' button is circled in red. A red arrow points from this button to a modal window titled 'Create New Report'. The modal contains a 'Report Type *' dropdown menu with the text 'Select Report Type...' and a green 'Save' button.

On Demands Reports | Scheduled Reports

Delete

#	Report Name	Report Type	Date Range
9	First ticket report 101018	Executive Ticket Summary Report	10/02/201

Create New Report

Report Type *

Select Report Type...

Save

- Choose the report type from the options.

Create New Report ✕

Report Type *
Executive Ticket Summary Report ▼

Report Name *

Date Range *
Select Date Range...

Company *
Select Company... ▼

Email this report to

Set Schedule *
Once ▼

* Scheduled reports are generated between 04:00 - 05:00 AM (+00:00).

Report Name - Enter a descriptive label for the report.

Date Range - Click inside the field to choose the time period covered by the report.

Date Range *

Select Date Range...

- Yesterday
- Last Week
- Last 7 Days
- Last 30 Days
- This Month
- Last Month
- All Time
- Custom Range

Apply Cancel

Scheduled reports are generated between 04:00 - 05:00 AM (+00:00).

Save

- Click 'Custom Range' to choose specific start and end dates.
- Click 'Apply' to confirm your date range

Company - Organization whose devices/ files/ tickets are covered by the report

- **MSP customers** - Select the target company from the drop-down
- **Enterprise customers** - Cannot change the target company

Email this report to - Enter the addresses of admins to whom you want to send the report. You can add multiple email addresses in the field. Press 'Enter' after each address.

Set Schedule - Select the frequency at which the report should be generated. Please note, the 'Set Schedule' feature is not available for custom date range.

The available options are:

- **Once** - A one-off report. There will be a slight delay while the report is generated. The report will appear in the list when ready.
- **Daily** - The report is generated every day
- **Weekly** - The report is generated every week on the day the schedule was created.
- **Monthly** - The report is generated once per month on the day of the month that the schedule was created.

Click 'Save'.

Note: Daily, weekly and monthly reports are generated between 04:00-05:00 AM (UTC).

View the reports

- Click 'Reports' on the menu bar
- Click 'On-Demand Reports' to view manually generated reports, or 'Scheduled Reports' to view auto-generated reports
- Click on the name of a report to view it.

Reports

+ New Report

On Demands Reports

Scheduled Reports

Delete

<input type="checkbox"/>	#	Report Name	Report Type	Date Range
<input type="checkbox"/>	1	Malware Identified 101118	Executive Windows Antivirus Report	01/01/2016 - 10/10/2018
<input type="checkbox"/>	2	File sent to Valkyrie	Executive Valkyrie Report	01/01/2016 - 10/10/2018
<input type="checkbox"/>	3	Deices as on 101118	Executive Managed Devices Report	01/01/2016 - 10/10/2018



frontfork

 Page A1
Oct 11, 2018, 11:51 AM

Executive Windows Antivirus Report

Customer: frontfork

Report type: Executive Report

Period: 2016-01-01/2018-10-10

Report Legend

TABLE COLUMNS:	DESCRIPTION
Total # of AV Protected Devices	Total number of Antivirus protected devices
Total # of AV Not Protected Devices	Total number of Antivirus not protected devices
Total # of Clean Devices	Total number of clean devices
Total # of Infected Devices	Total number of infected devices
Total # of Unknown Devices	Total number of devices without any prior complete scan
Malware Status	Actions taken for Applications such as "Quarantined", "Ignored" and "Deleted"
Scan Status	The scan status of AV such as "Scanning", "Unknown", "Scan Command Sent", "Complete"
Period Data	Data between start date and end date of selected period
End Date Data	Snapshot data for end date of selected period

- The report opens in pdf format. Click the download button to save a copy.

View and manage report schedules

- Click 'Reports' on the menu bar

- Click the 'Scheduled Reports' tab
- Click a report name to view it as a pdf

Select reports using the check-boxes on the left to perform the following actions:

- **Inactivate Report** - Stops the report from being generated at the scheduled times
- **Activate Report** - Resume automatic report generation at the scheduled times
- **Delete** - Removes the schedule from the list.

The screenshot shows the 'ITarian > Reports' interface. The 'Scheduled Reports' tab is active. Below the tab are three action buttons: 'Activate Report' (checked), 'Inactivate Report' (unchecked), and 'Delete'. A table lists two reports:

<input type="checkbox"/>	#	Report Name	Report Type	Period	Schedule	Status	Creation Date
<input type="checkbox"/>	1	Weekly Valkyrie Report	Executive Valkyrie Report	Last7days	Weekly	Active	10/11/2018 14:02
<input checked="" type="checkbox"/>	2	Daily Malware Report	Executive Windows Antivirus R...	Last7days	Weekly	Inactive	10/11/2018 12:13

At the bottom, there is a pagination bar showing '1 - 2 of 2 items', navigation buttons '< Prev', '1', and 'Next >', and a page indicator '1 / 1'.

Further reading:

[How to generate reports in Service Desk](#)

[Generate reports in Endpoint Manager](#)