

CallManager 6.x/5.x : CDR/CMR Error

Document ID: 100465

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Introduction

This document provides information and solutions for error messages in CDR Analysis and Reporting (CAR) Tool on Cisco Unified Communications Manager (CallManager) 6.x.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unified Communications Manager (CallManager) 6.x
- Cisco Unified Communications Manager (CallManager) 5.x
- Cisco Call Detail Record (CDR) Analysis and Reporting (CAR) Tool

Components Used

The information in this document is based on Cisco Unified Communications Manager (CallManager) 6.x/5.x.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Error Code 10011

When an attempt is made to view the CDR report and CDR search on Cisco Unified Communications Manager (CallManager) 6.X, an error message appears 10011 System Error "Contact System Administrator".

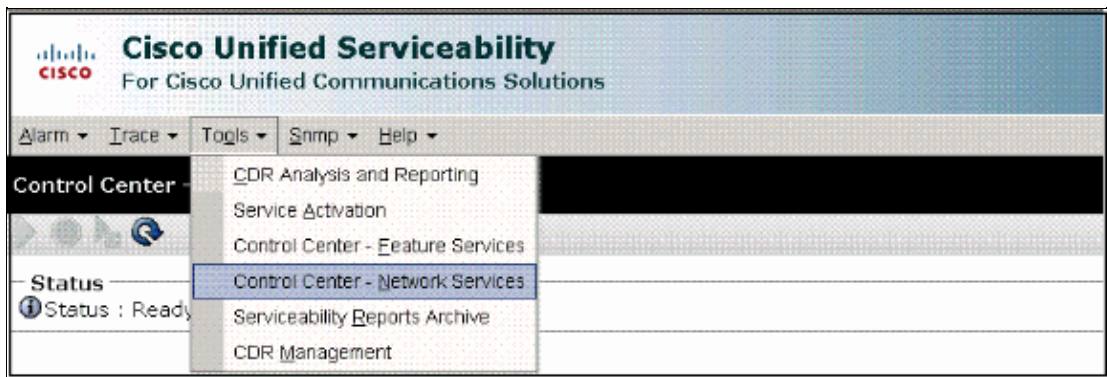
Similarly, when an attempt is made to collect data, CAR can not collect data and an error message appears: 30061 "Data not available in Database".

Solutions

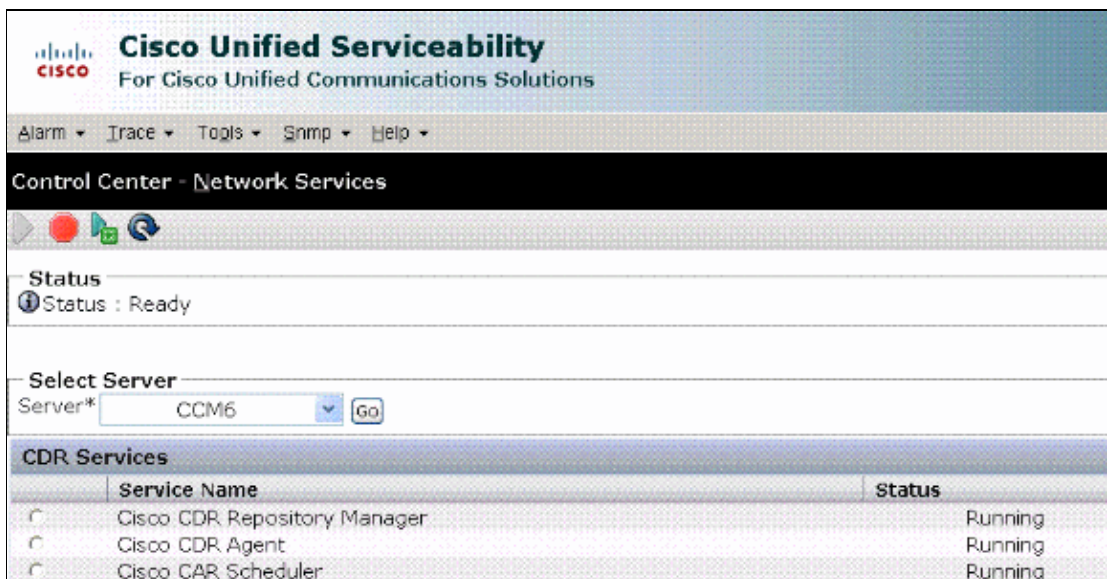
Solution 1

In order to fix this issue, complete these steps:

1. Open the Cisco Unified Communications Manager Administration and choose **System > Service Parameters**.
2. Click the **Advanced** button to display the complete list of Service Parameters.
3. Disable the **CDR Enabled Flag** parameter on all servers in the cluster.
4. Choose **Cisco CallManager serviceability > Tools > Control Center –Network Service**.



5. Restart **Cisco CDR Agent**, **Cisco Database Layer Monitor** and **Cisco CDR Repository Manager** services on all the servers in your cluster.



6. Enable again the **CDR Enabled Flag** parameter under the Service Parameters on all the servers in the cluster, and then run a CDR report.

Solution 2

If the problem remains, run these **CLI** commands in the Cisco CallManager server.

1. run `sql select param_value from car:tbl_system_preferences where param_name='MANUAL_PURGE_STATUS'`

2. If this query returns a param_value of 1, run this query to update the MANUAL_PURGE_STATUS to 0:

```
run sql update car:tbl_system_preferences set param_value=0 where param_name='MANUAL_PURGE_STATUS'
```

After updating the MANUAL_PURGE_STATUS to 0, restart the Cisco CAR Scheduler services. The loader works fine after a restart of the Cisco CAR Scheduler services.

3. If the value is correct, run these queries:
 - a. run sql select param_value from car:tbl_system_preferences where param_name='MIN_DATE'
 - b. run sql select param_value from car:tbl_system_preferences where param_name='CDR_MIN_DATE'
 - c. run sql select param_value from car:tbl_system_preferences where param_name='MAX_DATE'
 - d. run sql select param_value from car:tbl_system_preferences where param_name='CDR_MAX_DATE'
4. Run this query:

```
run sql Select max(Error_Record_Id) from car:tbl_error_id_map
```

5. Obtain the results of the query and run this:

```
run sql update car:tbl_system_preferences set param_value= <value from previous query> where param_name='MAX_ERROR_RECORD_ID'
```

Now try to run a CAR report and a CDR search again.

Solution 3

This issue can also occur when the user has not added the mail-id and domain field. In the Cisco Unified Communications Manager Administration Page, choose **System > Service Parameters > Mail Parameters** and ensure that the mail id (username) of the user and domain-name in the domain field are added.

Solution 4

Choose **System > Service Parameters** and click the **Advanced** button in order to display the list of Service Parameters and make sure that the **CDR Enabled** Flag is set to **True**.

Solution 5

1. Run the run sql Select max(Error_Record_Id) from car:tbl_error_id_map query, and add 1 to the returned result.
2. Enter the run sql update car:tbl_system_preferences set param_value="Number returned from first command +1" query.
3. Choose **System > Scheduler > CDR Load**. Select **Disable Loader**, and click the **Update** button in order to disable the CAR loader.

Note: CDR data does not load into CAR until you enable CDR loading. Changes take effect at midnight. In order to force the change to take effect immediately, stop and restart the CAR Scheduler service.

4. In order to re-enable it, uncheck the **Disable Loader** check box. Check the **Continuous Loading 24/7** check box, and click the **Update** button.
5. For the changes to take effect immediately, stop and restart the CAR Scheduler service.

Error Code 10021

When an attempt is made to access CDR Search and CDR report from CDR Analysis and Reporting (CAR) on Cisco Unified Communications Manager (CallManager) 5.X, this error message appears: Error Code 10021 There is no matching records.

Similarly, when an attempt is made to collect data, CAR is not able to collect data and this error message appears: 30023: Data is not available for the date range selected.

Solution

This error can occur when the **Disable CDR loader** check box is checked in CAR. Choose **System > Scheduler > CDR Load** and uncheck the **Disable Loader** check box in order to resolve the issue.

If this procedure does not solve the issue, contact the Cisco Technical Assistance Center (TAC).

Error Code 10012

With Cisco CallManager 5.x, CDR reports are not generated and show an error code:

```
"10012.Database Error. Contact system administrator"
```

Also, the CAR Event Log shows that all the CDR Loader events are unsuccessful. The debug trace for the CAR Scheduler displays this error message:

```
ERROR [DailyCdrLoad] beans.EBSystemPreferences - save(): Error while saving  
Sys Pref Data: MAX_DATE null.
```

Solution

Complete these steps in order to resolve the issue:

1. Run the query to get the maximum date.

```
run sql select param_value from car:tbl_system_preferences where  
param_name='CDR_MAX_DATE'
```

2. Use the maximum date obtained in the previous query in order to insert into the tbl_system_preferences table. Use the date string in the mm/dd/yyyy format.

```
"run sql insert into  
car:tbl_system_preferences(param_name,param_value) values ('MAX_DATE',  
'<mm/dd/yyyy>')"
```

3. Stop the CAR scheduler and CAR web services.
4. Run this query to update the MANUAL_PURGE_STATUS to 0:

```
run sql update car:tbl_system_preferences set param_value=0  
where param_name='MANUAL_PURGE_STATUS'
```

5. After you update the MANUAL_PURGE_STATUS to 0, restart the CAR scheduler and CAR web services.

This issue can also occur if any of these entries are missing from the tbl_system_preferences table:

- max_date
- min_date

- cdr_max_date
- cdr_min_date

Complete these steps in order to confirm which entry is missing:

1. run sql select param_value from car:tbl_system_preferences where param_name='MIN_DATE'
2. run sql select param_value from car:tbl_system_preferences where param_name='CDR_MIN_DATE'
3. run sql select param_value from car:tbl_system_preferences where param_name='MAX_DATE'
4. run sql select param_value from car:tbl_system_preferences where param_name='CDR_MAX_DATE'

If any of these four entries is missing, insert it back to the table with this logic:

- If MIN_DATE is missing, find CDR_MIN_DATE value and insert such value as MIN_DATE to tbl_system_preferences.
- If CDR_MIN_DATE is missing, find MIN_DATE value and insert such value as CDR_MIN_DATE to tbl_system_preferences.
- If both MIN_DATE & CDR_MIN_DATE are missing, insert '01/01/1970' to both columns to tbl_system_preferences.
- If MAX_DATE is missing, find CDR_MAX_DATE value and insert such value as MAX_DATE to tbl_system_preferences.
- If CDR_MAX_DATE is missing, find MAX_DATE value and insert such value as CDR_MAX_DATE to tbl_system_preferences.
- If both MAX_DATE and CDR_MAX_DATE are missing, insert '01/01/1970' to both columns to tbl_system_preferences.

For example, if CDR_MIN_DATE is missing, do this:

1. Get MIN_DATE value: run sql select param_value from car:tbl_system_preferences where param_name='MIN_DATE'
2. Get the value from above, eg: 01/01/2008, then run: run sql insert into car:tbl_system_preferences values('CDR_MIN_DATE', '01/01/2008');

Related Information

- **Voice Technology Support**
- **Voice and Unified Communications Product Support**
- **Recommended Reading: Troubleshooting Cisco IP Telephony**
- **Technical Support & Documentation – Cisco Systems**

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Updated: Sep 25, 2008

Document ID: 100465
