

CDR Analysis and Reporting Fails to Query by Dates

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Introduction

This document describes reasons why Cisco Call Detail Record (CDR) Analysis and Reporting (CAR) fails to display the most current data and provides a solution in a Cisco CallManager environment.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco CallManager
- CAR

Components Used

The information in this document is based on these software and hardware versions:

- Cisco CallManager Version 3.3 and later

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.

Problem 1

When you run CAR, query by date fails occasionally. Further research reveals that these failures are related to dates. Queries work for old dates, but queries for recent dates fail consistently.

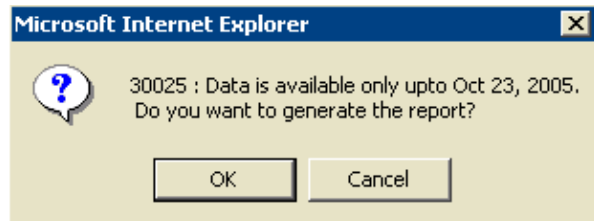
The error message either says that:

- The data is only available through a certain range.
- Data is available only up to a certain date.

Note: If a phone is associated to multiple users, you cannot see the user reports.

See Figure 1.

Figure 1 Query Error



Solution 1

This problem is a synchronization issue between the Administrator Reporting Tool (ART) database and CDR database. The ART database is not updated daily from the CDR database, and the content on the ART database is less current than that of the CDR database.

Complete these steps:

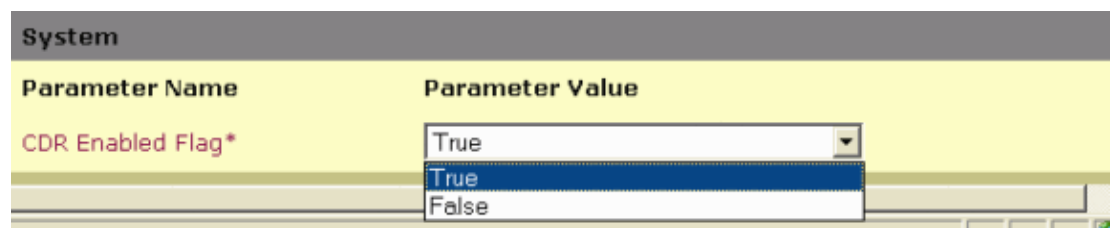
1. Check the CDR Enabled Flag.

It should be set to **True** on the publisher and all the subscriber servers.

Complete these steps:

- a. Choose the **Service** menu and select **Service Parameters** from the drop-down list on the Cisco CallManager Administration page.
- b. Select **CallManager** from the Server drop-down list.
- c. Select **Cisco CallManager** from the Service drop-down list.
- d. Go to the CDR Enable Flag under the System section and select **True** from the drop-down list as shown in Figure 2.

Figure 2 Service Parameter: CDR Enabled Flag



2. In order to verify that Cisco CDR Insert is activated only on the Publisher server, complete these steps:

- a. Click the **Tools** menu and select **Control Center** from the drop-down list on the Cisco CallManager Serviceability page.
- b. Select the Publisher server in the left pane.

c. Verify that Cisco CDR Insert is activated.

See arrow A in Figure 3.

Figure 3 Control Center: Cisco CDR Insert

Service Name	Status	Activation Status
NT Service		
<input type="radio"/> Cisco CallManager	▶	Activated
<input type="radio"/> Cisco Tftp	▶	Activated
<input type="radio"/> Cisco Messaging Interface	▶	Activated
<input type="radio"/> Cisco IP Voice Media Streaming App	▶	Activated
<input type="radio"/> Cisco CTIManager	▶	Activated
<input type="radio"/> Cisco Telephony Call Dispatcher	▶	Activated
<input type="radio"/> Cisco MOH Audio Translator	▶	Activated
<input type="radio"/> Cisco RIS Data Collector	▶	Activated
<input type="radio"/> Cisco Extension Mobility Logout	▶	Activated
<input type="radio"/> Cisco Database Layer Monitor	▶	Activated
<input type="radio"/> Cisco CDR Insert	▶	Activated
<input type="radio"/> Cisco Extended Functions	▶	Activated

If the Cisco CDR Insert is not activated, go to Step 3.

3. In order to verify that the Cisco CAR Scheduler task is running on the Publisher server, complete these steps:

- Click the **Tools** menu and select **CDR Analysis and Reporting** from the drop-down list on the Cisco CallManager Serviceability page.
- Enter **User Name** and **Password** on the Logon page for CAR.
- Click the **System** menu and select **Control Center** from the drop-down list.
- Verify the CAR Scheduler task is running.

See arrow A in Figure 4.

Figure 4 Control Center: Cisco CDR Analysis and Reporting Scheduler

Status: Ready		
Server: doc2		
Service Name	Service Status	Service Control
Cisco CDR Analysis and Reporting Scheduler	▶	Start Stop

The symbol means that this task is running. If this symbol is a square, click **Start** to start this task.

Problem 2

The CDR report shows records for fewer days than configured days.

When trying to view the CDR report for a certain number of days, reports show fewer than the actual configured days.

Solution 2

An insufficient number of the **Max CDR Records** configured in the Service parameters under the **Cisco Database Layer Monitor** can cause this problem.

Old CDR records are automatically deleted and recent CDR records are available in CallManager when the number of CDR reports exceeds the value that is specified in the **Max CDR Records**.

The **Max CDR Records** service parameter for the **Cisco Database Layer Monitor** service allows you to set a limit on the maximum number of CDR reports on the system.

Once a day, Cisco CallManager checks the number of CDR reports on the system and purges CDR reports if the number of CDR reports exceeds the value that is specified in the **Max CDR Records** parameter.

In order to resolve this by changing the **Max CDR Records** value, complete these steps:

1. Choose the **Service** menu and select **Service Parameters** from the drop-down list on the Cisco CallManager Administration page. Select the CallManager server from the Server drop-down list.
2. Select **Cisco Database Layer Monitor** from the Service drop-down list.
3. Set the sufficient value for the **Max CDR Records** parameter under the **Clusterwide Parameters**.

Clusterwide Parameters (Parameters that apply to all servers)		
Parameter Name	Parameter Value	Suggested Value
Max CDR Records*	<input type="text" value="1500000"/>	1500000

After you have completed these steps, then try to view the CDR reports.

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