CDR and CMR Records

This chapter describes how to export CDR/CMR records and how to view the exported records.

Use Export CDR/CMR in the CDR menu in Cisco Unified Communications Manager CDR Analysis and Reporting to export CDR/CMR dump information to the location of your choice on your computer. The CDR/CMR dump exists in the CSV format. You can also view the dump of the exported records.

Export CDR and CMR Records

Follow this procedure to export CDR and CMR record results.

Procedure

Step 1	From CDR Analysis and Reporting, choose **CDR** > **Export CDR/CMR**. The **Export CDR/CMR records** window appears.
Step 2	In the From Date and To Date drop-down list boxes, choose a date range for the CDR/CMR dump.
Step 3	In Select records, check the CDR records and/or CMR records check box.
Step 4	Click **Export to File**. The **Export CDR/CMR records Result** window appears. See the View CDR and CMR Records Results, on page 1.

View CDR and CMR Records Results

The following procedure describes how to view Export CDR/CMR record results.

Before you begin

Before you begin the following procedure, perform all the steps in the Export CDR and CMR Records, on page 1.

Procedure

Step 1 From the Export CDR/CMR Record Results window, right-click either the **CDR Dump** or **CMR Dump** link.

A popup window that comprises the following options displays:

a) Open - This option allows you to open the window that contains the CDR/CMR dump in the same window.
b) Open in a New Window - This option allows you to open the window that contains the CDR/CMR dump in a new window.
c) Save Target As... - This option allows you to save the CDR/CMR dump to a location on your computer.
d) Print Target - This option allows you to print the CDR/CMR dump information.
e) Copy Shortcut - This option allows you to copy the window shortcut to paste in another file.
f) Add to Favorites - This option allows you to add the CDR/CMR dump to your Favorites folder.
g) Properties - This option provides the properties of the CDR/CMR dump file.

Step 2 From the popup window, choose one of the options.

Step 3 If you chose to save the CDR/CMR dump to your computer, choose a location in which to save the dump and click **Save**. After the download is complete, you can locate the file wherever you download it to open it.

Step 4 To delete the CDR and/or CMR dump, check the **Delete File** check box and click either **Back** or **Close**.

The files get deleted.

Note   If you do not check the Delete File check box(es) (for example, if the CDR or CMR dump files get left undeleted), the background process deletes the files on a daily basis. Because the CDR and CMR dump files are large in size, Cisco recommends that you download the file to a local disk and delete them from the server to avoid disk usage on the server side.

Related Topics

- Generate CDR Analysis and Reporting

- CDRs

- CDR Search

- CDR Search

Additional Documentation

- Administration Guide for Cisco Unified Communications Manager

- Cisco Unified Serviceability Administration Guide

• Cisco Unified Communications Manager Call Detail Records Administration Guide