



CDR Search

ART provides reporting capabilities for three levels of users: Administrators, managers, and individual users. Only ART administrators can use the CDR Search features.

As described in chapter 2, call detail records (CDRs) detail the called number, the number that placed the call, the date and time the call was started, the time it connected, and the time it ended. Call management records (CMRs, or diagnostic records) detail the jitter, lost packets, the amount of data sent and received during the call, and latency. CDRs and CMRs are collectively known as CDR data. A single call can result in the generation of several CDRs and CMRs as Cisco CallManager tracks the progress of the call through each part of the call: sending digits, receiving digits, hold, transfer, engaging a transcoder for conferencing, disengaging the transcoder, and so on.

Statistics must be enabled in Cisco CallManager for CDR data to be generated. Statistics are enabled by default, so unless you have disabled the service parameters that control CDR data generation, then you do not have to be concerned about enabling the CDR statistics. For more information about statistics service parameters, see the *Cisco CallManager Administration Guide*.

CDR data is used by all ART reports. It is important to have the most current CDR data from which your reports are built. By default, CDR data is loaded from midnight to 5 a.m. on a daily basis. However, you can set the loading time, interval, and duration as needed. See [Setting the CDR Load Schedule, page 2-28](#), for more information.

You can configure CDR searches to verify the details of a call. The search groups all the related legs of a call, which can be very useful particularly if the call involved a conference or transfer. This helps you track the progress and quality of each part of an entire call.

This chapter describes the following features:

- [CDR Search By User Extension](#)
- [CDR Search By Gateway](#)

Related Topics

- [Understanding the Results for CDR Search, page 6-145](#)
- [Media Information, page 6-147](#)
- [CDR and CMR Dump Tables, page 6-147](#)

CDR Search By User Extension

The CDR search feature can only be used by ART administrators.

You can search CDRs by user or extension to analyze call details for the first 100 records that satisfy the search criteria. If more than 100 records are returned, the results are truncated. Each page displays a maximum of 20 records. You can search for calls using specific extensions for the time period you specify. This helps you trace calls placed from specific extensions for diagnostic or informational purposes. All associated records, such as transfer and conference calls, appear together as a logical group.



Note

For information about the report results, see [Understanding the Results for CDR Search](#).

Use the following information to show the details of CDR data based on a user or extension.



Caution

Use ART only during off-peak hours. Otherwise, data collection and ad-hoc reports could cause performance degradation on Cisco CallManager.

Procedure

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- Step 1** Open ART. See the “[Opening ART — ART Administrators](#)” section on page 1-12 for instructions on how to open ART.

Step 2 Click **CDR Search > By User/Extension**.

The CDR Search by User Extension window displays.

Step 3 You can search CDR data by user name and extension. You can narrow the search by specifying both users and extensions in the same search.

- To search CDRs based on extensions, enter the extension for which you want to search CDR data in the Extension field and click **Add Extension**.
- To search CDRs based on user, enter the first few letters of the first and/or last name in the First Name and/or Last Name fields and click **Find User**.

Step 4 If you specified user(s), you can include additional extensions in the **Extensions** field and click **Add Extension**.

Step 5 The **Report Criteria** box displays the extensions that will be used to search the CDR data. You can choose a criteria from the list and click **Remove from Report** to remove the selected criteria from the search results.

Step 6 Choose the date range for the period for which you want to see CDR data for the specified user or extension.

Step 7 Click **OK**.

The CDR-CMR Search Results window displays. See [Understanding the Results for CDR Search, page 6-145](#), for information about the search results.

Related Topics

- [Understanding the Results for CDR Search, page 6-145](#)
- [Media Information, page 6-147](#)
- [CDR and CMR Dump Tables, page 6-147](#)
- [CDR Search By Gateway, page 6-143](#)

CDR Search By Gateway

The CDR search feature can only be used by ART administrators.

You can search CDRs by gateways to analyze the call details of calls using specific gateways. This helps you trace issues on calls through specific gateways. If more than 100 records are returned, the results are truncated. Each page displays a maximum of 20 records.

**Note**

For information about the report results, see [Understanding the Results for CDR Search](#).

Use the following instructions to search CDR data based on a specific gateway type or by those gateways that use a selected route pattern.

**Caution**

Use ART only during off-peak hours. Otherwise, data collection and ad-hoc reports could cause performance degradation on Cisco CallManager.

Procedure

- Step 1** Open ART. See the “[Opening ART — ART Administrators](#)” section on page 1-12 for instructions on how to open ART.
- Step 2** Click **CDR Search > By Gateway**.
The CDR Search by Gateway window displays.
- Step 3** Choose the type of gateway you want included in the report. In the column on the left, click **Gateway Types** to display a list of gateway types.
If you prefer, you can specify only those gateways that use a particular route pattern, rather than a gateway type. Selected gateways that use the selected route patterns are the only devices that will be returned in the report results. Click **Route Patterns** in the column on the left to display a list of gateways that use the selected route pattern.
- Step 4** In the **List of Gateways** box, choose the gateways you want to include in the report. You can choose multiple gateways by pressing the **Control** key as you click.
- Step 5** Click **Add** to move the selected gateway(s) to the list of Selected Gateways. Only the specific gateways listed in the Selected Gateways list box will be included in the report.

- Step 6** Repeat Steps 4 and 5 until all the gateways you want to include in the report are listed in the Selected Gateways box.
- Step 7** Choose the date and time range for the period for which you want to search CDR data. The current time in Greenwich Mean Time and Local Time is displayed for your convenience.
- Step 8** Click **OK**.

The CDR - CMR Search Results window displays. See [Understanding the Results for CDR Search, page 6-145](#), for information about the search results.

Related Topics

- [Understanding the Results for CDR Search, page 6-145](#)
- [CDR Search By User Extension, page 6-142](#)

Understanding the Search Results

The CDR search results are described in the following sections:

- [Understanding the Results for CDR Search, page 6-145](#)
- [Media Information, page 6-147](#)
- [CDR and CMR Dump Tables, page 6-147](#)

Understanding the Results for CDR Search

The CDR search provides following information.

SI No	The serial or record number.
Call Type	The type of call: simple, transferred, forwarded, or conference.
GCID_CMIId GCID_CallId	The call identifiers associated with all the records for the entire call.
Orig Node Id Dest Node Id	The node within the Cisco CallManager cluster where the call originator/destination was registered at the time of the call.

Understanding the Search Results

Orig Leg Id Dest Leg Id	The unique identifiers to the originating/destination leg of a call. They are unique within a cluster.
Calling No Calling Partition	The calling number is the directory number where the call originated. The calling partition is the partition associated with the calling party.
Called No Called Partition	The called number is the directory number from which the call was initially placed and is the same as the Dest No when the call is not transferred or forwarded. The called partition is the partition associated with the called party.
Dest No Dest No Partition	The destination number is the directory number where the call finally terminated and is the same as the called number when the call is not transferred or forwarded. The destination number partition is the partition associated with the destination number.
Last Rd. No Last Rd. No Partition	The last redirected number is the directory number from which the call was finally redirected. The last redirected number partition is the partition associated with the last redirected number.
Media Info Orig Pkts Rcd Dest Pkts Rcd Orig Pkts Lost Dest Pkts Lost	Provides the packets received or lost for the origination or destination leg of a call, and a link to the media information. See CDR and CMR Dump Tables, page 6-147 , for information about the CDR and CMR Dump tables
CDR - CMR Dump	Provides a link to the CDR and CMR dump tables. These tables identify the CDR and CMR table dumps as specified in the CallDetailRecord and CallDetailRecordDiagnostic tables in the CDR database. See CDR and CMR Dump Tables, page 6-147 , for information about the CDR and CMR Dump tables.

Media Information

The media information table provides following information.

Origination Leg	A unique identifier for the originating leg of a call. This value is unique within a cluster.
Destination Leg	A unique identifier for the destination leg of a call. This value is unique within a cluster.
Parameter	The media parameters: MediaTransportAdd_IP, PayloadCapability, MediaCap_g723BitRate, packets sent, octets sent, packets received, octets received, packets lost, jitter, latency, and QoS.
Origination	The value for all the above parameters for the origination leg of the call.
Destination	The value for all the above parameters for the destination leg of the call.

CDR and CMR Dump Tables

The CDR and CMR dump tables provide following information.

CDR	The call detail record fields.
Origination CMR	There are only a single set of fields for origination and destination in the database. The origination or destination CMR can be found using the leg IDs. If the leg IDs of the CMR match the Orig/Dest leg ID of the CDR, then the following record is Orig/Dest CMR.
Destination CMR	There are only a single set of fields for origination and destination in the database. The origination or destination CMR can be found using the leg IDs. If the leg IDs of the CMR match the Orig/Dest leg ID of the CDR, then the following record is Orig/Dest CMR.

