



Cisco CallManager 4.1(2) Call Detail Record Definition

This document describes the format and logic of the call detail records (CDRs) that the Cisco CallManager Release 4.1(2) system generates. An integration partner can use this information for post-processing activities such as generating billing records and network analysis. This document describes how to access the database, how to interpret fields in the database schema, and some of the known issues.

When you install your system, the system specifies that Call Detail Records (CDRs) are disabled by default. You can enable and disable CDR records at any time while the system is in operation. You do not need to restart the Cisco CallManager for changes to take effect. The system responds to all changes within a few seconds.

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New and Changed Information

This section describes any new features and or changes for CDRs that are pertinent to the specified release of Cisco CallManager.

Cisco CallManager Release 4.1(2)

The following list provides the features or changes for CDRs in Cisco CallManager release 4.1(2):

- Forced Authorization Codes (FAC)—Forces the user to enter a valid authorization code prior to extending calls to classes of dialed numbers, such as external calls, toll calls, and international calls. Authorization information is written to the Cisco CallManager database.
- Client Matter Codes (CMC)—Allows the user to enter a “client matter” code before extending a call that the customer can use for assigning account or billing codes to calls placed. Client Matter Code information is written to the Cisco CallManager CDR database.

The 4.1(2) Cisco CallManager release provides three new CDR fields to support FAC and CMC:

- `authCodeDescription`
- `authorizationLevel`
- `clientMatterCode`

Cisco CallManager Release 4.0(1)

The following list provides the features or changes for CDRs in Cisco CallManager release 4.0(1):

- Identifies Multilevel Precedence and Preemption (MLPP)
 - Adds the new field `origPrecedenceLevel` for the precedence level of the originating leg of the call
 - Adds the new field `destPrecedenceLevel` for the precedence level of the destination leg of the call
 - MLPP utilizes existing cause codes 8, 9, 46, 50, and 128
- Identifies malicious calls by adding a new `Comment` field
- Drop any party feature utilizes existing cause fields: `origCause_value` and `destCause_value`
- `OnBehalfOf` field contains a new code (value = 14) for the Immediate Divert feature and value = 15 for Barge
- The following new fields support video in Cisco CallManager:
 - `origVideoCap_Codec`
 - `destVideoCap_Codec`
 - `origVideoCap_Bandwidth`
 - `destVideoCap_Bandwidth`
 - `origVideoCap_Resolution`
 - `destVideoCap_Resolution`
 - `origVideoTransportAddress_IP`
 - `origVideoTransportAddress_Port`
 - `destVideoTransportAddress_IP`

- destVideoTransportAddress_Port
- Adds user login fields (`callingPartyLoginUserID` and `finalCalledPartyLoginUserID`) to ensure that a valid UserID is associated with a newly created phone device and properly reported in CDRs
- Adds examples for different call scenarios including IDivert, Barge, and cBarge

Cisco CallManager Release 3.2

The change for CDRs in Cisco CallManager release 3.2 means that CDR records are written to comma-delimited flat files (text) on the subscriber databases. The `localCDRPath` service parameter specifies the directory to which the files are written. CDR and CMR records periodically pass from each subscriber to the publisher, and the `CiscoInsertCDR` service reads the records from the flat files and inserts the records into the centralized SQL database.

Cisco CallManager CDR Overview

The Cisco CallManager comprises several Windows 2000 Servers that are using Microsoft SQL clustering method to share common data. Each cluster comprises a publisher and several subscriber databases.

Microsoft SQL Server 2000 Service Pack 3A replaces Microsoft SQL 7.0 and is configured with only TCP for communications and NT authentication. Named Pipes communications and Mixed mode authentication are no longer configured.

**Note**

The system supports SQL Authentication although Windows NT Authentication is recommended.

The connection logic in the database layer changed to use Windows NT authentication. All database layer connections, which are DSN based, use an Open Database Connectivity (ODBC) system DSN, **ciscoCallManager**. For more information, see the [“Reading Records”](#) section.

Any third party application that connects to the database can change the way that it connects. Beyond that, everything else remains the same. Both previous and current connections work.

The configuration ensures that web applications that do not require an NT login and use the database layer, such as CCMUser, run as a different NT user with limited privileges, not ANONYMOUS.

Cisco CallManager generates two different types of call information records: Call Detail Records (CDRs) and Call Management Records (CMRs). The CDRs store information about the endpoints of the call and other call control/routing aspects. The CMRs contain information about the quality of the streamed audio of the call. More than one CMR can exist per CDR.

The CDR records relate to the CMR records via the two globalCallID columns:

- globalCallID_callManagerId
- globalCallID_callId

The primary server (publisher) maintains the central copy of the CDR database. When a call is generated on a subscriber, the Cisco CallManager writes CDRs and CMRs in flat files (text) on the subscriber databases. The localCDRPath service parameter specifies the directory to which the files are written. CDR and CMR records periodically pass from each of the subscribers to the publisher, and the CiscoInsertCDR service reads the records from the flat files and inserts the records into the centralized SQL database.

The configurable directory that contains the files defaults to \Program Files\Cisco\CallDetail.

Cisco CallManager does not perform any post processing on the records. For more information, see the [“Writing Records”](#) section.

**Note**

Each server (publishers and subscribers) can operate as a call-control engine, but Cisco recommends that you reserve the publisher server for management processes.

Cisco CallManager Configuration

Enable or disable the CDR and CMR records through the Cisco CallManager service parameters. You can find information on where and how the CDR and CMR records are generated in the System enterprise parameters.

Service Parameters

The Cisco CallManager contains the following service parameters, set to False by default, that control the generation of CDRs:

- **CdrEnabled**—Enables or disables CDR records.
- **CdrLogCallsWithZeroDurationFlag**—Enables logging of CDR records for calls that were never connected or that lasted less than 1 second. If you set this parameter to True, all calls get written to the database.
- **CallDiagnosticsEnabled**—Enables or disables CMRs.

To view all CDRs for billing and fraud detection purposes, enable the flags.

The **MaxCdrRecords** service parameter controls the maximum number of CDRs on the system. When this limit is exceeded, the oldest CDRs automatically get removed, along with the related CMR records, once a day. The default value specifies 1.5 million records.



Note

Enable these configuration items separately on each server in a cluster.

You can configure service parameters on the Service Parameters Configuration window in the Cisco CallManager Administration.

Enterprise Parameters

Configure the following parameters in the Enterprise Parameters Configuration window in the Cisco CallManager Administration.

- **LocalCDRPath**—The directory for local CDR files that Cisco CallManager writes. Ensure that the value is not empty or invalid, or the CDR files will not be moved.
- **PrimaryCDRUNCPath**—The central collection point for CDR files. Ensure that the value is not empty or invalid, or the CDR files will not be moved. The install sets this parameter.
- **CDRFormat**—The parameter that determines whether the files get inserted into the database. The value specifies either FLAT or DB(Default DB).
- **PrimaryCDRDSN**—An optional parameter that points to the primary CDR server on which to insert CDRs. The machine, to which the parameter points, does not need a Cisco CallManager install but does need SQL server and a CDR database. This allows movement of the CDRs off the Cisco CallManager cluster. If this parameter is missing, CDRs get written locally at the PrimaryCDRUNCPath.
- **CDRFlatFileInterval**—The parameter that determines the number of minutes to write to a CDR file before Cisco CallManager closes the CDR file and opens a new one.

**Note**

If the PrimaryCDRDSN parameter is missing, CDRs get written locally at the PrimaryCDRUNCPath.

Retaining the default values for these parameters will write CDRs to the primary CDR server database.

Global Call Identifier

The Cisco CallManager allocates a global call identifier (GlobalCallID) each time that a Cisco IP Phone is taken off hook or a call is received from a gateway.

The CDR table lists the CDRs that are written to the CDR table at the end of a call in the order that they are written. GlobalCallIDs for active calls do not appear in the CDR table. Other global IDs may not appear in the CDR table. For example, each call leg in a conference call gets assigned a GlobalCallID that the conference GlobalCallID overwrites. The original GlobalCallID does not appear in the CDR.

The following table contains a sample CDR:

GlobalCallID	Start Time	End Time
1	973795815	973795820
2	973795840	973795845
5	973795860	973795870
4	973795850	973795880

The CDR table does not contain an entry for GlobalCallID 3 because that call was active when this record was taken. The table shows GlobalCallID 5 listed before GlobalCallID 4 because the GlobalCallID 5 call ended before GlobalCallID 4 ended, and therefore, only completed calls and failed calls get written to the CDR table.

Number Translations

The Cisco CallManager can perform translations on the digits that a user dials. The translated number, not the actual dialed digits, appears in the CDR.

For example, many companies translate “911” calls to “9-911,” so the caller does not need to dial an outside line in an emergency. In these cases, the CDR contains “9911” even though the user dials “911.”

**Note**

Gateways may perform further modifications to the number before the digits are actually output through the gateway. The CDR does not reflect these modifications.

Partitions and Numbers

Within a CDR, a combination of extension number and partition identifies each phone that is referenced, if partitions are defined. When partitions exist, fully identifying a phone requires both values because extension numbers may not be unique.

The Partition field stays empty when a call ingresses through a gateway. When a call egresses through a gateway, the Partition field shows the partition to which the gateway belongs.

If the dial plan allows callers to use the # key for speed dialing, the # key goes into the database when it is used. For example, the Called Party Number field may contain a value such as “902087569174#.”

The CDR uses the following Partition/Extension Number:

Phone Number	Description
callingPartyNumber	This party placed the call. For transferred calls, the transferred party becomes the calling party.
originalCalledPartyNumber	This number designates the originally called party, after any digit translations have occurred.
finalCalledPartyNumber	For forwarded calls, this number designates the last party to receive the call. For non-forwarded calls, this field shows the original called party.
lastRedirectDn	For forwarded calls, this field designates the last party to redirect the call. For non-forwarded calls, this field shows the last party to redirect (such as transfer and conference) the call.
callingPartyNumberPartition	This number identifies the partition name that is associated with the CallingPartyNumber field. This field uniquely identifies this number because the Cisco CallManager supports multiple Cisco IP Phones with the same extension number in different partitions. For calls that ingress through a gateway, this field remains blank.
originalCalledPartyNumberPartition	This number identifies the partition name that is associated with the OriginalCalledPartyNumber field. This field uniquely identifies this number because the Cisco CallManager supports multiple Cisco IP Phones with the same extension number in different partitions. For calls that egress through a gateway, this field specifies the partition name that is associated with the route pattern that pointed to the gateway.

Phone Number	Description
finalCalledPartyNumberPartition	<p>This number identifies the partition name that is associated with the FinalCalledPartyNumber field. This field uniquely identifies this number because the Cisco CallManager supports multiple Cisco IP Phones with the same extension number in different partitions.</p> <p>For calls that egress through a gateway, this field specifies the partition name that is associated with the route pattern that pointed to the gateway.</p>
lastRedirectDnPartition	<p>This number identifies the partition name that is associated with the LastRedirectDn field. This field uniquely identifies this number because the Cisco CallManager supports multiple Cisco IP Phones with the same extension number in different partitions.</p> <p>For calls that egress through a gateway, this field specifies the partition name that is associated with the route pattern that pointed to the gateway.</p>

Timestamps

Timestamps within a CDR record appear in universal coordinated time (UTC), which is the number of seconds since midnight on January 1, 1970. This value remains independent of daylight saving time changes.

Unsigned 32-bit integers represent all time values. This unsigned integer value displays from the database as a single integer. The field specifies a time_t value that is obtained from the Windows NT (2000) system routines.

The CDR includes the following timestamps:

Field	Format	Description
dateTimeOrigination	UTC	<p>For outgoing calls, this field designates the time that the device goes off hook.</p> <p>For incoming calls, this field designates the time that the SETUP message is received.</p>
dateTimeConnect	UTC	This field designates the time that the devices connect and speech begins. This field shows a zero if the call never connects.
dateTimeDisconnect	UTC	This field designates the time that the call disconnects. This field shows a zero if the call never connects.

Call Clearing Causes

The CDR record includes two clearing causes: OrigCause and DestCause. When the originating party clears the call, the OrigCause gets populated. When the terminating party clears the call, or the call is rejected, the DestCause gets populated. When unpopulated, the cause value shows zero.

The “Cause Codes” section lists the calls clearing cause values per ITU specification Q.850. For on-net call legs, the Cisco CallManager determines the cause value. For off-net call legs, the far-end switch determines the cause value.

IP Addresses

The system stores IP addresses as unsigned integers. The database displays them as signed integers. To convert the signed decimal value to an IP address, first convert the value to a hex number, taking into consideration that it is really an unsigned number. The 32-bit hex value represents four bytes in reverse order (Intel standard). To determine the IP address, reverse the order of the bytes and convert each byte to a decimal number. The resulting four bytes represent the four-byte fields of the IP address in dotted notation.



Note

The database displays a negative number when the low byte of the IP address has the most significant bit set.

For example, the IP address 192.168.18.188 displays as -1139627840. To convert this IP address, perform the following procedure:

Procedure

-
- Step 1** Convert the database display (-1139627840) to a hex value.
The hex value equals 0xBC12A8C0.
 - Step 2** Reverse the hex bytes, as shown below:
CO A8 12 BC
 - Step 3** Convert the bytes from hex to decimal, as shown below:
192 168 18 188
 - Step 4** The IP address displays in the following format:
192.168.18.188
-

Working with CDRs

Users can access the Microsoft SQL Server 2000 Service Pack 2 database via ODBC. The install configures an ODBC system DSN that is called **ciscoCallManager**. Users have read-only access to all tables in the database and have read/write access to the CDR and CMR tables.

When working with CDRs, you may want to read other tables in the database to obtain information about the type of device in each CDR. Because this correlation between devices in the Device table and the IP address that is listed in the CDR is not straightforward, it appears as a known issue in the “Known Issues” section.

Writing Records

The Cisco CallManager writes CDRs to the SQL database, as calls are made, in a manner consistent with the configuration of each individual Cisco CallManager. You can configure the Cisco CallManager by accessing Service Parameters Configuration in Cisco CallManager Administration.

When CDR records are enabled, Call Control generates one or more CDR records for each call. These records get sent to EnvProcessCdr, where they are written to the flat files. The number of records written varies by the type of call and significant changes that occur to the call, such as ending a call, transferring the call, redirecting the call, splitting, or joining a call.

When Diagnostics are enabled, processStationCdp generates up to two CMR records for each call. Each type of call, such as conference calls, call transfers, forwarded calls, and calls through gateways, produce a set of records that get written to the database at the end of the call. Only completed calls and failed calls generate records.



Note

The Cisco CDR Insert service will not insert a record if the CDRFormat service parameter has a value of Flat. If the service is disabled on the local Cisco CallManager, the CDR files generate but do not get moved and deleted.

Reading Records

The easiest way to read data from the SQL database may be to use ODBC. The connection string looks like one of the following examples, depending on whether you need to get to the configuration data or CDRs:

For SQL authentication:

```
DRIVER={SQL
Server};SERVER=machineX;DATABASE=CCM0300;UID=CiscoCCMUser;PWD=password
```

```
DRIVER={SQL
Server};SERVER=machineX;DATABASE=CDR;UID=CiscoCCMCDR;PWD=password
```

For Windows NT authentication:

```
DSN=CiscoCallManager;SERVER=X;DATABASE=CCM0300;Trusted_Connection=yes
```

or

```
DSN=CiscoCallManager;SERVER=X;DATABASE=CDR;Trusted_Connection=yes
```

Use the correct database name. The tables reside in the CDR database.



Note

You need access to both the configuration database and CDR database to properly resolve the CDR information.

The machine that serves the primary CCM0300 database serves as the machine that is the central collector of the CDR information.

You can find the primary database (machine and name) that the cluster currently is using by opening Cisco CallManager Administration, choosing **Help > About Cisco CallManager**, and clicking the Details button. You can also check the registry on machines that host a database. Look at the registry key, \\HKEY_LOCAL_MACHINE\\Software\\Cisco Systems Inc.\\DBL, for DBConnection0. This string item contains a connection string that includes the machine name and database name of the primary database.

The following table specifies the user ID and password that you should use when you access the Cisco CallManager database.

Database	Tables	SQL User ID	Password	Capability
CDR	CallDetailRecord, CallDetailRecordDiagnostic	CiscoCCMCDR	dipsy	Read/Write
CCM0300	All	CiscoCCMCDR	dipsy	Read only

Removing Records

Because the Cisco CallManager relies on third-party packages to process the CDR data, you should remove the CDR data after all packages finish with the data. Use the CiscoCCMCDR user to remove the records. The CiscoCCMCDR user designates the Microsoft SQL Server account that can be used to read/write to the CDR and CMR tables.

If CDRs accumulate to a configured maximum, the system removes the oldest CDRs along with related CMR records once a day. The default maximum specifies 1,500,000 CDRs.

When removing CDR data after analysis, be sure to remove all related CMR records also.



Tips

You should remove records more often than once a day or week in large systems. Queries to remove records consume CPU time and transaction log space relative to the size of the table: the smaller the table, the quicker your query.

CDR Record Field Descriptions

The following table defines all fields in the current CDR records.

Field Name	Range of Values	Description
cdrRecordType	0, 1, or 2	<p>Defines the type of record. The following valid values apply:</p> <ul style="list-style-type: none"> • 0—Start call detail record (not used) • 1—End call detail record <p>Default - For CDR records, this field will always be 1.</p>
globalCallID_callManagerId	Positive Integer	<p>Designates unique Cisco CallManager identity.</p> <p>This field comprises half of the Global Call ID. The Global Call ID comprises the following fields:</p> <ul style="list-style-type: none"> • globalCallID_callID • globalCallID_callManagerID <p>All records that are associated with a standard call have the same Global Call ID in them.</p> <p>Default - This field should always be populated.</p>
globalCallID_called	Positive Integer	<p>Designates unique call identity value that is assigned to each call.</p> <p>Cisco CallManager allocates this identifier independently on each call server. Values get chosen sequentially when a call begins. A value assignment occurs for each call, successful or unsuccessful.</p> <p>This field comprises half of the Global Call ID. The Global Call ID comprises the following two fields:</p> <ul style="list-style-type: none"> • globalCallID_callID • globalCallID_callManagerID <p>All records that are associated with a standard call have the same Global Call ID in them.</p> <p>Default - This field should always be populated.</p>

Field Name	Range of Values	Description
origLegCallIdentifier	Positive Integer	Identifies the originating leg of a call with a value that is unique within a cluster. If the leg of a call persists across several sub-calls, and consequently several CDRs (as during a call transfer), this value remains constant. Default - This field should always be populated.
dateTimeOrigination	Integer	Identifies the date and time when the user goes off hook or the date and time when the setup message is received for an incoming call. UTC specifies the time. Default - This field should always be populated.
origNodeId	Positive Integer	Identifies the node within a cluster to which the originator of the call is registered at the time the call is made. Default - This field should always be populated.
origSpan	Positive Integer or Zero	For calls that originate at a gateway, identifies the port or span on the gateway where the call originated. For gateways in which the span number is unknown, this field contains the call leg ID of the originator. For calls that did not originate at a gateway, the value equals zero. Default - Populated based on these rules.
origIpAddr	Integer	Identifies the IP address of the device that originated the call signaling. For Cisco IP Phones, this field specifies the address of the Cisco IP Phone. For PSTN calls, this field specifies the address of the gateway. For intercluster calls, this field specifies the address of the remote Cisco CallManager. The “IP Addresses” section describes the IP address format. Default - Populated based on these rules.

Field Name	Range of Values	Description
origIpPort	Positive Integer	Identifies the IP port number that is associated with the OrigIpAddr field. This field is not used or populated by Cisco CallManager. Default - Field will always be 0 or null.
callingPartyNumber	Text String	Specifies numeric string of up to 25 characters. For calls that originate at a Cisco IP Phone, this field shows the extension number of the line that is used. For incoming calls, this field specifies the value that is received in the Calling Party Number field in the SETUP message. This field reflects any translations that were applied to the Calling Party Number before it arrives at the Cisco CallManager (such as translations at the gateway). Default - Populated based on these rules.
origCause_location	0 to 15	For clearing causes that are received over ISDN signaling links, specifies the Location field that is indicated in the ISDN release message. The “Cause Codes” section lists the valid values per Q.850. For clearing causes created internally by the Cisco CallManager, this value equals zero. Default - 0.

Field Name	Range of Values	Description
origCause_value	0 to 128	<p>For calls that the originating party cleared, reflects the reason for the clearance. The “Cause Codes” section lists the valid values per Q.850.</p> <p>For calls that the terminating party cleared, this field specifies zero.</p> <p>In addition to the standard values that are described in Q.850, when a call is placed on hold, the CDR terminates, and this field gets set to 126. This represents a proprietary value for this field.</p> <p>MLPP uses the current cause codes:</p> <ul style="list-style-type: none"> • 8—”Preemption: Call is being preempted, circuit not reserved for reuse.” • 9—”Preemption: Call is being preempted, circuit reserved for reuse.” • 46—”Precedence call blocked: No preemptable circuit or called user is busy with a call of equal or higher precedence level.” • 50—”Requested facility not subscribed.” Cisco CallManager never generates this cause value. If is received from another network, the system “transits” this value, if applicable. • 128—”Conference Drop Any Party.” This cause code indicates when a call was dropped from a conference by the new feature “drop any party/drop last party.” <p>Default - 0.</p>
origPrecedenceLevel	0 to 4	<p>For MLPP, each call leg has a precedence level. This field represents the original legs precedence level.</p> <ul style="list-style-type: none"> • Precedence 0 = FLASH OVERRIDE • Precedence 1 = FLASH • Precedence 2 = IMMEDIATE • Precedence 3 = PRIORITY • Precedence 4 = ROUTINE <p>Default - 4.</p>

Field Name	Range of Values	Description
origMediaTransportAddress_IP	Integer	<p>Identifies the IP address of the device that originated the media for the call.</p> <p>For Cisco IP Phones, this field specifies the address of the Cisco IP Phone.</p> <p>For PSTN calls, this field specifies the address of the gateway.</p> <p>For intercluster calls, this field specifies the address of the remote Cisco IP Phone.</p> <p>The “IP Addresses” section describes the IP address format.</p> <p>Default - 0. If media is not established, this field will be 0.</p>
origMediaTransportAddress_Port	Positive Integer	<p>Identifies the IP port number that is associated with the OrigMediaTransportAddress_IP field</p> <p>Default - 0. If media is not established, this field will be 0.</p>

Field Name	Range of Values	Description
origMediaCap_payloadCapability	0 to 15, 32 to 33, 80 to 84	<p>Identifies the codec type that the originator used to transmit media. The following valid values descriptions apply:</p> <ul style="list-style-type: none"> • 0—Media transfer stage was not reached during the call. • 1—Nonstandard Codec • 2—G.711 A-Law 64K • 3—G.711 A-Law 56K • 4—G.711 mu-Law 64K • 5—G.711 mu-Law 56K • 6—G.722 64K • 7—G.722 56K • 8—G.722 48K • 9—G.723.1 • 10—G.728 • 11—G.729 • 12—G.729AnnexA • 13—Is11172AudioCap • 14—Is13818AudioCap • 15—G.729AnnexB • 16—G.729 Annex AwAnnexB • 18—GSM Full Rate • 19—GSM Half Rate • 20—GSM Enhanced Full Rate • 25—Wideband 256K • 32—Data 64k • 33—Data 56k • 80—GSM • 81—ActiveVoice • 82—G726_32K • 83—G726_24K • 84—G726_16K <p>Default - 0. If media is not established, this field will be 0.</p>

Field Name	Range of Values	Description
origMediaCap_maxFramesPerPacket	Positive Integer or Zero	Identifies the number of milliseconds of data per packet that the originating party sent. This field, normally set to 10, 20, or 30 for G.729 or G.711 codecs, can store any nonzero value. Default - 0. If media is not established, this field will be 0.
origMediaCap_g723BitRate	0, 1, or 2	When the codec that the originating party used is G.723, indicates the data rate that was used. The following values apply: <ul style="list-style-type: none"> • 1—5.3K • 2—6.3K When the codec is not G.723, this value equals zero. Default - Field will always be 0.
origVideoCap_Codec	100 = H.261 101 = H.263 102 = Cisco Video Link	Identifies the codec type used by the originator to transmit video (H.261, H.263, and the Cisco Video Link.) Default - 0. If media is not established, this field will be 0.
origVideoCap_Bandwidth	Positive Integer	Identifies the bandwidth measured in units of kbps. Default - 0. If media is not established, this field will be 0.
origVideoCap_Resolution	1 = SQCIF 2 = QCIF 3 = CIF 4 = CIF4 5 = CIF16	Identifies the Video resolution. Default - 0. If media is not established, this field will be 0.
origVideoTransportAddress_IP	Integer	Identifies the IP address of the device that originates the call. Default - 0. If media is not established, this field will be 0.
origVideoTransportAddress_Port	Positive Integer	Identifies the video RTP port associated with the origVideoTransportAddress_IP field. Default - 0. If media is not established, this field will be 0.

Field Name	Range of Values	Description
destLegIdentifier	Positive Integer	Identifies the terminating leg of a call. This field specifies unique values within a cluster. If the leg of a call persists across several sub-calls and, consequently, several CDRs (as during a call transfer), this value remains constant. Default - 0. If the destination can not be reached, this field will be 0.
destNodeId	Positive Integer	Identifies the node within a cluster to which the terminating party of the call is registered at the time that the call is made. Default - 0. If the destination can not be reached, this field will be 0.
destSpan	Positive Integer or Zero	For calls that terminate at a gateway, identifies the port or span on the gateway where the call terminated. For H.323 gateways in which the span number is unknown, this field contains the call leg ID of the destination. For calls that did not terminate at a gateway, the value equals zero. Default - 0. If the destination can not be reached, this field will be 0.
destIpAddr	Integer	Identifies the IP address of the device that terminated the call signaling. For Cisco IP Phones, this field specifies the address of the Cisco IP Phone. For PSTN calls, this field specifies the address of the gateway. For intercluster calls, this field specifies the address of the remote Cisco CallManager. The “IP Addresses” section describes the IP address format. Default - 0. If the destination can not be reached, this field will be 0.
destIpPort	Positive Integer or Zero	Identifies the IP port number that is associated with the destIpAddr field. This field is not used or populated by Cisco CallManager. Default - Field will always be 0 or null.

Field Name	Range of Values	Description
originalCalledPartyNumber	Text String	<p>Specifies numeric string of up to 25 characters.</p> <p>This field specifies the number to which the original call was presented, prior to any call forwarding. If translation rules are configured on the Cisco CallManager, this number reflects the called number after the translations have been applied.</p> <p>Default - empty string "" or null. If destination can not be reached, this field will be empty.</p>
finalCalledPartyNumber	Text String	<p>Specifies numeric string of up to 25 characters.</p> <p>This field specifies the number to which the call is finally presented, until it is answered or ringsout. If no forwarding occurred, this number shows the same number as the OriginalCalledPartyNumber.</p> <p>For calls to a conference bridge, this field contains the actual identifier of the conference bridge, which is an alphanumeric string (for example, "b0019901001").</p> <p>Default - empty string "" or null. If destination can not be reached, this field will be empty.</p>
destCause_location	0 to 15	<p>For clearing causes that are received over ISDN signaling links, specifies the Location field that the ISDN release message indicates. The "Cause Codes" section lists the valid values per Q.850.</p> <p>For clearing causes that the Cisco CallManager created internally, this value equals zero.</p> <p>Default - 0. If the destination can not be reached, this field will be 0.</p>

Field Name	Range of Values	Description
destCause_value	0 to 128	<p>For calls that the destination party cleared, reflects the reason for the clearance. The “Cause Codes” section lists the valid values per Q.850.</p> <p>For calls that the originating party cleared, this field equals zero.</p> <p>MLPP uses the current cause codes:</p> <ul style="list-style-type: none"> • 8—”Preemption: Call is being preempted, circuit not reserved for reuse.” • 9—”Preemption: Call is being preempted, circuit reserved for reuse.” • 46—”Precedence call blocked: No preemptable circuit or called user is busy with a call of equal or higher precedence level.” • 50—”Requested facility not subscribed.” Cisco CallManager never generates this cause value. If it is received from another network, the system “transmits” this value, if applicable. • 128—”Conference Drop Any Party.” This cause code indicates when a call was dropped from a conference by the new feature “drop any party/drop last party.” <p>Default - 0. If the destination can not be reached, this field will be 0.</p>
destPrecedenceLevel	0 to 4	<p>For MLPP, each call leg has a precedence level. This field represents the destination legs precedence level.</p> <ul style="list-style-type: none"> • Precedence 0 = FLASH OVERRIDE • Precedence 1 = FLASH • Precedence 2 = IMMEDIATE • Precedence 3 = PRIORITY • Precedence 4 = ROUTINE <p>Default - 4</p>

Field Name	Range of Values	Description
destMediaTransportAddress_IP	Integer	Identifies the IP address of the device that terminated the media for the call. For Cisco IP Phones, this field designates the address of the Cisco IP Phone. For PSTN calls, this field designates the address of the H.323 gateway. For intercluster calls, this field shows the address of the remote Cisco IP Phone. The “ IP Addresses ” section describes the IP address format. Default - 0. If the destination can not be reached, this field will be 0.
destMediaTransportAddress_Port	Positive Integer	Identifies the IP port number that is associated with the DestMediaTransportAddress_IP field. Default - 0. If the destination can not be reached, this field will be 0.
destMediaCap_payloadCapability	0 to 15, 32 to 33, 80 to 84	Identifies the codec type that the terminating party used to transmit media. The Codec Types section lists the valid values. Default - 0. If the destination can not be reached, this field will be 0.
destMediaCap_maxFramesPerPacket	Positive Integer	Identifies the number of milliseconds of data per packet that the terminating party of the call sent. This field, normally set to 10, 20, or 30 for G.729 or G.711 codecs, can store any nonzero value. This field can be zero if the media is never established. Default - 0. If the destination can not be reached, this field will be 0.
destMediaCap_g723BitRate	0	Deprecated since Cisco CallManager Release 3.3(4). Default - This field is always 0.
destVideoCap_Codec	100 = H.261 101 = H.263 102 = Cisco Video Link	Identifies the codec type that the terminating party used to transmit video (H.261, H.263, and the Cisco Video Link). Default - 0. If the destination can not be reached, this field will be 0.

Field Name	Range of Values	Description
destVideoCap_Bandwidth	Positive Integer	Identifies the bandwidth measured in units of kbps. Default - 0. If the destination can not be reached, this field will be 0.
destVideoCap_Resolution	1 = SQCIF 2 = QCIF 3 = CIF 4 = CIF4 5 = CIF16	Identifies the video resolution. Default - 0. If the destination can not be reached, this field will be 0.
destVideoTransportAddress_IP	Integer	Identifies the IP address of the device that receives the call. Default - 0. If the destination can not be reached, this field will be 0.
destVideoTransportAddress_Port	Positive Integer	Identifies the video RTP port that is associated with the destVideoTransportAddress_IP field. Default - 0. If the destination can not be reached, this field will be 0.
dateTimeConnect	Integer or Zero	Identifies the date and time that the call connected. UTC specifies the time. If the call is never answered, this value shows zero. Default - 0. If the call is never connected, this field will be 0.
dateTimeDisconnect	Integer	Identifies the date and time when the call was cleared. This field gets set even if the call never connected. UTC specifies the time. Default - 0.

Field Name	Range of Values	Description
lastRedirectDn	Text String	<p>Specifies numeric string of up to 25 characters.</p> <p>For forwarded calls, this field specifies the phone number of the next to last hop before the call reaches its final destination. If only one hop occurs, this number matches the OriginalCalledPartyNumber.</p> <p>For calls that are not forwarded, this field matches the OriginalCalledPartyNumber and the FinalCalledPartyNumber.</p> <p>For calls to a conference bridge, this field contains the actual identifier of the conference bridge, which is an alphanumeric string (for example, "b0019901001").</p> <p>Default - empty string "" or null. If call was never redirected, this field will be empty.</p>
pkid	Text String	<p>Identifies a text string that the database uses internally to uniquely identify each row. This text string provides no meaning to the call itself.</p> <p>Default - This field should always be populated with a unique ID.</p>
originalCalledPartyNumberPartition	Text String	<p>Identifies the partition name associated with the OriginalCalledPartyNumber field. This field uniquely identifies this number because the Cisco CallManager supports multiple Cisco IP Phones with the same extension number in different partitions. For calls that egress through a gateway, this field specifies the partition name that is associated with the route pattern that pointed to the gateway.</p> <p>Default - empty string "" or null. If the original called party does not have a partition, this field will be empty.</p>

Field Name	Range of Values	Description
callingPartyNumberPartition	Text String	<p>Identifies the partition name that is associated with the CallingPartyNumber field. This field uniquely identifies this number because the Cisco CallManager supports multiple Cisco IP Phones with the same extension number in different partitions. For calls that ingress through a gateway, this field remains blank.</p> <p>Default - empty string "" or null. If the original called party does not have a partition, this field will be empty.</p>
finalCalledPartyNumberPartition	Text String	<p>Identifies the partition name that is associated with the FinalCalledPartyNumber field. This field uniquely identifies this number because the Cisco CallManager supports multiple Cisco IP Phones with the same extension number in different partitions. For calls that egress through an H.323 gateway, this field specifies the partition name that is associated with the route pattern that pointed to the gateway.</p> <p>Default - empty string "" or null. If the final called party does not have a partition, this field will be empty.</p>
lastRedirectDnPartition	Text String	<p>Identifies the partition name that is associated with the LastRedirectDn field. This field uniquely identifies this number because the Cisco CallManager supports multiple Cisco IP Phones with the same extension number in different partitions. For calls that egress through an H.323 gateway, this field specifies the partition name that is associated with the route pattern that pointed to the gateway.</p> <p>Default - empty string "" or null. If the last redirecting Party does not have a partition or the call was never redirected, this field will be empty.</p>
duration	Positive Integer or Zero	<p>Identifies the difference between the Connect Time and Disconnect Time. This field specifies the time that the call remains connected, in seconds. This field remains zero if the call never connected or connected for less than 1 second.</p> <p>Default - 0.</p>

Field Name	Range of Values	Description
origDeviceName	Text String	Specifies text string that identifies the name of the originating device. Default - This field will always be populated.
destDeviceName	Text String	Specifies text string that identifies the name of the destination device. Default - empty string "" or null. If the original device does not have a name, this field will be empty.
origCalledPartyRedirectReason	Integer	Identifies the reason for a redirect of the original called party. See the “Redirect Reason Codes” section for a complete list of the codes. Default - 0.
lastRedirectRedirectReason	Integer	Identifies the last redirect reason for redirection. See the “Redirect Reason Codes” section for a complete list of the codes. Default - 0.
destConversationID	Integer	Specifies unique identifier that is used to identify the parties of a conference call. Default - 0.
origCallTerminationOnBehalfOf	Integer	Specifies code that identifies why the originator was terminated. For example, if the originator of the call hangs up the phone, the OnBehalfOf code shows “12” for Device. If the call is terminated because of a transfer, the OnBehalfOf code shows “10.” See the “OnBehalfCodes” section for a complete list of the codes. Default - 0.
destCallTerminationOnBehalfOf	Integer	Specifies code that identifies why the destination was terminated. For example, if the originator of the call hangs up the phone, the OnBehalfOf code shows “12” for Device. If the call is terminated because of a transfer, the OnBehalfOf code shows “10.” See the “OnBehalfCodes” section for a complete list of the codes. Default - 0.

Field Name	Range of Values	Description
origCalledPartyRedirectOnBehalfOf	Integer	<p>Specifies code that identifies the reason for redirection of the original called party.</p> <p>For example, if the original called party was redirected because of a conference, the OnBehalfOf code specifies “4.”</p> <p>See the “OnBehalfCodes” section for a complete list of the codes.</p> <p>Default - 0.</p>
lastRedirectRedirectOnBehalfOf	Integer	<p>Specifies code that identifies the reason for redirection of the last redirected party.</p> <p>For example, if the last redirected party was redirected on behalf of a conference, the OnBehalfOf code specifies “4.”</p> <p>See the “OnBehalfCodes” section for a complete list of the codes.</p> <p>Default - 0.</p>
joinOnBehalfOf	Integer	<p>Specifies code that identifies the reason for a join.</p> <p>For example, if the join took place on behalf of a transfer, the OnBehalfOf code specifies “10.”</p> <p>See the “OnBehalfCodes” section for a complete list of the codes.</p> <p>Default - 0.</p>
globalCallId_ClusterId	Text String	<p>Specifies a unique ID that identifies a cluster of Cisco CallManagers.</p> <p>Cisco CallManager does not use this field that generates at installation. The following fields make up this unique key:</p> <p>GlobalCallId_ClusterId + GlobalCallId_CMId + GlobalCallId_CallId</p> <p>Default - This field should always be populated.</p>
Comment	TextString	<p>This field allows features to add text to the CDR records. This text can describe details about the call.</p> <p>For example, the following field flags malicious calls.</p> <p>Tag—CallFlag Value—MALICIOUS</p> <p>Default - This empty string “” or null.</p>

Field Name	Range of Values	Description
cdrRecordType	0, 1, or 2	<p>Specifies the type of this specific record. The following valid values apply:</p> <ul style="list-style-type: none"> • 0—Start call detail record (not used) • 1—End call detail record • 2—CMR record <p>Default - For CMR records, this field will always be 2.</p>
globalCallID_callManagerId	Positive Integer	<p>Specifies a unique Cisco CallManager identity.</p> <p>This field makes up half of the Global Call ID. The Global Call ID comprises the following fields:</p> <ul style="list-style-type: none"> • globalCallID_callID • globalCallID_callManagerID <p>All records that are associated with a standard call have the same Global Call ID in them.</p> <p>Default - This field should always be populated.</p>
globalCallID_callId	Positive Integer	<p>Specifies a unique call identity value that is assigned to each call. This identifier gets allocated independently on each call server. Cisco CallManager chooses values sequentially when a call begins. Each call, successful or unsuccessful, receives value assignment.</p> <p>This field makes up half the Global Call ID. The Global Call ID comprises the following two fields:</p> <ul style="list-style-type: none"> • globalCallID_callID • globalCallID_callManagerID <p>All records that are associated with a standard call have the same Global Call ID in them.</p> <p>Default - This field should always be populated.</p>
nodeId	Positive Integer	<p>Specifies the node within the Cisco CallManager cluster where this record generates.</p> <p>Default - This field should always be populated.</p>

Field Name	Range of Values	Description
callIdentifier	Positive Integer	Specifies a call leg identifier that identifies the call leg to which this record pertains. Default - This field should always be populated.
directoryNumber	Integer	Specifies the directory number of the device from which these diagnostics were collected. Default - This field should always be populated.
dateTimeStamp	Integer	Represents the approximate time that the device went on hook. Cisco CallManager records the time when the phone responds to a request for diagnostic information. Default - This field should always be populated.
numberPacketsSent	Integer	Designates the total number of Routing Table Protocol (RTP) data packets that the device transmitted since starting transmission on this connection. The value remains zero if the connection was set in "receive only" mode. Default - 0.
numberOctetsSent	Integer	Specifies the total number of payload octets (that is, not including header or padding) that the device transmitted in RTP data packets since starting transmission on this connection. The value remains zero if the connection was set in "receive only" mode. Default - 0.
numberPacketsReceived	Integer	Specifies the total number of RTP data packets that the device received since starting reception on this connection. The count includes packets that were received from different sources if this is a multicast call. The value remains zero if the connection was set in "send only" mode. Default - 0.

Field Name	Range of Values	Description
numberOctetsReceived	Integer	<p>Specifies the total number of payload octets (that is, not including header or padding) that the device received in RTP data packets since starting reception on this connection. The count includes packets that were received from different sources if this is a multicast call. The value remains zero if the connection was set in “send only” mode.</p> <p>Default - 0.</p>
numberPacketsLost	Integer	<p>Designates the total number of RTP data packets that have been lost since the beginning of reception. This number designates the number of packets that were expected, less the number of packets that were actually received, where the number of packets received includes any that are late or duplicates. Thus, packets that arrive late do not get counted as lost, and the loss may be negative if duplicates exist. The number of packets that are expected designates the extended last sequence number that was received, as defined next less the initial sequence number received. The value remains zero if the connection was set in “send only” mode.</p> <p>Default - 0.</p>
jitter	Integer	<p>Provides an estimate of the statistical variance of the RTP data packet interarrival time, measured in milliseconds and expressed as an unsigned integer. The interarrival jitter J specifies the mean deviation (smoothed absolute value) of the difference D in packet spacing at the receiver, compared to the sender for a pair of packets. RFC 1889 contains detailed computation algorithms. The value remains zero if the connection was set in “send only” mode.</p> <p>Default - 0.</p>

Field Name	Range of Values	Description
latency	Integer	Designates value that is an estimate of the network latency, expressed in milliseconds. This value represents the average value of the difference between the NTP timestamp that the RTP Control Protocol (RTCP) messages indicates and the NTP timestamp of the receivers, measured when these messages are received. Cisco CallManager obtains the average by summing all estimates then dividing by the number of RTCP messages that have been received. Default - 0.
pkid	Text String	Identifies a text string that the database uses internally to uniquely identify each row. This text string provides no meaning to the call itself. Default - This field will always be populated with a unique id.
directoryNumberPartition	Text String	Identifies the partition of the directory number. Default - empty "" or null. This field may be empty if there is no partition.
deviceName	Text String	Identifies the name of the device. Default - empty "" or null. This field may be empty if there is no partition.
globalCallId_ClusterId	Text String	Designates unique ID that identifies a cluster of Cisco CallManagers. Cisco CallManager does not use this field that is generated during installation: globalCallId_ClusterId + globalCallId_CMIId + globalCallId_CallId. Default - This field will always be populated.

Codec Types

The following table contains the compression and payload types that may appear in the codec fields.

Value	Description
1	NonStandard
2	G711Alaw 64k
3	G711Alaw 56k
4	G711mu-law 64k

Value	Description
5	G711mu-law 56k
6	G722 64k
7	G722 56k
8	G722 48k
9	G7231
10	G728
11	G729
12	G729AnnexA
13	Is11172AudioCap
14	Is13818AudioCap
15	G.729AnnexB
16	G.729 Annex AwAnnexB
18	GSM Full Rate
19	GSM Half Rate
20	GSM Enhanced Full Rate
25	Wideband 256K
32	Data 64k
33	Data 56k
80	GSM
81	ActiveVoice
82	G726_32K
83	G726_24K
84	G726_16K
100	H261
101	H263
102	Cisco Video Link

Cause Codes

The following table contains cause codes that may appear in the Cause fields.

Code	Description
0	No error
1	Unallocated (unassigned) number
2	No route to specified transit network (national use)
3	No route to destination
4	Send special information tone

Code	Description
5	Misdialed trunk prefix (national use)
6	Channel unacceptable
7	Call awarded and being delivered in an established channel
8	Preemption
9	Preemption—circuit reserved for reuse
16	Normal call clearing
17	User busy
18	No user responding
19	No answer from user (user alerted)
20	Subscriber absent
21	Call rejected
22	Number changed
26	Nonselected user clearing
27	Destination out of order
28	Invalid number format (address incomplete)
29	Facility rejected
30	Response to STATUS ENQUIRY
31	Normal, unspecified
34	No circuit/channel available
38	Network out of order
39	Permanent frame mode connection out of service
40	Permanent frame mode connection operational
41	Temporary failure
42	Switching equipment congestion
43	Access information discarded
44	Requested circuit/channel not available
46	Precedence call blocked
47	Resource unavailable, unspecified
49	Quality of Service not available
50	Requested facility not subscribed
53	Service operation violated
54	Incoming calls barred
55	Incoming calls barred within Closed User Group (CUG)
57	Bearer capability not authorized
58	Bearer capability not presently available
62	Inconsistency in designated outgoing access information and subscriber class
63	Service or option not available, unspecified

Code	Description
65	Bearer capability not implemented
66	Channel type not implemented
69	Requested facility not implemented
70	Only restricted digital information bearer capability available (national use)
79	Service or option not implemented, unspecified
81	Invalid call reference value
82	Identified channel does not exist.
83	A suspended call exists, but this call identity does not.
84	Call identity in use
85	No call suspended
86	Call having the requested call identity has been cleared.
87	User not member of (CUG)
88	Incompatible destination
90	Destination number missing and DC not subscribed
91	Invalid transit network selection (national use)
95	Invalid message, unspecified
96	Mandatory information element is missing.
97	Message type nonexistent or not implemented
98	Message not compatible with the call state, or the message type nonexistent or not implemented
99	An information element or parameter non-existent or not implemented
100	Invalid information element contents
101	Message not compatible with the call state
102	Call terminated when a timer expired, and a recovery routine executed to recover from the error.
103	Parameter nonexistent or not implemented - passed on (national use)
110	Message with unrecognized parameter discarded
111	Protocol error, unspecified
122	Precedence level Exceeded (this is a Cisco-specific code)
123	Device Not Preempt able (this is a Cisco-specific code)
124	Conference Full (this is a Cisco-specific code)
125	Out of bandwidth (this is a Cisco-specific code)
126	Call split. This Cisco-specific code applies when a call terminates during a transfer operation because it was split off and terminated (was not part of the final transferred call). This designation can help determine which calls terminated as part of a transfer operation.
127	Interworking, unspecified

Code	Description
128	Drop any party/drop last party conference feature
129	Precedence out of bandwidth

Redirect Reason Codes

The following table contains the available Redirect Reason Codes that may appear in a record.

Value	Description
Q.931 Standard	Redirect Reason Codes
0	Unknown
1	Call Forward Busy
2	Call Forward No Answer
4	Call Transfer
5	Call Pickup
7	Call Park
8	Call Park Pickup
9	CPE Out of Order
10	Call Forward
11	Call Park Reversion
15	Call Forward All
Non Standard	Redirect Reason Codes
16 + 2	Call Deflection
32 + 2	Blind Transfer
48 + 2	Call Immediate Divert
64 + 2	Call Forward Alternate Party
80 + 2	Call Forward On Failure
96 + 2	Conference
112 + 2	Barge

OnBehalfCodes

The following table contains the available OnBehalfCodes that may appear in a record.

Value	Description
0	Unknown
1	CctiLine
2	Unicast Shared Resource Provider
3	Call Park
4	Conference
5	Call Forward

Value	Description
6	Meet-Me Conference
7	Meet-Me Conference Intercepts
8	Message Waiting
9	Multicast Shared Resource Provider
10	Transfer
11	SSAPI Manager
12	Device
13	Call Control
14	Immediate Divert
15	Barge

Call Types

A successful call between two parties logs one CDR record. Each CDR record contains all previously identified fields, but some fields may not be used. If a field is not used, it will be blank if it is an ASCII string field, or "0" if it is a numeric field. When supplementary services are involved in a call, more CDR records may be written.

In addition to the CDR record, there may be one CMR record per endpoint involved in a call. In a successful call between two parties each using an IP phone, two CMR records get written: one for the originator and one for the destination of the call.

This section describes the records that get written for different call types in the system.

Successful On-Net Calls

A successful call between two Cisco IP Phones generates a CDR at the end of the call.

The following table contains two examples:

- A—A 60-second call terminated by the caller
- B—A 60-second call cleared by the called party

	Calling Party	Calling Partition	Original Called Party	Original Called Partition	Orig Cause	Dest Cause	Duration
A	2001	Accounts	2309	Marketing	16	0	60
B	2001	Accounts	2309	Marketing	0	16	60

Abandoned Calls

The logging of calls with zero duration is optional. If logging calls with zero duration is enabled, the following occurs:

- All calls generate a CDR record.
- If the call was abandoned, such as when a phone is taken off hook and placed back on hook, various fields do not contain data. In this case, the “originalCalledPartyNumber,” “finalCalledPartyNumber,” the partitions associated with the them, the “destIpAddr,” and the “dateTimeConnect” fields are blank. All calls that are not connected have a duration of zero seconds. When a call is abandoned, the cause code is 0.
- If the user dialed a Directory Number and abandons the call before it connects, the “First Dest” and “Final Dest” fields and their associated partitions will contain the directory number and partition to which the call would have been extended. The “Dest Ip” field is blank and the duration is zero.

The following table contains two examples:

- A—On-net call, destination is engaged.
- B—On-net call, destination rings out.

	Calling Party	Calling Partition	Original Called Party	Original Called Partition	Orig Cause	Dest Cause	Duration
A	2001	Accounts	2309	Marketing			0
B	2001	Accounts	2309	Marketing			0

Incoming PSTN Calls

Incoming calls are identified by the origDeviceName. If origDeviceName matches any of the Gateway device names, it is an incoming call. The Calling Party number specifies the number that is delivered by the gateway.

The following table contains three examples:

- A—Successful incoming PSTN call, cleared by caller (PSTN phone)
- B—Successful incoming PSTN call, cleared by called party (Cisco IP Phone)
- C—Call from PSTN to an invalid Cisco IP Phone extension

	Calling Party	Calling Partition	Original Called Party	Original Called Partition	Orig Cause	Dest Cause	Duration
A	02920262227		2309	Marketing	16	0	60
B	02920262227		2309	Marketing	0	16	60
C	02920262227				1	0	0

Outgoing PSTN Calls

You can distinguish outgoing PSTN calls either by the partition name or by the Dialed Number (which begins “9”). These examples use “PSTN” as the partition name. Several partition names may represent the PSTN to achieve a varying class of service.

The following table contains these examples:

- A—Successful outgoing PSTN call, cleared by caller (Cisco IP Phone)
- B—Successful outgoing PSTN call, cleared by called party (PSTN phone)
- C—Successful call to premium rate number
- D—Successful call to premium rate number. Caller uses a # to speed up dialing. (The # key indicates to the Cisco CallManager that all digits have been entered.)
- E—Successful call to mobile number
- F—Successful call to operator

	Calling Party	Calling Partition	Original Called Party	Original Called Partition	Orig Cause	Dest Cause	Duration
A	2001	Accounts	902920262226	PSTN	16	0	60
B	2001	Accounts	902920262226	PSTN	0	16	60
C	2001	Accounts	90891005100	PSTN	0	16	60
D	2001	Accounts	90891005100#	PSTN	0	16	60
E	2001	Accounts	907808784185	PSTN	0	16	60
F	2001	Accounts	9100	PSTN	0	16	60

Call Failures

All failed outgoing calls are logged whether they have a CdrLogCallsWithZeroDurationFlag set at **True** or **False**, a duration of zero, and a DateTimeConnect value of zero. A failed call can be anything from a Cisco IP Phone going off hook then immediately on hook to a call to an invalid number.

The following table contains four examples:

- A—Extension 2001 going off hook then on hook (when the CdrLogCallsWithZeroDurationFlag is set at only **True**).
- B—Call to PSTN number, party engaged (cause 17 = user busy).
- C—Call to PSTN number, number does not exist (cause 1 = number unavailable).
- D—Call to PSTN, fails because PSTN trunks are out of order (cause 38 = Network Out Of Order).

	Calling Party	Calling Partition	Original Called Party	Original Called Partition	Orig Cause	Dest Cause	DateTime Connect	Duration
A	2001	Accounts			16	0	0	0
B	2001	Accounts	902920262226	PSTN	0	17	0	0

	Calling Party	Calling Partition	Original Called Party	Original Called Partition	Orig Cause	Dest Cause	DateTime Connect	Duration
C	2001	Accounts	902920100000	PSTN	0	1	0	0
D	2001	Accounts	902920262226	PSTN	0	38	0	0

Short Calls

A short call, with a CdrLogCallsWithZeroDurationFlag set at **True** and a duration of less than 1 second, appears as a zero duration call in the CDRs. The DateTimeConnect field, which shows the actual Connect time of the call, differentiates these calls from failed calls. For failed calls (which never connected), this value equals zero.

The following table contains an example of a successful on-net call with a duration of less than 1 second, cleared by the called party.

Calling Party	Calling Partition	Original Called Party	Original Called Partition	Orig Cause	Dest Cause	DateTime Connect	Duration
2001	Accounts	2309	Marketing	0	16	973795815	0

Cisco IP Phone Failure During a Call

When a Cisco IP Phone is unplugged, no immediate, physical indication goes to the Cisco CallManager. The Cisco CallManager relies upon a transmission control protocol (TCP)-based keepalive signaling mechanism to detect when a Cisco IP Phone becomes disconnected.

Each Cisco IP Phone sends a keepalive message to the Cisco CallManager at the configured keepalive interval (default=30 seconds), and the Cisco CallManager responds with an acknowledgement. Both parties then know that the other is functioning properly. When a Cisco IP Phone is unplugged, it fails to send this keepalive message. The Cisco CallManager waits twice the keepalive interval from the time of the last keepalive message before assuming that the Cisco IP Phone no longer functions.

The implication to billing is that, when a Cisco IP Phone is unplugged, the duration of the call reflected in the CDR can be up to twice the keepalive interval plus the TCP retry timers longer than the actual speech-time that the user experienced. This worst-case value assumes that the other party did not hang up.

Identify calls that fail in this manner by a cause value of 41 (Temporary Failure). This cause value can possibly occur in other circumstances because external devices such as gateways can also generate this cause value.

The following table contains an example of a successful call from 2001 to 2309, terminated by unplugging extension 2001.

Calling Party	Calling Partition	Original Called Party	Original Called Partition	Orig Cause	Dest Cause	Duration
2001	Accounts	2309	Marketing	41	0	120

Forwarded or Redirected Calls

Forwarded calls generate a single CDR and show the Calling Party, Originally Called Number, Last Redirecting Number, and Final Called Number. If the call is forwarded more than twice, the intermediate forwarding parties do not populate in the CDR.

Call forwarding can occur on several conditions (always, on busy, and on no answer). The condition under which the call is forwarded does not populate in the CDR.

The CDR records for forwarded calls are the same as those for normal calls, except for the originalCalledPartyNumber field and the originalCalledPartyNumberPartition fields. These fields contain the directory number and partition for the destination that was originally dialed by the originator of the call. If the call gets forwarded, the finalCalledPartyNumber and finalCalledPartyNumberPartition fields are different and contain the directory number and partition of the final destination of the call.

Also, when a call gets forwarded, the lastRedirectDn and lastRedirectDnPartition fields contain the directory number and partition of the last phone that forwarded or redirected the call.

The following table contains two examples:

- A—Call from the PSTN to extension 2001, forwarded to 2309, where the call is answered
- B—Call from the PSTN to extension 2001, forwarded to 2309, which forwards to voice mail

	Calling Party	Calling Partition	Original Called Party	Original Called Partition	Final Called Party	Final Called Partition	Last Redirect Party	Last Redirect Partition	Duration
A	02920262227		2001	ACNTS	2309	MKTG	2001	ACNTS	120
B	02920262227		2001	ACNTS	6000	VMAIL	2309	MKTG	60

OrigCalledParty Redirected OnBehalfOf	Last Redirect Redirect OnBehalfOf
5	5
5	5

Conference Calls

REWORD FOR 4.1.1

In Release 4.0(1), there are two significant changes to the conference CDRs.

1. When the conference decreases to two parties, the two parties are connected directly releasing the conference resource. This change generates an additional CDR for the call between the last two parties in the conference call. In previous releases, the last two parties remained connected to the conference bridge until the call ended.

For example, if four people are connected in a conference call (Amy, Dustin, Spencer, Ethan), when Ethan hangs up there are 3 people in the conference call connected to the conference bridge (Amy, Dustin, Spencer). When Spencer hangs up, there are only 2 people left in the conference call (Amy and Dustin). Amy and Dustin are joined directly and the conference resource gets released. Directly joining Amy and Dustin creates an additional CDR between the last two parties in the conference

2. The conference controller information gets added to the comment field in the CDR. This information identifies the conference controller. There is no longer a need to examine the consultation call in order to determine who is the conference controller. The following shows the format of this information:

Comment field = "ConfControllerDn=1000;ConfControllerDeviceName=SEP0003E333FEED"

- The conference controller DN + conference controller device name uniquely identifies the conference controller. The device name is needed in the case of shared lines.
- If the call is involved in multiple conference calls, the comment field contains multiple conference controller information. This may occur in the case the conference goes down to two parties, and one of these parties starts another conference. If this is the case, the last conference controller information in the comment field identifies the conference controller.

Calls that are part of a conference have multiple records logged for them. The number of CDR records generated depends on the number of parties in the conference. One CDR record exists for each party in the conference, one CDR record for the original placed call, and one CDR for each setup call that is used to join other parties to the conference. Therefore, for a three-party ad hoc conference, five CDR records exist:

- One CDR record for the original call
- Three CDR records for the parties that are connected to the conference
- One CDR record for each setup call

Associate the setup calls with the correct call leg in the conference by examining the calling leg Id and the called leg Id.

The conference bridge device has special significance to the Cisco CallManager. Calls to the conference bridge appear as calls to the conference bridge device. A special number in the form "b0019901001" shows the conference bridge port. All calls are shown "into" the conference bridge, regardless of the actual direction. You can determine the original direction of each call by examining the setup call CDR records, the original direction of each call.

The call legs connected to the conference have the following value for the fields:

- finalCalledPartyNumber—Represents a conference bridge "b0019901001."
- origCalledPtyRedirectOnBehalfOf—Set to Conference (4).
- lastRedirectRedirectOnBehalfOf—Set to Conference (4).
- joinOnBehalfOf—Set to Conference (4).

The original placed call and all setup calls that were used to join parties to the conference have the following values for the fields:

- origCallTerminationOnBehalfOf—Set to Conference (4).
- destCallTerminationOnBehalfOf—Set to Conference (4).

The following tables contain these examples:

- Call from 2001 to 2309.
- After 60 seconds, user 2001 presses the "conference" key on the Cisco IP Phone and dials the PSTN number "3071111."
- 3071111 answers and talks for 20 seconds; then 2001 presses the conference key to complete the conference.
- The conference talks for 360 seconds.

- Each call leg shows as a call into the conference bridge. The call appears as a call *into* the bridge, regardless of the actual direction of the call.
- 3071111 hangs up leaving 2001 and 2309 in the conference. Since there are only two participants remaining in the conference, the conference features directly join the two and they talk for another 55 seconds.

Calling Party	Calling Partition	Calling Leg	Original Called Party	Original Called Partition	Called Leg	Final Called Party	Final Called Partition	Last Redirect Party
2001	ACNTS	101	2309	MKTG	102	2309	MKTG	2001
2001	ACNTS	101	2309	MKTG	115	b0029901001		b0029901001
2309	ACNTS	101	b0029901001		116	b0029901001		b0029901001
3071111	PSTN	101	b0029901001		117	b0029901001		b0029901001
2001	ACNTS	105	3071111	PSTN	106	3071111	PSTN	3071111
2001	ACNTS	101	2309	MKTG	102	2309	MKTG	b0029901001

Last Redirect Reason	OrigConversionId	OrigCall TerminationOnBehalfOf	DestCall Termination OnBehalfOf	OriginalCalled PtyRedirectOn BehalfOf	LastRedirect Redirect OnBehalfOf	JoinOnBehalf Of	Duration
0	0	4	4	0	0	0	60
0	1	12	0	4	4	4	360
0	1	12	0	4	4	4	360
0	1	4	4	4	4	4	360
0	0	4	4	0	0	0	20
98	0v	12	42	0	4	4	55

Meet-Me Conferences

A Meet-Me conference occurs when several parties individually dial into a conference bridge at a predetermined time. In the following examples, 5001 specifies the dial-in number. The conference bridge device signifies special significance to the Cisco CallManager, and calls to the conference bridge appear as forwarded calls; i.e., the user phones the predetermined number (5001), and the call gets forwarded to a conference bridge port. The conference bridge port appears with a special number of the form “b0019901001.”

The following tables contain these examples of a call from 2001, 2002, and 2003 dialing into a Meet-Me conference bridge with phone number 5001.

	Calling Party	Calling Partition	Original Called Party	Original Called Partition	Final Called Party	Final Called Partition	Last Redirect Party
A	2001	Accounts	5001		b0019901001		b0019901001

	Calling Party	Calling Partition	Original Called Party	Original Called Partition	Final Called Party	Final Called Partition	Last Redirect Party
A	2002	Accounts	5001		b0019901001		b0019901001
A	2003	Accounts	5001		b0019901001		b0019901001

	Last Redirect Partition	Duration
A		70
A		65
A		60

Call Hold and Resume

When a Cisco IP Phone places an active call on hold and then returns to the call without making a second call, the CDR reflects the entire duration of the original call as an uninterrupted call.

The following table contains an example of a call from Cisco IP Phone 2001 to Cisco IP Phone 2309, placing the call on hold, and resuming speech part way through the call

Calling Party	Calling Partition	Original Called Party	Original Called Partition	Final Called Party	Final Called Partition	Last Redirect Party	Last Redirect Partition	Duration
2001	Accounts	2309	MKTG	2309	MKTG	2309	MKTG	70

Transfer Without Consultation

A single CDR cannot show call transfer, which is too complex to show. Each time that a call is transferred, the Cisco CallManager terminates the CDR for that call. The process of transferring a call, without consultation, involves the creation of three CDRs. The first CDR reflects the call between the original two parties (A and B), the second CDR represents the (zero length) call between the transferring party (A) and the new party (C), and the final CDR reflects the call between B and C.

No CDR reflects the time that a call is on hold. If a call is through a PSTN gateway, the call accrues charges that are not reflected in the CDRs while the call is on hold.

The following table contains three examples:

- A—Call from extension 2001 to a PSTN number, talking for 120 seconds.
- B—Extension 2001 initiates a transfer without consultation (hence the duration is zero) to extension 2002.
- C—Extension 2001 completes the transfer, dropping out of the call, leaving a call between the other two parties.

	Calling Party	Calling Partition	Calling Leg	Original Called Party	Original Called Partition	Called Leg	Orig Cause
A	2001	ACNTS	101	3071111	PSTN	102	126
B	2001	ACNTS	103	2002	ACNTS	104	126
C	3071111	PSTN	102	2002	ACNTS	104	0

	Dest Cause	OrigCall Termination OnBehalfOf	DestCall Termination OnBehalfOf	Join OnBehalf Of	Duration
A	126	10	10	0	120
B	126	10	10	0	0
C	16	0	0	10	350

Transfer with Consultation

Transfer with consultation essentially acts identical to transfer without consultation, except the duration of the middle call is not zero.

As with a transfer without consultation, Cisco CallManager creates three CDRs. The first CDR reflects the call between the original two parties (A and B), the second CDR represents the consultation call between the transferring party (A) and the new party (C), and the final CDR reflects the call between B and C.

The following tables contain three examples:

- A—Call from extension 2001 to a PSTN number, talking for 120 seconds.
- B—Extension 2001 places the PSTN call on hold and calls extension 2002, talking for 30 seconds.
- C—Extension 2001 completes the transfer, dropping out of the call, leaving a call between the other two parties.

	Calling Party	Calling Partition	Calling Leg	Original Called Party	Original Called Partition	Called Leg	Orig Cause
A	2001	ACNTS	101	3071111	PSTN	102	126
B	2001	ACNTS	103	2002	ACNTS	104	126
C	3071111	PSTN	102	2002	ACNTS	104	0

	Dest Cause	OrigCall Termination OnBehalfOf	DestCall Termination OnBehalfOf	Join OnBehalf Of	Duration
A	126	10	10	0	120

	Dest Cause	OrigCall Termination OnBehalfOf	DestCall Termination OnBehalfOf	Join OnBehalf Of	Duration
B	126	10	10	0	30
C	16	0	0	10	350

Precedence Calls (MLPP)

Precedence calls are the same as other calls except the precedence level fields get set in the CDR record. Also, when a call is preempted by a higher-level call, the cause codes indicate the reason for the preemption.

The following table contains an example CDR for this scenario:

- User A calls another IP phone by dialing a precedence pattern (precedence level 2)
- User B calls another IP phone by dialing a precedence pattern (precedence level 3)
- User A receives a precedence call from another network (precedence level 1)
- Call is preempted by a higher precedence level call

Calling Party	Calling Partition	Orig Precedence Level	Original Called Party	Original Called Partition	Dest Precedence Level	Orig Cause	Dest Cause
2001	CMD	2	826001	FIRE	2	0	16
2001	CMD	3	836001	FIRE	3	0	16
972855 2001	GEN	1	6001	FIRE	1	16	0
2001	CMD	2	826001	FIRE	2	0	9
972855 2001	GEN	1	826001	FIRE	1	0	16

Malicious Calls

When a call gets identified as a malicious call (button press), the local Cisco CallManager network flags the call. The Comment field flags the malicious call.

The following table contains an example CDR of a customer call that gets marked as malicious.

Calling Party	Calling Partition	Original Called Party	Original Called Partition	Orig Cause	Dest Cause	Comment
9728552001	CUST	5555	ACNTS	0	16	“callFlag=MALICIOUS”

Conference Drop Any Party

The Conference Drop Any Party feature terminates calls that look the same as other calls except for a new cause code. The cause code identifies calls that get terminated by this feature.

The following table contains an example CDR for a call that was connected to a conference and dropped by this feature.

Calling Party	Calling Partition	Original Called Party	Orig Cause	Original Called Partition	Called Leg	Dest Cause	Final Called Party	Final Called Partition	Last Redirect Party
2001	ACNTS	2309	0	MKTG	102	16	2309	MKTG	2001
2001	ACNTS	2309	16	MKTG	115	0	b0029901001		b0029901001
2309	ACNTS	b0029901001	0		116	128	b0029901001		b0029901001
3071111	PSTN	b0029901001	16		117	0	b0029901001		b0029901001
2001	ACNTS	2309	16	PSTN	106	0	3071111	PSTN	3071111

Orig Conversation ID	OrigCall Termination OnBehalfOf	DestCall Termination OnBehalfOf	OriginalCalled Pty Redirect OnBehalfOf	LastRedirect Redirect OnBehalfOf	Join OnBehalfOf	Duration
0	4	4	0	0	0	60
1	12	0	4	4	4	360
1	13	0	4	4	4	200
1	4	4	4	4	4	360
0	4	4	0	0	0	20

Immediate Divert (to Voicemail)

CDR records for Immediate Divert calls are the same as forwarded calls except there are values for origCalledPartyRedirectOnBehalfOf and the lastRedirectRedirectOnBehalfOf fields.

The following table contains an example CDR for this scenario.

Calling Party	Calling Partition	Original Called Party	Original Called Partition	Final Called Party	Final Called Partition	Last Redirect Party	Last Redirect Partition	Duration
02920262227		2001	ACNTS	2309	MKTG	2001	ACNTS	120
02920262227		2001	ACNTS	6000	VMAIL	2309	MKTG	60

OrigCalledPartyRedirectedOnBehalfOf	LastRedirectRedirectOnBehalfOf
5	5
5	5

Video Calls

The following table contains an example CDR for a video call for this scenario:

- Calling party 51234 calls the called party 57890.
- 100 = H.261
- 187962284 = 172.19.52.11
- 288625580 = 172.19.52.17
- 320 - 320K
- 2 = QCIF

Calling Party	Calling Partition	Calling Leg	Original Called Party	Original Called Partition	Called Leg	OrigVideo Cap_Codec	OrigVideo Cap_Band width	OrigVideo Cap_Resolut ion
51234	CISCO	101	57890	CISCO	102	100	320	2

OrigVideo Transport Address_IP	OrigVideo Transport Address_Port	DestVideo Cap_Codec	DestVideo Cap_Band width	DestVideo Cap_Resol ution	DestVideo Transport Address_IP	DestVideo Transport Address_Port
187962284	49208	100	320	2	288625580	49254

Interpreting Cisco Personal Assistant Data in the CDRs

The Cisco Personal Assistant application can selectively handle incoming calls and assist with outgoing calls. This section provides a brief overview of Personal Assistant and describes the Personal Assistant call types with example CDR scenarios.

Personal Assistant provides the following features:

Rule-Based Call Routing

Personal Assistant can forward and screen incoming calls based on rules that users devise. Personal Assistant can handle incoming calls according to caller ID, date and time of day, or the user meeting status based on the user calendar (such as office hours, meeting schedules, vacations, holidays, and so forth). Personal Assistant can also selectively route calls to other telephone numbers. Thus, Personal Assistant can route an incoming call to a desk phone, to a cell phone, home phone, or other phone, based on the call routing rules that users create. An incoming call can even generate an e-mail-based page.

Speech-Enabled Directory Dialing

Personal Assistant allows users to dial a phone number by speaking the called person’s name. Personal Assistant then obtains the telephone number of that person from the corporate directory or personal address book.

Speech-Enabled Voice Mail Browsing

Users can use voice commands to browse, listen to, and delete voice mail messages.

Speech-Enabled Simple Ad Hoc Conferencing

Users can initiate conference calls by telling Personal Assistant to set up a conference call with the desired participants.

Personal Assistant Call Types

Personal Assistant Direct Call

A Personal Assistant direct call acts similar to the Transfer without Consultation call type. See the [“Transfer Without Consultation”](#) section.

The following table contains an example CDR for this scenario:

- User A (2101) calls Personal Assistant route point (2000) and says “call User B.”
- The call transfers to User B (2105). In this case, User B did not configure any rules.



Note

In the following example, 2000 represents the main Personal Assistant route point to reach Personal Assistant; 21XX represents the Personal Assistant interceptor route point; and 2001 - 2004 represents the media port.

In all cases, the calling number is 2101.

Calling Party Number	OrigLegCall Identifier	Calling Party Number Partition	DestLeg Identifier	Final Called Party Number	Final Called Party Number Partition	Original Called Party Number
2101	16777217	PAManaged	16777219	2004	Phones	2000
2004	16777221	Phones	16777222	2105	PAManaged	2105
2101	16777217	PAManaged	16777222	2105	PAManaged	2105

Original Called Party Number Partition	Last Redirect DN	Last Redirect DN Partition	Duration (in seconds)
1023970182	2000	Phones	34

Original Called Party Number Partition	Last Redirect DN	Last Redirect DN Partition	Duration (in seconds)
1023970182	2105	PAManaged	0
1023970191	2105	PAManaged	5

Personal Assistant Interceptor Going to Media Port and Transferring the Call

This scenario acts similar to Transfer without Consultation, and Forwarded Calls. See the sections on [“Transfer Without Consultation”](#) and [“Forwarded or Redirected Calls”](#).

The following table contains an example CDR for this scenario:

- User A (2101) dials 2105.
- The Personal Assistant interceptor (21XX) picks up the call and redirects it to a media port (2002).
- Personal Assistant processes the call according to the rules (if any) and transfers the call to the destination (2105), which has not configured any rules.

Calling Party Number	OrigLegCall Identifier	Calling Party Number Partition	DestLeg Identifier	Final Called Party Number	Final Called Party Number Partition	Original Called Party Number
2002	16777234	Phones	16777285	2105	PAManaged	2105
2101	16777230	PAManaged	16777232	2002	PA	2105
2105	16777235	PAManaged	16777230	2101	“ “	“ “

Original Called Party Number Partition	Last Redirect DN	Last Redirect DN Partition	Duration (in seconds)
1023970478	2105	PAManaged	2
1023970478	21xx	“ “	9
1023970483	“ “	“ “	5

Personal Assistant Interceptor Going Directly to Destination

This scenario can have two different cases: with no rules and with rules. The following tables contain examples of each case.

Personal Assistant Going Directly to Destination With No Rules

The following table contains an example CDR for this scenario:

- User A (2101) dials 2105.

- The Personal Assistant interceptor (21XX) picks up the call, processes according to the rules (if any), and redirects the call to the destination (2105).

The following table contains an example CDR for this scenario:

Calling Party Number	OrigLegCall Identifier	Calling Party Number Partition	DestLeg Identifier	Final Called Party Number	Final Called Party Number Partition	Original Called Party Number
2101	16777240	PAManaged	16777242	2105	PA	2105

Original Called Party Number Partition	Last Redirect DN	Last Redirect DN Partition	Duration (in seconds)
1023970710	21XX	“ “	8

Personal Assistant Going Directly to Destination With Rule to Forward the Calls to a Different Destination

The following table contains an example CDR for this scenario:

- User A (2101) dials 2105.
- The Personal Assistant interceptor (21XX) picks up the call and processes it according to the rules.
- The Personal Assistant interceptor then redirects the call to the final destination (2110). In this case, 2105 configured a rule to forward the call to extension 2110.

Calling Party Number	OrigLegCall Identifier	Calling Party Number Partition	DestLeg Identifier	Final Called Party Number	Final Called Party Number Partition	Original Called Party Number
2101	16777248	PAManaged	16777250	2110	PA	2105

Original Called Party Number Partition	Last Redirect DN	Last Redirect DN Partition	Duration (in seconds)
1023970922	21XX	“ “	5

Multiple Destinations

This scenario can have several different cases. In each case, the User B (2105) configured a rule to reach him at extension 2110, or 2120. This rule could activate when a caller calls Personal Assistant route point (2000) and says “call User B” (direct case) or when the caller dials User B (2105) directly (interceptor case).

The following sections contain examples of each case.

Personal Assistant Direct Multiple Destinations: 2110 and 2120 (Call Accepted at First Destination)

The following table contains an example CDR for this scenario:

- User A calls Personal Assistant and says “call User B.”
- User B answers the call at 2110 extension.

Calling Party Number	OrigLegCall Identifier	Calling Party Number Partition	DestLeg Identifier	Final Called Party Number	Final Called Party Number Partition	Original Called Party Number
2004	16777262	Phones	16777263	2110	PAManaged	2110
2101	16777258	PAManaged	16777260	2004	Phones	2000
2110	16777263	PAManaged	16777258	2101	“ “	“ “

Original Called Party Number Partition	Last Redirect DN	Last Redirect DN Partition	Duration (in seconds)
1023971303	2110	PAManaged	6
1023971303	2000	Phones	22
1023971312	“ “	“ “	9

Personal Assistant Direct Multiple Destinations: 2110 and 2120 (Call Accepted at Second Destination)

The following table contains an example CDR for this scenario:

- User A calls Personal Assistant and says “call User B.”
- User B answers the call at 2120 extension.

Calling Party Number	OrigLegCall Identifier	Calling Party Number Partition	DestLeg Identifier	Final Called Party Number	Final Called Party Number Partition	Original Called Party Number
2001	16777269	Phones	16777270	2110	PAManaged	2110
2001	16777272	Phones	16777273	2120	PAManaged	2120
2101	16777265	PAManaged	16777267	2001	Phones	2000
2120	16777273	PAManaged	16777265	2101	“ “	“ “
2110	16777275	PAManaged	0	“ “	“ “	“ “

Original Called Party Number Partition	Last Redirect DN	Last Redirect DN Partition	Duration
1023971456	2110	PAManaged	0
1023971467	2120	PAManaged	4
1023971467	2000	Phones	37
1023971474	“ “	“ “	7
1023971476	“ “	“ “	0

Personal Assistant Direct Multiple Destinations: 2110 and 2120 (Call Accepted at Third Destination)

The following table contains an example CDR for this scenario:

- User A calls Personal Assistant and says “call User B.”
- User B does not answer at either extension 2110 or 2120.
- Personal Assistant transfers the call to the original destination (2105), and User B then answers at that extension.



Note

The third destination in this case is 2105 (the original destination).

Calling Party Number	OrigLegCall Identifier	Calling Party Number Partition	DestLeg Identifier	Final Called Party Number	Final Called Party Number Partition	Original Called Party Number
2002	16777281	Phones	16777282	2110	PAManaged	2110
2002	16777284	Phones	16777285	2120	PAManaged	2120
2101	16777277	PAManaged	16777279	2002	Phones	2000
2002	16777287	Phones	16777288	2105	PAManaged	2105
2101	16777277	PAManaged	16777288	2105	PAManaged	2105
2105	16777289	PAManaged	0	“ “	“ “	“ “

Original Called Party Number Partition	Last Redirect DN	Last Redirect DN Partition	Duration (in seconds)
1023971602	2110	PAManaged	0
1023971615	2120	PAManaged	0
1023971619	2000	Phones	38
1023971619	2105	PAManaged	0
1023971627	2105	PAManaged	7
1023971629	“ “	“ “	0

Personal Assistant Intercept Multiple Destinations: 2110 and 2120 (Call Accepted at First Destination)

The following table contains an example CDR for this scenario:

- User A calls Personal Assistant and says “call User B.”
- User B answers the call at extension 2110.

Calling Party Number	OrigLegCall Identifier	Calling Party Number Partition	DestLeg Identifier	Final Called Party Number	Final Called Party Number Partition	Original Called Party Number
2003	16777295	Phones	16777296	2110	PAManaged	2110
2101	16777291	PAManaged	16777293	2003	PA	2105
2110	16777296	PAManaged	16777291	2101	“ “	“ “

Original Called Party Number Partition	Last Redirect DN	Last Redirect DN Partition	Duration (in seconds)
1023971740	2110	PAManaged	4
1023971740	21XX	“ “	10
1023971749	“ “	“ “	9

Personal Assistant Intercept Multiple Destinations: 2110 and 2120 (Call Accepted at Second Destination)

The following table contains an example CDR for this scenario:

- User A calls Personal Assistant and says “call User B.”
- User B answers the call at extension 2120.

Calling Party Number	OrigLegCall Identifier	Calling Party Number Partition	DestLeg Identifier	Final Called Party Number	Final Called Party Number Partition	Original Called Party Number
2004	16777302	Phones	16777303	2110	PAManaged	2110
2004	16777305	Phones	16777306	2120	PAManaged	2120
2101	16777298	PAManaged	16777300	2004	PA	2105
2120	16777306	PAManaged	16777298	2101	“ “	“ “

Original Called Party Number Partition	Last Redirect DN	Last Redirect DN Partition	Duration (in seconds)
1023971815	2110	PAManaged	0
1023971824	2120	PAManaged	3
1023971824	21XX	“ “	22
1023971832	“ “	“ “	8

Personal Assistant Intercept Multiple Destinations: 2110 and 2120 (Call Accepted at Third Destination)

The following table contains an example CDR for this scenario:

- User A calls Personal Assistant and says “call User B.”
- User B does not answer at either extension 2110 or 2120.
- Personal Assistant transfers the call to the original destination (2105), and User B then answers at that extension.



Note

The third destination in this case is 2110 (original destination).

Calling Party Number	OrigLegCall Identifier	Calling Party Number Partition	DestLeg Identifier	Final Called Party Number	Final Called Party Number Partition	Original Called Party Number
2001	16777312	Phones	16777313	2110	PAManaged	2110
2001	16777315	Phones	16777316	2120	PAManaged	2120
2101	16777308	PAManaged	16777310	2001	PA	2105
2001	16777318	Phones	16777319	2105	PAManaged	2105
2101	16777308	PAManaged	16777319	2105	PAManaged	2105

Original Called Party Number Partition	Last Redirect DN	Last Redirect DN Partition	Duration (in seconds)
1023971923	2110	PAManaged	0
1023971936	2120	PAManaged	0
1023971940	21XX	“ “	30
1023971940	2105	PAManaged	0
1023971953	2105	PAManaged	12

Personal Assistant Conferencing

Personal Assistant conferencing acts similar to the Ad Hoc Conferences call type. For more information, see the “[Conference Calls](#)” section.

The following table contains an example CDR for this scenario:

- User A calls Personal Assistant route point (2000) and says “conference User B (2105) and User C (2110).”
- Personal Assistant conferences User B and C into User A conference.

Calling Party Number	OrigLegCa II Identifier	Calling Party Number Partition	DestLeg Identifier	Final Called Party Number	Final Called Party Number Partition	Original Called Party Number
2003	16777345	Phones	16777346	2105	PAManaged	2105
2101	16777340	PAManaged	16777342	2003	Phones	2000
2003	16777350	Phones	16777351	2002	PAManaged	2110
2003	16777342	Phones	16777347	2110	“ “	b00110201001
2110	16777351	PAManaged	16777352	b00110201001	“ “	b00110201001
2105	16777346	PAManaged	16777349	b00110201001	“ “	b00110201001
2101	16777340	PAManaged	16777348	b00110201001	“ “	b00110201001

Original Called Party Number Partition	Last Redirect DN	Last Redirect DN Partition	Duration (in seconds)
1023972575	2105	PAManaged	6
1023972576	2003	Phones	62
1023972595	2110	PAManaged	39
1023972601	b00110201001	“ “	25
1023972609	b00110201001	“ “	14
1023972610	b00110201001	“ “	34
1023972610	b00110201001	“ “	34

Call Scenarios

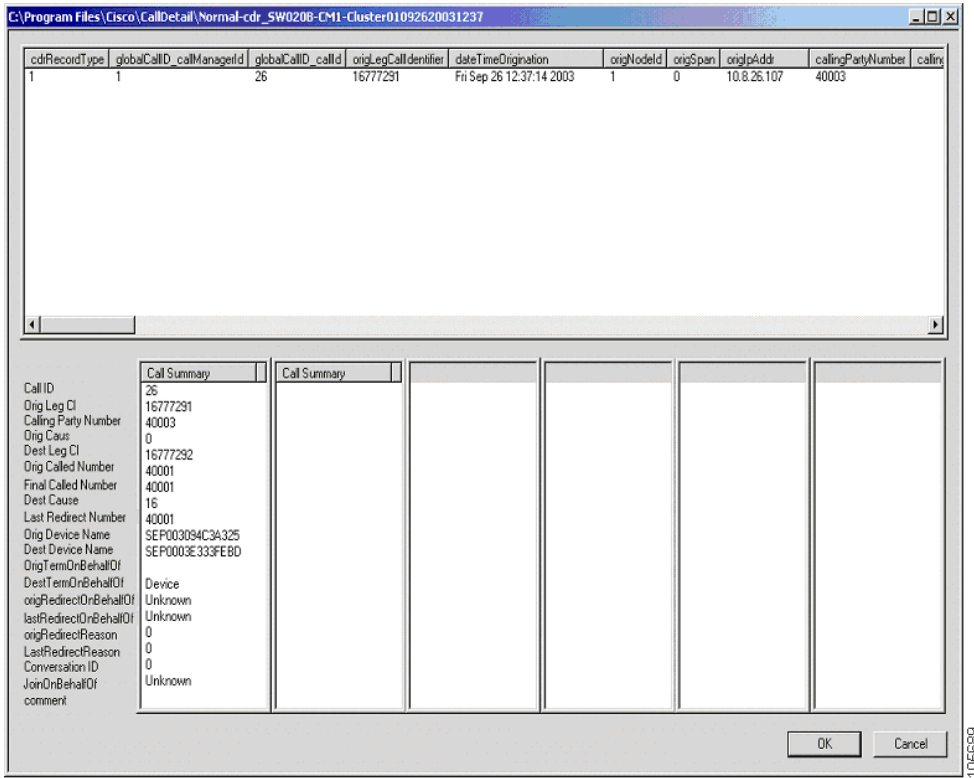
This section displays different call scenarios, including all records for each call and important fields shown in summary screens for easy viewing and comparison.

Normal Call

Figure 1 shows a view of a normal call with the following scenario:

- 40003 calls 40001.
- 40001 answers, talks for 10 seconds, and hangs up.

Figure 1 Normal Call



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Forwarded Call

Figure 2 shows a view of a forwarded call with the following scenario:

- 40003 calls 40001.
- 40001 CFNA to 40000.
- 40000 answers and hangs up.



Note The original called = 40001. The final called = 40000. This indicates that the call gets redirected.

Figure 2 Forwarded Call

The screenshot shows a window titled "C:\Program Files\Cisco\CallDetail\forward-cdr_SW0208-CM1-Cluster01092620031239". It contains a table with call record details and a "Call Summary" section.

cdrRecordType	globalCallID	callManagedId	globalCallID	callId	origLegCallIdentifier	dateTimeOrigination	origModelId	origSpan	origIpAddr	callingPartyNumber	calling
1	1	28	16777295	16777295	16777295	Fri Sep 26 12:39:23 2003	1	0	10.8.26.107	40003	

Call Summary	
Call ID	28
Orig Leg Cl	16777295
Calling Party Number	40003
Orig Cause	0
Dest Leg Cl	16777297
Orig Called Number	40001
Final Called Number	40000
Dest Cause	16
Last Redirect Number	40001
Orig Device Name	SEP003094C3A325
Dest Device Name	SEP00036B3C2308
OrigTermOnBehalfOf	Device
DestTermOnBehalfOf	Device
origRedirectOnBehalfOf	Call Forward
lastRedirectOnBehalfOf	Call Forward
origRedirectReason	2
LastRedirectReason	2
Conversation ID	0
JoinOnBehalfOf	Call Forward
comment	

Buttons: OK, Cancel

Transfer

Announced Transfer

Figure 3 shows a view of an announced transferred call with the following scenario:

- 40003 calls 40001.
- 40001 presses the transfer button and calls 40000.
- 40000 answers the call.
- 40001 presses the transfer button to complete the transfer.

Figure 3 *Announced Transferred Call*

cdrRecordType	globalCallID_callManagerId	globalCallID_callId	origLegCallIdentities	dateTimeOrigination	origNodeId	origSpan	origIpAddr	callingPartyNumber	callingPartyName
1	1	31	16777303	Fri Sep 26 12:43:34 2003	1	0	10.8.26.107	40003	
1	1	32	16777306	Fri Sep 26 12:43:39 2003	1	0	10.8.26.160	40001	
1	1	31	16777303	Fri Sep 26 12:43:44 2003	1	0	10.8.26.107	40003	

	Call Summary	Call Summary	Call Summary
Call ID	31	32	31
Orig Leg CI	16777303	16777306	16777303
Calling Party Number	40003	40001	40003
Orig Cause	126	126	0
Dest Leg CI	16777304	16777307	16777307
Orig Called Number	40001	40000	40000
Final Called Number	40001	40000	40000
Dest Cause	126	126	16
Last Redirect Number	40001	40000	40001
Orig Device Name	SEP003094C3A325	SEP0003E333FEBD	SEP003094C3A325
Dest Device Name	SEP0003E333FEBD	SEP0003683C2308	SEP0003683C2308
OrigTermOnBehalfOf	Transfer	Transfer	Transfer
DestTermOnBehalfOf	Transfer	Transfer	Device
origRedirectOnBehalfOf	Unknown	Unknown	Unknown
lastRedirectOnBehalfOf	Unknown	Unknown	Transfer
origRedirectReason	0	0	0
LastRedirectReason	0	0	4
Conversation ID	0	0	0
JoinOnBehalfOf	Unknown	Unknown	Transfer
comment			

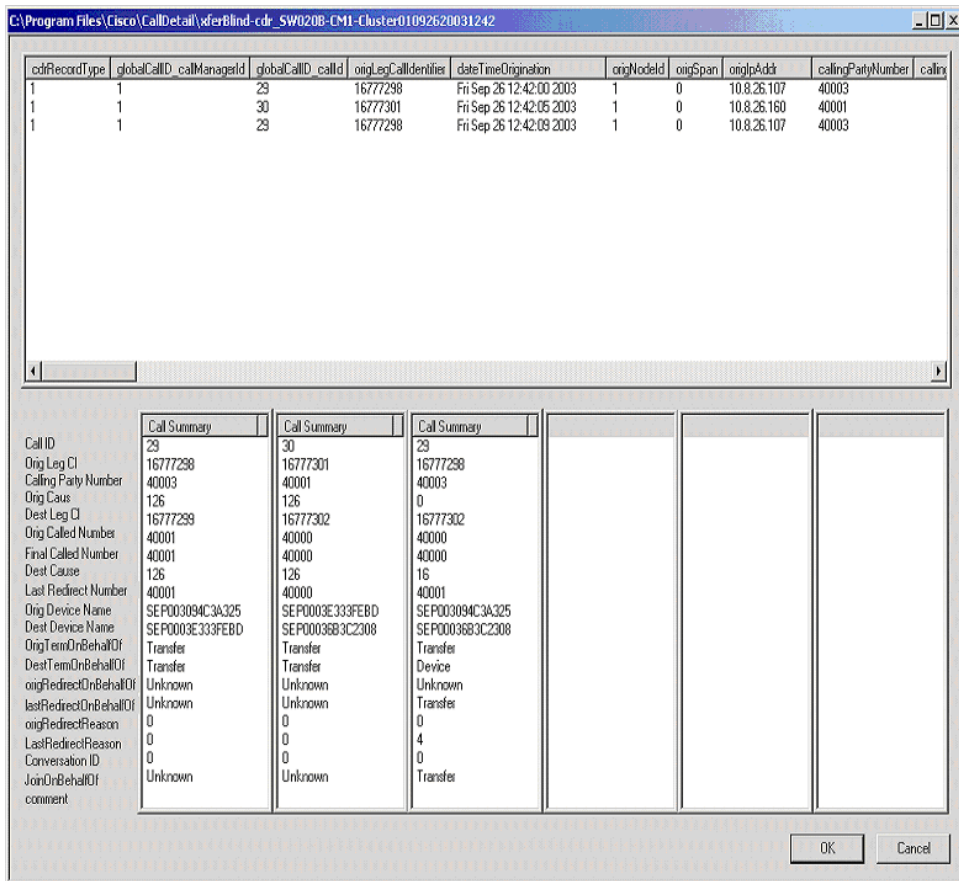
105690

Blind Transfer

Figure 4 shows a view of a blind transfer call with the following scenario:

- 40003 calls 40001.
- 40001 presses the transfer button and calls 40000.
- 40001 presses the transfer button the complete the transfer.

Figure 4 Blind Transfer Call



Adhoc Conference

Announced Conference

Figure 5 shows a view of an announced conference call with the following scenario:

- 40003 calls 40001.
- 40001 presses the conference button and calls 40000.
- 40000 answers the call.

- 40001 presses the conference button to complete the transfer.
- 40003 hangs up first and 40000 and 40001 are joined in a direct call (last CDR generated).



Note The comment field identifies the controller.

Figure 5 Announced Conference Call

RedirectReason	lastRedirectReason	destConversationId	globalCallId	ClusterID	joinOrBehalfOf	comment
0	0	0	Sw0208-CM1-Cluster	Unknown		
98	16777223	16777223	Sw0208-CM1-Cluster	Confidence	ConfControllerDn=40001,ConfControllerDeviceName=SEP0003E333FEBD	
98	16777223	16777223	Sw0208-CM1-Cluster	Confidence	ConfControllerDn=40001,ConfControllerDeviceName=SEP0003E333FEBD	
98	16777223	16777223	Sw0208-CM1-Cluster	Confidence	ConfControllerDn=40001,ConfControllerDeviceName=SEP0003E333FEBD	
98	0	0	Sw0208-CM1-Cluster	Confidence	ConfControllerDn=40001,ConfControllerDeviceName=SEP0003E333FEBD	

Blind Conference

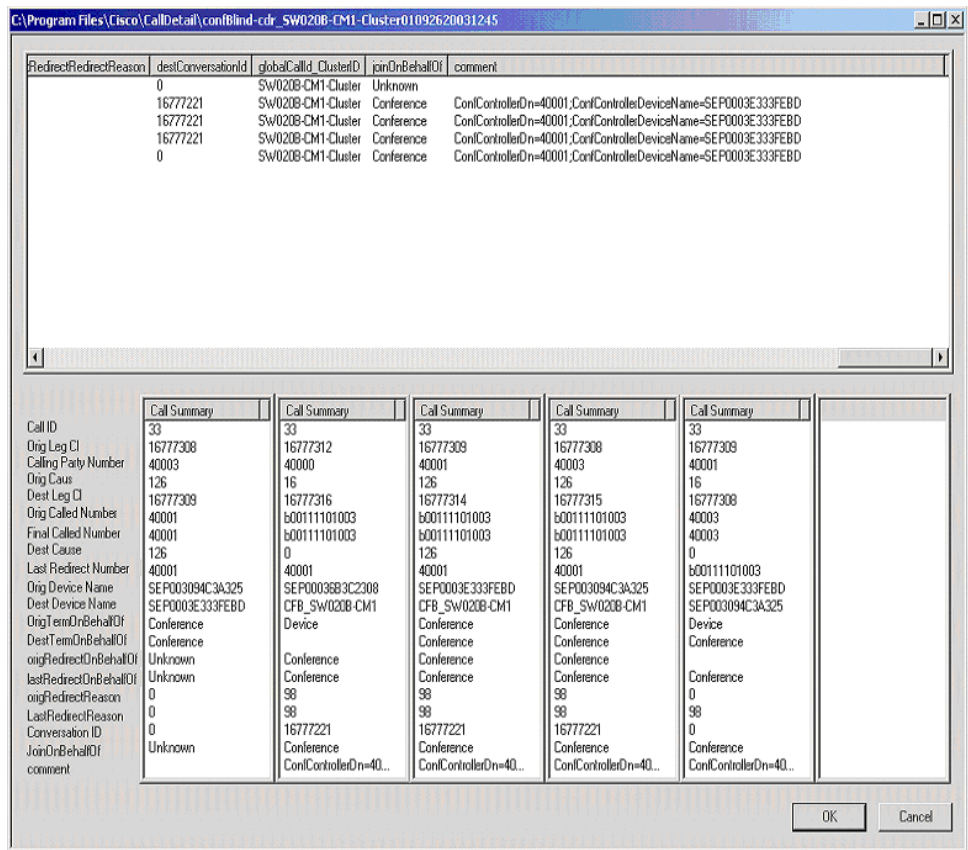
Figure 6 shows a view of a blind conference call with the following scenario:

- 40003 calls 40001.
- 40001 presses the conference button and calls 40000.
- 40001 presses the conference button to complete the transfer.
- 40003 hangs up first and 40000 and 40001 are joined in a direct call.



Note The comment field identifies the controller.

Figure 6 Blind Conference Call



Immediate Divert (IDivert) During Alerting

Figure 7 shows a view of IDivert during Alerting with the following scenario:

- 40003 calls 40001.
- 40001 presses the IDivert button and the call diverts to 40000.



Note

If the call gets redirected by IDivert in the Alerting state, only one CDR gets generated.

Figure 7 IDivert During Alerting

The screenshot shows a window titled "C:\Program Files\Cisco\CallDetail\IDivertAlert-cdr_SW020B-CM1-Cluster01092620031249". It contains a table with the following data:

cdrRecordType	globalCallID	callManagerId	globalCallID_callId	origLegCallIdentifier	dateTimeOrigination	origNodeId	origSpan	origIpAddr	callingPartyNumber	calling
1	1		37	16777327	Fri Sep 26 12:49:04 2003	1	0	10.8.26.107	40003	

Below the table is a "Call Summary" section with the following details:

Call ID	37
Orig Leg Cl	16777327
Calling Party Number	40003
Orig Caus	16
Dest Leg Cl	16777329
Orig Called Number	40001
Final Called Number	40000
Dest Cause	0
Last Redirect Number	40001
Orig Device Name	SEP003094C3A325
Dest Device Name	SEP0003683C2308
OrigTermOnBehalfOf	Device
DestTermOnBehalfOf	
origRedirectOnBehalfOf	Immediate Divert
lastRedirectOnBehalfOf	Immediate Divert
origRedirectReason	50
LastRedirectReason	50
Conversation ID	0
JoinOnBehalfOf	Immediate Divert
comment	

Buttons for "OK" and "Cancel" are visible at the bottom right of the window.

IDivert During Connected

Figure 8 shows a view of IDivert during Connected with the following scenario:

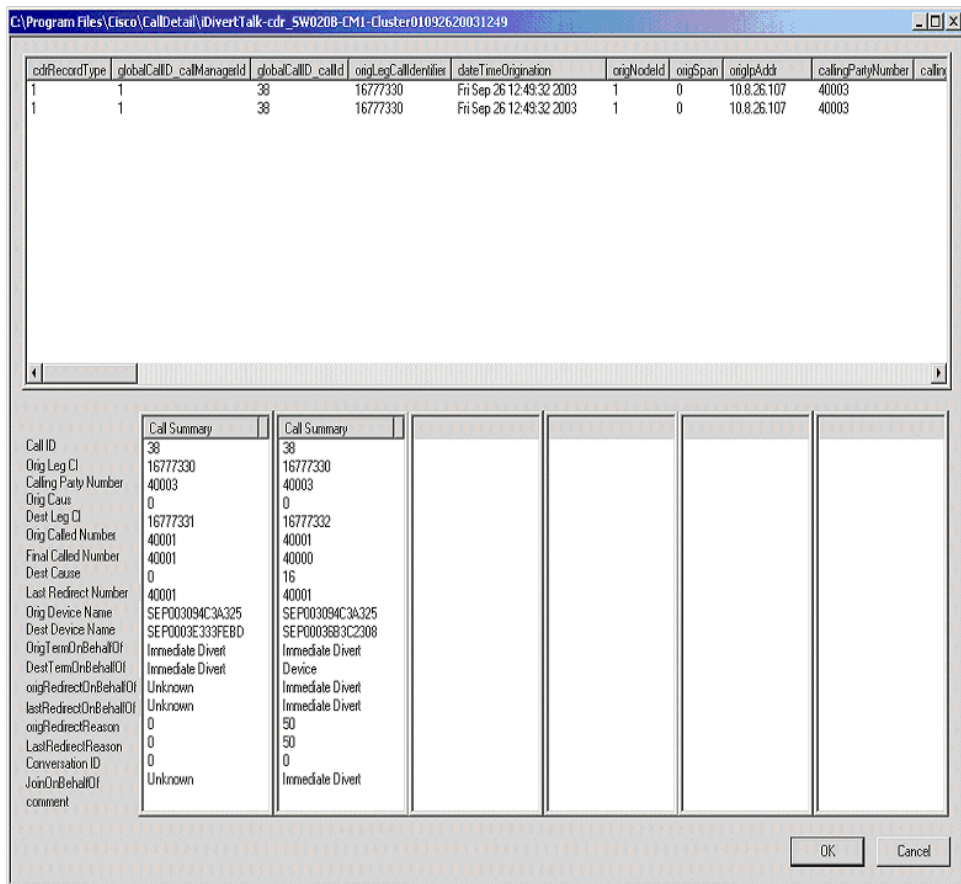
- 40003 calls 40001.
- 40001 answers the call.
- 40001 presses the IDivert button and the call diverts to 40000.



Note

If the call gets connected and redirected by IDivert, two CDRs get generated.

Figure 8 IDivert During Connected



IDivert During Hold

Figure 9 shows a view of IDivert during Hold with the following scenario:

- 40003 calls 40001.
- 40001 answers the call and puts 40003 on hold.
- 40001 presses the IDivert button and the call diverts to 40000.



Note

If the call gets connected and redirected by IDivert, two CDRs get generated.

Figure 9 IDivert During Hold

C:\Program Files\Cisco\CallDetail\IDivertHold-cdr_SW0208-CM1-Cluster01092620031249

cdRecordType	globalCallID	calManaged	globalCallID_callId	origLegCallIdentities	dateTimeOrigination	origNodeid	origSpan	origIpAddr	callingPartyNumber	calling
1	1		39	16777333	Fri Sep 26 12:49:43 2003	1	0	10.8.26.107	40003	
1	1		39	16777333	Fri Sep 26 12:49:43 2003	1	0	10.8.26.107	40003	

	Call Summary	Call Summary				
Call ID	39	39				
Orig Leg CI	16777333	16777333				
Calling Party Number	40003	40003				
Orig Cause	0	0				
Dest Leg CI	16777334	16777336				
Orig Called Number	40001	40001				
Final Called Number	40001	40000				
Dest Cause	0	16				
Last Redirect Number	40001	40001				
Orig Device Name	SEP003094C3A325	SEP003094C3A325				
Dest Device Name	SEP0003E333FEBD	SEP0003EB3C2308				
OrigTermOnBehalfOf	Immediate Divert	Immediate Divert				
DestTermOnBehalfOf	Immediate Divert	Device				
origRedirectOnBehalfOf	Unknown	Immediate Divert				
lastRedirectOnBehalfOf	Unknown	Immediate Divert				
origRedirectReason	0	50				
LastRedirectReason	0	50				
Conversation ID	0	0				
JoinOnBehalfOf	Unknown	Immediate Divert				
comment						

OK Cancel 105667

Barge

Example 1

Figure 10 shows a view of Barge with the following scenario:

- 40003 calls 40001.
- 40001 answers the call.
- 40001' (shared line) on another phone presses the Barge button.
- 40003 hangs up.



Note

The conversationID field links back to the Call Identifier (CI) of the Barged call.

Figure 10 Barge Example 1

cdrRecordType	globalCallID	calManagerId	globalCallID	callId	origLegCallIdentities	dateTimeOrigination	origModelId	origSpan	origIpAddr	callingPartyNumber	callingPartyName
1	1		7		16777230	Fri Sep 26 11:01:32 2003	1	0	10.8.26.107	40003	
1	1		7		16777232	Fri Sep 26 11:01:38 2003	1	0	10.8.26.109	40001	

	Call Summary	Call Summary
Call ID	7	7
Orig Leg CI	16777230	16777232
Calling Party Number	40003	40001
Orig Cause	16	0
Dest Leg CI	16777231	16777235
Orig Called Number	40001	ts0011501001
Final Called Number	40001	ts0011501001
Dest Cause	0	0
Last Redirect Number	40001	ts0011501001
Orig Device Name	SEP003094C3A325	SEP00036B3C2308
Dest Device Name	SEP0003E333FE8D	SEP0003E333FE8D
OrigTermOnBehalfOf	Device	Barge
DestTermOnBehalfOf	Unknown	Barge
origRedirectOnBehalfOf	Unknown	Barge
lastRedirectOnBehalfOf	Unknown	Barge
origRedirectReason	0	114
LastRedirectReason	0	114
Conversation ID	0	16777231
JoinOnBehalfOf	Unknown	Barge
comment		

Example 2

Figure 11 shows a view of Barge with the following scenario:

- 40003 calls 40001.
- 40001 answers the call.
- 40001' (shared line) on another phone presses the Barge button.
- 40001 hangs up first.



Note

The conversationID field links back to the Call Identifier (CI) of the Barged call.

Figure 11 Barge Example 2

The screenshot shows a window titled "C:\Program Files\Cisco\CallDetail\Barge2-cdr_SW0208-CMI-Cluster01092620031103". The main table contains the following data:

cdtRecordType	globalCallID	callManagerId	globalCallID_callId	origLegCallIdentifier	dateTimeOrigination	origNodeid	origSpan	origIpAddr	callingPartyNumber	calling
1	1	9	16777236	16777236	Fri Sep 26 11:02:57 2003	1	0	10.8.26.107	40003	
1	1	9	16777238	16777238	Fri Sep 26 11:03:00 2003	1	0	10.8.26.109	40001	
1	1	9	16777236	16777236	Fri Sep 26 11:03:02 2003	1	0	10.8.26.107	40003	

Below the table is a summary section with the following fields and values:

	Call Summary	Call Summary	Call Summary			
Call ID	9	9	9			
Orig Leg CI	16777236	16777238	16777236			
Calling Party Number	40003	40001	40003			
Orig Cause	0	126	16			
Dest Leg CI	16777237	16777241	16777238			
Orig Called Number	40001	b0011501001	40001			
Final Called Number	40001	b0011501001	40001			
Dest Cause	16	126	0			
Last Redirect Number	40001	b0011501001	40001			
Orig Device Name	SEP003094C3A325	SEP00036B3C2308	SEP003094C3A325			
Dest Device Name	SEP0003E333FE8D	SEP0003E333FE8D	SEP00036B3C2308			
OrigTermOnBehalfOf		Barge	Device			
DestTermOnBehalfOf	Device	Barge	Device			
origRedirectOnBehalfOf	Unknown	Barge				
lastRedirectOnBehalfOf	Unknown	Barge				
origRedirectReason	0	114	0			
LastRedirectReason	0	114	0			
Conversation ID	0	16777237	0			
JoinOnBehalfOf	Unknown	Barge				
comment						

Example 3

Figure 12 shows a view of Barge with the following scenario:

- 40003 calls 40001.
- 40001 answers the call.
- 40001' (shared line) on another phone presses the Barge button.
- 40001'' (another shared line) selects 40001' and presses the Barge button.
- 40003 hangs up first.



Note

The conversationID field links back to the Call Identifier (CI) of the Barged call.

Figure 12 Barge Example 3

The screenshot shows a window titled "C:\Program Files\Cisco\CallDetail\Barge3-cdr_SW0208-CM1-Cluster01092620031229". The main area contains a table with the following data:

cdrRecordType	globalCallID	calManagerId	globalCallID_callId	origLegCallIdentities	dateTimeOrigination	origModelId	origSpan	origIpAddr	callingPartyNumber	callingPartyName
1	1	14	16777249	16777249	Fri Sep 26 12:28:37 2003	1	0	10.8.26.107	40003	
1	1	14	16777251	16777251	Fri Sep 26 12:28:44 2003	1	0	10.8.26.109	40001	
1	1	14	16777255	16777255	Fri Sep 26 12:29:01 2003	1	0	10.8.26.108	40001	

Below the table is a summary section with the following fields:

	Call Summary	Call Summary	Call Summary
Call ID	14	14	14
Orig Leg Cl	16777249	16777251	16777255
Calling Party Number	40003	40001	40001
Orig Caus	16	0	0
Dest Leg Cl	16777250	16777254	16777258
Orig Called Number	40001	b0011501001	b0011502001
Final Called Number	40001	b0011501001	b0011502001
Dest Cause	0	0	0
Last Redirect Number	40001	b0011501001	b0011502001
Orig Device Name	SEP003094C3A325	SEP0003683C2308	SEP003094C26179
Dest Device Name	SEP0003E333FE8D	SEP0003E333FE8D	SEP0003683C2308
OrigTermOnBehalfOf	Device	Barge	Barge
DestTermOnBehalfOf			
origRedirectOnBehalfOf	Unknown	Barge	Barge
lastRedirectOnBehalfOf	Unknown	Barge	Barge
origRedirectReason	0	114	114
lastRedirectReason	0	114	114
Conversation ID	0	16777250	16777251
JoinOnBehalfOf	Unknown	Barge	Barge
comment			

cBarge

Example 1

Figure 13 shows a view of cBarge with the following scenario:

- 40003 calls 40001.
- 40001 answers the call.
- 40001' (shared line) on another phone presses the cBarge button.



Note

The comment field identifies the controller.

Figure 13 cBarge Example 1

The screenshot shows a window titled "C:\Program Files\Cisco\CallDetail\CDR\cBarge1 - cdr_SW0208-CM1-Cluster01101520031649". The main area contains a table with the following columns: cdrRecordType, globalCallID, callManagerId, globalCallID_callId, origLegCallIdentifier, dateTimeOrigination, origNodeid, origSpan, origpAddr, callingPartyNumber, and callingPartyNumber. Below this table is a summary table with columns for various call parameters.

cdrRecordType	globalCallID	callManagerId	globalCallID_callId	origLegCallIdentifier	dateTimeOrigination	origNodeid	origSpan	origpAddr	callingPartyNumber	callingPartyNumber
1	1	49	16777346	16777346	Wed Oct 15 16:49:13 2003	1	0	10.8.26.107	40003	
1	1	49	16777348	16777348	Wed Oct 15 16:49:22 2003	1	0	10.8.26.109	40001	
1	1	49	16777347	16777347	Wed Oct 15 16:49:22 2003	1	0	10.8.26.160	40001	
1	1	49	16777346	16777346	Wed Oct 15 16:49:13 2003	1	0	10.8.26.107	40003	
1	1	49	16777347	16777347	Wed Oct 15 16:49:33 2003	1	0	10.8.26.160	40001	

Call ID	Call Summary	Call Summary	Call Summary	Call Summary	Call Summary
49	49	49	49	49	49
Orig Leg Cl	16777346	16777348	16777347	16777346	16777347
Calling Party Number	40003	40001	40001	40003	40001
Orig Cause	126	16	126	126	16
Dest Leg Cl	16777347	1677363	16777351	16777352	16777346
Orig Called Number	40001	b00111101003	b00111101003	b00111101003	40003
Final Called Number	40001	b00111101003	b00111101003	b00111101003	40003
Dest Cause	126	0	126	126	0
Last Redirect Number	40001	b00111101003	40001	40001	b00111101003
Orig Device Name	SEP003094C3A325	SEP003683C2308	SEP0003E333FERD	SEP003094C3A325	SEP0003E333FERD
Dest Device Name	SEP0003E333FERD	CFB_SW0208-CM1	CFB_SW0208-CM1	CFB_SW0208-CM1	SEP003094C3A325
OrigTermOnBehalfOf	Conference	Device	Conference	Conference	Device
DestTermOnBehalfOf	Conference	Conference	Conference	Conference	Conference
origRedirectOnBehalfOf	Unknown	Conference	Conference	Conference	Conference
lastRedirectOnBehalfOf	Unknown	Conference	Conference	Conference	Conference
origRedirectReason	0	98	98	98	0
LastRedirectReason	0	98	98	98	98
Conversation ID	0	16777220	16777220	16777220	0
JoinOnBehalfOf	Unknown	Conference	Conference	Conference	Conference
comment		ConfControllerDn=40...	ConfControllerDn=40...	ConfControllerDn=40...	ConfControllerDn=40...

Example 2

Figure 14 shows a view of cBarge with the following scenario:

- 40003 calls 40001.
- 40001 answers the call.
- 40001' (shared line) on another phone presses the cBarge button.
- 40001'' (another shared line) on another phone presses the cBarge button.



Note

The comment field identifies the controller.

Figure 14 cBarge Example 2

The screenshot shows a window titled "C:\Program Files\Cisco\CallDetail\cBarge2-cdr_SW0208-CM1-Cluster01092620031235". The main table contains the following data:

cdRecordType	globalCallID	callManagerId	globalCallID	callId	origLegCallIdentifier	dateTimeOrigination	origModelId	origSpan	origIpAddr	callingPartyNumber	callingPartyNumber
1	1	23	16777280	16777280	16777280	Fri Sep 26 12:35:07 2003	1	0	10.8.26.107	40003	40003
1	1	23	16777280	16777280	16777280	Fri Sep 26 12:35:07 2003	1	0	10.8.26.107	40003	40003
1	1	23	16777281	16777281	16777281	Fri Sep 26 12:35:13 2003	1	0	10.8.26.160	40001	40001
1	1	23	16777282	16777282	16777282	Fri Sep 26 12:35:13 2003	1	0	10.8.26.109	40001	40001
1	1	23	16777288	16777288	16777288	Fri Sep 26 12:35:20 2003	1	0	10.8.26.108	40001	40001
1	1	23	16777282	16777282	16777282	Fri Sep 26 12:35:25 2003	1	0	10.8.26.109	40001	40001

Below the table is a summary section with the following labels and data:

Call ID	Call Summary	Call Summary	Call Summary	Call Summary	Call Summary	Call Summary
23	23	23	23	23	23	23
Orig Leg Cl	16777280	16777280	16777281	16777282	16777288	16777282
Calling Party Number	40003	40003	40001	40001	40001	40001
Orig Cause	126	16	16	126	126	16
Dest Leg Cl	16777281	16777286	16777285	16777287	16777290	16777288
Orig Called Number	40001	600111101002	600111101002	600111101002	600111101002	40001
Final Called Number	40001	600111101002	600111101002	600111101002	600111101002	40001
Dest Cause	126	126	0	126	126	0
Last Redirect Number	40001	40001	40001	600111101002	600111101002	600111101002
Orig Device Name	SEP003094C3A325	SEP003094C3A325	SEP0003E333FEBD	SEP0003683C2308	SEP003094C26179	SEP0003683C2308
Dest Device Name	SEP0003E333FEBD	CFB_SW0208-CM1	CFB_SW0208-CM1	CFB_SW0208-CM1	CFB_SW0208-CM1	SEP003094C26179
OrigTermOnBehalfOf	Conference	Device	Device	Conference	Conference	Device
DestTermOnBehalfOf	Conference	Conference	Conference	Conference	Conference	Conference
origRedirectOnBehalfOf	Unknown	Conference	Conference	Conference	Conference	Conference
lastRedirectOnBehalfOf	Unknown	Conference	Conference	Conference	Conference	Conference
origRedirectReason	0	98	98	98	98	0
LastRedirectReason	0	98	98	98	98	98
Conversation ID	0	16777220	16777220	16777220	16777220	0
JoinOnBehalfOf	Unknown	Conference	Conference	Conference	Conference	Conference
comment		ConfController=40...	ConfController=40...	ConfController=40...	ConfController=40...	ConfController=40...

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Known Issues

The Cisco CallManager 3.0 has several known issues with the CDR data. This section lists a few of these issues.

Ad Hoc Conferences

During an ad hoc conference, all CDRs show call legs into the bridge, regardless of the actual direction of the call. You cannot determine whether a participating call leg is incoming or outgoing.

End-of-Call Records

The Cisco CallManager only generates end-of-call records. You cannot see records of calls in progress.

IP to Device Name Translation

The CDR table lists IP addresses for the endpoints of a call. These IP addresses do not easily convert to device names, so the type of device can be determined.

On-Net vs Off-Net

You may have difficulty determining whether a call stays completely on the IP network or at least internal to the local system. One way you can verify this information is to check the device type of both ends of the call. If both are phones, you can assume that the call stayed on-net. If one device is a gateway, you must consider the following information. If the gateway is an analog access type of device with a POTS or station port, the call may have gone to a local analog phone or to the PSTN. You must look at the number dialed and the dial plan to determine whether the call went off-net.

Off-Net Digits Dialed

If a call is placed out of a gateway, the digits dialed to get to the gateway may not be the digits sent to the PSTN. The gateway may modify the directory number further. The Cisco CallManager does not receive the modified number, and the CDR does not reflect the actual digits that are sent off-net.

Transferred Calls

The call that results from a transfer appears as a call from the transferred party (party B) to the destination party (party C) in the CDR. The transferred party (party B) becomes the originator of the final call and is charged for the call even though party A placed the original call.

Troubleshooting

This section covers an issue related to CDRs.

CDRs Fail To Insert

Symptom

A third party CDR application is installed and CDRs fail to insert.

Probable Cause

The issue may be caused by the third party CDR application.

Corrective Action

Alter all insert triggers for the third party application and change them to update triggers instead of insert triggers. This will help determine if the issue is due to the third party application.

Related Documentation

The following documents contain additional information related to CDRs:

- *CDR Analysis and Reporting Tool Guide*
- *Cisco CallManager System Guide*
- *Backing Up and Restoring Cisco CallManager*

Obtaining Documentation

Cisco provides several ways to obtain documentation, technical assistance, and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

Cisco.com

You can access the most current Cisco documentation on the World Wide Web at this URL:

<http://www.cisco.com/univercd/home/home.htm>

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The Developer Support Program provides formalized support for Cisco Systems interfaces to enable developers, customers, and partners in the Cisco Service Provider solutions Ecosystem and Cisco AVVID Partner programs to accelerate their delivery of compatible solutions.

The Developer Support Engineers are an extension of the product technology engineering teams. They have direct access to the resources necessary to provide expert support in a timely manner.

For additional information on this program, refer to the Developer Support Program Web Site at www.cisco.com/go/developer-support/.

Developers using the Cisco CallManager 4.1(2) Call Detail Record Definition are encouraged to join the Cisco Developer Support Program. This new program provides a consistent level of support while leveraging Cisco interfaces in development projects.



Note

Cisco Technical Assistance Center (TAC) support does not include Cisco CallManager 4.1(2) Call Detail Record Definition support and is limited to Cisco AVVID installation/configuration and Cisco-developed applications. For more information about the Developer Support Program, please contact Cisco at developer-support@cisco.com.

Cisco TAC Website

The Cisco TAC website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The Cisco TAC website is available 24 hours a day, 365 days a year. The Cisco TAC website is located at this URL:

<http://www.cisco.com/tac>

Accessing all the tools on the Cisco TAC website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a login ID or password, register at this URL:

<http://tools.cisco.com/RPF/register/register.do>

Opening a TAC Case

Using the online TAC Case Open Tool is the fastest way to open P3 and P4 cases. (P3 and P4 cases are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Case Open Tool automatically recommends resources for an immediate solution. If your issue is not resolved using the recommended resources, your case will be assigned to a Cisco TAC engineer. The online TAC Case Open Tool is located at this URL:

<http://www.cisco.com/tac/caseopen>

For P1 or P2 cases (P1 and P2 cases are those in which your production network is down or severely degraded) or if you do not have Internet access, contact Cisco TAC by telephone. Cisco TAC engineers are assigned immediately to P1 and P2 cases to help keep your business operations running smoothly.

To open a case by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)

EMEA: +32 2 704 55 55

USA: 1 800 553-2447

For a complete listing of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

TAC Case Priority Definitions

To ensure that all cases are reported in a standard format, Cisco has established case priority definitions.

Priority 1 (P1)—Your network is “down” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Priority 2 (P2)—Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Priority 3 (P3)—Operational performance of your network is impaired, but most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Priority 4 (P4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- The Cisco Product Catalog describes the networking products offered by Cisco Systems, as well as ordering and customer support services. Access the Cisco Product Catalog at this URL:
http://www.cisco.com/en/US/products/products_catalog_links_launch.html
- Cisco Press publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press online at this URL:
<http://www.ciscopress.com>
- Packet magazine is the Cisco quarterly publication that provides the latest networking trends, technology breakthroughs, and Cisco products and solutions to help industry professionals get the most from their networking investment. Included are networking deployment and troubleshooting tips, configuration examples, customer case studies, tutorials and training, certification information, and links to numerous in-depth online resources. You can access Packet magazine at this URL:
<http://www.cisco.com/packet>
- iQ Magazine is the Cisco bimonthly publication that delivers the latest information about Internet business strategies for executives. You can access iQ Magazine at this URL:
<http://www.cisco.com/go/iqmagazine>
- Internet Protocol Journal is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:
http://www.cisco.com/en/US/about/ac123/ac147/about_cisco_the_internet_protocol_journal.html
- Training—Cisco offers world-class networking training. Current offerings in network training are listed at this URL:
<http://www.cisco.com/en/US/learning/index.html>

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