



CDR Analysis and Reporting

The Cisco CallManager Serviceability CDR Analysis and Reporting (CAR) tool generates reports of information for quality of service, traffic, user call volume, billing, and gateways.

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Installing the CDR Analysis and Reporting (CAR) Plugin

This section describes how to install the CDR Analysis and Reporting (CAR) plugin with Cisco CallManager Release 3.2 and above. For more information about upgrading Cisco CallManager, refer to *Upgrading Cisco CallManager Release 3.2(1)X*.



Note If you have CDR Analysis and Reporting (CAR), formerly known as Administrative Reporting Tool (ART), running on your system before upgrading to Cisco CallManager Release 3.2, the upgrade process automatically upgrades CAR. If you are installing Cisco CallManager for the first time, you must install the CAR plugin.

Procedure

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- Step 1** Open Cisco CallManager Administration by choosing **Start > Programs > Cisco CallManager > CallManager Administration** and log in with administrative privileges.
- Step 2** From the Applications menu, choose **Cisco CallManager Serviceability**.
- Step 3** From the Applications menu in the Cisco CallManager Serviceability window, choose **Install Plugins**.
- Step 4** Click the icon next to the CDR Analysis and Reporting (CAR) plugin.
- Step 5** Choose whether you want to run the program from its current location or save the program to disk.
- Click **OK**.
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Configuring CDR Service Parameters

CAR requires that CDR records be available in the CDR database of the primary CDR server. To ensure that CAR functions properly, keep the default values for CDR service parameters.



Note The default values for the service parameters CDREnabled and CallDiagnosticsEnabled are disabled; therefore, you must enable these service parameters to make CDR records available to CAR.

To write the CDR records to a CDR database, configure the service parameters as described in [Table 11-1](#).

Table 11-1 CDR Service Parameters

Parameter Name	Parameter Value
LocalCDRPath	Include a valid pathname.
Primary CDRUNCPath	Include a valid pathname.
CDRFormat	Enter the value Database.
PrimaryCDRDSN	Specifies a directory service number that points to the primary CDR server.
CDREnabled	Enable this service.
CallDiagnosticsEnabled	Enable this service.

Accessing the Initial User ID and Password

The initial logon to CAR requires the use of a specific user ID and password. As a security precaution, this documentation does not provide this information. See the administrator or refer to the *Cisco CallManager Administration Guide* for the initial user ID and password.

See [Granting Administrator Rights, page 12-2](#), for more information.



Note

After you have added your user ID as an administrator in CAR, you must logon again using your user ID and password.

After you have configured a CAR system administrator in the Grant/Revoke CAR Admin Rights window (see [Granting Administrator Rights, page 12-2](#) and [Revoking Administrator Rights, page 12-2](#)), Cisco CallManager disables the initial user ID value, and you cannot use them again to access CAR.

Loading the CDR Analysis and Reporting Tool

Administrators access CAR from the Serviceability tool menu. When the CAR main menu appears, you must log into CAR. The user profile in Cisco CallManager Administration determines the user ID and password for CAR. Refer to the *Cisco CallManager Administration Guide*.

CAR supports three types of users: system administrators, individuals, and managers.

Permission levels provide the basis for access to CAR reports:

- Individual users can view or generate bills pertaining to their own phone calls.
- Managers can view reports and bills pertaining to all users within their group.
- CAR system administrators can use all the features.

Administrators Procedure

This section describes how administrators load CAR. The Cisco CallManager Serviceability program lists CAR under the Tools menu item.

Procedure

Step 1 From the Cisco CallManager Administration window, choose **Application > Cisco CallManager Serviceability**.

The Cisco CallManager Serviceability window displays.

Step 2 Choose **Tools > CDR Analysis and Reporting**.

The tool displays.



Note You must provide managers and individual users with a web address that they can use to browse into CAR.

Step 3 Log on to CAR. See [Logging On to CAR, page 11-5](#).

Related Topics

- [Accessing the Initial User ID and Password, page 11-3](#)
- [Administrators and Users Procedure, page 11-5](#)
- [Logging On to CAR, page 11-5](#)
- [Logging Out of CAR, page 11-6](#)

Administrators and Users Procedure

This section describes how administrators and users load CAR. Administrators can also load CAR from the Serviceability main window. See [Administrators Procedure, page 11-4](#).

Procedure

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- Step 1** From the web browser, enter **http://<server-name>:9080/art/Logon.jsp**.
The CDR Analysis and Reporting window displays.
- Step 2** Log on to CAR. See [Logging On to CAR, page 11-5](#).
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Related Topics

- [Accessing the Initial User ID and Password, page 11-3](#)
- [Administrators Procedure, page 11-4](#)
- [Logging On to CAR, page 11-5](#)
- [Logging Out of CAR, page 11-6](#)

Logging On to CAR

This section describes how to log on to CAR.

Procedure

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- Step 1** At the CAR logon window, enter your user ID in the User Name field.

- Step 2** In the Password field, enter your password.
If the user ID or password are invalid, CAR displays an error message. Contact the system administrator for assistance.
- Step 3** Click **OK**.
The CAR window displays.
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Related Topics

- [Accessing the Initial User ID and Password, page 11-3](#)
- [Loading the CDR Analysis and Reporting Tool, page 11-4](#)
- [Logging Out of CAR, page 11-6](#)

Logging Out of CAR

This section describes how to log out of CAR.

Procedure

- Step 1** At the CAR window, choose **Logout**.
The CAR window closes, and the CAR Logon window displays.
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Related Topics

- [Accessing the Initial User ID and Password, page 11-3](#)
- [Loading the CDR Analysis and Reporting Tool, page 11-4](#)
- [Logging On to CAR, page 11-5](#)

Viewing About CAR

This section describes how to view the CAR About information.

Procedure

Step 1 From the CAR window, choose **Help > About CAR**.

Step 2 Click the **Details** button.

The About window displays the following information:

- CDR Analysis and Reporting version: 3.2
- Database Information
 - Driver:sun.jdbc.odbc.JdbcOdbcDriver
 - Server:<server name>
 - Name:art
 - Version:3.2(1)

Step 3 To close the window, click the **OK** button.
