



CDR Search Configuration

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

This chapter contains the following topics:

- [Configuring CDR Search By User Extension, page 17-1](#)
- [Configuring CDR Search By Gateway, page 17-3](#)

Before You Begin

Make sure statistics are enabled in Cisco CallManager, so CDR data can be generated. Because statistics are enabled by default, unless you have disabled the service parameters that control CDR data generation, you do not have to enable the CDR statistics. For more information about statistics service parameters, refer to the *Cisco CallManager Administration Guide*.

All CAR reports use CDR data. Be sure to have the most current CDR data from which your reports are built. By default, CDR data loads daily from midnight to 5 a.m. However, you can set the loading time, interval, and duration as needed. See [System Scheduler Configuration, page 12-12](#), for more information.

Configuring CDR Search By User Extension

Only CAR administrators use the CDR search by user extension feature.

This section describes how to show the details of CDR data based on a user or extension.

**Caution**

Use CAR only during off-peak hours. Otherwise, data collection and report generation could cause performance degradation on the Cisco CallManager system.

Procedure**Step 1** Choose **CDR Search > By User/Extension**.

The CDR Search by User Extension window displays.

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

Step 2 To search CDRs based on extensions, enter the extension number in the Extension field.**Step 3** Click the **Add Extension** button.**Step 4** To search CDRs based on user, enter the first few letters of the first and/or last name in the First Name and/or Last Name fields.**Step 5** Click the **Find User** button.**Step 6** If you want to include an extension in addition to the user, enter the extension number in the Extension field.**Step 7** Click the **Add Extension** button.

The extension displays in the Report Criteria box.

Step 8 To delete an item from the Report Criteria box, click the **Remove from Report** button.**Step 9** Choose the date range of the period for which you want to see CDR data for the specified user or extension.**Step 10** Click the **OK** button.

The CDR-CMR Search Results window displays.

Related Topics

- [Understanding the Results for CDR Search, page A-25](#)
- [Media Information, page A-27](#)

- [CDR and CMR Dump Tables, page A-28](#)
- [Configuring CDR Search By Gateway, page 17-3](#)

Configuring CDR Search By Gateway

Only CAR administrators use the CDR search by gateway feature.

This section describes how to search CDR data based on a specific gateway type or on those gateways that use a chosen route pattern.



Caution

Use CAR only during off-peak hours. Otherwise, data collection and report generation could cause performance degradation on the Cisco CallManager system.

Procedure

- Step 1** Choose **CDR Search > By Gateway**.
- The CDR Search by Gateway window displays.
- Step 2** To choose the type of gateway that you want included in the report, click **Gateway Types** in the column on the left side of the window.
- A list of gateway types displays. To specify only those gateways that use a particular route pattern, rather than a gateway type, click **Route Patterns** in the column on the left side of the window.
- Step 3** Choose a gateway type from the list.
- The gateway name displays in the List of Gateways box.
- Step 4** In the List of Gateways box, choose the gateways that you want to include in the report.
- Step 5** Click the **Add** button to move the chosen gateway to the list of Selected Gateways box.
- Step 6** Choose the date and time range of the period for which you want to search CDR data.
- The current time in Greenwich Mean Time and Local Time displays.
- Step 7** Click the **OK** button.

The CDR - CMR Search Results window displays.

Related Topics

- [Understanding the Results for CDR Search, page A-25](#)
- [Media Information, page A-27](#)
- [CDR and CMR Dump Tables, page A-28](#)
- [Configuring CDR Search By User Extension, page 17-1](#)