



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 the latest version of the *Upgrading Cisco CallManager* document.



Note If you have CDR Analysis and Reporting (CAR), formerly known as Administrative Reporting Tool (ART), running on your system before upgrading to a new version of Cisco CallManager, the upgrade process automatically upgrades CAR. If you are installing Cisco CallManager for the first time or if you are upgrading and do not already have CAR running in the system, you must install CAR from the Plugins page.

Procedure

- 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 to save the program to disk.



Note CAR must be installed only on the Cisco CallManager publisher that has the CDR database.

- Step 6** Click **OK**.



Note CAR does not install the Cisco Tomcat web server; but uses the Cisco Tomcat service installed by Cisco CallManager, so the Cisco Tomcat service should be running. While installing/uninstalling CAR, other applications using the Cisco Tomcat service will not be accessible because CAR installation/uninstallation stops this service for a while.

Related Topics

- [Uninstalling the CDR Analysis and Reporting \(CAR\) Plugin, page 13-3](#)

Uninstalling the CDR Analysis and Reporting (CAR) Plugin

You can uninstall CAR from the Add/Remove programs application in your Control Panel. This section describes how to uninstall CAR.

Procedure

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- Step 1** From the Start menu, go to **Settings > Control Panel**.
The Control Panel window displays.
- Step 2** Double-click the Add/Remove Programs icon.
The Add/Remove Programs window displays.
- Step 3** Scroll down until you locate the CDR Analysis and Reporting tool and click **Change/Remove**.
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Related Topics

- [Installing the CDR Analysis and Reporting \(CAR\) Plugin, page 13-1](#)
- [Chapter 10, “Quality Report Tool”, *Cisco CallManager System Guide*](#)

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, change the default values for CDR service parameters.

**Note**

Because the default values for the service parameters CDREnabled and CallDiagnosticsEnabled are disabled, 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 13-1](#).

Table 13-1 CDR Service Parameters

Parameter Name	Parameter Value
LocalCDRPath	Include a valid pathname.
Primary CDRUNCPPath	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 the [“Granting Administrator Rights”](#) section on page 14-2, 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 the [“Granting Administrator Rights”](#) section on page 14-2 and the [“Revoking Administrator Rights”](#) section on page 14-2), 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.

Administrator 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 the “[Logging On to CAR](#)” section on page 13-7.

Related Topics

- [Accessing the Initial User ID and Password](#), page 13-4
- [Administrator and User Procedure](#), page 13-6
- [Logging On to CAR](#), page 13-7
- [Logging Out of CAR](#), page 13-7

Administrator and User Procedure

This section describes how administrators and users load CAR. Administrators can also load CAR from the Serviceability main window. See the “[Administrator Procedure](#)” section on page 13-5.

Procedure

Step 1 From the web browser, enter **http://<Server-ip/name>/art/Logon.jsp**.

The CDR Analysis and Reporting window displays.

Step 2 Log on to CAR. See the “[Logging On to CAR](#)” section on page 13-7.

Related Topics

- [Accessing the Initial User ID and Password](#), page 13-4
- [Administrator Procedure](#), page 13-5
- [Logging On to CAR](#), page 13-7
- [Logging Out of CAR](#), page 13-7

Logging On to CAR

This section describes how to log on to CAR.

Procedure

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 the error message, “Invalid Logon. Either the User Name or Password entered is invalid. Click here to try again.” Enter another user ID or password and click **OK**.

The CAR window displays.

Related Topics

- [Accessing the Initial User ID and Password, page 13-4](#)
- [Loading the CDR Analysis and Reporting Tool, page 13-5](#)
- [Logging Out of CAR, page 13-7](#)

Logging Out of CAR

This section describes how to log out of CAR.

Procedure

Step 1 At the CAR window, choose **Logout**.

Step 2 You are prompted with the message “For security reasons, it is advisable to close the browser window on Logout. Do you want to close the browser window?” Choose whether you want to close the browser window. If you click **OK**, the CAR window (browser) closes; otherwise the CAR Logon window displays.

Related Topics

- [Accessing the Initial User ID and Password, page 13-4](#)
- [Loading the CDR Analysis and Reporting Tool, page 13-5](#)
- [Logging On to CAR, page 13-7](#)

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:



Note When reporting or troubleshooting a problem, please give the following information to Technical Assistance.

- CDR Analysis and Reporting version: X.X (where Xs are version numbers)
- Database Information
 - Driver:sun.jdbc.odbc.JdbcOdbcDriver
 - Server:<server name>
 - Name:art
 - Version:X.X(X) (where Xs are version numbers)
- Third party software
 - Tomcat: X.X.X Apache (where Xs are version numbers)
 - JRE: X.X.X_XX Sun Microsystems (where Xs are version numbers)
 - StyleReport: X.X InetSoft Corp. (where Xs are version numbers)

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