



CAR System Configuration

Before you start generating reports with CAR, configure the system. In most cases, CAR provides default values. However, review the topics provided in this chapter to learn more about customizing CAR.

This chapter contains the following topics:

- [System Parameters Configuration, page 14-1](#)
- [System Scheduler Configuration, page 14-11](#)
- [Starting or Stopping the CAR Scheduler, page 14-23](#)
- [System Database Configuration, page 14-24](#)
- [System Log Screens, page 14-31](#)
- [Understanding Log Reports, page 14-34](#)

System Parameters Configuration

Unless you want to use the default values, you should customize a number of system parameters before you generate any reports. This section describes the system parameters. Because default values are provided for all system parameters, Cisco recommends customizing but does not require it.

Any user can be a CAR administrator; however, you must specify each user designated as a CAR administrator in the Grant/Revoke CAR Admin Rights window. User who have been identified as CAR administrators have full control over the CAR system. The administrator can modify all the parameters related to the system and the reports.

CAR requires a minimum of one administrator.

Related Topics

- [Granting Administrator Rights, page 14-2](#)
- [Revoking Administrator Rights, page 14-2](#)

Granting Administrator Rights

This section describes how to grant CAR administrator rights to one or more users.

Procedure

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- Step 1** In the CAR window, choose **System > System Parameters > Admin Rights**.
The Grant/Revoke CAR Admin Rights window displays.
- Step 2** In the User ID field, enter the user ID for the individual that you want to add as a CAR administrator.
If you do not know the valid user ID, click the Search User(s) link. See [Searching for Users, page 16-21](#), for instructions on searching for a user.
- Step 3** Click the **Add** button.
Cisco CallManager copies the user specified in the User ID field to the list of CAR administrators.
- Step 4** To designate the listed users as CAR administrators, click the **Update** button.
Changes take effect immediately.
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Related Topic

- [Revoking Administrator Rights, page 14-2](#)

Revoking Administrator Rights

This section describes how to revoke CAR administrator rights for one or more users.

Procedure

- Step 1** Choose **System > System Parameters > Admin Rights**.
The Grant/Revoke CAR Admin Rights window displays.
- Step 2** In the CAR Administrators list box, choose the user ID for the individual that you want to remove as a CAR administrator.
- Step 3** To remove the selected user(s), click the **Remove** button, or to remove all users specified in the CAR Administrators list box, click the **Remove All** button.
Only those user(s) still listed in the CAR Administrators list box will continue to have CAR administrator rights.
- Step 4** To remove the users, click the **Update** button.
The CAR Administrators that you removed no longer have administrator access. Changes take effect immediately.
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Related Topic

- [Granting Administrator Rights, page 14-2](#)

Configuring Mail Server Parameters

To send e-mail alerts and reports by e-mail, you must specify the mail server configuration information. CAR uses the configuration information to successfully connect to the e-mail server.

This section describes how to specify e-mail server information.

Procedure

- Step 1** Choose **System > System Parameters > Mail Parameters**.
The Mail Parameters window displays.
- Step 2** In the Mail ID field, enter the e-mail identifier that will be used in the From field when e-mails are sent.
- Step 3** In the Password field, enter the password used to access the server running the e-mail system.



Note CAR does not authenticate the user ID and password. You must disable authentication on the mail server or enter a valid user ID and password.

- Step 4** In the Confirm Password field, enter the same password from [Step 3](#) to confirm.
- Step 5** In the Mail Domain field, enter the domain name for the server running the e-mail system.
- Step 6** In the Main Server Name field, enter the name or IP address of the server running the e-mail system.
- Step 7** To make the changes, click the **Update** button.
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Related Topics

- [Configuring CAR Database Alerts, page 14-24](#)
- [Configuring CDR Database Alerts, page 14-26](#)
- [Configuring Automatic Report Generation/Alert, page 15-12](#)

Configuring the Dial Plan

The default dial plan in CAR specifies the North American numbering plan (NANP). Make sure that the dial plan is properly configured, so call classifications are correct in the reports.



Note If you have modified the default NANP provided in Cisco CallManager Administration, or if you are outside the NANP, be sure to configure the dial plan according to your Cisco CallManager dial plan. At least one condition has to be there to configure the Dial Plan. Refer to the *Cisco CallManager Administration Guide* and the *Cisco CallManager System Guide* for dial plan information.

To configure the dial plan, define the parameters for the outgoing call classifications. Call classifications include international, local, long distance, on net, and others. For example, if local calls in your area are 6 digits in length, you would specify a row in the dial plan as follows:

Condition	No of Digits	Pattern	Call Type
=	6	!	Local

This section describes how to update the CAR dial plan configuration.

Procedure

Step 1 Choose **System > System Parameters > Dial Plan Configuration**.

The Dial Plan Configuration window displays.

Step 2 In the Toll Free Numbers field, enter the numbers in your dial plan that can be placed without a charge.

Step 3 Update the values in the table using the following fields:

- **Condition**—Select the condition of the rule where > represents greater than; < represents less than, and = represents a value that is equal to the specified value in the No of Digits field.
- **No Of Digits**—Choose the number of digits in the directory number to which this rule should be applied. If the number of digits does not impact the rule, specify NA.
- **Pattern**—Enter the pattern used for the call classification, where
 - G—The call is classified as specified in the rule (i.e. G is a wildcard for the gateway area codes specified in the [“Gateway Configuration” section on page 14-8](#)).
 - T—Retrieves the toll-free numbers configured in CAR.
 - !—Signifies multiple digits (any number that is more than 1 digit in length, such as 1234 or 5551234).
 - X—Signifies a single-digit number (such as 0, 1, or 9).
- **Call Type**—Choose the call type if the condition is satisfied.

- Step 4** To add more rows, check the check box in the row below where you want to add rows and click the Add Rows link. To delete a row, check the check box by the row that you want to delete and click the Delete Rows link.



Note CAR classifies calls based on the dialed number as stored in the CDRs. If the dialed digits are different from the digits that are written in CDRs (due to number transformations), then the Dial Plan in CAR should be configured based on how the digits show up in CDRs.

- Step 5** To make the changes, click the **Update** button.

Related Topic

- [Restoring the Default Values for the CAR Dial Plan, page 14-6](#)

Restoring the Default Values for the CAR Dial Plan

If you have modified the default dial plan in CAR, you can restore the default values that are based on the North American numbering plan (NANP).

[Table 14-1](#) provides the default NANP values.

Table 14-1 Default Values for CAR Dial Plan

Condition	No of Digits	Pattern	Call Type
=	5	!	OnNet
=	7	!	Local
=	10	T!	Others
=	10	G!	Local
=	10	!	Long Distance
=	11	T!	Others
=	11	XG!	Local
=	11	!	Long Distance
>	3	011!	International

The following information explains the default table values (see [Table 14-1](#)):

Row 1—If the number of digits dialed is equal to 5 and the pattern is ! (more than one digit, in this case, 5 digits), the call gets classified as on net.

Row 2—If the number of digits dialed is equal to 7 and the pattern is ! (more than one digit, in this case, 7 digits), the call gets classified as Local.

Row 3—If the number of digits dialed is equal to 10 and the pattern is T! (more than one digit, in this case a 10-digit number that starts with a Toll Free number code), the call gets classified as Others.

Row 4—If the number of digits dialed is equal to 10 and the pattern is G! (more than one digit, in this case a 10-digit number that starts with a gateway code), the call gets classified as Local.

Row 5—If the number of digits dialed is equal to 10 and the pattern is ! (more than one digit, in this case an 10-digit number), the call gets classified as Long Distance.

Row 6—If the number of digits dialed is equal to 11 and the pattern is T! (more than one digit, in this case an 11-digit number that starts with a toll-free number code), the call gets classified as Others.

Row 7—If the number of digits dialed is equal to 11 and the pattern is XG! (more than one digit, in this case an 11-digit number that starts with any single digit followed by a gateway code), the call gets classified as Local.

Row 8—If the number of digits dialed is equal to 11 and the pattern is ! (more than one digit, in this case an 11-digit number), the call gets classified as Long Distance.

Row 9—If the number of digits dialed is greater than 3 and that starts with 011, the call gets classified as International.

If none of the conditions gets satisfied, the call is classified as Others.

This section describes how to restore the NANP dial plan values in CAR.

Procedure

Step 1 Choose **System > System Parameters > Dial Plan Configuration**.

The Dial Plan Configuration window displays.

Step 2 Click the **Restore Defaults** button.

The restoration takes effect at midnight.

Related Topics

- [Configuring the Dial Plan, page 14-4](#)
- [Starting or Stopping the CAR Scheduler, page 14-23](#)

Gateway Configuration

Configure the gateways in CAR before using the CAR gateway reports.



Tip

Configure the gateways in CAR for existing Cisco CallManager system gateways. Also, when you add gateways to Cisco CallManager Administration, configure the new gateways in CAR. When gateways are deleted from the Cisco CallManager system, these gateways are automatically removed (and any configuration settings you may have specified) from CAR.

CAR uses the area code information to determine whether calls are local or long distance. You must provide the Number of Ports information for each gateway to enable CAR to generate the Utilization reports.



Note

“G” is a wildcard for the gateway area codes used in Dial Plan configuration.

This section describes how to configure gateways in CAR.

Procedure

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- Step 1** Choose **System > System Parameters > Gateway Configuration**.
- The Gateway Configuration window displays.
- Step 2** In the area code field, enter the area code for each gateway that you want to configure.
- Step 3** To update the area code for all gateways, enter the area code in the Area Code field and click the **Set Area Code** button.
- Step 4** In the Max No. of Ports field, enter the number of ports for each gateway that you want to configure. The Max No of Ports range goes from 1 to 1000.



Note CAR uses the values provided for the gateway when it was added in Cisco CallManager Administration. Therefore, some gateways will already have an area code setting or have a zero for maximum number of ports, depending on the details specified when the gateway was added in Cisco CallManager Administration. CAR does not accept 0 as a value for the maximum number of ports; you may be prompted to change the maximum number of ports for all gateways with a value of zero.

- Step 5** To make the changes, click the **Update** button.
- You can run reports in CAR on any or all of the configured gateways.
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Related Topics

- [QoS By Gateway Configuration, page 17-8](#)
- [Gateway Detail Report Configuration, page 18-2](#)
- [Gateway Summary Report Configuration, page 18-5](#)
- [Gateway Utilization Reports Configuration, page 18-7](#)

Configuring System Preferences

CAR provides default system preferences; however, you may customize the system by specifying values for the system parameters. You can also modify multiple system parameters at the same time.

This section describes how to specify values for system parameters.

Procedure

- Step 1** Choose **System > System Parameters > System Preferences**.
- The System Preferences window displays. The list of available system parameters appears in the Parameter Name list.
- Step 2** In the Parameter Value field, enter the desired values for the parameters as described in [Table 14-2](#).

Table 14-2 System Preferences Parameters

Parameter	Description
ERRORLOGFILESIZE	Enter the maximum size of the error log file in KB, with a range from 1 to 9999. The default is 100 KB. If the file exceeds the specified size limit, an e-mail alert gets sent to the administrator(s). The file will continue to grow in size if error logging continues, and the administrator(s) will receive an alert by e-mail each day that the file exceeds the specified size.
SESSIONTIMEOUT	Enter the time, in seconds, that must pass without any activity before a user is logged out of CAR, with a range from 60 to 86400 (1 minute to 24 hours). The default is 1800 (30 minutes).
COMPANY_NAME	Enter the company name used as header information in reports.

Step 3 Click the **Update** button.

System Scheduler Configuration

The CAR System Scheduler provides the following functions:

- Loads the daily CDR schedule
- Disables the daily CDR schedule
- Schedules the daily report
- Schedules the weekly report
- Schedules the monthly report

**Tip**

Default specifies statistics are enabled, so unless you have disabled the service parameters that control CDR data generation, you do not have to be concerned about enabling the CDR statistics. For more information about statistics service parameters, refer to the *Cisco CallManager Administration Guide*.

**Note**

Loading CDR data can cause performance degradation on the Cisco CallManager server. Cisco recommends that you use the default loading time or schedule the loading to occur at a time when Cisco CallManager performance will be least affected.

Configuring the CDR Load Schedule

By default, CDR data loads every day from midnight to 5 a.m. This section describes how to customize the loading schedule.

Procedure

- Step 1** Choose **System > Scheduler > CDR Load**.
- The Daily CDR Load window displays.
- Step 2** In the Load CDR & CMR area, complete the fields as described in [Table 14-3](#).

Table 14-3 Load CDR & CMR Values

Field	Value
Time	Choose the hour and minute that you want CAR to begin loading CDR data from the Cisco CallManager CDR database.

Table 14-3 Load CDR & CMR Values (continued)

Field	Value
Loading Interval	Choose the interval at which you want records loaded. The interval can range from every 15 minutes to every 24 hours.
Duration	Enter the number of minutes that you want to allow CDR data to load. Depending on the size of the CDR database, CAR performance may degrade when CDRs load. You can limit the time allowed for loading, but in doing so, it is possible that only a portion of the CDR data will be loaded in the time that you set. Be sure to reconcile the duration limit you place with the interval. For example, if you load CDR data every 15 minutes, the duration of loading cannot exceed 15 minutes.

Step 3 In the Uninhibited Loading of CDR area, complete the fields as described in [Table 14-4](#):

Table 14-4 Uninhibited Loading of CDR Values

Field	Value
From	Choose the hour and minute that you want continuous loading of CDR data to begin.
To	Choose the hour and minute that you want continuous loading of CDR data to end.

Uninhibited loading allows you to set a time during which CDR data will load continuously. It will not load CDR data automatically in the duration specified, it will load CDR data uninhibited in the specified duration only if loading starts at

that duration as per settings done in load CDR and CMR area. So, if loading starts at uninhibited loading interval, it will continue to the end of uninhibited loading interval, plus the duration field set in the load CDR and CMR area.

Uninhibited loading take precedence over any values set for scheduled loading. If you do not want uninhibited loading of CDR data, set the From and To values at 00:00.

Step 4 Click the **Update** button.

CAR will load CDR data based on the time, interval, and duration that you have specified. Changes take effect at midnight. You can force the change to take effect immediately by stopping and restarting the CAR Scheduler service.

Related Topics

- [Starting or Stopping the CAR Scheduler, page 14-23](#)
- [Disabling the Loading of CDR Data, page 14-15](#)
- [Enabling the Loading of CDR Data, page 14-16](#)
- [Restoring the Default CDR Load Schedule, page 14-14](#)

Restoring the Default CDR Load Schedule

By default, CDR data loads every day from midnight to 5 a.m. This section describes how to restore the default loading schedule if it was customized.

Procedure

Step 1 Choose **System > Scheduler > CDR Load**.

The Daily CDR Load window displays.

Step 2 Click the **Restore Defaults** button.

CDR data will load every day from midnight to 5 a.m.

Changes take effect at midnight. You can force the change to take effect immediately by stopping and restarting the CAR Scheduler service.

Related Topics

- [Configuring the CDR Load Schedule, page 14-12](#)
- [Starting or Stopping the CAR Scheduler, page 14-23](#)

Disabling the Loading of CDR Data

By default, CDR data loads at midnight on a daily basis; however, you can disable the CDR loading.

**Tip**

Disable CDR loading when you are installing or upgrading the system in the same off-hours that CDR loading normally occurs. Because loading CDRs causes a resource drain on Cisco CallManager resources, you can suspend CDR loads until other operations complete. Of course, the CDR data does not get updated when CDR loading is disabled. Be sure to enable CDR loading again as soon as possible. The CAR tool does not affect the CDR generation in Cisco CallManager.

This section describes how to disable the loading of CDR data.

Procedure

Step 1 Click **System > Scheduler > CDR Load**.

The Daily CDR Load window displays.

Step 2 Check the Disable Loader check box.

Step 3 Click the **Update** button.

CDR data will not load into CAR until you enable CDR loading.

Changes take effect at midnight. You can force the change to take effect immediately by stopping and restarting the CAR Scheduler service.

Related Topics

- [Configuring the CDR Load Schedule, page 14-12](#)
- [Restoring the Default CDR Load Schedule, page 14-14](#)

- [Enabling the Loading of CDR Data](#), page 14-16
- [Starting or Stopping the CAR Scheduler](#), page 14-23

Enabling the Loading of CDR Data

When CDR is enabled, CDR data loads at midnight on a daily basis (by default). This section describes how to enable the loading of CDR data if it was previously disabled.

Procedure

Step 1 Choose **System > Scheduler > CDR Load**.

The Daily CDR Load window displays.

Step 2 Uncheck the Disable Loader check box.

Step 3 Click the **Update** button.

Changes take effect at midnight. You can force the change to take effect immediately by stopping and restarting the CAR Scheduler service.

Related Topics

- [Configuring the CDR Load Schedule](#), page 14-12
- [Restoring the Default CDR Load Schedule](#), page 14-14
- [Disabling the Loading of CDR Data](#), page 14-15
- [Starting or Stopping the CAR Scheduler](#), page 14-23

Scheduling Daily Reports

The Daily Report Scheduler schedules the time and duration of CAR daily reports.



Note

Report generation can degrade Cisco CallManager performance; schedule reports when performance will be least affected.

Before You Begin

Specify the reports to be generated using the Automatic Generation/Alert Option. See [Configuring Automatic Report Generation/Alert, page 15-12](#), for more information.

This section describes how to schedule the time and duration of the automatic daily reports.

Procedure

- Step 1** Choose **System > Scheduler > Daily**.
- The Daily Scheduler window displays.
- Step 2** In the Time field, choose the hour and minute that you want daily reports generated. A 24-hour clock represents time, where 0 equals midnight, and 1 through 11 represent a.m. hours, and 12 through 23 represent the p.m. hours of 1 p.m. through 11 p.m., respectively.
- Step 3** In the Life field, choose the duration of the report from the range of 0 to 12 days. If you set the life of the report to 00, the report does not generate.
- Step 4** Click the **Update** button.

Reports with report generation interval as Daily in Automatic Generation/Alert Option, and enabled, automatically generate every day at the time you specified and get deleted after the number of days that you specified.

Changes take effect at midnight. You can force the change to take effect immediately by stopping and restarting the CAR Scheduler service.

Related Topics

- [Scheduling Weekly Reports, page 14-18](#)
- [Scheduling Monthly Reports, page 14-19](#)
- [Configuring Automatic Report Generation/Alert, page 15-12](#)
- [Disabling Reports, page 14-22](#)
- [Restoring Default Report Schedules, page 14-21](#)
- [Starting or Stopping the CAR Scheduler, page 14-23](#)

Scheduling Weekly Reports

The Weekly Report Scheduler schedules the time and duration of CAR weekly reports.

**Note**

Report generation can degrade Cisco CallManager performance; schedule reports when performance will be least affected.

Before You Begin

Use the Automatic Generation/Alert Option to specify the reports to be generated. See [Configuring Automatic Report Generation/Alert, page 15-12](#), for more information.

This section describes how to schedule the day, time, and duration of the automatic weekly reports.

Procedure

Step 1 Choose **System > Scheduler > Weekly**.

The Weekly Scheduler window displays.

Step 2 In the Day of Week field, choose the day that you want reports generated.

Step 3 In the Time field, choose the hour and minute that you want reports generated. A 24-hour clock represents time, where 0 equals midnight, and 1 through 11 represent a.m. hours, and 12 through 23 represent the p.m. hours of 1 p.m. through 11 p.m., respectively.

Step 4 In the Life field, choose the duration of the report from the range of 00 to 12 weeks. If you choose 00, the report does not generate.

Step 5 Click the **Update** button.

Reports with report generation interval as Weekly in Automatic Generation/Alert Option, and enabled, automatically generate every week at the time you specified and get deleted after the number of weeks that you specified.

Changes take effect at midnight. You can force the change to take effect immediately by stopping and restarting the CAR Scheduler service.

Related Topics

- [Scheduling Daily Reports, page 14-16](#)
- [Scheduling Monthly Reports, page 14-19](#)
- [Disabling Reports, page 14-22](#)
- [Configuring Automatic Report Generation/Alert, page 15-12](#)
- [Starting or Stopping the CAR Scheduler, page 14-23](#)

Scheduling Monthly Reports

The Monthly Report Scheduler schedules the time and duration of CAR monthly reports.

**Note**

Report generation can degrade Cisco CallManager performance; schedule reports when performance will be least affected.

Before You Begin

Use the Automatic Generation/Alert Option to specify the reports to be generated. See [Configuring Automatic Report Generation/Alert, page 15-12](#), for more information.

This section describes how to schedule the day, time, and duration of the automatic monthly reports.

Procedure

Step 1 Choose **System > Scheduler > Monthly**.

The Monthly Scheduler window displays.

Step 2 In the Monthly Bill Generation area, Day of Month field, choose the month that you want the report generated. If this value is set to a day that does not occur in a given month (such as 29, 30, or 31), the report generates on the last day of that month.

- Step 3** In the Monthly Bill Generation area, Time field, choose the hour and minute that you want the report generated. A 24-hour clock represents time, where 0 equals midnight, and 1 through 11 represent a.m. hours, and 12 through 23 represent the p.m. hours of 1 p.m. through 11 p.m., respectively.
- Step 4** In the Monthly Bill Generation area, Life field, choose the duration of the report from the range of 00 to 12 months. If you choose 00, the reports do not generate.
- Step 5** In the Other Monthly Reports area, Day of Month field, choose the day of the month that you want the reports generated. If this value is set to a day that does not occur in a given month (such as 29, 30, or 31), the report generates on the last day of that month.
- Step 6** In the Other Monthly Reports area, Time field, choose the hour and minute that you want reports generated. A 24-hour clock represents time, where 0 equals midnight, and 1 through 11 represent a.m. hours, and 12 through 23 represent the p.m. hours of 1 p.m. through 11 p.m., respectively.
- Step 7** In the Other Monthly Reports area, Life field, choose the life of the report from the range of 00 to 12 months. If you choose 00, the reports do not generate.
- Step 8** Click the **Update** button.

Reports with report generation interval as Monthly in Automatic Generation/Alert Option, and enabled, automatically generate every month at the time you specified and get deleted after the number of months that you specified.

Changes take effect at midnight. You can force the change to take effect immediately by stopping and restarting the CAR Scheduler service.

Related Topics

- [Scheduling Daily Reports, page 14-16](#)
- [Scheduling Weekly Reports, page 14-18](#)
- [Disabling Reports, page 14-22](#)
- [Configuring Automatic Report Generation/Alert, page 15-12](#)
- [Starting or Stopping the CAR Scheduler, page 14-23](#)

Restoring Default Report Schedules

This section describes how to restore the default schedule for automatic generation of daily, weekly, and monthly reports.

Before You Begin

Use the Automatic Report Generation/Alert Option to specify the reports that you want generated. See [Configuring Automatic Report Generation/Alert, page 15-12](#), for more information.

Procedure

- Step 1** To restore the default schedule for daily reports, choose **System > Scheduler > Daily**.
- The Daily Scheduler window displays. The default daily reports run at 1 a.m. and get purged after two days.
- Step 2** Click the **Restore Defaults** button.
- Step 3** To restore the default schedule for weekly reports, choose **System > Scheduler > Weekly**.
- The Weekly Scheduler window displays. The default weekly reports run at 2 a.m. every Sunday and get purged after four weeks.
- Step 4** Click the **Restore Defaults** button.
- Step 5** To restore the default schedule for monthly reports, choose **System > Scheduler > Monthly**.
- The Monthly Scheduler window displays. The default monthly reports run at 2 a.m. on the first day of every month and get purged after two months.
- Step 6** Click the **Restore Defaults** button.
- Changes take effect at midnight. You can force the change to take effect immediately by stopping and restarting the CAR Scheduler service.
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Related Topics

- [Scheduling Daily Reports, page 14-16](#)
- [Scheduling Weekly Reports, page 14-18](#)

- [Scheduling Monthly Reports, page 14-19](#)
- [Disabling Reports, page 14-22](#)
- [Configuring Automatic Report Generation/Alert, page 15-12](#)
- [Starting or Stopping the CAR Scheduler, page 14-23](#)

Disabling Reports

This section describes how to disable the automatic generation of daily, weekly, and monthly reports.

Procedure

Step 1 To disable the generation of daily reports, choose **System > Scheduler > Daily**. The Daily Scheduler window displays.

Step 2 In Life field, choose 00 for days.

Step 3 Click the **Update** button.

Step 4 To disable the generation of weekly reports, choose **System > Scheduler > Weekly**.

The Weekly Scheduler window displays.

Step 5 In Life field, choose 00 for weeks.

Step 6 Click the **Update** button.

Step 7 To disable the generation of monthly reports, choose **System > Scheduler > Monthly**.

The Monthly Scheduler window displays.

Step 8 In Life field, choose 00 for months.

Step 9 Click the **Update** button.

If reports are selected for automatic generation using the Automatic Generation/Alert Option, none get generated.

Changes take effect at midnight. You can force the change to take effect immediately by stopping and restarting the CAR Scheduler service.

Related Topics

- [Scheduling Daily Reports, page 14-16](#)
- [Scheduling Weekly Reports, page 14-18](#)
- [Scheduling Monthly Reports, page 14-19](#)
- [Restoring Default Report Schedules, page 14-21](#)
- [Configuring Automatic Report Generation/Alert, page 15-12](#)
- [Starting or Stopping the CAR Scheduler, page 14-23](#)

Starting or Stopping the CAR Scheduler

Use Control Center to start or stop the CAR Scheduler. The CAR Scheduler forces the changes that you made to take effect immediately by stopping and then restarting the scheduler service.

This section describes how to start or stop the CAR Scheduler.

Procedure

Step 1 Choose **System > Control Center**.

The Control Center window displays indicating the server name or IP address, the service name, and the status of the service.

Step 2 Click the **Start** or **Stop** Service Control button. If you stop a service, any jobs currently scheduled (such as automatic generation of reports, database purge, loading CDRs, or alert notifications) also terminate.



Note By hovering your mouse over the graphic under Service Status, you can tell whether the service is running. A right-facing arrowhead displays when a service is running; a square box displays when a service is stopped.

Step 3 To exit the Control Center and return to the CAR main window, click the **Close** button.

Related Topic

- [System Scheduler Configuration, page 14-11](#)

System Database Configuration

You can configure CAR to notify you when the CAR database size or CDR database size exceeds a percentage of the maximum number of records. You can set the message and the maximum number of records and specify the alert percentage. You cannot edit the maximum number of records for the CDR database from CAR.

Configuring CAR Database Alerts

This section describes how to set an alert for CAR database size.

Before You Begin

If you have not already done so, see [Configuring Automatic Report Generation/Alert, page 15-12](#), for instructions. Alerts by mail are enabled by default.

Procedure

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- Step 1** Choose **System > Database > CAR Database Alert**.
- The CAR Database Alert window displays.
- Step 2** Enter a value for the Max number of rows in Billing Table. The records in excess of this value will be deleted by CAR.
- Step 3** In the Notify Users when number of rows reaches field, enter the percentage of rows that can be filled with data before you are notified. The default is 80%.
- Step 4** To have an e-mail alert sent to all users designated as CAR Administrators, check the Mail to Administrator check box.

When the percentage of rows that can be filled with data has been met, CAR sends an e-mail to the users specified in the To field.

- Step 5** If you want the e-mail alert sent to users who are not administrators, perform [Step 6](#) through [Step 9](#).
- The To field contains the default: CAR Administrator. When CAR is set to the default, an e-mail alert goes to all the users who are designated as CAR Administrators.
- Step 6** To send e-mail to users other than CAR administrators, enter the e-mail ID of those users in the To field, or search for users by clicking the **To** button.
- When you click the **To** button, the User Search window displays.
- Step 7** In the First Name and Last Name boxes, enter characters of the first or last name of the user to whom you want an e-mail alert sent.
- Step 8** Click the **Search** button.
- User Search Results displays in the same page, listing all users who matched the search criteria that you entered.
- Step 9** In the row for the user to whom you want an e-mail alert sent, click the **Select** button.
- The user you chose gets added to the field.
- Step 10** Use the same search results window to search for more users and add to the list of people to be alerted by an e-mail.
- Step 11** When you have added all users, click the **Close** button in the User Search window.
- The users listed in the Search Users window get copied to the To field.
- Step 12** To copy users on the e-mail alert, enter the e-mail ID of those users in the CC field, or search for users by clicking the **CC** button.
- Step 13** Repeat [Step 7](#) through [Step 9](#) to add users to the CC field.
- Step 14** In the Mail Subject field, accept the default, Alert for CAR Database, or enter your own subject message.
- Step 15** In the Mail Message field, accept the default text or enter your own message.
- Step 16** Click the **Update** button.
- When the database reaches the designated size, an e-mail alert using the subject message and text provided in the Mail fields, gets sent to the users listed in the To field.
-

Related Topics

- [Configuring Notification Limits, page 15-14](#)
- [Configuring Mail Server Parameters, page 14-3](#)
- [Configuring CDR Database Alerts, page 14-26](#)
- [Configuring Automatic Report Generation/Alert, page 15-12](#)

Configuring CDR Database Alerts

This section describes how to set an alert for CDR database size.

Before You Begin

If you have not already done so, see [Configuring Automatic Report Generation/Alert, page 15-12](#), for instructions. Alerts by mail are enabled by default.

Procedure

Step 1 Choose **System > Database > CDR Database Alert**.

The CDR Database Alert window displays.

The Max number of rows in CDR Table field is automatically populated from the Cisco CallManager database.

Step 2 In the Notify users when number of rows reaches field, enter the percentage of rows that can be filled with data before you are notified. The default is 80 percent.

Step 3 To have an e-mail alert sent to all users designated as CAR Administrators, check the Mail to Administrator check box.

When the percentage of rows that can be filled with data has been met, an e-mail goes to the users specified in the To field.

Step 4 If you want the e-mail alert sent to users who are not administrators, perform [Step 6](#) through [Step 9](#).

The To field contains the default: CAR Administrator. When CAR is set to the default, an e-mail alert gets sent to all the users who are designated as CAR Administrators.

- Step 5** To send e-mail to users other than CAR administrators, enter the e-mail ID of those users in the To field, or search for users by clicking the **To** button.
- When you click the **To** button, the User Search window displays.
- Step 6** In the First Name and Last Name boxes, enter characters of the first or last name of users to whom you want an e-mail alert sent.
- Step 7** Click the **Search** button.
- User Search Results displays in the same page, listing all users who matched the search criteria that you entered.
- Step 8** In the row for the user to whom you want an e-mail alert sent, click the **Select** button.
- The user you selected gets added to the field.
- Step 9** Use the same search results window to search for more users and add to the list of people to be alerted by an e-mail.
- Step 10** When you have added all users, click the **Close** button in the User Search window.
- The users listed in the Search Users window get copied to the To field.
- Step 11** To copy users on the e-mail alert, enter the e-mail ID of those users in the CC field or search for users by clicking the **CC** button.
- Step 12** Repeat [Step 7](#) through [Step 9](#) to add users to the CC field.
- Step 13** In the Mail Subject field, accept the default, Alert for CAR Database, or enter your own subject message.
- Step 14** In the Mail Message field, accept the default text or enter your own message.
- Step 15** Click the **Update** button.
- When the database reaches the designated size, an e-mail alert using the subject message and text provided in the Mail fields, gets sent to the users listed in the To field.
-

Related Topics

- [Configuring Mail Server Parameters, page 14-3](#)
- [Configuring CAR Database Alerts, page 14-24](#)
- [Configuring Automatic Report Generation/Alert, page 15-12](#)
- [Configuring Notification Limits, page 15-14](#)

Configuring Automatic Database Purge

This section describes how to schedule automatic purging of the CDR and CAR databases.

Procedure

Step 1 Choose **System > Database > Database Purge**.

The Database Purge window displays.

Step 2 In the Delete CDR Records older than field of the Automatic Database Purge area, enter the age, in days, of the CDR records that you want to purge from the database. CAR deletes only records older than the specified number of days.

Step 3 In the Delete CAR Records older than field of the Automatic Database Purge area, enter the age, in days, of the CAR records that you want to purge from the database. CAR deletes only records older than the specified number of days.

Step 4 Click the **Update** button.

The values specified are saved. The CAR Scheduler checks the age of the records as set here daily and deletes the records that exceed this age. The deletion is done at the same time that the Daily report generation is set, as in the [“Scheduling Daily Reports”](#) section on page 14-16.

Related Topics

- [Configuring Manual Database Purge, page 14-29](#)
- [Disabling Automatic Database Purge, page 14-29](#)
- [Restoring Database Purge Defaults, page 14-30](#)
- [Starting or Stopping the CAR Scheduler, page 14-23](#)

Disabling Automatic Database Purge

This section describes how to disable automatic purging of the CAR and CDR databases.

Procedure

- Step 1** Choose **System > Database > Database Purge**.
- The Database Purge window displays.
- Step 2** To disable automatic CDR database purge, check the Disable CDR Purge check box in the Automatic Database Purge area.
- Step 3** To disable automatic CAR database purge, check the Disable CAR Purge check box in the Automatic Database Purge area.
- Step 4** Click the **Update** button.
-

Related Topics

- [Configuring Automatic Database Purge, page 14-28](#)
- [Configuring Manual Database Purge, page 14-29](#)
- [Restoring Database Purge Defaults, page 14-30](#)
- [Starting or Stopping the CAR Scheduler, page 14-23](#)

Configuring Manual Database Purge

This section describes how to manually purge the CAR or CDR database.

Procedure

- Step 1** Choose **System > Database > Database Purge**.
- The Database Purge window displays.
- Step 2** In the Select Database field, choose the CAR or CDR database to manually purge.
- Step 3** In the Select Table field, choose the table in the database that you want purged.

- Step 4** Click the **Table Information** button.
- The Table Information window displays. The window displays the tables for which manual purge is permitted, the total number of records in the table, and the latest record and oldest record in the table.
- Step 5** To return to the Database Purge window, click the **Close** button.
- Step 6** In the Delete records older than field, choose a date that will determine which records will be purged.
- Step 7** Click the **Purge** button to delete all records older than the date that you specified.
- A prompt advises you that you are about to permanently delete the specified records.
- Step 8** Click the **OK** button to purge the records or click the **Cancel** button to abort the purge operation.
- If you click **OK**, the records get purged from the selected table. After successful deletion of records, the status message shows the number of records deleted from the table.
-

Related Topics

- [Configuring Automatic Database Purge, page 14-28](#)
- [Disabling Automatic Database Purge, page 14-29](#)
- [Restoring Database Purge Defaults, page 14-30](#)

Restoring Database Purge Defaults

This section describes how to restore the default values for automatic database purging. Disabled is the default value for automatic database purge.

Procedure

- Step 1** Choose **System > Database > Database Purge**.
- The Database Purge window displays.
- Step 2** In the Automatic Database Purge area, click the **Restore Defaults** button.

The changes take effect immediately.

Related Topics

- [Configuring Automatic Database Purge, page 14-28](#)
- [Disabling Automatic Database Purge, page 14-29](#)
- [Configuring Manual Database Purge, page 14-29](#)
- [Starting or Stopping the CAR Scheduler, page 14-23](#)

System Log Screens

CAR provides logs that can be used to track the status of the various activities. The event log tracks events triggered by the CAR Scheduler, such as automatically generated reports, loading of CDRs, database alerts notifications, report deletions, and database purging. The error log tracks errors that CAR encountered while performing various tasks. It also tracks errors that CAR encountered while loading CDR data. The error log assists with debugging and diagnosing problems in CAR functionality.

Related Topics

- [Generating the Event Log, page 14-31](#)
- [Generating the Error Log, page 14-33](#)

Generating the Event Log

The event log provides a report on the status of the activities controlled by the CAR scheduler. The event log report shows whether the tasks have started, completed successfully, or are in progress.

This section describes how to generate the event log report.

Procedure

- Step 1** Choose **System > Log Screens > Event Log**.

The Event Log window displays.

- Step 2** Click on the **Daily** radio button to choose daily jobs; the **Weekly** radio button to choose weekly jobs; and the **Monthly** radio button to choose monthly jobs.
- Step 3** In the List of Jobs area, choose the tasks for which you want information.
- Step 4** To add the chosen task to the Selected Jobs area, click the right arrow icon.
- Step 5** To remove tasks from the Selected Jobs area, choose the task that you want removed and click the left arrow icon.
- Step 6** To add tasks with a different frequency, repeat [Step 2](#) through [Step 4](#). For example, you can have daily reports and reports that include monthly or weekly tasks.
- Step 7** Choose the status to include in the report. You must choose at least one of the statuses as described in [Table 14-5](#).



Note All the jobs are selected by default.

Table 14-5 Event Log Report Status

Status	Description
Completed	If this check box is checked, the event log report includes tasks that have completed.
In Progress	If this check box is checked, the event log report includes tasks that are currently in progress.
Unsuccessful	If this check box is checked, the event log report includes tasks that have failed.

- Step 8** Choose a date range by choosing From and To values.
- Step 9** Click the **OK** button to generate the event log report.

The event log displays information about the chosen tasks. Print the log by right-clicking on the screen and choosing Print.

Related Topic

- [Generating the Error Log, page 14-33](#)

Generating the Error Log

The error log provides a report on the errors that CAR encountered while performing various tasks. You can use this information to assist with troubleshooting the system when problems occur.

This section describes how to generate the error log report.

Procedure

-
- Step 1** Choose **System > Log Screens > Error Log**.
- The Error Log window displays.
- Step 2** In the List of Modules area, choose the modules for which you want information.
- Step 3** To add the chosen module to the Selected Modules area, click the right arrow icon.
- Step 4** To remove tasks from the Selected Modules area, choose the module that you want removed and click the left arrow icon.
- Step 5** In the List of Users area, choose the users for which you want information.
- Step 6** To add the chosen user to the Selected Users area, click the right arrow icon.
- Step 7** To remove users from the Selected Users area, choose the user that you want removed and click the left arrow icon.
- Step 8** Choose a date range by selecting From and To values.
- Step 9** Click the **OK** button to generate the error log report.
- The error log displays information about the chosen modules and users. Print the log by right-clicking on the screen and choosing Print.
-

Related Topics

- [Understanding the Error Log Output, page 14-34](#)
- [Understanding the Error Log Details, page 14-35](#)
- [Generating the Event Log, page 14-31](#)

Understanding Log Reports

This section provides information about the event and error log reports.

Understanding the Event Log Output

Table 14-6 describes the event log report output.

Table 14-6 Event Log Report Output

Status	Description
SI No	Serial number.
Jobs	Name of the task.
Start Time	Time the task started.
End Time	Time the task ended.
Status	Unsuccessful, in progress, completed
Date	Date the task was scheduled.

Understanding the Error Log Output

Table 14-7 describes the error log report output.

Table 14-7 Error Log Report Output

Status	Description
SI No	Serial number.
Module Name	The name of the module that generated the error.

Table 14-7 Error Log Report Output (continued)

Status	Description
Message	The description of the error and a recommended resolution.
Details	A link to the error log details that displays the serial number, error code, and other error details. See Understanding the Error Log Details, page 14-35 , for more information.

Understanding the Error Log Details

[Table 14-8](#) describes the error log report details.

Table 14-8 Error Log Report Details

Status	Description
SI No	Serial number.
Error Code	The code assigned to the error message.
User Message	Brief message to the user, explaining the error.
Program Name	The program that generated the error.
User	The user name who was logged on when this error occurred.
Time	The precise date and time that the error was generated.

