



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 19-1](#)
- [Configuring CDR Search By Gateway, page 19-3](#)
- [Configuring CDR Search by Cause for Call Termination, page 19-4](#)

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 14-11](#), 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 Extension(s)** button. You can delete all items from the Report Criteria box by clicking the **Remove All Extensions** 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-24](#)

- [Media Information, page A-26](#)
- [CDR and CMR Dump Tables, page A-27](#)
- [Configuring CDR Search By Gateway, page 19-3](#)
- [Configuring CDR Search by Cause for Call Termination, page 19-4](#)

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 down arrow icon 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.

Related Topics

- [Understanding the Results for CDR Search, page A-24](#)
- [Media Information, page A-26](#)
- [CDR and CMR Dump Tables, page A-27](#)
- [Configuring CDR Search By User Extension, page 19-1](#)
- [Configuring CDR Search by Cause for Call Termination, page 19-4](#)

Configuring CDR Search by Cause for Call Termination

Only CAR administrators use the CDR Search by Cause for Call Termination feature.

This section describes how to search for information about the cause for termination of a call.

Procedure

Step 1 Choose **CDR Search > By Cause for Call Termination**.

The Cause for Call Termination window displays.

Step 2 To search for the cause(s) of the termination of a call, highlight the cause(s) in the list of call termination causes.



Tip

You can select more than one cause by clicking the causes you want while holding down the Ctrl key on your keyboard. You can also select all causes in the list by holding down the Shift key while clicking all causes.

Step 3 With the desired cause(s) highlighted, click the down arrow icon above the Selected Call Termination Causes box.

The cause(s) you chose display in the Selected Call Termination Causes list.

Step 4 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 5 Click **OK**.

The Call Termination Details window displays the Report Criteria for which the report has been generated, along with the total number of calls that have been placed in the given time range. See the [“Viewing Call Termination Details” section on page 19-5](#).

Related Topics

- [Understanding the Results for CDR Search, page A-24](#)
- [Media Information, page A-26](#)
- [CDR and CMR Dump Tables, page A-27](#)
- [Configuring CDR Search By User Extension, page 19-1](#)
- [Configuring CDR Search By Gateway, page 19-3](#)
- [Mailing a Report, page 16-20](#)
- [Viewing Call Termination Details, page 19-5](#)

Viewing Call Termination Details

This section describes how to view the call termination details.

Before You Begin

Follow the steps in the [“Configuring CDR Search by Cause for Call Termination” section on page 19-4](#). This brings you to the Call Termination Details window, that lists the report criteria for which the report has been generated, along with the total number of calls that have been placed in the given time range.

Procedure

- Step 1** In the Select CDRs field, check the checkbox beside the individual CDRs you want to view; or, if you want to view all the CDRs in the list, check the Select CDRs check box.
- Step 2** Once you have chosen the CDRs you want to view, click **View CDRs**. The CDR-CMR Search Results window displays. From this window, you can view the media information and the CDR-CMR dump records by clicking the **Others** and **View** links. Refer to the [“Understanding the CDR Search Results”](#) section on [page A-24](#) for information on how to read CDR search results reports.
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Related Topics

- [Media Information, page A-26](#)
- [CDR and CMR Dump Tables, page A-27](#)
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