



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.



Note CAR does not handle iDivert calls (feature to divert calls to voice messaging system) and treats them as normal calls. The part of the call after iDivert feature gets activated may not get charged to the correct party.

This chapter contains the following topics:

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Note

You can view CAR reports in either PDF or CSV format. PDF format limits the number of records in the CAR reports to 5000, and CSV format limits the records to 20,000. If the number of records exceeds these limits, a message displays to

inform you that the results are truncated. To avoid this, you can reduce the date range and generate the reports, or, if you are using PDF format, you can use CSV format instead.

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 Topic

- [Uninstalling the CDR Analysis and Reporting \(CAR\) Plugin, page 15-3](#)

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 15-2](#)
- [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 15-1](#).

Table 15-1 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

Only CAR administrators have administrative privileges on CAR. Individual users can log onto CAR using the user ID and password they use to access Cisco CallManager Administration; however, they can only be granted administrative privileges by a CAR administrator. The initial logon to CAR requires the use of a specific user ID and password.

**Note**

To grant administrative privileges to users, you must first log onto CAR using **admin** as the initial user name and password. Log onto CAR using this user name and password to grant CAR administrator rights to user(s) for the first time. This user ID and password will only work when there are no CAR administrators configured in the system. Once one or more users have been granted administrator rights, this initial logon (**admin, admin**) will be disabled. At this point, only CAR administrators (users who have been granted administrator rights initially using **admin, admin**, can grant CAR administrator rights to other users.

See the [“Granting Administrator Rights” section on page 16-2](#), for information on how to grant users administrative privileges.

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 15-7.

Related Topics

- [Accessing the Initial User ID and Password](#), page 15-4
- [Administrator and User Procedure](#), page 15-7
- [Logging On to CAR](#), page 15-7
- [Logging Out of CAR](#), page 15-8

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 15-6.

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 15-7.
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Related Topics

- [Accessing the Initial User ID and Password](#), page 15-4
- [Administrator Procedure](#), page 15-6
- [Logging On to CAR](#), page 15-7
- [Logging Out of CAR](#), page 15-8

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 15-4](#)
- [Loading the CDR Analysis and Reporting Tool, page 15-5](#)
- [Logging Out of CAR, page 15-8](#)

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.
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Related Topics

- [Accessing the Initial User ID and Password, page 15-4](#)
- [Loading the CDR Analysis and Reporting Tool, page 15-5](#)
- [Logging On to CAR, page 15-7](#)

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.
