Preface

This preface describes the purpose, audience, organization, and conventions of this guide, and provides information on how to obtain related documentation.

Note This document may not represent the latest available Cisco product information. You can obtain the most current documentation by accessing the Cisco product documentation page at this URL: http://www.cisco.com/en/US/products/sw/voicesw/tsd_products_support_category_home.html

The preface covers these topics:

Purpose

The *CDR Analysis and Reporting Administration Guide* describes how to configure and use Cisco Unified Communications Manager CDR Analysis and Reporting (CAR), a tool that is used to create user, system, device, and billing reports. Use this guide in conjunction with the following documents:

- *Cisco Unified Serviceability Administration Guide*—This document provides descriptions and procedures for configuring alarms, traces, SNMP, and so on, through Cisco Unified Serviceability.
- *Cisco Unified Communications Manager Call Detail Records Administration Guide*—This document provides definitions and examples of Call Detail Records (CDRs) and Call Management Records (CMRs).
- *Cisco Unified Cisco Unified Real-Time Monitoring Tool Administration Guide*—This document describes how to use RTMT, a tool that allows you to monitor many aspects of the system (critical services, alerts, performance counters, and so on).
- *Cisco Unity Connection Serviceability Administration Guide*—This document provides descriptions and procedures for using alarms, traces, reports, and so on, through Cisco Unity Connection Serviceability.

Audience

The *CDR Analysis and Reporting Administration Guide* provides information for administrators who are responsible for managing and supporting CAR and call detail records (CDRs). Network engineers, system administrators, or telecom engineers use this guide to learn about, and administer, CAR features. CAR administrators, managers, and end users use CAR to generate certain reports.

Organization

The following table shows how this guide is organized.

Chapter	Description
Chapter 1, "CDR Analysis and Reporting Overview"	Provides an overview of CDR Analysis and Reporting, a tool that is used to create user, system, device, and billing reports.
Chapter 2, "Configuring the CDR Analysis and Reporting Tool"	Provides the procedures for configuring the CDR Analysis and Reporting (CAR), CDR service and enterprise parameters and for logging in and out of CAR.
Chapter 3, "Understanding CAR User Reports"	Assists the user in understanding the purpose of CAR User reports and how they are organized.
Chapter 4, "Configuring Bills User Reports"	Provides procedures for configuring Individual Bills and Department Bills CAR User reports.
Chapter 5, "Configuring Top N User Reports"	Provides procedures for configuring Top N by Charge, Top N by Duration, and Top N by Number of Calls CAR User reports.
Chapter 6, "Configuring Cisco Unified Communications Manager Assistant User Reports"	Provides procedures for configuring Cisco Unified Communications Manager Assistant Usage CAR User reports.
Chapter 7, "Configuring Cisco IP Phone Service User Reports"	Provides procedures for configuring Cisco IP Phone CAR User reports.
Chapter 8, "Reviewing User Reports Results"	Describes the results of CAR User reports and provides examples of each report.
Chapter 9, "Understanding CAR System Reports"	Assists the user in understanding the purpose of CAR System reports and how they are organized.
Chapter 10, "Configuring QoS System Reports"	Provides procedures for configuring the QoS Detail, QoS Summary, QoS by Gateway, and QoS by Call Types CAR system reports.
Chapter 11, "Configuring Traffic System Reports"	Provides procedures for configuring the Traffic Summary and Traffic Summary by Extensions CAR system reports.
Chapter 12, "Configuring FAC/CMC System Reports"	Provides procedures for configuring the Client Matter Code, Authorization Code Name, and Authorization Level CAR System reports.
Chapter 13, "Configuring Malicious Call Details System Reports"	Provides procedures for configuring the Malicious Call Details CAR System report.
Chapter 14, "Configuring Precedence Call Summary System Reports"	Provides procedures for configuring the Precedence Call Summary CAR System report.
Chapter 15, "Configuring System Overview System Reports"	Provides procedures for configuring the System Overview CAR System reports.

Chapter	Description
Chapter 16, “Configuring CDR Error System Reports”	Provides procedures for configuring the CDR Error CAR System report.
Chapter 17, “Reviewing System Reports Results”	Describes the results of the CAR System reports and provides examples of each report.
Chapter 18, “Understanding CAR Device Reports”	Assists the user in understanding the purpose of CAR Device reports and how they are organized.
Chapter 19, “Configuring Gateway Device Reports”	Provides procedures for configuring the Gateway Detail, Gateway Summary, and Gateway Utilization CAR Device reports.
Chapter 20, “Configuring Route Plan Device Reports”	Provides procedures for configuring the Route and Line Group Utilization, Route/Hunt List Utilization, and Route Pattern/Hunt Pilot Utilization CAR Device reports.
Chapter 21, “Configuring Conference Bridge Device Reports”	Provides procedures for configuring the Conference Call Details and Conference Bridge Utilization CAR Device reports.
Chapter 22, “Configuring Voice Messaging Utilization Device Reports”	Provides procedures for configuring the Voice Messaging Utilization CAR Device report.
Chapter 23, “Reviewing CAR Device Reports Results”	Describes the results of the CAR Device reports and provides examples of each report.
Chapter 24, “Understanding CDRs”	Assists the user in understanding Call Detail Records (CDRs) and how they are created.
Chapter 25, “Configuring CDR Search”	Provides procedures for configuring CAR CDR Search by User Extension, by Gateway, by Cause for Call Termination, by Call Precedence Levels, and by Malicious Calls.
Chapter 26, “Configuring the Export of CDR/CMR Records”	Provides procedures for exporting CDR and CMR records and viewing the results of the exported records.
Chapter 27, “Reviewing CDR Search Results”	Assists the user in understanding the results of CDR Search.
Chapter 28, “Configuring CAR System Parameters”	Provides procedures for configuring the Mail Server Parameters, the Dial Plan, the Gateways, and the CAR System Preferences.
Chapter 29, “Configuring the CAR System Scheduler”	Provides procedures for configuring the CDR Load Schedule and scheduling daily, weekly, and monthly reports.
Chapter 30, “Configuring the CAR System Database”	Provides procedures for manually purging or reloading the CAR system database and configuring the automatic system database purge.
Chapter 31, “Generating the CAR System Event Log”	Provides procedures for generating the CAR system Event Log.
Chapter 32, “Understanding the CAR Reports Configurations”	Assists the user in understanding the purpose of CAR reports and how they are configured.
Chapter 33, “Configuring the CAR Rating Engine”	Provides procedures for setting the base rate and duration and factoring the time of day and voice quality into the call cost.
Chapter 34, “Configuring the CAR Reports QoS Values”	Provides procedures for configuring the quality of service parameters, including lost packets, jitter, and latency values for CAR reports.

Chapter	Description
Chapter 35, "Configuring the Automatic Generation of CAR Reports and Alerts"	Provides a list of all reports that are available for automatic generation, the procedures for configuring the automatic generation of CAR reports, and how to enable and disable alerts by e-mail.
Chapter 36, "Configuring CAR Reports Notification Limits"	Provides procedures for configuring the QoS and daily charge notification limits for administrator e-mail alerts for various CAR reports.

Related Documentation

See the *Cisco Unified Communications Manager Documentation Guide* for additional Cisco Unified Communications Manager documentation. The following URL shows an example of the path to the documentation guide:

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/<release #>/doc_gd/index.htm

For additional Cisco Unity Connection documentation, see the *Cisco Unity Connection Documentation Guide* at http://www.cisco.com/en/US/products/ps6509/products_documentation_roadmaps_list.html

Conventions

This document uses the following conventions:

Convention	Description
boldface font	Commands and keywords are in **boldface**.
italic font	Arguments for which you supply values are in *italics*.
[ ]	Elements in square brackets are optional.
{ x | y | z }	Alternative keywords are grouped in braces and separated by vertical bars.
[x | y | z]	Optional alternative keywords are grouped in brackets and separated by vertical bars.
string	A nonquoted set of characters. Do not use quotation marks around the string or the string will include the quotation marks.
`screen` font	Terminal sessions and information the system displays are in `screen` font.
`boldface screen` font	Information you must enter is in **`boldface screen`** font.
italic screen font	Arguments for which you supply values are in *italic screen* font.
——→	This pointer highlights an important line of text in an example.
^	The symbol ^ represents the key labeled Control—for example, the key combination ^D in a screen display means hold down the Control key while you press the D key.
< >	Nonprinting characters, such as passwords, are in angle brackets.

Notes use the following conventions:

Note Means *reader take note*. Notes contain helpful suggestions or references to material not covered in the publication.

Timesavers use the following conventions:

Timesaver Means *the described action saves time*. You can save time by performing the action described in the paragraph.

Tips use the following conventions:

Tip Means *the information contains useful tips.*

Cautions use the following conventions:

Caution Means *reader be careful*. In this situation, you might do something that could result in equipment damage or loss of data.

Warnings use the following conventions:

Warning **This warning symbol means danger. You are in a situation that could cause bodily injury. Before you work on any equipment, you must be aware of the hazards involved with electrical circuitry and familiar with standard practices for preventing accidents.**

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at

http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop by using a reader application. You receive the RSS feeds as a free service, and Cisco currently supports RSS version 2.0.

Cisco Product Security Overview

This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute or use encryption. Importers, exporters, distributors and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

Further information regarding U.S. export regulations may be found at http://www.access.gpo.gov/bis/ear/ear_data.html.