

# CallManager Issue Resolution with CDR and ART FAQ

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Related Information

## Introduction

This document contains frequently asked questions regarding common problems encountered with the Cisco CallManager Call Detail Records (CDR) and the Administrator Reporting Tool (ART).

**Note:** The information provided in this document is based on Cisco CallManager 3.x.

## Q. What is the default or initial CDR username and password?

A. The default or initial username for the CDR Analysis and Reporting tool is **admin**, and the default password is also **admin**.

## Q. ART has stopped recording, and I receive an error message. How can I resolve this problem?

A. ART can cease to record for several reasons. These are possible causes and solutions:

- ◆ Ensure that the ART scheduler service is running and CDR is enabled, along with the CDR Loader in the CDR Analysis and Reporting (CAR) tool. For more information on this, refer to the "Configuring CDR Service Parameters" section of CDR Analysis and Reporting.
- ◆ If the ART scheduler service is not installed in **Start > Programs > Admin Tools > Services**, follow these steps to install the service:
  1. Open a DOS window and follow this path:  
c:\CiscoWebs\art\SchedulerService.
  2. Run a **dir** command and verify that there is a file called wrapper.properties.
  3. Enter **ART\_Scheduler\_Service.exe -i ART\_Scheduler\_Service wrapper.properties**.
  4. Issue the **-net start ART\_Scheduler\_Service** command to start this service.
  5. Verify that you can see the ART scheduler service in the Services window under **Admin Tool > Services**.
- ◆ It is possible that there is broken Open DataBase Connectivity (ODBC). If this is the case, manually test the ART delivery status notifications (DSNs). Follow these steps to do so:
  1. Open **Settings > Control Panel > Administrative Tools > Data Sources (ODBC)**.
  2. Select **System DSN** from the ODBC Data Source Administrator.
  3. Select **ART System Data Source** and click **Configure**.
  4. Select **Next** repeatedly (do not make any changes in the settings), until the final window appears with the option to **Test Data Source...**
  5. Click **Test Data Source...** and ensure the message TESTS COMPLETED SUCCESSFULLY! appears.
  6. Click **OK** and then cancel all the windows, which leaves only the ODBC Data Source Administrator window open.
  7. Repeat steps 3 through 6 with ARTCCM1 and ARTCCM2.

## Q. What is a globalCallId\_ClusterId ?

A. In Cisco CallManager, **globalCallId\_ClusterId** specifies a unique ID that identifies a cluster of Cisco CallManagers. These fields make up this unique key: GlobalCallId\_ClusterId + GlobalCallId\_CMId + GlobalCallId\_CallId. This parameter is embedded in the Cisco CallManager call processing code and should not be modified either within the CallManager itself or in the SQL database table as a parameter/attribute.

## Q. How can I manually purge the ART database?

A. In order to manually purge the ART database, first run these ART table purge queries from the Structured Query Language (SQL) Analyzer, and select the database named "art":

- ◆ delete from Tbl\_Load\_History
- ◆ delete from Tbl\_Dump\_PkID
- ◆ delete from Tbl\_Error\_Id\_Map
- ◆ delete from Tbl\_Billing\_Data
- ◆ delete from Tbl\_Billing\_Error
- ◆ delete from Tbl\_Dump\_CallDetailRecord
- ◆ delete from Tbl\_Dump\_CallDetailRecordDiagnostic

Restart the ART scheduler (Cisco CDR Analysis and Reporting (CAR) scheduler) service. Ideally, it begins to load CDRs as per your CDR load setting.

**Note:** It is advisable to perform this process after hours, so that it does not impact normal call processing. Based on the number of CDRs and the CDR load settings, it can take some time and some number of CDR load cycles to completely load all the CDRs.

## Q. How do I resolve the "Data is not available for the date range selected" error message?

A. This error can result from these situations:

- ◆ CDR is not enabled properly.
- ◆ Data is not synchronized between the CDR and ART databases.
- ◆ The **Comments** column of the **CallDetailRecord** table has data that exceeds 256 characters.

In order to find out which issue is responsible for the problem and the appropriate workaround, refer to Data is Absent in Reports Created by the CAR Tool.

## Q. How are calls classified?

A. Call classification is done by ART. Calls must be classified in this manner:

- ◆ If no configured gateways are found, classify the call as internal.
- ◆ If both the origination and destination devices are gateways, classify the call as tandem.
- ◆ If both the origination and destination devices are not gateways, classify the call as internal.
- ◆ If only the origination device is a gateway, classify the call as incoming.
- ◆ If only the destination device is a gateway, the call is an outgoing call. Classify the outgoing call as per the dial plan configuration.

## Q. In "Quality of Service (QoS) based on Gateway" in ART, why are the origination Call Management Record (CMR) fields empty for H.323?

A. CMRs are supported only for IP phones and Media Gateway Control Protocol (MGCP) devices and gateways in Cisco CallManager, which is why CMR values are not seen for H.323 gateways.

## Q. Is there a list of useful logs and traces for Technical Support to review?

A. These logs and traces are helpful:

- ◆ C:\ciscowebs\art\art.ini

- ◆ C:\ciscowebs\art\SchedulerService\wrapper.properties
- ◆ C:\ciscowebs\art>ErrorLog.txt
- ◆ C:\ciscowebs\art\SchedulerService\ARTSchError.log
- ◆ C:\ciscowebs\art\SchedulerService\ARTSchOutPut.log
- ◆ C:\ciscowebs\CAR\_Install\_Log.log

Other files that can be useful are the CDRinsert, Database Layer (DBL), and Cisco CallManager and Synchronous Data Link (SDL) traces.

For more information on how to set up traces, refer to Set Up Cisco CallManager Traces for Cisco Technical Support.

## **Q. What are the most current bugs related to the CDR Analysis and Reporting (CAR) tool?**

**A.** These are the most current and relevant Cisco bug IDs and the issues addressed by each:

- ◆ CSCeb54778 ( registered customers only) CDR Analysis and Reporting (CAR) menu option not showing up
- ◆ CSCea55522 ( registered customers only) art\_log.ldf file grows very large, CAR records may stop purging
- ◆ CSCdx22199 ( registered customers only) High CPU from java.exe after reboot
- ◆ CSCdx48882 ( registered customers only) Manual purge of CDR data spikes the CPU to 100%
- ◆ CSCdy60211 ( registered customers only) High CPU issues when running reports in ART
- ◆ CSCeb43209 ( registered customers only) High CPU usage by Java when Cisco Telephony Integration Enabled Users report is opened
- ◆ CSCea06051 ( registered customers only) stiBackup does not purge files after backup
- ◆ CSCed51086 ( registered customers only) CAR report taking high CPU on the Active Directory (AD)
- ◆ CSCsb99593 ( registered customers only) CAR 4.1(0.34) stops loading CDRs–Comment col. need to support 2048 chars

## **Q. How do I troubleshoot the Customer KErrorNotCDRPrimary - Insert CDR service is being run on a server that is not CDR primary error message?**

**A.** This error message occurs if you run the CDR Insert service on servers other than the publisher. In order to resolve this issue, make sure to de-activate the CDR Insert service on all nodes except the publisher server.

## **Q. How do I troubleshoot the Error 1069: The service did not start due to a logon failure CDR error message?**

**A.** This error message might appear when the CDR is assigned a different service account login and password than the other built-in service accounts. In order to resolve the issue, you can use the Admin Utility to synchronize all the core service passwords throughout the cluster. If this does not solve the issue, you need to reinstall the CDR plug-in.

**Note:** The Admin Utility works best when you select all of the service accounts for password reset. It is recommended to do the procedure during off-peak hours because the utility will restart all of the services.

**Q. How do I troubleshoot the The machine on which CAR is being installed is not a publisher error message in the CAR install log when trying to install the CAR plug-in on a Cisco CallManager server?**

A. In order to resolve this issue, make sure that:

1. The server name is the same in the database and in the server.
2. The server name does not contain an underscore. The usage of the underscore character in NetBIOS names is not recommended, as some SQL stored procedures use the character to prepend or append part of their queries.
3. The replication works fine between the Publisher and the Subscriber server. If the replication is broken between Publisher and Subscriber, then you will receive an error stating the CDR/CAR is not able to recognize the Publisher server even if we are installing it on a Publisher server. You need to use DBLHelper in order to re-establish the broken replication.

**Q. How do I troubleshoot the Too much data and it will be truncated error message when running a CAR report?**

A. There is a limit for the PDF and CSV reports in the CDR. The limit is 5000 records for the PDF report and 20,000 records for the CSV report. If the number of records exceeds these values, you will receive the Too much data and it will be truncated error message.

**Q. How do I troubleshoot the HTTP status 500 - Internal Server Error error message while I access the CAR report?**

A. If you receive the HTTP status 500 - Internal Server Error error message while you access the CAR reports, you need to restart the Cisco Tomcat Service from **Start > Programs > Administrative Tools > Services** in order to resolve the issue.

**Note:** This issue can also occur when you try to add the CDR server to the Unified Communications Manager cluster with an server. In this case, if you start the server, it resolves the issue.

**Q. The CDR reports show undefined\_user as the phone login for all originating calls. How do I troubleshoot this issue?**

A. With Cisco Callmanager 5.x, the **Owner User ID** field in the User Configuration page is used in order to link the extension to the user in the CDR. You must have a device/phone with the **Owner User ID** field populated, or undefined\_user appears as the phone login in the CDR reports. Make sure the **Owner User ID** field of your device/phone is populated. If not, configure the phone with this field populated, and run the CDR report again.

**Q. How do I prevent excessive growth of the CDR and ART Database?**

A. In order to prevent the excessive growth of the CDR database, you can go to **CCMAdmin > Service Parameters**, select **Cisco Database Layer Monitor** as the service and set the **Max CDR Records**. Also, on CAR you can use the automatic purge for CDR and CAR which

always deletes records that are of certain age.

**Note:** The difference between the growth restriction from SQL and the settings within CAR is that if size is restricted from SQL, new records cannot be added to the database, while if you purge old records with CAR, it deletes old records and always allows new records on the database.

## Q. Why does CDR not send reports through email and display error 1001?

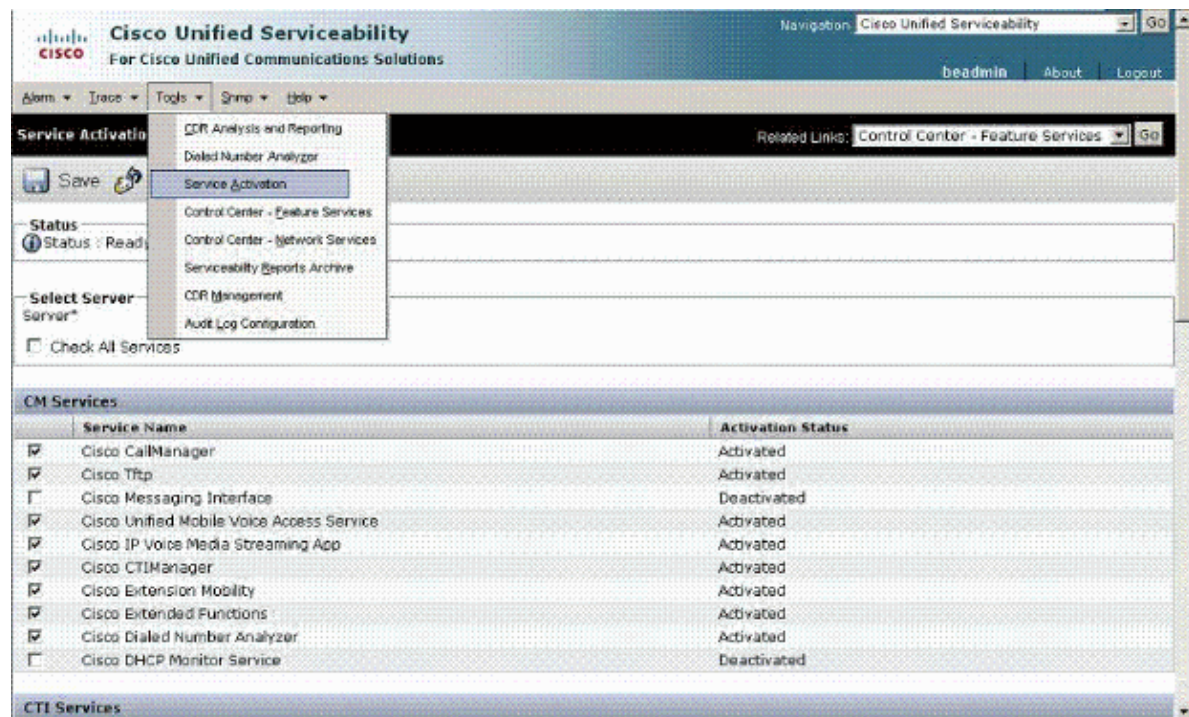
A. In order to resolve this issue, make sure that:

- ◆ Company Name is entered under System> System Parameters>System Preferences.
- ◆ You can ping the Mail Server from the Cisco CallManager.
- ◆ The **Mail Domain** field under Mail Parameters is not empty.
- ◆ The **Mail ID** is added without the domain name.

## Q. How do I troubleshoot when the CDR tool does not appear on the Cisco Unified Communication Manager Serviceability page?

A. In order to resolve this issue, you need to activate the **CAR Web Service** from the Cisco Unified Communication Manager Serviceability page. Complete these steps:

1. On the Cisco Unified Communication Manager Serviceability page, choose **Tools > Service Activation**.



The screenshot shows the Cisco Unified Serviceability web interface. The top navigation bar includes 'Tools' and 'Service Activation'. A dropdown menu is open under 'Tools', with 'Service Activation' selected. Below the menu, there is a table titled 'CM Services' with columns for 'Service Name' and 'Activation Status'. The table lists various services and their current status.

Service Name	Activation Status
<input checked="" type="checkbox"/> Cisco CallManager	Activated
<input checked="" type="checkbox"/> Cisco Tftp	Activated
<input type="checkbox"/> Cisco Messaging Interface	Deactivated
<input checked="" type="checkbox"/> Cisco Unified Mobile Voice Access Service	Activated
<input checked="" type="checkbox"/> Cisco IP Voice Media Streaming App	Activated
<input checked="" type="checkbox"/> Cisco CTIManager	Activated
<input checked="" type="checkbox"/> Cisco Extension Mobility	Activated
<input checked="" type="checkbox"/> Cisco Extended Functions	Activated
<input checked="" type="checkbox"/> Cisco Dialed Number Analyzer	Activated
<input type="checkbox"/> Cisco DHCP Monitor Service	Deactivated

2. Under the CDR services, check the **CAR Web Service** checkbox in order to activate it.
3. Click **Save**.

**Q. When I view the QoS Detail reports, I receive NA for the orig QoS and Dest QoS and CMR reports do not show anything in the Delay, Jitter, and packet loss columns. How do I solve this issue?**

**A.** In order to resolve this issue, complete these steps:

1. Go to the **CDR** page.
2. Choose **System > Scheduler > CDR Load**.
3. Uncheck the **Load CDR Only** check box.

**Q. The FAC Code is missing from the CDR output. What should I do?**

**A.** If the FAC Code is missing from the CDR output, enable the **Display FAC in CDR** parameter in the CCM Service Parameters.

**Q. CDR files are not transferred to the billing server with FTP. How can I troubleshoot this issue?**

**A.** In order to resolve this, restart these services:

- ◆ CDR Repository
- ◆ CDR Agent
- ◆ CDR Scheduler
- ◆ Database Layer Monitor
- ◆ RIS Data collector

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## Related Information

- [Data is Absent in Reports Created by the CAR Tool](#)
- [Voice Technology Support](#)
- [Voice and Unified Communications Product Support](#)
- [Troubleshooting Cisco IP Telephony](#)
- [Technical Support & Documentation – Cisco Systems](#)

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