

# CDR Database Copy or Migration to Another Server

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## Introduction

This document describes how to copy the Call Detailed Records (CDR) database (DB) from the CallManager server to another Microsoft Structured Query Language (SQL) database server. The CDR database contains information for quality of service, traffic, user call volume, billing, and gateways.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco CallManager
- Microsoft SQL Server

### Components Used

The information in this document is based on these software versions:

- Microsoft Windows 2000 Server
- Cisco CallManager
- Microsoft SQL Server version 7 and later

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

### Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

# Background

## Supported Data Sources

The Data Transformation Services (DTS) Import/Export Wizard provides the simplest way to copy data between Object Linking and Embedding (OLE) DB data sources. After you connect to the source and destination, you can select the data to import or to export and apply transformations to the data that is being copied.

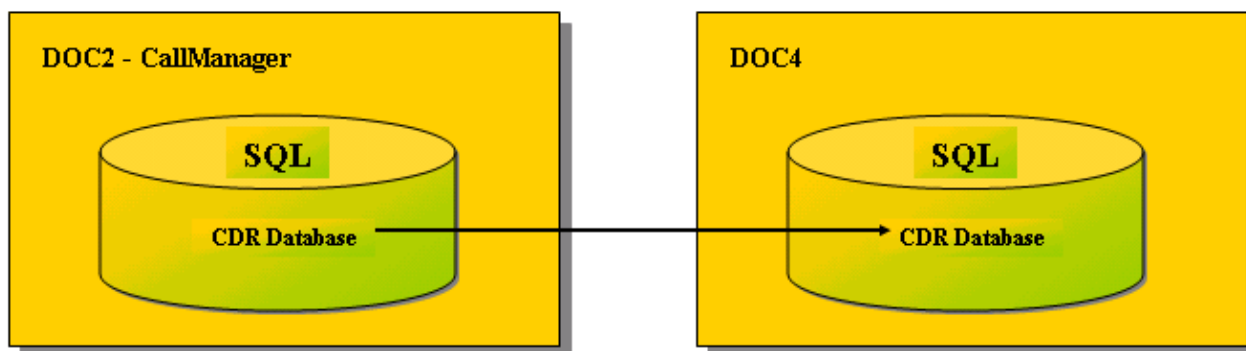
With the DTS Import/Export Wizard, you can connect to these data sources:

1. Most OLE DB and Open Database Connectivity (ODBC) data sources, as well as user-specified OLE DB data sources
2. Text files
3. Other connections to one or more instances of Microsoft SQL Server
4. Oracle and Informix databases (You must have the Oracle or Informix client software installed.)
5. Microsoft Excel spreadsheets
6. Microsoft Access and Microsoft FoxPro databases
7. dBase or Paradox databases

## Topology

In this document, the data source is a Cisco CallManager server named DOC2, and the data destination is a Microsoft SQL server named DOC 4 without Cisco CallManager installed. Both systems run Microsoft Windows 2000 server.

**Figure 1 Data Source and Data Destination**



## Copy the CDR Database

In order to copy the CDR database, run the DTS Import/Export Wizard. It consists of two steps.

1. Shrink the CDR database.
2. Export the CDR database.

## Shrink the CDR Database

One way to shrink the CDR database is to issue the **dbcc shrinkdatabase** SQL command:

**Figure 2 Shrink CDR Database**

```

C:\WINNT\system32\cmd.exe - osql -E
Microsoft Windows 2000 [Version 5.00.2195]
(C) Copyright 1985-2000 Microsoft Corp.

C:\>osql -E ← A
1> use cdr ← B
2> go
1> backup log cdr with no_log ← C
2> go
1> dbcc shrinkdatabase (cdr) ← D
2> go
  Dbid  FileId  CurrentSize  MinimumSize  UsedPages  EstimatedPages
-----
      8      1         136           80         128         128
      8      2          63           63          56          56

(2 rows affected)
DBCC execution completed. If DBCC printed error messages, contact your system
administrator.
1> _

```

1. Choose **Start > Run**.
2. In the Open field, enter **cmd**, then press **Enter**.

An MS-DOS window appears.

3. Issue the **osql -E** command (see arrow A in Figure 2).

The **-E** parameter requests a Windows Authentication connection using your current Windows login account. This is the most secure way to connect to an instance of SQL Server.

4. Issue the **use cdr** command to point to the CDR database (see arrow B in Figure 2).
5. Issue the **backup log cdr with no\_log** command to back up the CDR transaction log (see arrow C in Figure 2).
6. Issue the **dbcc shrinkdatabase (cdr)** command to shrink the CDR database (see arrow D in Figure 2).

**Note:** If DBCC displays error messages, contact your system administrator.

There are two other ways you can shrink the CDR database. Refer to Shrink the CDR/CAR Database Size for details.

## Export the CDR Database

Run the DTS Import/Export Wizard to export the CDR database that is on the CallManager server:

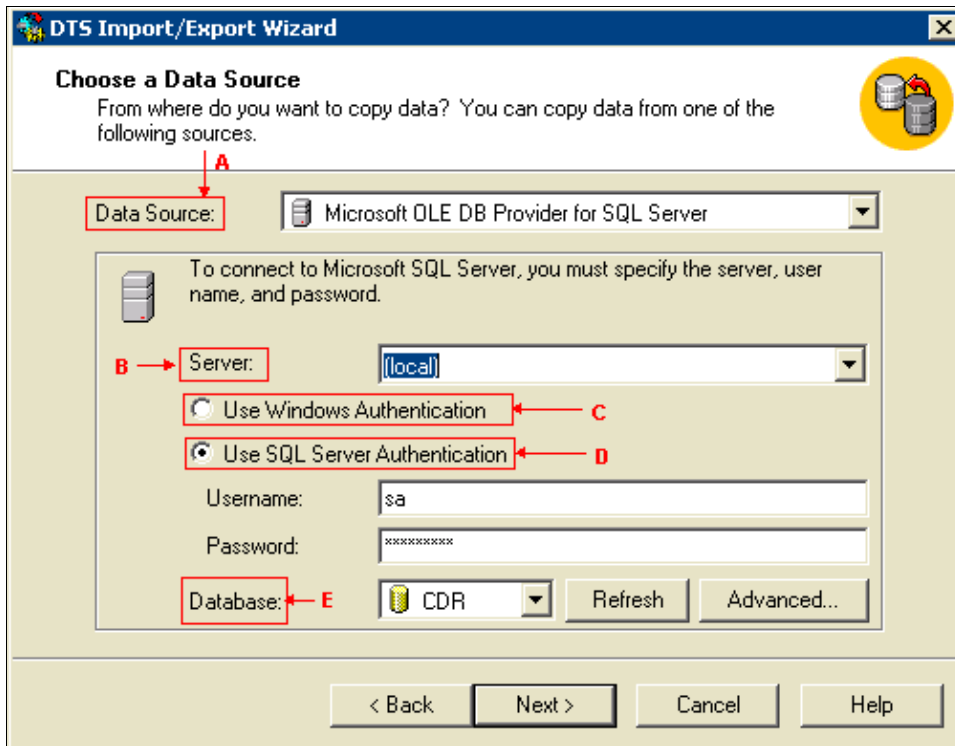
1. Choose **Start > Programs > Microsoft SQL Server > Import and Export Data**.

The initial window for the DTS Import/Export Wizard appears.

2. Click **Next**.

The Choose a Data Source window appears.

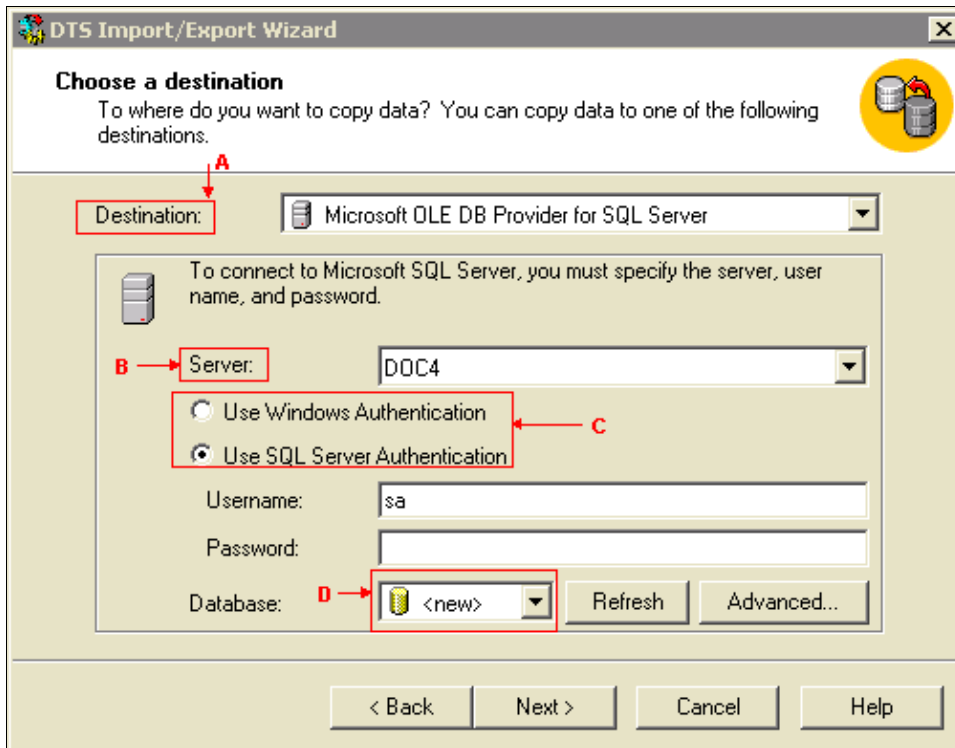
**Figure 3 Choose a Data Source**



3. From the Data Source drop-down list, choose **Microsoft OLE DB Provider for SQL Server** (see arrow A in Figure 3).
4. From the Server drop-down list, choose **(local)** (see arrow B in Figure 3).
5. Choose one of these for authentication:
  - ◆ If you run CallManager version 4.x, click the **Use Windows Authentication** radio button (see arrow C in Figure 3).
  - ◆ If you run CallManager version 3.x or earlier, click the **Use SQL Server Authentication** radio button (see arrow D in Figure 3) and complete the Username and Password fields.
6. From the Database drop-down list, choose **CDR** (see arrow E in Figure 3).
7. Click **Next**.

The Choose a Destination window appears.

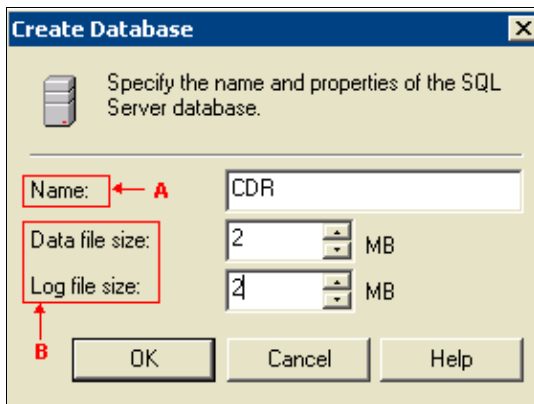
**Figure 4 Choose a Destination**



8. From the Destination drop-down list, choose **Microsoft OLE DB Provider for SQL Server** (see arrow A in Figure 4).
9. From the Server drop-down list, choose **DOC4** (see arrow B in Figure 4).
10. For authentication, click either **Use Windows Authentication** or **Use SQL Server Authentication**, based on the server setup (see arrow C in Figure 4). If you choose **Use SQL Server Authentication**, then complete the Username and Password fields.
11. From the Database drop-down list, choose **<new>** (see arrow D in Figure 4).

The Create Database window appears.

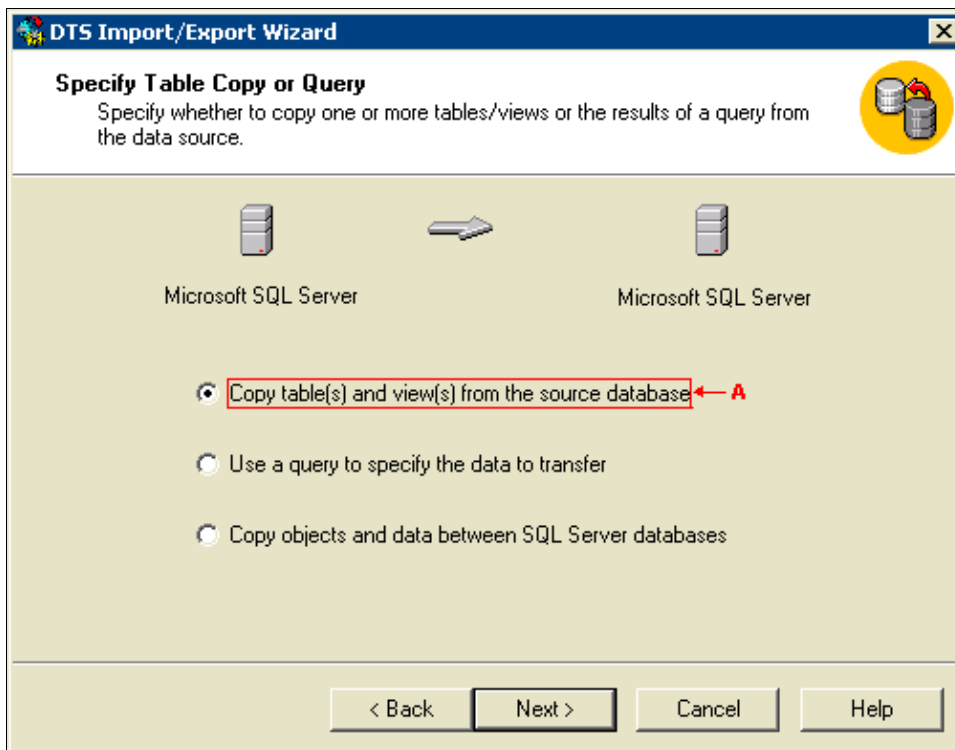
**Figure 5 Create Database**



12. In the Name field, enter **CDR** (see arrow A in Figure 5).
13. Adjust the Data file size and the Log file size based on the size of the source CDR (see arrow B in Figure 5).
14. Click **OK**.
15. Click **Next**.

The Specify Table Copy or Query window appears.

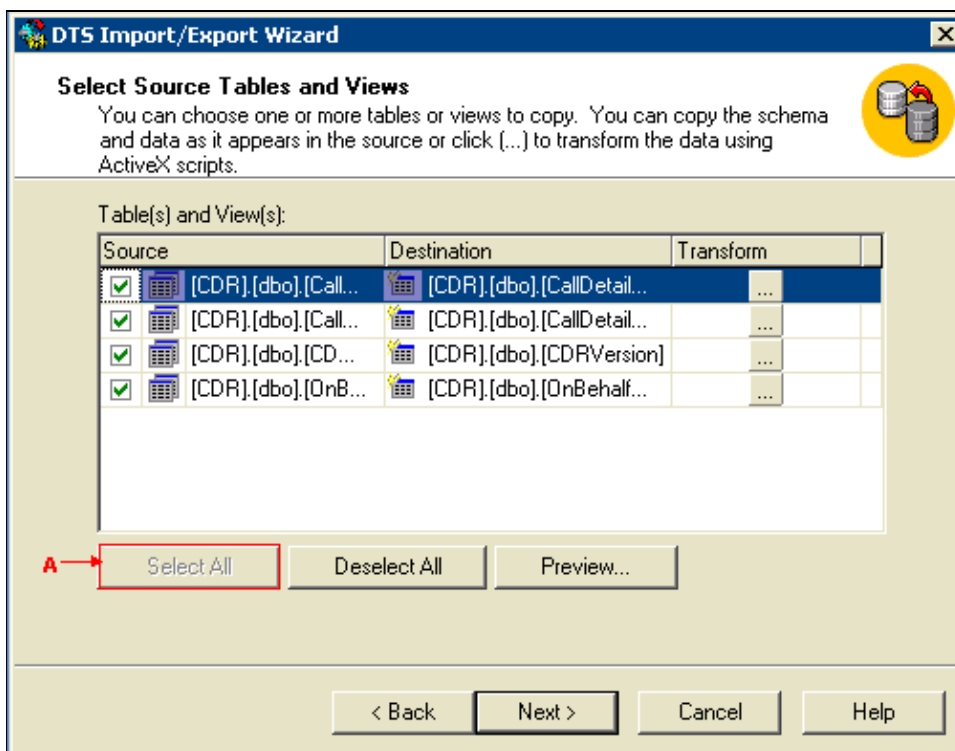
**Figure 6 Specify Table Copy or Query**



16. Click the **Copy table(s) and view(s) from the source database** radio button (see arrow A in Figure 6).
17. Click **Next**.

The Select Source Tables and Views window appears.

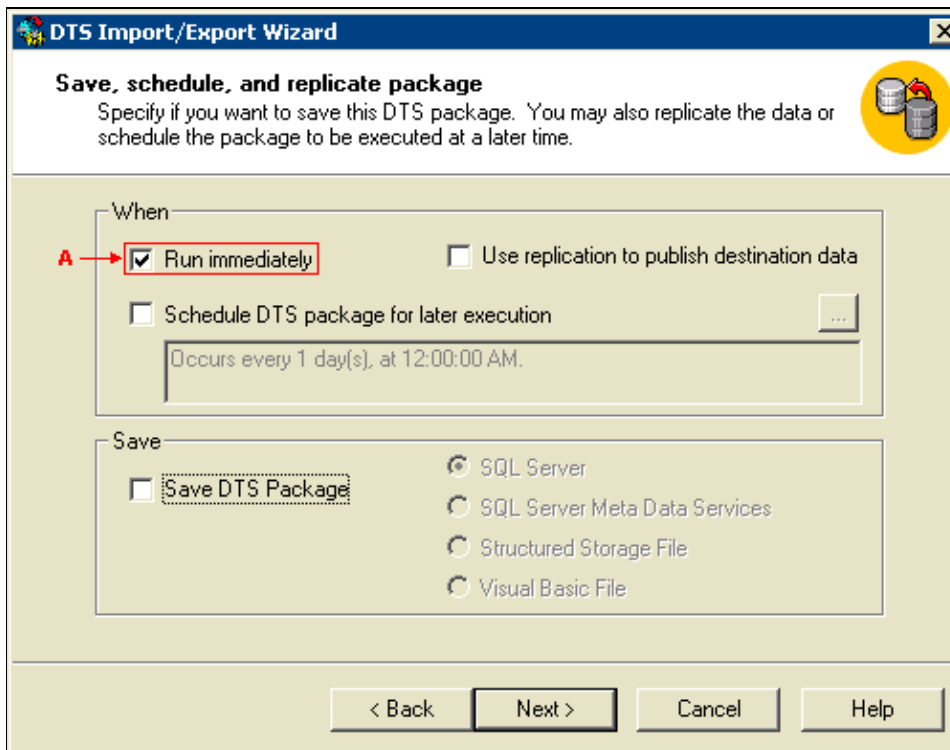
**Figure 7 Select Source Tables and Views**



18. Click **Select All** to select all of the listed tables (see arrow A in Figure 7).
19. Click **Next**.

The Save, Schedule, and Replicate Package window appears.

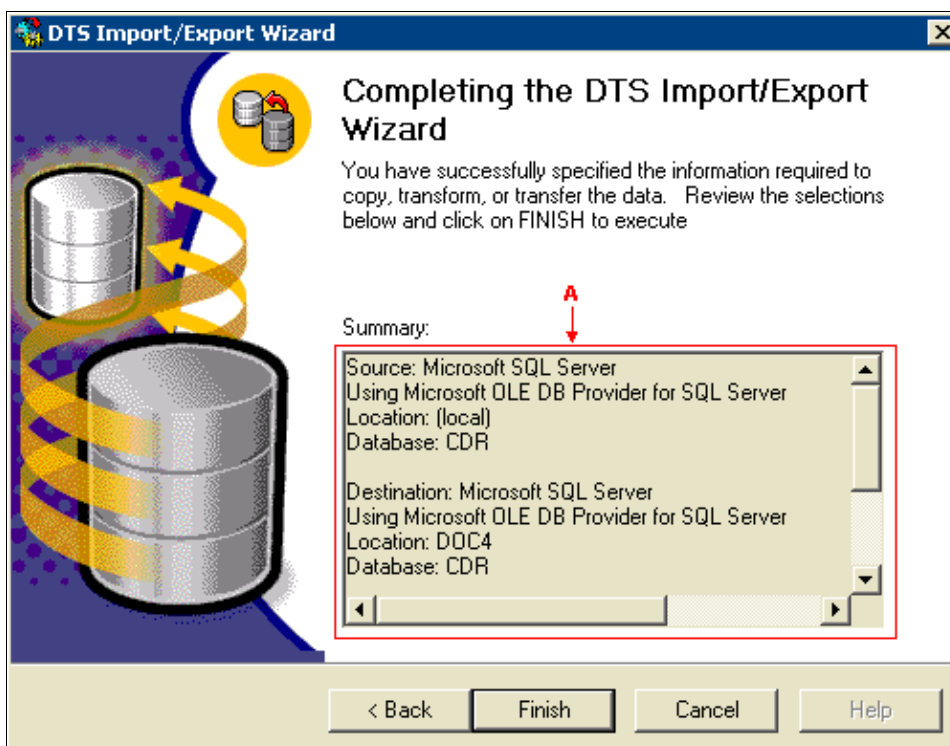
**Figure 8 Save, Schedule and Replicate Package**



20. You can run immediately, replicate the data, or schedule the package to be executed at a later time. For the example in this document, click **Run immediately** (see arrow A in Figure 8).
21. Click **Next**.

The Completing the DTS Import/Export Wizard window appears.

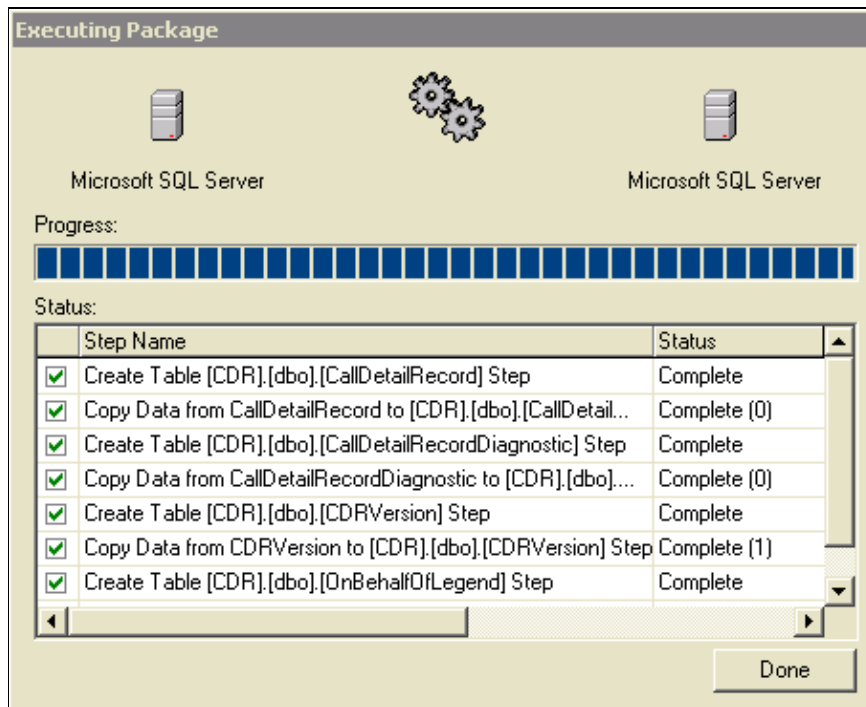
**Figure 9 Completing the DTS Import/Export Wizard**



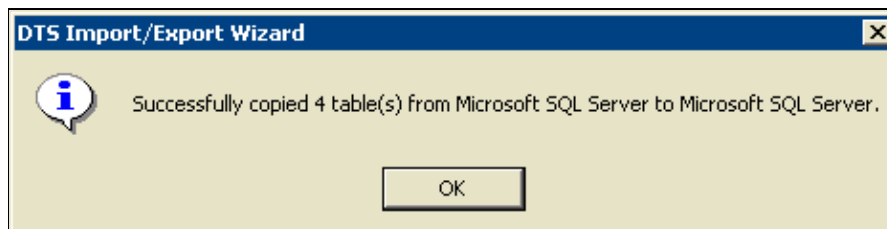
22. Verify that the information in the Summary text box is correct. If so, click **Finish**. Otherwise, click **Back** as many times as is necessary to reach the window that requires correction.

23. If the run is successful, two windows will appear. One is the Executing Package window (see Figure 10) and the other is the successful copy window (see Figure 11).

**Figure 10 Executing Package**




**Figure 11 Successful Copy**



24. Click **OK** in Figure 11.  
25. Click **Done** in Figure 10.

## Related Information

- [Shrink the CDR/CAR Database Size](#)
- [Reestablishing a Broken CallManager Cluster SQL Subscription with Cisco CallManager](#)
- [Voice Technology Support](#)
- [Voice and Unified Communications Product Support](#)
- [Troubleshooting Cisco IP Telephony](#) 
- [Technical Support & Documentation – Cisco Systems](#)