



## CMR Field Descriptions

This chapter describes the field descriptions of the Call Management Records (CMRs).

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- [K-Factor Data, on page 10](#)

## CMR Field Descriptions

The following table contains the fields, range of values, and field descriptions of the CMRs in the order in which they appear in the CMR.

**Table 1: CMR Field Descriptions**

Field Name	Range of Values	Description
cdrRecordType	0, 1, or 2	<p>Specifies the type of this specific record. The following valid values apply:</p> <ul style="list-style-type: none"> <li>• 0—Start call detail record (not used)</li> <li>• 1—End call detail record</li> <li>• 2—CMR record</li> </ul> <p>Default - For CMRs, this field always specifies 2.</p>
globalCallID_callManagerId	Positive Integer	<p>Specifies a unique Unified Communications Manager identity. This field makes up half of the Global Call ID. The Global Call ID comprises the following fields:</p> <ul style="list-style-type: none"> <li>• globalCallId_callId</li> <li>• globalCallID_callManagerID</li> </ul> <p>All records that are associated with a standard call have the same Global Call ID in them.</p> <p>Default - Ensure that this field is populated.</p>

Field Name	Range of Values	Description
globalCallId_callId	Positive Integer	<p>Specifies a unique call identity value that gets assigned to each call. The system allocates this identifier independently on each call server. Values get chosen sequentially when a call begins. Each call, successful or unsuccessful, receives value assignment.</p> <p>This field makes up half the Global Call ID. The Global Call ID comprises the following two fields:</p> <ul style="list-style-type: none"> <li>• globalCallId_callId</li> <li>• globalCallID_callManagerID</li> </ul> <p>All records that are associated with a standard call have the same Global Call ID in them.</p> <p>Default - Ensure that this field is populated.</p>
nodeId	Positive Integer	<p>Specifies the server or node within the Unified Communications Manager cluster, where this record gets generated.</p> <p>Default - Ensure that this field is populated.</p>
directoryNumber	Integer	<p>Specifies the directory number of the device from which these diagnostics are collected.</p> <p>Default - Ensure that this field is populated.</p>
callIdentifier	Positive Integer	<p>Identifies the call leg to which this record pertains.</p> <p>Default - Ensure that this field is populated.</p>
dateTimeStamp	Integer	<p>Represents the approximate time that the device goes on the hook. Unified Communications Manager records the time when the phone responds to a request for diagnostic information.</p> <p>Default - Ensure that this field is populated.</p>
numberPacketsSent	Integer	<p>Designates the total number of Routing Table Protocol (RTP) data packets that the device transmits since starting transmission on this connection. The value remains zero if the connection is set to “receive only” mode.</p> <p>Default - 0</p>
numberOctetsSent	Integer	<p>Specifies the total number of payload octets (that is, not including header or padding) that the device transmits in RTP data packets since starting transmission on this connection. The value remains zero if the connection is set to “receive only” mode.</p> <p>Default - 0</p>

Field Name	Range of Values	Description
numberPacketsReceived	Integer	<p>Specifies the total number of RTP data packets that the device has received since starting reception on this connection. The count includes packets that are received from different sources if this is a multicast call. The value remains zero if the connection is set in “send only” mode.</p> <p>Default - 0</p>
numberOctetsReceived	Integer	<p>Specifies the total number of payload octets (that is, not including header or padding) that the device has received in RTP data packets since starting reception on this connection. The count includes packets that are received from different sources if this is a multicast call. The value remains zero if the connection is set in “send only” mode.</p> <p>Default - 0</p>
numberPacketsLost	Integer	<p>Designates the total number of RTP data packets that have been lost since the beginning of reception. This number designates the number of packets that were expected, less the number of packets that were received, where the number of packets that were received includes any that are late or duplicates. Thus, packets that arrive late do not get counted as lost, and the loss may be negative if duplicate packets exist. The number of packets that are expected designates the extended last sequence number that was received, as defined next, less the initial sequence number that was received. The value remains zero if the connection was set in “send only” mode. For detailed information, see RFC 1889.</p> <p>Default - 0</p>
jitter	Integer	<p>Provides an estimate of the statistical variance of the RTP data packet interarrival time that is measured in milliseconds and expressed as an unsigned integer. The interarrival jitter J specifies the mean deviation (smoothed absolute value) of the difference D in the packet spacing at the receiver, compared to the sender for a pair of packets. RFC 1889 contains detailed computation algorithms. The value remains zero if the connection was set in “send only” mode.</p> <p>Default - 0</p>

Field Name	Range of Values	Description
latency	Integer	<p>Designates value that is an estimate of the network latency, expressed in milliseconds. This value represents the average value of the difference between the NTP timestamp that the RTP Control Protocol (RTCP) messages indicate and the NTP timestamp of the receivers, measured when these messages are received. Unified Communications Manager obtains the average by summing all estimates then dividing by the number of RTCP messages that have been received. For detailed information, see RFC 1889.</p> <p>Default - 0</p> <p><b>Note</b> CMR records will not show latency for all phone loads. For example, for SIP 9.2.1 and 9.2.2, the latency will not show, as it has not been implemented in these loads.</p>
pkid	Text String	<p>Identifies a text string that the database uses internally to uniquely identify each row. This text string provides no meaning to the call itself.</p> <p>Default - The system always populates this field with a unique ID.</p>
directoryNumberPartition	Text String	<p>Identifies the partition of the directory number.</p> <p>Default - Empty string "". This field may remain empty if no partition exists.</p>
globalCallId_ClusterId	Text String	<p>Designates a unique ID that identifies a single Unified Communications Manager, or a cluster of Unified Communications Managers.</p> <p>The system generates this field during installation, but Unified Communications Manager does not use it: globalCallId_ClusterId + globalCallId_callManagerId + globalCallId_callId.</p> <p>Default - Ensure that this field is populated.</p>
deviceName	Text String	<p>Identifies the name of the device.</p> <p>Default - Empty string "". This field may remain empty if no device name exists.</p>

Field Name	Range of Values	Description
varVQMetrics	Text String	<p>Contains a variable number of voice quality metrics. This field comprises a string of voice quality metrics that are separated by a semicolon.</p> <p>The format of the string follows:  fieldName=value;fieldName=value.precision</p> <p>This example shows voice quality data, but the names may differ.  "MLQK=4.5000;MLQKav=4.5000;  MLQKmn=4.5000;MLQKmx=4.5000;MLQKvr=0.95;  CCR=0.0000;ICR=0.0000;ICRmx=0.0000; CS=0;SCS=0"</p> <p><b>Note</b> For more information on the K-Factor data that makes up the varVQMetrics record, see <a href="#">K-Factor Data, on page 10</a>.</p>
duration	Integer	Specifies the duration value of audio session that is expressed in seconds. This is reported only for SIP phones.
videoContentType	Text String	Identifies the type of video stream. It can be "main", "speaker" or "slides". For an audio-only call, no video metrics are populated.
videoDuration	Integer	Specifies the duration value of the first video session, expressed in seconds.
numberVideoPacketsSent	Integer	Specifies the total number of RTP data packets that are transmitted by the device since starting transmission on this connection.
numberVideoOctetsSent	Integer	Specifies the total number of payload octets (that is, not including header or padding) transmitted in RTP data packets by the device since starting transmission on this connection.
numberVideoPacketsReceived	Integer	Specifies the total number of RTP data packets received by the device since starting reception on this connection.
numberVideoOctetsReceived	Integer	Specifies the total number of payload octets (that is, not including header or padding) received in RTP data packets by the device since starting reception on this connection.
numberVideoPacketsLost	Integer	Specifies the total number of RTP data packets that have been lost since the beginning of reception on this connection.
videoAverageJitter	Integer	Provides an estimate of the statistical variance of the RTP data packet interarrival time for this connection that is measured in milliseconds and expressed as an unsigned integer. For detailed information, see RFC 3550 for details.
videoRoundTripTime	Integer	This is a measure of average round trip time between the two endpoints for this connection. It is expressed in milliseconds. For detailed information, see RFC 3550 and RFC 3611 for detail

Field Name	Range of Values	Description
videoOneWayDelay	Text String	This is a measure of the average one-way delay (OWD) between the endpoints for this connection. This is only available if endpoints are time synchronized (same NTP source) and is measured in milli-seconds; otherwise "NA"
videoTransmissionMetrics	Text String	<p>Contains a variable number of Cisco defined metrics that are related to RTP transmission on this connection. These metrics are delimited by a semicolon. The format of this string is:</p> <pre>CiscoTxVM="TxCodec=xxx; TxBw=xxx;TxBwMax=xxx; TxReso=xxx;TxFrameRate=xxx"</pre> <p>TxCodec identifies the type of video codec used for the transmitted video stream.</p> <p>TxBw identifies the actual bandwidth that is used for the transmitted video stream.</p> <p>TxBwMax identifies the maximum negotiated bandwidth for the transmitted video stream.</p> <p>TxReso identifies the resolution of the transmitted video stream (for example, 640x480).</p> <p>TxFrameRate identifies the average frame rate that is measured in frames per second for the transmitted video stream.</p>

Field Name	Range of Values	Description
videoReceptionMetrics	TextString	<p>Contains a variable number of Cisco defined metrics that are related to RTP reception on this connection. These metrics are delimited by a semicolon. The format of this string is:</p> <pre>CiscoRxVM="CS=xxx; SCS=xxx; DSCP=xxx; DSCPunad=xxx; RxFramesLost=xxx; RxCodec=xxx; RxBw=xxx; RxBwMax=xxx; RxReso=xxx; RxFrameRate=xxx"</pre> <p>CS identifies the concealed seconds metrics for the received video stream.</p> <p>SCS identifies the severely concealed seconds for the received video stream.</p> <p>DSCP is useful in verifying the DSCP value of the received video stream marked by endpoint.</p> <p>DSCPunad is useful in verifying the DSCP value of the received video stream marked by endpoint.</p> <p>RxCodec identifies the type of video codec used for received video stream.</p> <p>RxBw identifies the actual bandwidth used for the received video stream.</p> <p>RxBwMax identifies the maximum negotiated bandwidth for the received video stream.</p> <p>RxReso identifies the resolution of the received video stream (for example, 640x480).</p> <p>RxFrameRate identifies the average frame rate measured in frames per second for the received video stream.</p>
videoContentType_channel2	Text String	Identifies the type of second video stream if it exists. If it does not exist, the remaining metrics for the second video stream will not be populated.
videoDuration_channel2	Integer	Specifies the duration of the second video session, expressed in seconds.
numberVideoPacketsSent_channel2	Integer	Specifies the total number of RTP data packets that are transmitted by the device since starting transmission on this connection.
numberVideoOctetsSent_channel2	Integer	Specifies the total number of payload octets (that is, not including header or padding) transmitted in RTP data packets by the device since starting transmission on this connection.
numberVideoPacketsReceived_channel2	Integer	Specifies the total number of RTP data packets received by the device since starting reception on this connection.
numberVideoOctetsReceived_channel2	Integer	Specifies the total number of payload octets (that is, not including header or padding) received in RTP data packets by the device since starting reception on this connection.

Field Name	Range of Values	Description
numberVideoPacketsLost_channel2	Integer	The total number of RTP data packets that have been lost since the beginning of reception on this connection.
videoAverageJitter_channel2	Integer	Provides an estimate of the statistical variance of the RTP data packet interarrival time for this connection that is measured in milliseconds and expressed as an unsigned integer. For more information, see RFC 3550.
videoRoundTripTime_channel2	Integer	This is a measure of average round trip time between the two endpoints for this connection. It is expressed in milliseconds. For more information, see RFC 3550 and RFC 3611 for details.
videoOneWayDelay_channel2	Integer	This is a measure of the average one-way delay (OWD) between the endpoints for this connection. This is only available if endpoints are time synchronized (same NTP source) and is measured in milli-seconds; otherwise "NA".
videoReceptionMetrics_channel2	Text String	<p>Contains a variable number of Cisco defined metrics that are related to RTP transmission on this connection. These metrics are delimited by a semicolon. The format of this string is:</p> <pre>CiscoTxVM="TxCodec=xxx; TxBw=xxx ;TxBwMax=xxx; TxReso=xxx;TxFrameRate=xxx"</pre> <p>TxCodec identifies the type of video codec used for the transmitted video stream.</p> <p>TxBw identifies the actual bandwidth used for the transmitted video stream.</p> <p>TxBwMax identifies the maximum negotiated bandwidth for the transmitted video stream.</p> <p>TxReso identifies the resolution of the transmitted video stream (for example, 640x480).</p> <p>TxFrameRate identifies the average frame rate measured in frames per second for the transmitted video stream.</p>



Field Name	Range of Values	Description
videoTransmissionMetrics_channel2	Text String	<p>Contains a variable number of Cisco defined metrics that are related to RTP reception on this connection. These metrics are delimited by a semicolon. The format of this string is:</p> <p>CiscoRxVM="CS=xxx; SCS=xxx; DSCP=xxx; DSCPunad=xxx; RxFramesLost=xxx; RxCodec=xxx; RxBw=xxx; RxBwMax=xxx; RxReso=xxx; RxFrameRate=xxx"</p> <p>CS identifies the concealed seconds metrics for the received video stream.</p> <p>SCS identifies the severely concealed seconds for the received video stream.</p> <p>DSCP is useful in verifying the DSCP value of the received video stream that is marked by endpoint.</p> <p>DSCPunad is useful in verifying the DSCP value of the received video stream marked by endpoint.</p> <p>RxCodec identifies the type of video codec used for the received video stream.</p> <p>RxBw identifies the actual bandwidth that is used for the received video stream.</p> <p>RxBwMax identifies the maximum negotiated bandwidth for the received video stream.</p> <p>RxReso identifies the resolution of the received video stream (for example, 640x480).</p> <p>RxFrameRate identifies the average frame rate that is measured in frames per second for the received video stream.</p>
localSessionID	Text String	<p>Indicates call Session ID of the local device.</p> <p>The system generates a CMR record for each call leg when the user disconnects the call from the user device. This field is populated with the local device Session ID of the particular call.</p> <p>The maximum length of this field is restricted to 127 characters. For example, localSessionID = ab303 l7fla784dc48fl824d0d3715d86</p>
remoteSessionID	Text String	<p>Indicates call Session ID of the remote device.</p> <p>The system generates a CMR record for each call leg when the user disconnects the call from the user device. This field is populated with the remote device Session ID of the particular call.</p> <p>The maximum length of this field is restricted to 127 characters. For example, remoteSessionID = 47755a9de7794ba387653f2099600ef2</p>

Field Name	Range of Values	Description
SN	Integer	<p>Indicates the serial number of the headset used.</p> <p>The system generates a CMR record for the headset used with the phone and this field is populated with the serial number of the headset.</p> <p>The maximum length of this field is restricted to 129 characters. For example, SN=AAA111BBB222</p>
SN	Integer	<p>Indicates the serial number of the headset used.</p> <p>The system generates a CMR record for the headset used with the phone and this field is populated with the serial number of the headset.</p> <p>The maximum length of this field is restricted to 129 characters. For example, SN=AAA111BBB222</p>
Metrics	Text String	<p>Indicates the metrics of the particular headset used.</p> <p>The system generates a CMR record for the headset used with the phone and this field is populated with the diagnostics records of the headset.</p> <p>The maximum length of this field is restricted to 600 characters. For example, Metrics="Key=value;Key1=Value1Key=value;"</p> <p><b>Note</b> The sub-fields within the Metrics field are not validated.</p>
Metrics	Text String	<p>Indicates the metrics of the particular headset used.</p> <p>The system generates a CMR record for the headset used with the phone and this field is populated with the diagnostics records of the headset.</p> <p>The maximum length of this field is restricted to 600 characters. For example, Metrics="Key=value;Key1=Value1Key=value;"</p> <p><b>Note</b> The sub-fields within the Metrics field are not validated.</p>

## K-Factor Data

K-factor represents an endpoint mean opinion score (MOS) estimation algorithm that is defined in ITU standard P.VTQ. It represents a general estimator that is used to estimate the mean value of a perceptual evaluation of speech quality (PESQ) population for a specific impairment pattern.

MOS relates to the output of a well designed listening experiment. All MOS experiments use a five-point PESQ scale as defined in ITU standard P.862.1, which describes the PESQ as an objective method for end-to-end speech quality assessment of narrow-band telephone networks and speech codecs.

The MOS estimate provides a number that is inversely proportional to frame loss density. Clarity decreases as more frames are lost or discarded at the receiving end. Consider the loss or discarding of these frames as concealment. Concealment statistics measure packet (frame) loss and its effect on voice quality in an impaired network.

K-factor represents a weighted estimate of average user annoyance due to distortions that are caused by effective packet loss such as dropouts and warbles. It does not estimate the impact of delay-related impairments such as echo. It provides an estimate of listening quality (MOS-LQO) rather than conversational quality (MOS-CQO), and measurements of average user annoyance range from 1 (poor voice quality) to 5 (very good voice quality).

K-factor gets trained or conditioned by speech samples from numerous speech databases, where each training sentence or network condition that is associated with a P.862.1 value has a duration of 8 seconds. For more accurate scores, the system generates k-factor estimates for every 8 seconds of active speech.

Consider K-factor and other MOS estimators to be secondary or derived statistics because they warn a network operator of frame loss only after the problem becomes significant. Packet counts, concealment ratios, and concealment second counters represent primary statistics because they alert the network operator before network impairment has an audible impact or is visible through MOS.

The following table displays the K-factor data that is stored in the Unified Communications Manager CMRs.

**Table 2: K-Factor Data Stored in Unified Communications Manager CMRs**

Field Name	Phone Display Name	D&I User Interface Text and Description
CCR	Cum Conceal Ratio	Cumulative Conceal Ratio represents the cumulative ratio of concealment time over speech time that is observed after starting a call.
ICR	Interval Conceal Ratio	Interval Conceal Ratio represents an interval-based average concealment rate that is the ratio of concealment time over speech time for the last 3 seconds of active speech.
ICRmx	Max Conceal Ratio	Interval Conceal Ratio Max represents the maximum concealment ratio that is observed during the call.
CS	Conceal Secs	Conceal Secs represents the time during which some concealment is observed during a call.
SCS	Severely Conceal Secs	Severely Conceal Secs represents the time during which a significant amount of concealment is observed. If the concealment that is observed is usually greater than 50 milliseconds or approximately 5 percent, the speech probably does not seem very audible.
MLQK	MOS LQK	MOS Listening Quality K-factor provides an estimate of the MOS score of the last 8 seconds of speech on the reception signal path.

Field Name	Phone Display Name	D&I User Interface Text and Description
MLQKmn	Min MOS LQK	MOS Listening Quality K-factor Min represents the minimum score that is observed since the beginning of a call and represents the worst sounding 8-second interval.
MLQKmx	Max MOS LQK	MOS Listening Quality K-factor Max represents the maximum score that is observed since the beginning of a call and represents the best sounding 8-second interval.
MLQKav	Avg MOS LQK	MOS Listening Quality K-factor Avg8 represents the running average of scores that are observed since the beginning of a call.

**Related Topics**

- [Call Management Records](#)
- [Cisco Call Management Record Field Descriptions](#)
- [Documentation Related to CDR](#)
- [Example Cisco Call Management Records](#)