CDR Error System Reports

CAR provides reporting capabilities for three levels of users:

- Administrators - Generate system reports to help with load balancing, system performance, and troubleshooting.
- Managers - Generate reports for users, departments, and QoS to help with call monitoring for budgeting or security purposes and for determining the voice quality of the calls.
- Individual users - Generate a billing report for calls by each user.

Note Depending on your job function, you may not have access to every report that is described in this chapter.

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Generate CDR Error Reports

Only CAR administrators generate the CDR Error report. The report provides statistics for the number of error records in the CAR Billing Error (tbl_billing_error) table for a particular time period.

In order to determine why the error records failed the CDR Load, you must review the information in the tbl_error_id_map table.

The following table lists the CDR error codes and the definition of the error.

Table 1: CDR Error Codes

Error Code	Definition
CDRs	
31101	CDR globalCallID_callManagerId <= 0
31102	CDR globalCallID_callId <= 0
31103	CDR origLegCallIdentifier <= 0

Error Code	Definition
31105	CDR dateTimeOrigination <= 0
31108	CDR destLegIdentifier <= 0
31110	CDR dateTimeConnect <= 0
31111	CDR dateTimeDisconnect <= 0
31119	CDR originalCalledPartyNumber is empty
31120	CDR finalCalledPartyNumber is empty
31122	CDR duration < 0
31137	CDR LDAP error while retrieving UserID or ManagerID
31139	CDR callingPartyNumber is empty
31147	CDR origDeviceName is empty
31148	CDR destDeviceName is empty
31151	CDR origCallTerminationOnBehalfOf < 0
31152	CDR destCallTerminationOnBehalfOf < 0
31153	CDR lastRedirectRedirectOnBehalfOf < 0
31155	CDR destConversationId < 0
31156	CDR globalCallId_ClusterID is empty
Orig CMR	
31123	Orig CMR globalCallID_callManagerId <= 0
31124	Orig CMR globalCallID_callId <= 0
31125	Orig CMR numberPacketsSent < 0
31126	Orig CMR numberPacketsReceived < 0
31127	Orig CMR jitter < 0
31129	Orig CMR callIdentifier <= 0
31149	Orig CMR deviceName is empty
31157	Orig CMR globalCallId_ClusterID is empty
Dest CMR	
31140	Dest CMR globalCallID_callManagerId <= 0

Error Code	Definition
31141	Dest CMR globalCallID_callId <= 0
31142	Dest CMR numberPacketsSent < 0
31143	Dest CMR numberPacketsReceived < 0
31144	Dest CMR jitter < 0
31145	Dest CMR callIdentifier <= 0
31150	Dest CMR deviceName is empty
31158	Dest CMR globalCallId_ClusterID is empty

This section describes how to generate, view, or mail information about the CDR Error report.

Procedure

Step 1 Choose **System Reports** > **CDR Error**.

The CDR Error window displays.

Step 2 Choose the date range of the period for which you want to generate the report.

Step 3 If you want the report in CSV format, choose **CSV** (comma separated value) in the Report Format area. If you want the report in PDF format, choose **PDF** (portable document format) in the Report Format area.

Step 4 Click the **View Report** button.

The report displays**.**

Step 5 If you want to mail the report, click the **Send Report** button. To send the report, perform the procedure that is described in the Mail Reports.

Related Topics

- Generate CDR Analysis and Reporting
- CAR System Reports
- QoS System Reports
- Traffic System Reports
- FAC/CMC System Reports
- Malicious Call Details System Reports
- Precedence Call Summary System Reports
- System Reports

- System Reports Results

Additional Documentation

- Administration Guide for Cisco Unified Communications Manager
- Cisco Unified Serviceability Administration Guide
- Cisco Unified Communications Manager Call Detail Records Administration Guide