



CHAPTER 16

Configuring 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.

This chapter contains the following topics:

- [Configuring CDR Error Reports, page 16-1](#)
- [Related Topics, page 16-3](#)
- [Additional Cisco Documentation, page 16-3](#)



Note

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

Configuring 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.

[Table 16-1](#) lists the CDR error codes and the definition of the error.

Table 16-1 CDR Error Codes

Error Code	Definition
CDRs	
31101	CDR globalCallID_callManagerId <= 0
31102	CDR globalCallID_callId <= 0
31103	CDR origLegCallIdentifier <= 0
31105	CDR dateTimeOrigination <= 0
31108	CDR destLegIdentifier <= 0

Table 16-1 CDR Error Codes (continued)

Error Code	Definition
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
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

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- 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 [“Mailing a Report” section on page 3-3](#).
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Additional Information

See the [“Related Topics” section on page 16-3](#).

Related Topics

- [CDR Analysis and Reporting Configuration Checklist, page 2-1](#)
- [Chapter 9, “Understanding CAR System Reports”](#)
- [Chapter 10, “Configuring QoS System Reports”](#)
- [Chapter 11, “Configuring Traffic System Reports”](#)
- [Chapter 12, “Configuring FAC/CMC System Reports”](#)
- [Chapter 13, “Configuring Malicious Call Details System Reports”](#)
- [Chapter 14, “Configuring Precedence Call Summary System Reports”](#)
- [Chapter 15, “Configuring System Overview System Reports”](#)
- [Chapter 17, “Reviewing System Reports Results”](#)

Additional Cisco Documentation

- *Cisco Unified Communications Operating System Administration Guide*
- *Cisco Unified Serviceability Administration Guide*
- *Cisco Unified Communications Manager Call Detail Records Administration Guide*

