Cisco Unified CDR Analysis and Reporting Administration Guide

Release 8.6(1)

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Cisco Unified CDR Analysis and Reporting Administration Guide
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C O N T E N T S

Preface xi
  Purpose xi
  Audience xii
  Organization xii
  Related Documentation xiv
  Conventions xiv
  Obtaining Documentation and Submitting a Service Request xv
  Cisco Product Security Overview xvi

PART 1
Overview

CHAPTER 1 CDR Analysis and Reporting Overview 1-1
  Understanding CDR Analysis and Reporting 1-1
  Understanding the Role of CAR Administrators, Managers, and Users 1-5
  Understanding CAR Reports 1-5
  CAR Reports General Information 1-5
  Automatically Generated Reports Schedule 1-6
  Audit Logging 1-6
  Customized Log-on Message 1-7
  Internationalization for CDR Analysis and Reporting 1-7
  Web Browsers 1-8
  Accessing CAR Documentation Online Help 1-9
  Upgrading Cisco Unified Communications Manager 1-9
  Backup of CAR Database 1-9
  CPU Utilization 1-10
  Related Topics 1-11
  Additional Cisco Documentation 1-11

CHAPTER 2 Configuring the CDR Analysis and Reporting Tool 2-1
  CDR Analysis and Reporting Configuration Checklist 2-1
  Activating CAR 2-3
  Configuring the CDR Repository Manager 2-4
Configuring CDR Enterprise Parameters 2-5
Configuring CDR Service Parameters 2-6
CAR System Settings 2-7
Configuring CAR Administrators, Managers, and Users 2-8
Logging On to CAR 2-9
Logging Out of CAR 2-13
Related Topics 2-13
Additional Cisco Documentation 2-13

PART 2
User Reports

CHAPTER 3 Understanding CAR User Reports 3-1
User Reports Summary Description 3-1
Mailing a Report 3-3
Viewing a CSV Report 3-4
Searching for Users 3-4
Related Topics 3-5
Additional Cisco Documentation 3-5

CHAPTER 4 Configuring Bills User Reports 4-1
Configuring Bills Reports 4-1
Configuring Individual Bills Reports 4-2
Configuring Department Bills Reports 4-3
Related Topics 4-5
Additional Cisco Documentation 4-5

CHAPTER 5 Configuring Top N User Reports 5-1
Configuring Top N Reports 5-1
Configuring Top N by Charge Reports 5-2
Configuring Top N by Duration Reports 5-4
Configuring Top N by Number of Calls Reports 5-6
Related Topics 5-8
Additional Cisco Documentation 5-8

CHAPTER 6 Configuring Cisco Unified Communications Manager Assistant User Reports 6-1
Configuring Cisco Unified Communications Manager Assistant Usage Reports 6-1
Contents

Configuring Manager Call Usage for Cisco Unified Communications Manager Assistant Reports 6-2
Configuring Assistant Call Usage for Cisco Unified Communications Manager Assistant Reports 6-3
Related Topics 6-4
Additional Cisco Documentation 6-4

CHAPTER 7
Configuring Cisco IP Phone Service User Reports 7-1
Configuring Cisco IP Phone Services Reports 7-1
Related Topics 7-2
Additional Cisco Documentation 7-2

CHAPTER 8
Reviewing User Reports Results 8-1
Bill Summary Report Results 8-2
Bill Detail Report Results 8-4
Top N By Charge or Duration Report Results 8-7
Top N By Number of Calls Report Results 8-9
Call Usage for Assistant—Detail Report Results 8-10
Call Usage for Assistant—Summary Report Results 8-11
Call Usage for Manager—Detail Report Results 8-13
Call Usage for Manager—Summary Report Results 8-14
Cisco IP Phone Services Report Results 8-16
Related Topics 8-16
Additional Cisco Documentation 8-17

PART 3
System Reports

CHAPTER 9
Understanding CAR System Reports 9-1
System Reports Summary Description 9-1
Searching for Users 9-3
Related Topics 9-4
Additional Cisco Documentation 9-4

CHAPTER 10
Configuring QoS System Reports 10-1
Configuring QoS Detail Reports 10-2
Configuring QoS Summary Reports 10-4
Configuring QoS by Gateway Reports 10-6
CHAPTER 17 Reviewing System Reports Results 17-1
   QoS Detail Report Results 17-1
   QoS Summary Report Results 17-3
   QoS by Gateways Report Results 17-4
   QoS by Call Types Report Results 17-5
   Traffic Summary Report Results 17-7
   Authorization Code Name Call Details Report Results 17-11
   Authorization Level Call Details Report Results 17-12
   Client Matter Code Details Report Results 17-13
   Malicious Call Details Report Results 17-13
   Precedence Call Summary Report Results 17-15
   System Overview Report Results 17-17
   CDR Error Report Results 17-18
   Related Topics 17-19
   Additional Cisco Documentation 17-20

PART 4 Device Reports

CHAPTER 18 Understanding CAR Device Reports 18-1
   Device Reports Summary Descriptions 18-1
   Related Topics 18-3
   Additional Cisco Documentation 18-3

CHAPTER 19 Configuring Gateway Device Reports 19-1
   Configuring Gateway Detail Reports 19-1
   Configuring Gateway Summary Reports 19-4
   Configuring Gateway Utilization Reports 19-6
   Related Topics 19-8
   Additional Cisco Documentation 19-8

CHAPTER 20 Configuring Route Pattern and Hunt Pilot Device Reports 20-1
   Configuring Route and Line Group Utilization Reports 20-1
   Configuring Route/Hunt List Utilization Reports 20-3
   Configuring Route Pattern/Hunt Pilot Utilization Reports 20-4
   Configuring Hunt Pilot Summary Report 20-6
   Configuring Hunt Pilot Detail Report 20-7
Related Topics 20-8
Additional Cisco Documentation 20-8

CHAPTER 21
Configuring Conference Bridge Device Reports 21-1
Configuring Conference Call Details 21-1
Configuring Conference Bridge Utilization Reports 21-2
Related Topics 21-4
Additional Cisco Documentation 21-4

CHAPTER 22
Configuring Voice Messaging Utilization Device Reports 22-1
Configuring Voice Messaging Utilization Reports 22-1
Related Topics 22-3
Additional Cisco Documentation 22-3

CHAPTER 23
Configuring Trunk Device Reports 23-1
Configuring Trunk Utilization Reports 23-1
Related Topics 23-3
Additional Cisco Documentation 23-3

CHAPTER 24
Reviewing CAR Device Reports Results 24-1
Gateway Detail Report Results 24-1
Gateway Summary Report Results 24-3
Gateway and Route Utilization Report Results 24-4
Hunt Pilot Summary Report Results 24-8
Hunt Pilot Detail Report Results 24-10
Conference Call Detail Report Results 24-12
Conference Bridge Utilization Report Results 24-14
Voice Messaging Utilization Report Results 24-16
Trunk Utilization Report Results 24-18
Related Topics 24-23
Additional Cisco Documentation 24-23

PART 5
CDR

CHAPTER 25
Understanding CDRs 25-1
Defining CDR Data 25-1
CHAPTER 25 Upgrading the CAR Database 25-2
Related Topics 25-4
Additional Cisco Documentation 25-4

CHAPTER 26 Configuring CDR Search 26-1
CDR Search 26-1
Configuring CDR Search by User/Phone Number/SIP URL 26-3
Configuring CDR Search by Gateway 26-4
Configuring CDR Search by Cause for Call Termination 26-6
Viewing Call Termination Details 26-10
Configuring CDR Search by Call Precedence Levels 26-11
Configuring CDR Search for Malicious Calls 26-12
Configuring CDR Search for Different Call Types 26-14
Related Topics 26-15
Additional Cisco Documentation 26-15

CHAPTER 27 Configuring the Export of CDR/CMR Records 27-1
Exporting CDR/CMR Records 27-1
Viewing Export CDR/CMR Records Results 27-2
Related Topics 27-2
Additional Cisco Documentation 27-3

CHAPTER 28 Reviewing CDR Search Results 28-1
Understanding the Results for CDR Search 28-1
Media Information 28-2
CDR and CMR Dump Tables 28-3
Related Topics 28-5
Additional Cisco Documentation 28-5

PART 6 System

CHAPTER 29 Configuring CAR System Parameters 29-1
Configuring Mail Server Parameters 29-1
Configuring the Dial Plan 29-2
Restoring the Default Values for the CAR Dial Plan 29-3
Configuring the Gateway 29-4
CHAPTER 30 Configuring the CAR System Scheduler 30-1
Configuring the CDR Load Schedule 30-1
Scheduling Daily Reports 30-4
Scheduling Weekly Reports 30-4
Scheduling Monthly Reports 30-5
Alarms and Alerts 30-7
Related Topics 30-8
Additional Cisco Documentation 30-8

CHAPTER 31 Configuring the CAR System Database 31-1
Manually Purging or Reloading the CAR Database 31-1
Configuring Automatic Database Purge 31-3
Related Topics 31-4
Additional Cisco Documentation 31-4

CHAPTER 32 Generating the CAR System Event Log 32-1
Generating the Event Log 32-1
Related Topics 32-4
Additional Cisco Documentation 32-4

PART 7 Report Configuration

CHAPTER 33 Understanding the CAR Reports Configurations 33-1
Understanding the CAR Reports Configuration 33-1
Related Topics 33-2
Additional Cisco Documentation 33-2

CHAPTER 34 Configuring the CAR Rating Engine 34-1
Setting the Base Rate and Duration 34-1
Factoring Time of Day into Call Cost 34-2
Factoring Voice Quality into Call Cost 34-3
Preface

This preface describes the purpose, audience, organization, and conventions of this guide, and provides information on how to obtain related documentation.

Note

This document may not represent the latest available Cisco product information. You can obtain the most current documentation by accessing the Cisco product documentation page at this URL:


The preface covers these topics:

- **Purpose**, page xi
- **Audience**, page xii
- **Organization**, page xii
- **Related Documentation**, page xiv
- **Conventions**, page xiv
- **Obtaining Documentation and Submitting a Service Request**, page xv
- **Cisco Product Security Overview**, page xvi

Purpose

The *CDR Analysis and Reporting Administration Guide* describes how to configure and use Cisco Unified Communications Manager CDR Analysis and Reporting (CAR), a tool that is used to create user, system, device, and billing reports. Use this guide in conjunction with the following documents:

- **Cisco Unified Serviceability Administration Guide**—This document provides descriptions and procedures for configuring alarms, traces, SNMP, and so on, through Cisco Unified Serviceability.
- **Cisco Unified Communications Manager Call Detail Records Administration Guide**—This document provides definitions and examples of Call Detail Records (CDRs) and Call Management Records (CMRs).
- **Cisco Unified Cisco Unified Real-Time Monitoring Tool Administration Guide**—This document describes how to use RTMT, a tool that allows you to monitor many aspects of the system (critical services, alerts, performance counters, and so on).
- **Cisco Unity Connection Serviceability Administration Guide**—This document provides descriptions and procedures for using alarms, traces, reports, and so on, through Cisco Unity Connection Serviceability.
Audience

The CDR Analysis and Reporting Administration Guide provides information for administrators who are responsible for managing and supporting CAR and call detail records (CDRs). Network engineers, system administrators, or telecom engineers use this guide to learn about, and administer, CAR features. CAR administrators, managers, and end users use CAR to generate certain reports.

Organization

The following table shows how this guide is organized.

<table>
<thead>
<tr>
<th>Chapter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Overview</strong></td>
<td></td>
</tr>
<tr>
<td>Chapter 1, “CDR Analysis and Reporting Overview”</td>
<td>Provides an overview of CDR Analysis and Reporting, a tool that is used to create user, system, device, and billing reports.</td>
</tr>
<tr>
<td>Chapter 2, “Configuring the CDR Analysis and Reporting Tool”</td>
<td>Provides the procedures for configuring the CDR Analysis and Reporting (CAR), CDR service and enterprise parameters and for logging in and out of CAR.</td>
</tr>
<tr>
<td><strong>User Reports</strong></td>
<td></td>
</tr>
<tr>
<td>Chapter 3, “Understanding CAR User Reports”</td>
<td>Assists the user in understanding the purpose of CAR User reports and how they are organized.</td>
</tr>
<tr>
<td>Chapter 4, “Configuring Bills User Reports”</td>
<td>Provides procedures for configuring Individual Bills and Department Bills CAR User reports.</td>
</tr>
<tr>
<td>Chapter 5, “Configuring Top N User Reports”</td>
<td>Provides procedures for configuring Top N by Charge, Top N by Duration, and Top N by Number of Calls CAR User reports.</td>
</tr>
<tr>
<td>Chapter 6, “Configuring Cisco Unified Communications Manager Assistant User Reports”</td>
<td>Provides procedures for configuring Cisco Unified Communications Manager Assistant Usage CAR User reports.</td>
</tr>
<tr>
<td>Chapter 7, “Configuring Cisco IP Phone Service User Reports”</td>
<td>Provides procedures for configuring Cisco IP Phone CAR User reports.</td>
</tr>
<tr>
<td>Chapter 8, “Reviewing User Reports Results”</td>
<td>Describes the results of CAR User reports and provides examples of each report.</td>
</tr>
<tr>
<td><strong>System Reports</strong></td>
<td></td>
</tr>
<tr>
<td>Chapter 9, “Understanding CAR System Reports”</td>
<td>Assists the user in understanding the purpose of CAR System reports and how they are organized.</td>
</tr>
<tr>
<td>Chapter 10, “Configuring QoS System Reports”</td>
<td>Provides procedures for configuring the QoS Detail, QoS Summary, QoS by Gateway, and QoS by Call Types CAR system reports.</td>
</tr>
<tr>
<td>Chapter 11, “Configuring Traffic System Reports”</td>
<td>Provides procedures for configuring the Traffic Summary and Traffic Summary by Extensions CAR system reports.</td>
</tr>
<tr>
<td>Chapter 13, “Configuring Malicious Call Details System Reports”</td>
<td>Provides procedures for configuring the Malicious Call Details CAR System report.</td>
</tr>
<tr>
<td>Chapter</td>
<td>Description</td>
</tr>
<tr>
<td>---------</td>
<td>-------------</td>
</tr>
<tr>
<td>Chapter 14, “Configuring Precedence Call Summary System Reports”</td>
<td>Provides procedures for configuring the Precedence Call Summary CAR System report.</td>
</tr>
<tr>
<td>Chapter 15, “Configuring System Overview System Reports”</td>
<td>Provides procedures for configuring the System Overview CAR System reports.</td>
</tr>
<tr>
<td>Chapter 16, “Configuring CDR Error System Reports”</td>
<td>Provides procedures for configuring the CDR Error CAR System report.</td>
</tr>
<tr>
<td>Chapter 17, “Reviewing System Reports Results”</td>
<td>Describes the results of the CAR System reports and provides examples of each report.</td>
</tr>
<tr>
<td><strong>Device Reports</strong></td>
<td></td>
</tr>
<tr>
<td>Chapter 18, “Understanding CAR Device Reports”</td>
<td>Assists the user in understanding the purpose of CAR Device reports and how they are organized.</td>
</tr>
<tr>
<td>Chapter 19, “Configuring Gateway Device Reports”</td>
<td>Provides procedures for configuring the Gateway Detail, Gateway Summary, and Gateway Utilization CAR Device report.</td>
</tr>
<tr>
<td>Chapter 20, “Configuring Route Pattern and Hunt Pilot Device Reports”</td>
<td>Provides procedures for configuring the Route and Line Group Utilization, Route/Hunt List Utilization, and Route Pattern/Hunt Pilot Utilization CAR Device reports.</td>
</tr>
<tr>
<td>Chapter 21, “Configuring Conference Bridge Device Reports”</td>
<td>Provides procedures for configuring the Conference Call Details and Conference Bridge Utilization CAR Device reports.</td>
</tr>
<tr>
<td>Chapter 23, “Configuring Trunk Device Reports”</td>
<td>Provides procedures for configuring the Route and Line Group Utilization, Route/Hunt List Utilization, and Route Pattern/Hunt Pilot Utilization CAR Device reports.</td>
</tr>
<tr>
<td>Chapter 24, “Reviewing CAR Device Reports Results”</td>
<td>Describes the results of the CAR Device reports and provides examples of each report.</td>
</tr>
<tr>
<td><strong>CDRs</strong></td>
<td></td>
</tr>
<tr>
<td>Chapter 25, “Understanding CDRs”</td>
<td>Assists the user in understanding Call Detail Records (CDRs) and how they are created.</td>
</tr>
<tr>
<td>Chapter 26, “Configuring CDR Search”</td>
<td>Provides procedures for configuring CAR CDR Search by User Extension, by Gateway, by Cause for Call Termination, by Call Precedence Levels, and by Malicious Calls.</td>
</tr>
<tr>
<td>Chapter 27, “Configuring the Export of CDR/CMR Records”</td>
<td>Provides procedures for exporting CDR and CMR records and viewing the results of the exported records.</td>
</tr>
<tr>
<td>Chapter 28, “Reviewing CDR Search Results”</td>
<td>Assists the user in understanding the results of CDR Search.</td>
</tr>
<tr>
<td><strong>System</strong></td>
<td></td>
</tr>
<tr>
<td>Chapter 29, “Configuring CAR System Parameters”</td>
<td>Provides procedures for configuring the Mail Server Parameters, the Dial Plan, the Gateways, and the CAR System Preferences.</td>
</tr>
<tr>
<td>Chapter 30, “Configuring the CAR System Scheduler”</td>
<td>Provides procedures for configuring the CDR Load Schedule and scheduling daily, weekly, and monthly reports.</td>
</tr>
<tr>
<td>Chapter 31, “Configuring the CAR System Database”</td>
<td>Provides procedures for manually purging or reloading the CAR system database and configuring the automatic system database purge.</td>
</tr>
</tbody>
</table>
Preface

Related Documentation

See the Cisco Unified Communications Manager Documentation Guide for additional Cisco Unified Communications Manager documentation. The following URL shows an example of the path to the documentation guide:


Conventions

This document uses the following conventions:

<table>
<thead>
<tr>
<th>Convention</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>boldface</strong></td>
<td>Commands and keywords are in <strong>boldface</strong>.</td>
</tr>
<tr>
<td><em>italic</em></td>
<td>Arguments for which you supply values are in <em>italics</em>.</td>
</tr>
<tr>
<td>[ ]</td>
<td>Elements in square brackets are optional.</td>
</tr>
<tr>
<td>{ x</td>
<td>y</td>
</tr>
<tr>
<td>[ x</td>
<td>y</td>
</tr>
<tr>
<td><code>string</code></td>
<td>A nonquoted set of characters. Do not use quotation marks around the string or the string will include the quotation marks.</td>
</tr>
<tr>
<td><strong>screen</strong></td>
<td>Terminal sessions and information the system displays are in <strong>screen</strong> font.</td>
</tr>
<tr>
<td><strong>boldface</strong> <strong>screen</strong></td>
<td>Information you must enter is in <strong>boldface</strong> <strong>screen</strong> font.</td>
</tr>
</tbody>
</table>
Notes use the following conventions:

- **Note**: Means *reader take note*. Notes contain helpful suggestions or references to material not covered in the publication.

Timesavers use the following conventions:

- **Timesaver**: Means *the described action saves time*. You can save time by performing the action described in the paragraph.

Tips use the following conventions:

- **Tip**: Means *the information contains useful tips*.

Cautions use the following conventions:

- **Caution**: Means *reader be careful*. In this situation, you might do something that could result in equipment damage or loss of data.

Warnings use the following conventions:

- **Warning**: This warning symbol means danger. You are in a situation that could cause bodily injury. Before you work on any equipment, you must be aware of the hazards involved with electrical circuitry and familiar with standard practices for preventing accidents.

**Obtaining Documentation and Submitting a Service Request**

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly What’s New in Cisco Product Documentation, which also lists all new and revised Cisco technical documentation, at


Subscribe to the What’s New in Cisco Product Documentation as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop by using a reader application. You receive the RSS feeds as a free service, and Cisco currently supports RSS version 2.0.
Cisco Product Security Overview

This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute or use encryption. Importers, exporters, distributors and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

Further information regarding U.S. export regulations may be found at http://www.access.gpo.gov/bis/ear/ear_data.html.
PART 1

Overview
CDR Analysis and Reporting Overview

Cisco Unified Serviceability supports CDR Analysis and Reporting (CAR) under the Tools menu. CAR generates reports for Quality of Service (QoS), traffic, and billing information.

CAR is not intended to replace call accounting and billing solutions that third-party companies provide. You can find the companies that provide these solutions and that are members of the Cisco Technology Developer Program by searching the home page of the Cisco Developer Community at this URL: http://developer.cisco.com/web/cdc/home.

Note: CAR does not handle iDivert calls (feature that diverts calls to a voice-messaging system) and treats them as normal calls. The part of the call after the iDivert feature gets activated may not get charged to the correct party.

This chapter contains the following topics:

- Understanding CDR Analysis and Reporting, page 1-1
- Understanding the Role of CAR Administrators, Managers, and Users, page 1-5
- Understanding CAR Reports, page 1-5
- Audit Logging, page 1-6
- Customized Log-on Message, page 1-7
- Internationalization for CDR Analysis and Reporting, page 1-7
- Web Browsers, page 1-8
- Accessing CAR Documentation Online Help, page 1-9
- Upgrading Cisco Unified Communications Manager, page 1-9
- Backup of CAR Database, page 1-9
- CPU Utilization, page 1-10
- Related Topics, page 1-11

Understanding CDR Analysis and Reporting

As its primary function, CAR generates reports about the users of Cisco Unified Communications Manager and generates reports on the system status with respect to call processing. CAR also performs CAR database management activities. You can perform these tasks in one of the following ways:

- Automatically configure the required tasks to take place.
Understanding CDR Analysis and Reporting

- Manually perform the tasks by using the web interface.

You access CAR from the Tools menu of Cisco Unified Serviceability after you activate the appropriate services as described in the “Activating CAR” section on page 2-3.

All CAR reports use CDR data. CAR processes the CDRs from flat files that the CDR Repository service places in the CDR repository folder structure. CAR processes CDRs at a scheduled time and frequency. By default, CDR data loads continuously 24 hours per day and seven days per week; however, you can set the loading time, interval, and duration as needed. In addition, the default setting loads only CDR records. CMR records do not get loaded by default.

Note
An option allows you to uncheck the “Load CDR Only” check box in the CAR System Scheduler window to allow CMR records to load. See “Configuring the CDR Load Schedule” section on page 30-1 for additional information.

CAR retrieves information that is required for various reports from CDRs, CMRs, and the Cisco Unified Communications Manager database.

Scheduling Reports
After CAR is activated on your system, you can schedule CAR reports to generate automatically at a regular time. Each report that can be scheduled has its own report generation interval. You can make the report generation interval be daily, weekly, or monthly. Scheduling Daily reports schedules all the reports that have report generation intervals of daily. Similarly, scheduling Weekly or Monthly reports would schedule the reports that have report generation intervals of weekly or monthly. You can also specify the time to keep a report before it gets automatically deleted.

By default, CAR uses the following report generation and deletion schedule:

- Daily reports run at 1 a.m. every day. These reports get purged after two days.
- Weekly reports run at 4 a.m. every Sunday. These reports get purged after four weeks.
- Monthly bill reports run at 3 a.m. on the first day of every month. These reports get purged after two months.
- Other monthly reports run at 2 a.m. on the first day of every month. These reports get purged after two months.

Note
If you upgrade your system to a new version of Cisco Unified Communications Manager, you must disable the CAR reports that generate automatically, so you conserve system resources during the upgrade process.

For a list of reports and the default generation schedule, see the “Enabling or Customizing Reports for Automatic Generation” section on page 36-3.

For system monitoring, automatically generate various reports, such as QoS reports, and review them at regular intervals, perhaps every day if you have a very large system, or every week or every two weeks for smaller systems. QoS reports help you determine the quality of calls that run on your network and judge whether you need additional hardware to improve performance. You can use utilization reports for gateways, voice messaging, conference bridge, route groups, route lists, and route patterns to provide a picture of the usage to help with system handling.

You can also customize the report parameters and enable a mailing option, so reports get e-mailed when they are created. The Customize Parameters option allows you to customize the report parameters for particular reports in the Customize Parameters window. For each individual report, you can customize the parameters for that report.
Setting Up Alerts

CAR provides e-mail alerts for various events, including the following events:

- Charge Limit Notification indicates when the daily charge limit for a user exceeds the specified maximum. You can set the maximum in the Report Config > Notification Limits window.

- QoS Notification indicates when the percentage of good calls drops below a specified range or the percentage of poor calls exceeds a specified limit. You can set the range in the Report Config > Notification Limits window.

Enabling the system for e-mail alerts comprises a two-step process. First, you must specify the mail server configuration information (System > System Parameters > Mail Parameters). CAR uses the configuration information to successfully connect to the e-mail server. Next, you must enable the e-mail alerts on the Automatic Report Generation/Alert window (Report Config > Automatic Generation/Alert). By default, CAR enables e-mail alerts for some, but not all, reports.

Be sure to disable the automatic e-mail alerts to conserve system resources while you upgrade your system to a later version of Cisco Unified Communications Manager.

Note: The system does not provide e-mail alerts to application users because no mail ID exists for an application user.

Purging CAR Data

This section contains information on the following topics:

- Automatic purging
- Manual purging
- Event log purging

CAR provides automatic and manual purging of the CAR database. By default, the system enables automatic purging. Before and after loading CDRs/CMRs, CAR checks the size of the CAR database and invokes automatic purging, if necessary, to control the CAR database size.

With automatic purging, CAR continuously monitors the number of days that the CDRs are kept in the CAR database; when the CDR age exceeds the maximum number of days as configured in the maximum age setting in the Configure Automatic Database Purge window, CAR deletes all CDRs that are older than the number of days that you configured.

In the Configure Automatic Database Purge window, you specify the percentages of the CAR database that you want to allot for CAR data; the system maintains the CAR database size between the high water mark and low water mark that you specify. When the CAR database size exceeds the low water mark, CAR sends an e-mail to all CAR administrators. When the database size exceeds the high water mark or the number of CDRs in the CAR database exceeds the maximum allowed records, CAR deletes CDRs that are older than the number of days that you specified for the CDR minimum age in the Configure Automatic Database Purge window; then, an e-mail gets sent to all CAR administrators. If the high water mark gets breached again or if the number of CDRs exceeds the maximum allowed records even after automatic purging completes, CAR triggers auto purging, does not load the CDRs/CMRs, and sends another e-mail.
Understanding CDR Analysis and Reporting

Tip
To disable automatic purging to the minimum age when the high water mark gets breached or when the CDRs exceed the maximum number of records, configure the CDR minimum age to equal the CDR maximum age in the Configure Automatic Database Purge window.

Configure manual database purge when you want to delete records that are older than a particular date or that fall in a specific date range, but you do not want to change the automatic purging schedule. You can also reload the CAR database with CDR records by clicking the Reload button in the Manual Purge window. You may want to reload the database to reclassify calls after dial-plan updates, user-device association changes, call rate changes, and so on. After the system loads the new records, the system loads the records according to the schedule in the configured CDR load schedule. By default, CDR data loads 24 hours per day, 7 days per week.

Event log purging, which is a daily scheduled job that monitors the tbl_event_log table, automatically deletes the tbl_event_log records to keep the latest 3 days of daily jobs, the latest 3 weeks of weekly jobs, and the latest 3 months of monthly jobs; that is, if more than 1500 rows exist in the tbl_event_log table, CAR automatically enables event log purging and does not send an e-mail when event log purging occurs.

Call Costs
You can use CAR to set a base monetary rate for the cost of calls on the basis of a time increment. Then, you can further qualify the cost by applying the time-of-day and voice-quality factors. Service providers who must account for service to subscribers use this feature. Some organizations also use this information to establish billing costs for users and departments in the organization for accounting or budgeting purposes.

Reports that use these rating parameters include Individual Bill, Department Bill, Top N by Charge, Top N by Number, and Top N by Duration.

Note
If you do not change the default value for charge base/block, the cost will always remain zero because the default base charge per block equals zero.

Note
If you do not want to increase call cost by voice quality, you can use the default values. The default multiplication factor specifies 1.00, so no increase in call cost for voice quality occurs.

### Table 1-1 Maximum Size of CDR Database

<table>
<thead>
<tr>
<th>Version</th>
<th>Maximum Number of CDR Records</th>
<th>Maximum Size of Database</th>
<th>Maximum Aggregate Busy Hour Call Attempts (BHCA)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cisco Unified Communications Manager</td>
<td>2 million records</td>
<td>6 GB</td>
<td>10,000</td>
</tr>
<tr>
<td>Cisco Unified Communications Manager Business Edition 5000</td>
<td>1 million records</td>
<td>3 GB</td>
<td>5,000</td>
</tr>
</tbody>
</table>
For more information on setting call rates, see Chapter 34, “Configuring the CAR Rating Engine.”.

**Tracking Activity**
CAR provides logs that can track the status of the various activities. The event log tracks events that the CAR Scheduler triggers, such as automatically generated reports, loading of CDRs, notifications, report deletions, database purging and monitoring, and event tracking.

**Understanding the Role of CAR Administrators, Managers, and Users**

CAR provides reporting capabilities for three levels of users:

- **Administrators** use all the features of CDR Analysis and Reporting; for example, they can generate system reports to help with load balancing, system performance, and troubleshooting.
- **Managers** can 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** can generate a billing report for calls.

Any user can act as a CAR administrator. Users who have been identified as CAR administrators have full control over the CAR system. The administrator can modify all the parameters that relate to the system and the reports.

CAR requires a minimum of one administrator.

You set up administrators, managers, and users in Cisco Unified Communications Manager Administration. For more information, see the “Configuring CAR Administrators, Managers, and Users” section on page 2-8.

**Understanding CAR Reports**

From CAR, you can generate reports on demand, or if you are an administrator, you can schedule reports for automatic generation. You can view reports in comma separated values (CSV) format or portable document format (PDF). If you choose PDF, you must have Adobe Acrobat Reader installed on your PC.

This section contains the following topics:

- CAR Reports General Information, page 1-5
- Automatically Generated Reports Schedule, page 1-6

**CAR Reports General Information**

For all CAR reports that show the pattern for Hour of Day, Day of Week, and Day of Month, the charts and tables get shown according to the following conditions:

- When no records match the time range that is specified (hour of day, day of week, or day of month) in the search criteria, the report displays a value of 0.00 for all of the days/hours.
- If all records that are returned have a value of 0.00, CAR does not display the charts. CAR displays the charts if any record contains a non-zero value.
Audit Logging

When records get generated (for at least one day in the chosen date range) and the number of days that is chosen is more than the number of days that the report can show (more than seven for weekly and more than 31 for monthly), the chart displays all the days (with 0 value for the days that do not generate records). A table displays for all the days with relevant value and 0.00 for the days that do not contain data.

When records generate (for at least one day in the chosen date range) and the number of days that is chosen is less than the number of days that the report can show (less than 7 for weekly and less than 31 for monthly), the chart displays all the days (with 0 value for the days that do not generate records). A table displays all the days with relevant value and 0.00 for the days that do not contain data.

In all the CAR reports that display username, userid displays if CAR cannot retrieve the username. This situation can occur when the report gets generated for prior data where the user that was involved in a call at that time no longer exists in the system (Cisco Unified Communications Manager database).

Additional Information
See the “Related Topics” section on page 1-11.

Automatically Generated Reports Schedule

Automatically generating reports comprises a two-step process. First, you must enable the reports that you want to have generated. Second, you must schedule the reports for the day and time that you want them to generate. CAR provides a default schedule, so if the default schedule is acceptable, you need only enable the reports that you want to automatically generate.

Reports and e-mail alerts do not automatically get enabled on a new installation. You must enable the reports that you want to automatically generate. To enable or disable report generation, see the “Enabling or Customizing Reports for Automatic Generation” section on page 36-3 for instructions on how to generate reports and e-mails automatically.

To change the specific time each day, week, or month that reports get generated and get purged from the system, see Chapter 30, “Configuring the CAR System Scheduler”.

Additional Information
See the “Related Topics” section on page 1-11.

Audit Logging

With audit logging, any configuration change to the Cisco Unified Communications Manager system gets logged in separate log files for auditing. An audit event is any event that is required to be logged. Cisco Unified CDR Analysis and Reporting creates audit logs for these events:

- Scheduling the CDR Loader.
- Scheduling the daily, weekly, and monthly user reports, system reports, and device reports.
- Mail parameters configurations.
- Dial plan configurations.
- Gateway configurations.
- System preferences configurations.
- Autopurge configurations.
Customized Log-on Message

You can upload a text file that contains a customized log-on message that appears on the initial Cisco Unified Communications Manager CDR Analysis and Reporting window.

For more information and the procedure for uploading your customized log-on message, see Chapter 7 in the Cisco Unified Communications Operating System Administration Guide.

Additional Information
See the “Related Topics” section on page 1-11.

Internationalization for CDR Analysis and Reporting

CAR, designed to be internationalized to handle any locale (or language), includes a database that can also handle any locale.

Note
CAR supports all Latin-1 language and Unicode language locales as Cisco Unified Communications Manager help specifies. Latin-1 languages include English and Western European languages. Unicode languages include Japanese and Chinese.

Two types of locale exists: user and network. Each locale comprises a set of locale files. The following definitions describe the two types of files:

- User—Files that relate to user-related functions, such as phone display text, user applications, and user web pages.
- Network—Files that relate to network-related functions, such as phone and gateway tones. Country names designate network locales.

CAR supports the locales only if the Locale Installer has installed locales.

Note
For Cisco Unified Communications Manager, make sure that you have first installed the Cisco Unified Communications Manager Locale Installer on every server in the cluster. For Cisco Unified Communications Manager Business Edition 5000, make sure that you have first installed the Cisco Unified Communications Manager Locale Installer on the server. Installing the Locale Installer ensures
that you have the latest translated text available for CAR. For more information on the Cisco Unified Communications Manager Locale Installer, see the Cisco Unified Communications Operating System Administration Guide.

Only User and Manager windows support multiple locales. Administrator windows display in English.

In the Cisco Unified Communications Manager Administration, set the user-preferred locale in the Cisco Unified Communications Manager database. You do this when you create a user from the End User Configuration window. Specify the preferred locale along with the user name, user ID, and so on. The Cisco Unified Communications Manager database stores this information. See the Cisco Unified Communications Manager Administration Guide for more detailed information.

These sections describe the elements that make up the internationalization of CAR.

Logon Page
When the client (browser) requests the logon information, the logon window header includes the most preferred locale of the client. The CAR system checks whether the CAR UI supports this locale. If the CAR UI does not support the locale, or if the locale is not installed in the system, the logon window displays in the Cisco Unified Communications Manager system default locale that is set in the Cisco Communications Manager Enterprise parameter. If CAR does not also support this locale, or the locale is not installed in the system, the locale gets set to English United States.

Authenticate and Show CAR Pages for Post Logon Windows
User credentials (in any language) get authenticated through the Cisco Unified Communications Manager database, and then CAR windows for non-administrative users (users or managers) display the user preferred locale. If the CAR UI does not support this locale, or if the locale is not installed in the system, the Cisco Unified Communications Manager system default locale gets used. If this locale is not supported by CAR, or is not installed in the system, windows display in the most preferred locale of the browser. When the browser-preferred locale is also not supported or not installed, the locale gets set to English United States. All information on the UI windows, including labels, number formats, and so on, displays based on the locale. The administrator windows always display in English.

Reports
Reports, which are generated in both CSV and PDF formats, display in the user preferred locale for non-administrative users (users or managers). However, the dynamic data (like the Company Name shown in the report header) displays in the same language as was used to enter it in the database. The locale provides the basis for the header, footers, number formats, and some static data (like call classification). Reports for administrators display in English.

Additional Information
See the “Related Topics” section on page 1-11.

Web Browsers

The CAR program supports the following web browsers:
- Netscape Communicator Release 7.1
- Microsoft Internet Explorer Release 6.0 and Release 7.0

From any user PC in your network, browse into a server where CDR Analysis and Reporting displays in Cisco Unified Serviceability and log in as a CAR administrator, manager, or user.
Additional Information
See the “Related Topics” section on page 1-11.

Accessing CAR Documentation Online Help

To access CAR documentation online help, choose Help > Contents and Index (for a list of contents) or Help > For this page (for information that is specific to the page that displays.)

Additional Information
See the “Related Topics” section on page 1-11.

Upgrading Cisco Unified Communications Manager

When you upgrade from an earlier version of Cisco Unified Communications Manager to a later version of Cisco Unified Communications Manager, you may not be able to upgrade all your CDR data. For additional information about the limitations that affect the amount of CDR data that may be available after upgrade, see the “Upgrading the CAR Database” section on page 25-2. You may also need to refer to the latest Data Migration Assistant User Guide. Find these documents at http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_installation_guides_list.html

Additional Information
See the “Related Topics” section on page 1-11.

Backup of CAR Database

The CAR and CDR Disaster Recovery Service (DRS) now integrates into the Cisco Unified Communications Manager DRS. The DRS includes the backup of the CAR database, pregenerated reports, and the CDR preserved flat files.

The CAR Web Service and CAR Scheduler automatically stop before the backup and restore process begin, and automatically restart after the backup and restore process is complete.

Table 1-2 displays the features and components that the Disaster Recovery System can back up and restore. For each feature that you choose, the system backs up all its components automatically.

Additional Information
See the “Related Topics” section on page 1-11.

CPU Utilization

Cisco has performed basic testing to measure CPU utilization when CDRs and/or CMRs are enabled. The CPU utilization testing was measured on subscribers and was not measured on the publishers. Your actual results can vary because of the CDR Loader settings and the CDR Management settings for external billing servers. Table 1-3 displays the results of these tests.

Table 1-3 CDR and CMR CPU Utilization

<table>
<thead>
<tr>
<th>CDRs and CMRs Enabled/Disabled</th>
<th>Average % Increase in Cisco Unified CM CPU Utilization</th>
<th>Average % Increase in Total CPU Utilization</th>
<th>% Increase in Cisco Unified CM CPU</th>
<th>% Increase in Total CPU</th>
</tr>
</thead>
<tbody>
<tr>
<td>CDRs disabled, CMRs disabled</td>
<td>6.17</td>
<td>11.15</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>CDRs enabled, CMRs disabled</td>
<td>6.99</td>
<td>12.10</td>
<td>13.18</td>
<td>8.57</td>
</tr>
</tbody>
</table>
Table 1-3  CDR and CMR CPU Utilization

<table>
<thead>
<tr>
<th>CDRs and CMRs Enabled/Disabled</th>
<th>Average % Increase in Cisco Unified CM CPU Utilization</th>
<th>Average % Increase in Total CPU Utilization</th>
<th>% Increase in Cisco Unified CM CPU</th>
<th>% Increase in Total CPU</th>
</tr>
</thead>
<tbody>
<tr>
<td>CDRs disabled, CMRs enabled</td>
<td>6.38</td>
<td>11.24</td>
<td>3.43</td>
<td>0.86</td>
</tr>
<tr>
<td>CDRs enabled, CMRs enabled</td>
<td>7.71</td>
<td>13.04</td>
<td>24.92</td>
<td>17.02</td>
</tr>
</tbody>
</table>

Related Topics

- CDR Analysis and Reporting Configuration Checklist, page 2-1
- “Activating CAR” section on page 2-3
- Chapter 30, “Configuring the CAR System Scheduler”

Additional Cisco Documentation

- Cisco Unified Serviceability Administration Guide
- Cisco Unified Real-Time Monitoring Tool Administration Guide
- Cisco Unified Communications Operating System Administration Guide
- Cisco Unified Communications Manager Administration Guide
- Cisco Unified Communications Manager Call Detail Records Administration Guide
- Data Migration Assistant User Guide
- Disaster Recovery System Administration Guide
CHAPTER 2

Configuring the CDR Analysis and Reporting Tool

The Cisco Unified Communications Manager CDR Analysis and Reporting (CAR) tool generates reports of information for quality of service, traffic, user call volume, billing, and gateways.

This chapter contains the following topics:

- CDR Analysis and Reporting Configuration Checklist, page 2-1
- Activating CAR, page 2-3
- Configuring the CDR Repository Manager, page 2-4
- Configuring CDR Enterprise Parameters, page 2-5
- Configuring CDR Service Parameters, page 2-6
- CAR System Settings, page 2-7
- Configuring CAR Administrators, Managers, and Users, page 2-8
- Logging On to CAR, page 2-9
- Logging Out of CAR, page 2-13
- Related Topics, page 2-13
- Additional Cisco Documentation, page 2-13

### CDR Analysis and Reporting Configuration Checklist

<table>
<thead>
<tr>
<th>Configuration Steps</th>
<th>Related Procedures and Topics</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Step 1</strong></td>
<td>Activate the CDR services on the appropriate servers.</td>
</tr>
</tbody>
</table>
| **Step 2**          | Configure the CDR Repository Manager. | See the “Configuring CDR Repository Manager” chapter in the Cisco Unified Serviceability Administration Guide.

Table 2-1 provides an overview of the steps for configuring CDR Analysis and Reporting.
### Table 2-1  CAR Configuration Checklist (continued)

<table>
<thead>
<tr>
<th>Configuration Steps</th>
<th>Related Procedures and Topics</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Step 3</strong></td>
<td>Enable the following Cisco Unified Communications Manager enterprise parameters:</td>
</tr>
<tr>
<td></td>
<td>• CDR File Time Interval</td>
</tr>
<tr>
<td></td>
<td>• Cluster ID</td>
</tr>
<tr>
<td></td>
<td>• Allowed CDRonDemand get_file Queries Per Minute</td>
</tr>
<tr>
<td></td>
<td>• Allowed CDRonDemand get_file_list Queries Per Minute</td>
</tr>
<tr>
<td></td>
<td>Configuring CDR Enterprise Parameters, page 2-5</td>
</tr>
<tr>
<td><strong>Step 4</strong></td>
<td>Enable the Cisco Unified Communications Manager service parameters, CDREnabled Flag and CallDiagnosticsEnabled, to ensure that the CDR records write to flat files and that CMR records are created. Enable any of the following service parameters that are required for your specific installation: Add Incoming Number Prefix to CDR, CDR Log Calls with ZeroDurationFlag, Display FAC in CDR, and Show Line Group Member DN in finalCalledPartyNumber CDR Field.</td>
</tr>
<tr>
<td></td>
<td>Configuring CDR Service Parameters, page 2-6</td>
</tr>
<tr>
<td><strong>Step 5</strong></td>
<td>Set up CAR administrators, managers, and users in Cisco Unified Communications Manager Administration.</td>
</tr>
<tr>
<td></td>
<td>Configuring CAR Administrators, Managers, and Users, page 2-8</td>
</tr>
<tr>
<td><strong>Step 6</strong></td>
<td>Configure CAR system parameters for report generation:</td>
</tr>
<tr>
<td></td>
<td>• Configure mail server.</td>
</tr>
<tr>
<td></td>
<td>• Configure dial plan.</td>
</tr>
<tr>
<td></td>
<td>• Configure gateway.</td>
</tr>
<tr>
<td></td>
<td>• Set system preferences.</td>
</tr>
<tr>
<td></td>
<td>• Configuring Mail Server Parameters, page 29-1</td>
</tr>
<tr>
<td></td>
<td>• Configuring the Dial Plan, page 29-2</td>
</tr>
<tr>
<td></td>
<td>• Configuring the Gateway, page 29-4</td>
</tr>
<tr>
<td></td>
<td>• Configuring System Preferences, page 29-7</td>
</tr>
<tr>
<td><strong>Step 7</strong></td>
<td>Specify the value ranges that you consider good, acceptable, fair, and poor for jitter, latency, and lost packets.</td>
</tr>
<tr>
<td></td>
<td>Chapter 35, “Configuring the CAR Reports QoS Values”</td>
</tr>
<tr>
<td><strong>Step 8</strong></td>
<td>If desired, set a base monetary rate for the cost of calls on the basis of a time increment. You can further qualify the cost by applying the time-of-day and voice-quality factors.</td>
</tr>
<tr>
<td></td>
<td>Chapter 34, “Configuring the CAR Rating Engine”</td>
</tr>
<tr>
<td><strong>Step 9</strong></td>
<td>Enable the reports that you want to automatically generate by using the Automatic Generation/Alert Option window.</td>
</tr>
<tr>
<td></td>
<td>Chapter 36, “Configuring the Automatic Generation of CAR Reports and Alerts”</td>
</tr>
<tr>
<td><strong>Step 10</strong></td>
<td>Configure the CAR system scheduler to schedule when CAR loads CDRs as well as daily, weekly, and monthly reports.</td>
</tr>
<tr>
<td></td>
<td>Chapter 30, “Configuring the CAR System Scheduler”</td>
</tr>
<tr>
<td><strong>Step 11</strong></td>
<td>Set the parameters for automatic purging of the CAR database. You can set the percentage of the CAR database that you want the system to use for CAR data and the age of CAR data that you want to delete when the CAR data exceeds the database size limit. You can disable automatic database purging, but the system enables purging by default.</td>
</tr>
<tr>
<td></td>
<td>Chapter 31, “Configuring the CAR System Database”</td>
</tr>
<tr>
<td><strong>Step 12</strong></td>
<td>Set up the generation of event logs.</td>
</tr>
<tr>
<td></td>
<td>Generating the Event Log, page 32-1</td>
</tr>
</tbody>
</table>
Activating CAR

CAR comprises a group of complementary services, which you can activate in the Service Activation window in Cisco Unified Serviceability. Before you can launch CAR from the Tools menu in Cisco Unified Serviceability, you must activate the CAR services by using the following procedure.

Procedure

Step 1  Choose Tools > Service Activation.
The Service Activation window displays.

Step 2  Go to the Servers drop-down list box.

**Table 2-1  CAR Configuration Checklist (continued)**

<table>
<thead>
<tr>
<th>Configuration Steps</th>
<th>Related Procedures and Topics</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Step 13</strong>  Set the charge limit notification that indicates when the daily charge limit for a user exceeds the specified maximum and the QoS notification that indicates when the percentage of good calls drops below a specified range or the percentage of poor calls exceeds a specified limit.</td>
<td>Chapter 37, “Configuring CAR Reports Notification Limits”</td>
</tr>
<tr>
<td><strong>Step 15</strong>  Back up CAR, including the database and the pregenerated reports. Use the Cisco Unified Communications Manager Disaster Recovery System (DRS).</td>
<td>“Backup of CAR Database” section on page 1-9</td>
</tr>
</tbody>
</table>

Additional Information

See the “Related Topics” section on page 2-13.

Activating CAR

CAR comprises a group of complementary services, which you can activate in the Service Activation window in Cisco Unified Serviceability. Before you can launch CAR from the Tools menu in Cisco Unified Serviceability, you must activate the CAR services by using the following procedure.

Procedure

Step 1  Choose Tools > Service Activation.
The Service Activation window displays.

Step 2  Go to the Servers drop-down list box.

<table>
<thead>
<tr>
<th>Cisco Unified Communications Manager</th>
<th>Choose the first node of the cluster server name.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cisco Unified Communications Manager Business Edition 5000</td>
<td>Choose the server name.</td>
</tr>
</tbody>
</table>

The window displays the service names for the server that you chose, the service type, and the activation status of the services.

Step 3  Check the check boxes next to the following CDR Services:

- Cisco SOAP-CDRonDemand Service (optional). If you are using a third-party billing application that accesses CDR data via an HTTPS/SOAP interface, activate this service.
- Cisco CAR Web Service
Tip

Unchecking the check boxes next to the CDR Services and clicking Update deactivates the services. If you deactivate the Cisco CAR Web Service, the system removes CAR from the Tools menu in Cisco Unified Serviceability.

Step 4

After you have finished making the appropriate changes, click Update.

Additional Information

See the “Related Topics” section on page 2-13.

Configuring the CDR Repository Manager

The CDR Repository Manager sends CDR files to up to three preconfigured destinations (billing servers) using FTP/SFTP. It also maintains files on disk to make sure the storage usage does not exceed predefined limits. If you exceed the predefined limits, the CDR Repository Manager deletes old files to reduce the disk usage to the preconfigured low mark. Files get preserved for a certain number of days based on configuration. Files that are old enough to fall outside of the preservation window get automatically deleted.

Cisco allows you to use any SFTP server product but recommends SFTP products that have been certified with Cisco through the Cisco Technology Developer Partner program (CTDP). CTDP partners, such as GlobalSCAPE, certify their products with specified version of Cisco Unified Communications Manager. For information on which vendors have certified their products with your version of Cisco Unified Communications Manager, refer to the following URL:

http://www.cisco.com/cgi-bin/ctdp/Search.pl

For information on using GlobalSCAPE with supported Cisco Unified Communications versions, refer to the following URL:

http://www.globalscape.com/gsftps/cisco.aspx

Cisco uses the following servers for internal testing. You may use one of the servers, but you must contact the vendor for support:

- Open SSH (refer to http://sshwindows.sourceforge.net/)
- Cygwin (refer to http://www.cygwin.com/)
- Titan (refer to http://www.titanftp.com/)

Note

For issues with third-party products that have not been certified through the CTDP process, contact the third-party vendor for support.

Cisco has tested and will support the following versions of FTP or SFTP for CAR billing servers:

- Linux/Unix
  - FTP: Unix (SunOS 5.6 Generic_105181-10) and Linux server (2.4.21-47.ELsmp and 2.6.9-42.7.ELsmp)
  - SFTP: Unix (SunOS 5.6 Generic_105181-10) and Linux server (2.4.21-47.ELsmp and 2.6.9-42.7.ELsmp)
Chapter 2      Configuring the CDR Analysis and Reporting Tool

Configuring CDR Enterprise Parameters

Configure these CDR parameters on the Enterprise Parameters Configuration window in Cisco Communications Manager Administration. To access the Enterprise Parameters Configuration window, open Cisco Unified Communications Manager and choose System -> Enterprise Parameters.

- CDR Parameters
  - CDR File Time Interval—This parameter specifies the time interval for collecting CDR data. For example, if this value is set to 1, each file will contain 1 minute of CDR data (CDRs and CMRs, if enabled). The CDR database will not receive the data in each file until the interval has expired, so consider how quickly you want access to the CDR data when you decide what interval to set for this parameter. For example, setting this parameter to 60 means that each file will contain 60 minutes of data, but that data will not be available until the 60-minute period elapses, and the records are written to the CDR database. The default value specifies 1. The minimum value specifies 1, and the maximum value specifies 1440. The unit of measure for this required field represents a minute.

- Cluster ID—This parameter provides a unique identifier for the server or cluster. Because the parameter gets used in CDRs, collections of CDRs from multiple clusters can be traced to the sources. The default value specifies StandAloneCluster. The maximum length comprises 50 characters and provides a valid cluster ID that comprises any of the following characters: A-Z, a-z, 0-9, . , -.

- CCM Web Services Parameters
  - Allowed CDRonDemand get_file Queries Per Minute—This parameter specifies the maximum number of CDRonDemand get_file queries that are allowed per minute for the system. For this required field, the default value specifies 10. The minimum value equals 1, and the maximum value equals 20.

Additional Information
See the “Related Topics” section on page 2-13.

Use the CDR Management configuration window in Cisco Unified Serviceability to configure the following items:

- Set the amount of disk space to allocate to call detail record (CDR) and call management record (CMR) files.
- Configure the high water mark (HWM) and low water mark (LWM).
- Configure the number of days to preserve CDR/CMR files before deletion.
- Disable CDR/CMR files deletion based on the HWM.

To access the CDR Repository Manager configuration window, open Cisco Unified Serviceability and choose Tools -> CDR Management.

See the “CDR Repository Manager” chapter in the Cisco Unified Serviceability Administration Guide for additional information.
Chapter 2 Configuring the CDR Analysis and Reporting Tool

Configuring CDR Service Parameters

CAR relies on the data in the CDR and CMR records to generate both the CAR and CDR reports. CAR requires that the CDRs be available in flat files on the server where you access CAR. To ensure that the CDR records are generated, and generated in the manner you can use for your particular system, you must enable certain Cisco Unified Communications Manager service parameters:

You can configure these parameters on the Service Parameters Configuration window in Cisco Unified Communications Manager Administration. To access the Service Parameters Configuration window, open Cisco Unified Communications Manager Administration and choose System -> Service Parameters. Choose the Advanced button to display the complete list of Service Parameters. The following list of service parameters can affect CDR/CMR records:

- **System Parameters**
  - **CDR Enabled Flag**—This parameter determines whether CDRs are generated. Valid values specify True (CDRs are generated) or False (CDRs are not generated). For this required field, the default value specifies False. Enable this parameter on all servers.
  
  - **CDR Log Calls With Zero Duration Flag**—This parameter enables or disables the logging of CDRs for calls which were never connected or which lasted less than 1 second. Cisco Unified Communications Manager logs unsuccessful calls (calls that result in reorder, such as might occur because of a forwarding directive failure or calls that attempt to go through a busy trunk) regardless of this flag setting. This represents a required field. The default value specifies False.

- **Clusterwide Parameters (Device - General)**
  - **Call Diagnostics Enabled**—This parameter determines whether the system generates call management records (CMRs), also called diagnostic records. Valid values specify Disabled (do not generate CMRs), Enabled Only When CDR Enabled Flag is True (generate CMRs only when the CDR Enabled Flag service parameter is set to True), or Enabled Regardless of CDR Enabled Flag (generates CMRs without regard to the setting in the CDR Enabled Flag service parameter). This represents a required field. The default value specifies False.
  
  - **Display FAC in CDR**—This parameter determines whether the Forced Authorization Code (FAC) that is associated with the call displays in the CDR. Valid values specify True (display authorization code in CDRs) or False (do not display authorization code in CDRs) for this required field. The default value specifies False.
  
  - **Show Line Group Member DN in finalCalledPartyNumber CDR Field**—This parameter determines whether the finalCalledPartyNumber field in CDRs shows the directory number (DN) of the line group member who answered the call or the hunt pilot DN. Valid values specify True (the finalCalledPartyNumber in CDRs will show the DN of the phone that answered the call) or False (the finalCalledPartyNumber in CDRs will show the hunt pilot DN). This parameter applies only to basic calls that are routed through a hunt list without feature interaction such as transfer, conference, call park, and so on. If a feature is involved in the call, the hunt pilot DN will show in the
finalCalledPartyNumber field regardless of the setting in this parameter. This parameter does not apply to Cisco Unified Communications Manager Attendant Console. The default value for this required field specifies False.

• Clusterwide Parameters (Device - Phone)
  - **Add Incoming Number Prefix to CDR** — This parameter determines whether Cisco Unified Communications Manager adds the incoming prefix (as specified in the National Number Prefix, International Number Prefix, Subscriber Number Prefix, and Unknown Number Prefix service parameters) to the calling party number in the CDRs for that call. If the prefix is applied on the inbound side of the call, it always will be added to the calling party number in the CDRs for that call, even if this parameter is set to False. If the prefix is applied on the outbound side, the prefix will be added to the calling party number in the CDR(s) for that call, only if this parameter is set to True. If the destination of the call is a gateway, Cisco Unified Communications Manager will not add the prefix to the CDRs even if this parameter is enabled. This parameter applies cluster wide. The default value for this required field specifies False.

  - Table 2-2 displays an example of how this service parameter works. The following table shows values of the prefix that are applied on the inbound and outbound side of the call.

```
<table>
<thead>
<tr>
<th></th>
<th>Inbound Side of Call</th>
<th>Outbound Side of Call</th>
</tr>
</thead>
<tbody>
<tr>
<td>National Number Prefix</td>
<td>1214</td>
<td></td>
</tr>
<tr>
<td>International Number Prefix</td>
<td></td>
<td>011</td>
</tr>
<tr>
<td>Subscriber Number Prefix</td>
<td>214</td>
<td></td>
</tr>
<tr>
<td>Unknown Number Prefix</td>
<td></td>
<td>972</td>
</tr>
</tbody>
</table>
```

  If the service parameter `applyIncomingPrefixToCDR` is disabled, the CDR will contain the prefix that is added to the calling party number when the type of number for the call is
  - National number.
  - Subscriber number.

  If the service parameter `applyIncomingPrefixToCDR` is enabled, the CDR will contain the prefix that is added to the calling party number when the type of number for the call is
  - National number.
  - International number only when the destination is not a gateway.
  - Subscriber number.
  - Unknown number only when the destination is not a gateway.

**Additional Information**

See the “Related Topics” section on page 2-13.

**CAR System Settings**

CDR Analysis and Reporting sets default values for all system parameters. Before you generate any reports in CAR, Cisco recommends that you customize several system parameters. Because default values are provided for all system parameters, Cisco recommends customizing but does not require it.
CAR allows you to set the following parameters:

- **Mail server criteria**—CAR uses this information to successfully connect to the e-mail server to send alerts and reports by e-mail. If you do not want to send alerts or reports by e-mail, you do not need to specify this information.

- **Dial plan**—The default dial plan in CAR specifies the North American numbering plan (NANP). Ensure the dial plan is properly configured, so call classifications are correct in the reports. If you have modified the default NANP that Cisco Unified Communications Manager Administration provides, or if you are outside the NANP, be sure to configure the dial plan according to your Cisco Unified Communications Manager dial plan.

- **Gateways**—To utilize the gateway reports, you need to configure gateways in CAR. You should do this after installation of any existing gateways in your Cisco IP telephony system and when you add gateways to the system. If the system deletes any gateways, CAR gets the latest list of gateways, and any configuration that is specified in CAR for the deleted gateways gets deleted. CAR uses the area code information to determine whether calls are local or long distance. You must provide the Number of Ports information for each gateway to enable CAR to generate the Utilization reports.

- **System preferences**—You can set CAR system preferences for the Company Name parameter.

### Additional Information

See the “Related Topics” section on page 2-13.

---

**Configuring CAR Administrators, Managers, and Users**

Any user can act as a CAR administrator (including application users); however, you must add the end user to the Cisco CAR Administrators User Group in Cisco Unified Communications Manager Administration (Standard CAR Admin Users). End users who have been identified as CAR administrators have full control over the CAR system. The administrator can modify all the parameters that relate to the system and the reports. End users who have not been identified as CAR administrators can access only designated CAR reports.

**Note**

An application user that acts as a CAR administrator can configure all reports except the Individual Bill report. An application user that acts as a CAR administrator cannot access end user (CCM user) windows. CAR notifications do not get sent to the application user because no mail ID exists for the application user.

**Tip**

To use CAR, ensure at least one CAR administrator exists in the Cisco Unified Communications Manager database.

Before you log in to CAR, you must configure at least one CAR user that has administrative privileges in CAR. To configure CAR administrators, managers, and users, perform the following procedure:
Chapter 2     Configuring the CDR Analysis and Reporting Tool

Logging On to CAR

Procedure

Step 1  In Cisco Unified Communications Manager Administration, add an end user by choosing User Management > End User. For additional information on how to perform this task, see the Cisco Unified Communications Manager Administration Guide. To create a manager, make sure that you enter a value in the Manager User ID field.

Note  After creating the End User, edit the user password credentials by clicking the button Edit Credentials near the password text box. Uncheck the User Must Change at Next Login check box. If this action is not taken, you will get IMS_ERROR_CODE_5 (See Table 2-3 for the “CAR Invalid Logon Messages”) and will not be allowed to log in to CAR. Then, you must log in to Cisco Unified Communications Manager Administration to manually reset the password.

Tip  Cisco recommends that you configure at least one CAR user that has administrative privileges in CAR before you start using CAR. If you have not configured a CAR administrator or want to configure another CAR administrator, continue with this procedure.

Step 2  Choose User Management > User Group; click Find. The Find and List User Groups window displays.

Step 3  Click Standard CAR Admin Users. The CAR User Group window displays.

Step 4  Click the Add End Users to Group button.

Step 5  Check the check box(es) for the users that you want to add to the group and click Add Selected. The user displays in the Users in Group group box.

Tip  To revoke CAR administrative privileges, check the check box of the user in Users in Group group box and click Delete Selected. When the warning message displays, click OK. The system revokes the privileges immediately.

Additional Information
See the “Related Topics” section on page 2-13.

Logging On to CAR

Only CAR administrators and normal end users can log on to the CAR web interface. Users do not need to be a member of a standard CAR administrator group to be a CAR administrator. Any user who has the role “Standard Admin Rep Tool Admin” associated with the user ID can access CAR as a CAR administrator. The user ID role association gets done by adding the user to a user group that has the role associated with it. “Standard CAR Admin Group” and “Standard CCM Super Users” comprise two groups that have the role “Standard Admin Rep Tool Admin” associated with them. The default
application user that gets created at installation, who is a member of the “Standard CCM Super Users” group, can log in to CAR as a CAR administrator but only as an application user. This user cannot access the Individual Bills report.

CAR supports custom CAR Admin groups. Any custom group that has the role “Standard CAR Admin Group” associated with it can add users who are considered to be CAR administrators when logging into the CAR web interface.

End users who are not CAR administrators can log in to CAR only if they have the role “Standard CCM End Users” associated with them. You can do this user ID—role association by adding the end user to the “Standard CCM End Users” group or any other group that has the specified role associated. Any end user without the “Standard CCM End Users” group association cannot log in to the CAR web interface.

Any user without the “Standard CCM End Users” or “Standard Admin Rep Tool Admin” role cannot log in to CAR. An attempt by this user to log in to CAR generates a 403 error, and the user gets redirected to the login window with no error message. CAR Web Service traces will log the username of the user who tried to access the application.

CAR facilitates users to change their password by using a Change Password window if the user password has expired. When a user with an expired password tries to log into CAR, he/she receives IMS_Error_Code 5,6 or 8. CAR uses the ChangePasswordFilter of ccmadmin to redirect the user to change-password.jsp when any of the preceding error codes are received.

If an error occurs while you are resetting the user password, the following message displays on the Change-Password window: “System error while changing password for user. Please contact system administrator.”

Even though the CAR Administrator status extends to any user with the role “Standard Admin Rep Tool Admin,” CAR notifications, alerts, and pregen reports only get sent to users who are members of the group “Standard CAR Admin Group” and not all CAR administrators.

To log on to CAR, perform the following procedure:

**Before you Begin**
Perform the following tasks:

- Before you can log in to CAR, verify that the Cisco CAR Web Service and the Cisco CAR Scheduler service run on the first server. After you activate the services, the option CDR Analysis and Reporting displays under the Tools menu in Cisco Unified Serviceability. For information on how to activate services, see the “Activating CAR” section on page 2-3.

- Configure CAR administrators, managers, and users as described in “Configuring CAR Administrators, Managers, and Users” section on page 2-8.

**Procedure**

**Step 1**
To log on to CAR, perform one of the following tasks:

- For CAR system administrators only—From Cisco Unified Serviceability, choose **Tools > CDR Analysis and Reporting**.

- For CAR users or administrators—From the web browser, enter **https://<Server-ip/name>:8443/car/**

**Step 2**
After the CAR logon window displays, enter your user ID in the User Name field.

**Step 3**
In the Password field, enter your password. Click **Login**.

The CAR window displays.
If the user ID or password is invalid, CAR displays one of the Identity Management System (IMS) messages that are listed in Table 2-3.

<table>
<thead>
<tr>
<th>Error Code</th>
<th>Message</th>
</tr>
</thead>
<tbody>
<tr>
<td>IMS_ERROR_CODE 1</td>
<td>Either the User Name or the Password entered is invalid. Ensure that you are logging into CAR as a CAR administrator or a regular End User.</td>
</tr>
<tr>
<td>IMS_ERROR_CODE 2</td>
<td>The account has been locked by System Administrator. Please contact the administrator.</td>
</tr>
<tr>
<td>IMS_ERROR_CODE 3</td>
<td>The account has been temporarily locked. Please contact the System Administrator or try after sometime.</td>
</tr>
<tr>
<td>IMS_ERROR_CODE 4</td>
<td>The account has been deactivated due to lack of activity. Please contact the System Administrator.</td>
</tr>
<tr>
<td>IMS_ERROR_CODE 5</td>
<td>The account has been locked as the password has expired. Please reset the password or contact the System Administrator.</td>
</tr>
<tr>
<td>IMS_ERROR_CODE 6</td>
<td>The account has been locked as the password has expired. Please contact the System Administrator.</td>
</tr>
<tr>
<td>IMS_ERROR_CODE 7 = ERROR: LDAP_INACTIVE</td>
<td>The system has changed over to using LDAP authentication and the user is still in the old database. Please contact the System Administrator. This error code is not used for Cisco Unified Communications Manager Business Edition 5000.</td>
</tr>
<tr>
<td>IMS_ERROR_CODE 8</td>
<td>The account has been locked as the user needs to log in manually and change the credential first. Please reset the password from the Cisco Unified Communications Manager Administration page or contact the System Administrator.</td>
</tr>
<tr>
<td>IMS_ERROR_CODE UNKNOWN</td>
<td>System error. Please contact the System Administrator.</td>
</tr>
</tbody>
</table>

| IMS_EXCEPTION (any exception returned by IMS) = AUTHENTICATION FAILURE | Unable to Authenticate User due to System Error. Please contact System Administrator. |

**Additional Information**

See the “Related Topics” section on page 2-13.
Chapter 2 Configuring the CDR Analysis and Reporting Tool

Logging On to CAR

After you log on to CAR, the following warning messages are displayed on a dashboard, if any:

1. Displays a list of nodes where CallManager service is activated but **CDR Enabled** flag is not enabled. Also, specifies that the CDRs will not be generated on the listed nodes.

2. If cluster wide parameter **Call Diagnostics Enabled** flag is disabled, it displays that the flag is disabled and states that the QoS information will not be generated on calls.

3. Displays the status of CAR Scheduler service and Cisco Repository Manager Service, if they are stopped on publisher.

4. Displays the breach status, if either the limit 2M or HWM is breached.

5. Displays the status of CDR loader.
   a. If the loader is disabled, it states that the loader is disabled.
   b. If the loader is enabled, it checks for the last load status of CDR loader. If the last load status of CDR loader is failed, it displays that the loading of CDR loader is failed and informs you to check the CAR scheduler logs.

6. If any of the Tbl_System_Preferences table columns does not have expected values, the dashboard displays the exceptions along with a **Restore Defaults** button. You can click the **Restore Defaults** button, to populate the Tbl_System_Preferences table with default values required for the smooth functioning of CAR loader and reports.

The following list of notice messages are displayed on the dashboard, if any:

1. If **CDR Log Calls with Zero Duration** flag is activated, the dashboard displays that the flag is activated, and states that large number of CDRs of zero duration may be generated. Due to this, the billing tables may be filled quickly which in turn cause the 2M or HWM limit to be breached soon.

2. Displays whether the loader schedule is continuous or intermittent.

3. If CDR Load Only option is selected in the CDR Load page, the dashboard states that CMRs are not loaded into CAR database.

4. If the mail parameters are not configured, the dashboard displays that you have not configured the mail parameters and provides the path for configuring the mail parameters.

5. If the mail ID of CAR Administrator is not configured, the dashboard displays that you have not configured the mail ID of CAR Administrator.

6. Displays the following status of Billing tables:
   - Number of records present in Tbl_Billing_Data.
   - Number of records present in Tbl_Billing_Error.
   - Maximum and minimum date of Tbl_Billing_Data and Tbl_Billing_Error tables.
Logging Out of CAR

This section describes how to log out of CAR.

Procedure

Step 1  At the CAR window, choose **Logout**.

Step 2  A prompt message “For security reasons, it is advisable to close the browser window on Logout. Do you want to close the browser window?” displays. To close the CAR window (browser), click **OK**; clicking **Cancel** displays the CAR Logon window.

Additional Information
See the “Related Topics” section on page 2-13.

Related Topics

- CDR Analysis and Reporting Configuration Checklist, page 2-1
- Chapter 1, “CDR Analysis and Reporting Overview”

Additional Cisco Documentation

- Cisco Unified Communications Operating System Administration Guide
- Cisco Unified Serviceability Administration Guide
- Cisco Unified Communications Manager Call Detail Records Administration Guide
PART 2

User Reports
Understanding CAR User 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 their calls.

This chapter contains the following topics:

- User Reports Summary Description, page 3-1
- Mailing a Report, page 3-3
- Viewing a CSV Report, page 3-4
- Searching for Users, page 3-4
- Related Topics, page 3-5
- Additional Cisco Documentation, page 3-5

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

User Reports Summary Description

Users, managers, and CAR administrators can generate user reports. CAR includes the following user reports:

- Bills
  - Individual—Available for users, managers, and CAR administrators. Individual bills provide call information for the date range that you specify. You can generate, view, or mail summary or detail information about your individual phone bills. Those CAR administrators who are also application users cannot get this report.
  - Department—Available for managers and CAR administrators. Department bills provide call information and quality of service (QoS) ratings. If you are a manager, you can generate a summary or detailed report of the calls that are made by all users who report to you, or only those users that you choose. If you are a CAR administrator, you can generate a summary or detailed report of the calls that some or all users in the system make. This report helps you to keep track of all calls on a user-level basis for the entire system.
User Reports Summary Description

• Top N
  – By Charge—Available for managers and CAR administrators. The Top N by Charge reports list the top number of users that incurred a maximum charge for calls during a period that you specify. Reports that are generated by destinations list the destinations that incurred the maximum charges. Reports that are generated by all calls list the calls that incurred the maximum charges. If you are a manager, the report includes the top charges for all calls that are made by users who report to you during the specified period. If you are a CAR administrator, the report includes the top charges for all calls that are made by all users on the system for the specified period.
  – By Duration—Available for managers and CAR administrators. The Top N by Duration reports list the top number of users that incurred a maximum time on calls during a period that you specify. Reports that are generated by destinations list the destinations that incurred the maximum duration. Reports that are generated by all calls list the calls that incurred the maximum duration. If you are a manager, the report lists the top number of users who report to you who incurred a maximum time for calls that are made during the chosen date range, starting with the longest. If you are a CAR administrator, the report lists the top number of users that incurred a maximum time for calls that were made during the chosen date range, starting with the longest.
  – By Number of Calls—Available for managers and CAR administrators. The Top N by Number of Calls reports list the users who incurred the maximum number of calls. Reports that extensions generate list the extensions that placed or received the greatest number of calls during a period that you specify. If you are a manager, the report lists the top number of calls by user or extension, among the users who report to you, for the chosen date range. If you are a CAR administrator, the report lists the top number of calls for each user or extension in the system. Reports that are generated By Individual Users lists the users who incurred the maximum number of calls. Reports that are generated By Extensions lists the extensions that have placed or received the greatest number of calls in the group (for a manager) or in the system (for the CAR administrator).

• Cisco Unified Communications Manager Assistant
  – Manager Call Usage—Available for CAR administrators. The Cisco Unified Communications Manager Assistant (IPMA) summary and detail reports provide call completion usage details for IPMA managers. The manager reports can include calls that managers handle for themselves only, calls that assistants handle for managers only, or calls that both managers and assistants handle for managers.
  – Assistant Call Usage—Available for CAR administrators. The Cisco IPMA summary and detail reports provide call completion usage details for IPMA assistants. The assistant reports can include calls that assistants handle for themselves only, calls that assistants handle for managers, calls that assistants handle for themselves and for managers.

• Cisco IP Phone Services—Available for CAR administrators. The Cisco IP Phone Services report shows selected Cisco IP Phone services, the number of users that are subscribed to each of the selected services, and the utilization percentage for each of the selected services. You can create services for a wide variety of business and entertainment uses. If you have revenue tied to a service, such as for advertising, you can use this report to determine the number of users who have subscribed to the service. You can also use this report to indicate the popularity of selected services.

Additional Information

See the “Related Topics” section on page 3-5.
Mailing a Report

You can e-mail all reports in CAR. You can send a report by mail from any report window in CAR. You can also view the report first and then send it.

Before You Begin
To e-mail reports, first configure valid mail parameters. The mail parameters allow CAR to send e-mail by using the e-mail server in your system. See the “Configuring Mail Server Parameters” section on page 29-1, for more information. Also, set up the details of the report that you want generated.

The following procedure describes how to mail a CAR report.

Procedure

Step 1  Within any CAR Reports window or after viewing the report, click the **Send Report** button.

Step 2  Enter the e-mail ID for the user to whom you want to send the report.

Step 3  You can search for a user by clicking the **To** button.

Step 4  In the First Name and Last Name fields, enter characters of the first or last name of the user and click the **Search** button.

Step 5  In the row for the user to whom you want to send the report, click the **Select** link.

Step 6  When you have added all users, click the **Close** button in the User Search window.

Step 7  To add a user to the Cc field, click the **Cc** button and follow the same instructions as described in **Step 4** through **Step 6**.

Step 8  In the Subject field, enter a subject message (optional).

Step 9  In the Message area, enter a message (optional).

Step 10 To send the report, click the **Send** button.

Additional Information

See the “Related Topics” section on page 3-5.
Viewing a CSV Report

At times, the data in the CSV report may not be aligned properly. To align the data and view the report in the right format, do the following:

**Procedure**

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Open the CSV report in a web browser.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 2</td>
<td>Right-click anywhere on the report and choose <strong>View Source</strong>. The report opens as a text file.</td>
</tr>
<tr>
<td>Step 3</td>
<td>Save the text file with a csv file extension.</td>
</tr>
<tr>
<td>Step 4</td>
<td>Open the csv file. The data is displayed in the right format.</td>
</tr>
</tbody>
</table>

**Additional Information**

See the “Related Topics” section on page 3-5.

Searching for Users

Many reports in CAR provide a search function, so you can look for users. The following CAR User reports support search by user: Department and individual bills, Top N by charge, duration, and number of calls, Cisco Unified Communications Manager Assistant, and Cisco Unified IP Phone. You can mail all reports that can be generated via the Send Report button.

**Before You Begin**

You must use the window in User Reports that allows you to search for users. This section describes how to search for a user.

**Procedure**

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Click the <strong>Search Users</strong> link. A User Search window displays.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 2</td>
<td>In the First Name and Last Name fields, enter characters of the first or last name of the user and click the <strong>Search</strong> button. A User Search Results window displays in the same window and lists all users who matched the search criteria that you entered.</td>
</tr>
<tr>
<td>Step 3</td>
<td>In the row for the user that you want, click the <strong>Select</strong> link. The user that you chose gets added to the List of Users in the User Search window. Repeat this step to add more users.</td>
</tr>
<tr>
<td>Step 4</td>
<td>When you have added all users, click the <strong>Close</strong> button in the User Search window.</td>
</tr>
</tbody>
</table>
Additional Information
See the “Related Topics” section on page 3-5.

Related Topics

- CDR Analysis and Reporting Configuration Checklist, page 2-1
- Chapter 4, “Configuring Bills User Reports”
- Chapter 5, “Configuring Top N User Reports”
- Chapter 6, “Configuring Cisco Unified Communications Manager Assistant User Reports”
- Chapter 7, “Configuring Cisco IP Phone Service User Reports”
- Chapter 8, “Reviewing User 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
Configuring Bills User 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 their calls.

This chapter contains the following topics:

- Configuring Individual Bills Reports, page 4-2
- Configuring Department Bills Reports, page 4-3
- Related Topics, page 4-5
- Additional Cisco Documentation, page 4-5

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

Configuring Bills Reports

Individual bills provide call information for the date range that you specify. You can either view reports that the system automatically generates or generate new reports. Only CAR administrators can schedule reports for automatic generation. If you are an administrator, see Chapter 36, “Configuring the Automatic Generation of CAR Reports and Alerts” for more information.

Department bills provide call information and QoS ratings. If you are a manager, you can generate a summary or detailed report of the calls that all users who report to you made, or only those users that you choose.

If you are a CAR administrator, you can generate a summary or detailed report of the calls that some or all users in the system made. This report helps you keep track of all calls on a user-level basis for the entire system.

This section contains the following procedures:

- Configuring Individual Bills Reports, page 4-2
- Configuring Department Bills Reports, page 4-3
Configuring Individual Bills Reports

This section describes how to view, or mail, summary or detail information reports about users, managers, and administrators. Administration users do not get access to this report.

Before you can configure the Individual Bills report, you must ensure a device with an assigned Owner User ID exists in Cisco Unified Communications Manager Administration for each user that is included in the report. Use the following procedure to create the Owner User IDs:

Procedure for Adding Owner User ID

Step 1 In Cisco Unified Communications Manager Administration, choose Device > Phone > Add a New Phone > Phone Configuration.

Step 2 Add the information for the device and the user.

Note If the Extension Mobility feature is enabled on the device and the user logs in to the phone and places a call, the User ID that gets recorded in the CDRs matches the logged in User ID. If extension mobility is not enabled on the device, the User ID that gets recorded in the CDRs equals the “Owner User ID” that is configured for the device. In the situation where neither the User ID nor the Owner User ID is configured (that is, extension mobility is not enabled, and the Owner User ID is not configured), the User ID field in the CDRs gets recorded as blank. In this situation, CAR uses the default User ID of “_unspecified user” when it loads the CDRs, and the CDRs do not appear in the Individual Bills User reports because no user by the name “_unspecifieduser” exists in the Cisco Unified CM database. If you look for the reports for a particular end user in the directory, either the User ID for the particular end user must be configured as the Owner User ID for the device, or the particular end user must have logged in to the device with the extension mobility feature enabled.

You are now ready to configure the Individual Bills report.

Procedure

Step 1 Perform one of the following tasks:

- If you are a user or manager, choose Bills > Individual.
- If you are a CAR administrator, choose User Reports > Bills > Individual.

The Individual Bill window displays.

Step 2 In the Report Type field, choose Summary or Detail.

Summary reports provide a summary of all calls for a chosen period, including the call classification (Internal, Local, Long Distance, International, or On Net), the QoS information, the total number of calls that were made, and the charges that were incurred. Detailed reports provide the date of the call, origination time of the call, origination number (calling number), destination number (called number), call classification (On Net, Internal, Local, Long Distance, International, or Others), QoS information, duration of time for which the call lasted (in seconds), and the charge for the call, based on the rating engine configuration in CAR for all calls over a chosen period.

Step 3 In the Available Reports field, choose an automatically generated report (if available) and go to Step 6 or use the default Generate New Report and go to Step 4.
Chapter 4 Configuring Bills User Reports

Configuring Bills Reports

Note You can only choose the automatically generated report if you are logged in as CAR administrator. The automatically generated reports do not display in the drop-down list box if you are logged in as a manager or individual user.

Step 4 Choose the date range for the period for which you want to see call information.

Step 5 If you want the report in CSV format, choose CSV (comma separated value) in the Report Format area. Be aware that the CSV-format report is limited to 20,000 records. If you want the report in PDF format, choose PDF (portable document format) in the Report Format area. Be aware that the PDF-format report is limited to 5000 records.

Step 6 Click the View Report button. The report displays.

Step 7 If you want to mail the report, click the Send Report button. To send the report, follow the procedure that is described in the “Mailing a Report” section on page 3-3.

Additional Information
See the “Related Topics” section on page 4-5.

Configuring Department Bills Reports

This section describes how to generate, view, or mail summary or detail information about departmental bills. Application users do not get access to this report.

Before you can configure the Department Bills report, you must ensure a device with an assigned Owner User ID and Manager User ID exists in Cisco Unified Communications Manager Administration for each user that is included in the report. Use the following procedure to add the device, Owner User ID, and the associated Manager User ID for each user:

Procedure for Adding Owner User ID and Manager ID

Step 1 In Cisco Unified Communications Manager Administration, choose Device > Phone > Add a New Phone > Phone Configuration.

Step 2 Add the information for the device and the user.

Step 3 In Cisco Unified Communications Manager Administration, choose User Management > End User > Add.

Step 4 Add the Manager User ID information to the end user information.
Configuring Bills Reports

Note If the Extension Mobility feature is enabled on the device and the user logs into the phone and places a call, the User ID that gets recorded in the CDRs is the logged in User ID. If extension mobility is not enabled on the device, the User ID that gets recorded in the CDRs specifies the “Owner User ID” that is configured for the device. In the situation where neither the User ID nor the Owner User ID is configured (that is, extension mobility is not enabled, and the Owner User ID is not configured), the User ID field in the CDRs gets recorded as blank. In this situation, CAR uses the default User ID of “_unspecified user” when it loads the CDRs, and the CDRs are not seen in the Department Bills User reports because no user by the name “_unspecifieduser” exists in the Cisco Unified CM database. If you look for the reports for a particular end user in the directory, either the User ID for the particular end user must be configured as the Owner User ID for the device or the particular end user must have logged in to the device with the Extension Mobility feature enabled.

You are now ready to configure the Department Bills reports.

Procedure

Step 1 Perform one of the following tasks:
- If you are a manager, choose Bills > Department.
- If you are a CAR administrator, choose User Reports > Bills > Department.

The Department Bill window displays.

Step 2 In the Report Type field, choose Summary or Detail.

Summary reports provide a summary of all calls for a chosen period, including the call classification (On Net, Internal, Local, Long Distance, International, Incoming, Tandem, or Others), the QoS information, the total number of calls that were made, and the charges that were incurred. Detailed reports provide the date of the call, origination time of the call, origination number (calling number), destination number (called number), call classification (On Net, Internal, Local, Long Distance, International, or Others), QoS information, duration for which the call lasted (in seconds), and the charge for the call, based on the rating engine configuration in CAR for all calls over a chosen period.

Step 3 In the Available Reports field, choose an automatically generated report (if available) and go to Step 13 or use the default Generate New Report and go to Step 4.

Note You can only choose the automatically generated report if you are logged in as a CAR administrator. The automatically generated reports do not display in the drop-down list box if you are logged in as a manager.

Step 4 Choose the date range for the period for which you want to see call information.

Step 5 If you are a manager, continue with Step 6; otherwise, if you are a CAR administrator, continue with Step 10.

Step 6 To choose all of your direct reports, check the Select All Reportees check box.

The List of Reportees shows your direct reports.

Note Click the Down button to view your direct reports. Use the Up and Down buttons to move up and down the report chain information.

Step 7 To choose individual reportees, choose the reports that are shown in the List of Reportees.
Step 8  Click the Add button.
The department bill includes only users who are listed in the Selected Reportees box.

Step 9  To see the reportees under a particular user, choose the user and click the Down button.
All reportees to the chosen user display.

Step 10 If you are a CAR administrator, check the Select All Users check box to include all users. If you are a manager, proceed to Step 12.

Step 11 To specify individual users, enter the user ID of the individual that you want to include in the report in the User ID field. Click the Add button.
You can also use a provided user search function. See the “Searching for Users” section on page 3-4, for instructions on using the search feature.

Step 12 If you want the report in CSV format, choose CSV (comma separated value) in the Report Format area. Be aware that the CSV-format report is limited to 20,000 records. If you want the report in PDF format, choose PDF (portable document format) in the Report Format area. Be aware that the PDF-format report is limited to 5000 records.

Step 13 Click the View Report button.
The report displays.

Step 14 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.

Additional Information
See the “Related Topics” section on page 4-5.

Related Topics

- CDR Analysis and Reporting Configuration Checklist, page 2-1
- Chapter 3, “Understanding CAR User Reports”
- Chapter 5, “Configuring Top N User Reports”
- Chapter 6, “Configuring Cisco Unified Communications Manager Assistant User Reports”
- Chapter 7, “Configuring Cisco IP Phone Service User Reports”
- Chapter 8, “Reviewing User 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
Configuring Top N User 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 their calls.

This chapter contains the following topics:

- Configuring Top N Reports, page 5-1
- Related Topics, page 5-8
- Additional Cisco Documentation, page 5-8

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

Configuring Top N Reports

Top N Charge reports the users who made the maximum charge for the specified date range. If you are a manager, the report includes the top charges for all calls that users who report to you made during the specified period. If you are a CAR administrator, the report includes the top charges for all calls that all users on the system made for the specified period. You can generate each Top N Charge report with options to show the information by individual users, by destinations, or by all calls.

Top N Duration reports the top number of users that incurred a maximum time on calls during a period that you specify. If you are a manager, the report lists the top number of users who report to you that incurred a maximum time for calls that were made during the chosen date range, starting with the longest. If you are a CAR administrator, the report lists the top number of users that incurred a maximum time for calls that were made during the chosen date range, starting with the longest. You can generate each Top N Duration report with options to show the information by individual users, by destinations, or by all calls.

Top N Number of Calls reports the top number of calls that were made and received by users during a period that you specify. If you are a manager, the report lists the top number of calls by users among the users who report to you for the chosen date range. If you are a CAR administrator, the report lists the top number of calls for each user in the system. You can generate each Top N Number of Calls report with options to show the information by individual users and by extensions.
This section contains the following topics:

- Configuring Top N by Charge Reports, page 5-2
- Configuring Top N by Duration Reports, page 5-4
- Configuring Top N by Number of Calls Reports, page 5-6

### Configuring Top N by Charge Reports

This section describes how to generate, view, or mail reports about the top calls when classified by cost.

**Procedure**

**Step 1** Perform one of the following tasks:

- If you are a manager, choose **Top N > By Charge**.
- If you are a CAR administrator, choose **User Reports > Top N > By Charge**.

The Top N Charge window displays.

**Step 2** In the Select Call Types area, check the check boxes for the types of calls that you want the report to include. These boxes display only when you choose Generate New Report from the Available Reports drop-down list box, as described in Step 4. Table 5-1 describes the call types.

**Tip** To check all check boxes, click **Select All**; to uncheck the check boxes, click **Clear All**.

**Table 5-1**  **Top N by Charge Call Types**

<table>
<thead>
<tr>
<th>Call Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>On Net</td>
<td>Outgoing calls that originate on one Cisco Unified Communications Manager network, go out through a trunk, and terminate on a different Cisco Unified Communications Manager network. For CAR purposes, be aware that any outgoing call can be classified as an On Net call if it is configured as such in the CAR dial plan configuration window. See “Configuring the Dial Plan” section on page 29-2.</td>
</tr>
<tr>
<td>Internal</td>
<td>Calls, including intracluster calls, that originate in the Cisco Unified Communications Manager network and end in the same Cisco Unified Communications Manager network (no gateways or trunks are used).</td>
</tr>
<tr>
<td>Local</td>
<td>Local calls that are routed through the public switched telephone network (PSTN) to numbers without an area code or that include one of the local area codes.</td>
</tr>
<tr>
<td>Long Distance</td>
<td>Long-distance calls that originate in the Cisco Unified Communications Manager network going out through the PSTN.</td>
</tr>
<tr>
<td>International</td>
<td>International calls that originate in the Cisco Unified Communications Manager network and go out through the PSTN.</td>
</tr>
</tbody>
</table>
**Chapter 5  Configuring Top N User Reports**

**Step 3**
In the **Report Type** field, choose a report type as described in Table 5-2.

**Table 5-2  Top N by Charge Report Types**

<table>
<thead>
<tr>
<th>Report Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>By Individual Users</td>
<td>This report lists the users who incurred the maximum charges.</td>
</tr>
<tr>
<td>By Destinations</td>
<td>This report lists the destinations that incurred the maximum charges.</td>
</tr>
<tr>
<td>By All Calls</td>
<td>This default report lists the calls that incurred the maximum charges.</td>
</tr>
</tbody>
</table>

**Note**
Top N Destination by Charge reports display the top destinations based on the charge incurred. If the same destination number comprises different call classifications (for example, some are Internal, and some are Incoming), they get treated and listed separately in these reports.

**Step 4**
In the **Available Reports** field, choose an automatically generated report (if available) and go to **Step 8** or use the default setting, Generate New Report, and go to **Step 5**.

**Note**
You can only choose the automatically generated report if you are logged in as CAR administrator. The automatically generated reports do not display in the drop-down list box if you are logged in as a manager.

**Step 5**
Enter the number (n) of records to display in the report in the **No of Records** field. The default designates five.

**Step 6**
Choose the date range for the period for which you want to generate the report.

**Step 7**
If you want the report in CSV format, choose CSV (comma separated value) in the **Report Format** area. Be aware that the CSV-format report is limited to 20,000 records. If you want the report in PDF format, choose PDF (portable document format) in the **Report Format** area. Be aware that the PDF-format report is limited to 5000 records.

**Step 8**
Click the **View Report** button.
The report displays.
Step 9 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.

---

**Additional Information**

See the “Related Topics” section on page 5-8.

---

**Configuring Top N by Duration Reports**

This section describes how to generate, view, or mail reports about the top calls when they are classified by duration.

**Procedure**

**Step 1** Perform one of the following tasks:

- If you are a manager, choose **Top N > By Duration**.
- If you are a CAR administrator, choose **User Reports > Top N > By Duration**.

The Top N by Duration window displays.

**Step 2** In the Select Call Types area, check the check boxes for the types of calls that you want included in the report. These boxes display only when you choose Generate New Report from the Available Reports drop-down list box, as described in Step 4. Table 5-3 describes the call types.

<table>
<thead>
<tr>
<th>Call Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>On Net</td>
<td>Outgoing calls that originate on one Cisco Unified Communications Manager network, go out through a trunk, and terminate on a different Cisco Unified Communications Manager network. For CAR purposes, be aware that any outgoing call can be classified as an On Net call if it is configured as such in the CAR dial plan configuration window. See “Configuring the Dial Plan” section on page 29-2.</td>
</tr>
<tr>
<td>Internal</td>
<td>Calls, including intracluster calls, that originate in the Cisco Unified Communications Manager network and end in the same Cisco Unified Communications Manager network (no gateways or trunks are used).</td>
</tr>
<tr>
<td>Local</td>
<td>Local calls that are routed through the public switched telephone network (PSTN) to numbers without an area code or that include one of the local area codes.</td>
</tr>
<tr>
<td>Long Distance</td>
<td>Long-distance calls that originate in the Cisco Unified Communications Manager network going out through the PSTN.</td>
</tr>
<tr>
<td>International</td>
<td>International calls that originate in the Cisco Unified Communications Manager network and go out through the PSTN.</td>
</tr>
<tr>
<td>Incoming</td>
<td>Inbound calls that originate outside the Cisco Unified Communications Manager network, enter through a gateway, and go into the Cisco Unified Communications Manager network.</td>
</tr>
</tbody>
</table>
Configuring Top N Reports

Step 3 In the Report Type field, choose a report type as described in Table 5-4.

Table 5-4 Top N by Duration Report Types

<table>
<thead>
<tr>
<th>Report Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>By Individual Users</td>
<td>This report lists the users who incurred the maximum duration.</td>
</tr>
<tr>
<td>By Destinations</td>
<td>This report lists the destinations that incurred the maximum duration.</td>
</tr>
<tr>
<td>By All Calls</td>
<td>This report lists the calls that incurred the maximum duration.</td>
</tr>
</tbody>
</table>

Note Top N Destinations by Duration reports display the top destinations based on the duration of the calls. If the same destination number comprises different call classifications (for example, some are Internal and some are Incoming), they get treated and listed separately in these reports.

Step 4 In the Available Reports field, choose an automatically generated report (if available) and go to Step 8 or use the default setting, Generate New Report and go to Step 5.

Note You can only choose the automatically generated report if you are logged in as a CAR administrator. The automatically generated reports do not display in the drop-down list box if you are logged in as a manager.

Step 5 Enter the number (n) of records to display in the report in the No of Records field. The default designates five.

Step 6 Choose the date range for the period for which you want to generate the report.

Step 7 If you want the report in CSV format, choose CSV (comma separated value) in the Report Format area. Be aware that the CSV-format report is limited to 20,000 records. If you want the report in PDF format, choose PDF (portable document format) in the Report Format area. Be aware that the PDF-format report is limited to 5000 records.

Step 8 Click the View Report button. The report displays.
Chapter 5      Configuring Top N User Reports

Step 9     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.

Additional Information

See the “Related Topics” section on page 5-8.

Configuring Top N by Number of Calls Reports

This section describes how to generate, view, or mail reports about the top calls when classified by volume.

Procedure

---

**Step 1**     Perform one of the following tasks:

- If you are a manager, choose **Top N > By Number of Calls**.
- If you are a CAR administrator, choose **User Reports > Top N > By Number of Calls**.

The Top N by Number of Calls window displays.

**Step 2**     In the Select Call Types area, check the check boxes for the types of calls that you want included in the report. These boxes display only when you choose Generate New Report from the Available Reports drop-down list box, as described in Step 4. Table 5-5 describes the call types.

Table 5-5     **Top N by Number of Calls Call Types**

<table>
<thead>
<tr>
<th>Call Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>On Net</td>
<td>Outgoing calls that originate on one Cisco Unified Communications Manager network, go out through a trunk, and terminate on a different Cisco Unified Communications Manager network. For CAR purposes, be aware that any outgoing call can be classified as an On Net call if it is configured as such in the CAR dial plan configuration window. See “Configuring the Dial Plan” section on page 29-2.</td>
</tr>
<tr>
<td>Internal</td>
<td>Calls, including intracluster calls, that originate in the Cisco Unified Communications Manager network and end in the same Cisco Unified Communications Manager network (no gateways or trunks are used).</td>
</tr>
<tr>
<td>Local</td>
<td>Local calls that are routed through the public switched telephone network (PSTN) to numbers without an area code or that include one of the local area codes.</td>
</tr>
<tr>
<td>Long Distance</td>
<td>Long-distance calls that originate in the Cisco Unified Communications Manager network going out through the PSTN.</td>
</tr>
<tr>
<td>International</td>
<td>International calls that originate in the Cisco Unified Communications Manager network and go out through the PSTN.</td>
</tr>
<tr>
<td>Incoming</td>
<td>Inbound calls that originate outside the Cisco Unified Communications Manager network, enter through a gateway, and go into the Cisco Unified Communications Manager network.</td>
</tr>
</tbody>
</table>
Chapter 5 Configuring Top N User Reports

Configuring Top N Reports

**Step 3**
In the Report Type field, choose a report type as described in Table 5-6.

**Table 5-6 Top N by Number of Calls Report Types**

<table>
<thead>
<tr>
<th>Report Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>By Individual Users</td>
<td>This report lists the users who incurred the maximum number of calls.</td>
</tr>
<tr>
<td>By Extensions</td>
<td>This report lists the extensions that have placed or received the greatest number of calls in your group (managers) or the system (CAR administrators).</td>
</tr>
</tbody>
</table>

**Step 4**
In the Available Reports field, choose an automatically generated report (if available) and go to Step 8 or use the default Generate New Report and go to Step 5.

**Note**
You can only choose the automatically generated report if you are logged in as a CAR administrator. The automatically generated reports do not display in the drop-down list box if you are logged in as a manager.

**Step 5**
Enter the number (n) of records that display in the report in the No of Records field. The default designates five.

**Step 6**
Choose the date range for the period for which you want to generate the report.

**Step 7**
If you want the report in CSV format, choose CSV (comma separated value) in the Report Format area. Be aware that the CSV-format report is limited to 20,000 records. If you want the report in PDF format, choose PDF (portable document format) in the Report Format area. Be aware that the PDF-format report is limited to 5000 records.

**Step 8**
Click the View Report button.

The report displays.

**Step 9**
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.

**Additional Information**
See the “Related Topics” section on page 5-8.

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**Table 5-5 Top N by Number of Calls Call Types (continued)**

<table>
<thead>
<tr>
<th>Call Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tandem</td>
<td>Inbound calls that originate outside the Cisco Unified Communications Manager network, enter the Cisco Unified Communications Manager network through a gateway, and transfer outbound from the Cisco Unified Communications Manager network through a gateway.</td>
</tr>
<tr>
<td>Others</td>
<td>All other outgoing calls, such as toll-free numbers or emergency calls such as 911.</td>
</tr>
</tbody>
</table>

**Others**
All other outgoing calls, such as toll-free numbers or emergency calls such as 911.
Related Topics

- CDR Analysis and Reporting Configuration Checklist, page 2-1
- Chapter 3, “Understanding CAR User Reports”
- Chapter 4, “Configuring Bills User Reports”
- Chapter 6, “Configuring Cisco Unified Communications Manager Assistant User Reports”
- Chapter 7, “Configuring Cisco IP Phone Service User Reports”
- Chapter 8, “Reviewing User 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
Configuring Cisco Unified Communications Manager Assistant User 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 their calls.

This chapter contains the following topics:

- Configuring Cisco Unified Communications Manager Assistant Usage Reports, page 6-1
- Related Topics, page 6-4
- Additional Cisco Documentation, page 6-4

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

Configuring Cisco Unified Communications Manager Assistant Usage Reports

CAR provides call completion usage reports for the following Cisco Unified Communications Manager Assistant users: manager(s) and the configured/assigned assistant(s) that manage the calls of the manager(s). Only CAR administrators can generate Cisco Unified Communications Manager Assistant reports. The Cisco Unified Communications Manager Assistant menu allows you to choose all or a subset of managers or assistants by using simple search functionality that is based on partial or complete first or last name. You can generate these reports on demand in either PDF or CSV format and e-mail them. In addition, you can choose the time range and generate either detailed or summary level reports.

The manager reports can include calls that only managers handle for themselves, calls that only assistants handle for managers, and calls that qualify in either case. The summary report for a manager shows the number of calls of each call classification type, the total number of calls, and the total duration of all calls (in seconds) for each manager and/or assistant. The detail report for a manager shows the date, origination time, origination number (calling number), destination (called number), call classification, and duration (in seconds) for each call for each manager and/or assistants, and the cumulative duration total for the manager.
The assistant reports can include calls that only assistants handle for themselves, or calls that only assistants handle for managers, and calls that qualify in either case. The summary report for an assistant shows the number of calls of each type and total of them apart from duration for each manager (and/or assistant). The detail assistant report shows the date, origination time, origination (calling number), destination (called number), call classification, and duration (in seconds) for each call for all the managers (and/or assistant) and the cumulative duration total for the assistant.

This section contains the following procedures:

- Configuring Manager Call Usage for Cisco Unified Communications Manager Assistant Reports, page 6-2
- Configuring Assistant Call Usage for Cisco Unified Communications Manager Assistant Reports, page 6-3

### Configuring Manager Call Usage for Cisco Unified Communications Manager Assistant Reports

This section describes how to generate a manager call usage report for Cisco Unified Communications Manager Assistant. Only CAR administrators can generate Cisco Unified Communications Manager Assistant reports.

**Procedure**

**Step 1** Choose User Reports > Cisco Unified Communications Manager Assistant > Manager Call Usage.

The Call Usage for Manager window displays.

**Step 2** From the Report Type drop-down list, choose either Summary or Detail.

**Step 3** From the Calls handled by drop-down list, choose Manager, Assistant for Manager, or Manager & Assistant for Manager.

**Step 4** Choose the date range for the period for which you want to see call information.

**Step 5** In the Select Manager(s) box, either check the Select All Manager(s) check box and enter a manager ID or click the Select Manager(s) link to search for a manager ID and enter the ID(s) in the Manager Id field.

**Step 6** Click Add.

The ID that you chose displays in the Selected Manager(s) box.

**Step 7** If you want the report in CSV format, choose CSV (comma separated value) in the Report Format area. Be aware that the CSV-format report is limited to 20,000 records. If you want the report in PDF format, choose PDF (portable document format) in the Report Format area. Be aware that the PDF-format report is limited to 5000 records.

The report displays.

**Step 8** 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.

**Note** To remove a manager from the Selected Manager(s) list, highlight the ID and click Remove. To remove all managers from the list, click Remove All.
Configuring Assistant Call Usage for Cisco Unified Communications Manager Assistant Reports

This section describes how to generate an assistant call usage report for Cisco Unified Communications Manager Assistant. Only CAR administrators can generate these reports.

Procedure

Step 1 Choose User Reports > Cisco Unified Communications Manager Assistant > Assistant Call Usage. The Call Usage for Assistant window displays.

Step 2 From the Report Type drop-down list, choose either Summary or Detail.

Step 3 From the Calls handled by drop-down list, choose Assistant, Assistant for Manager, or Assistant & Assistant for Manager.

Step 4 Choose the date range for the period for which you want to see call information.

Step 5 In the Select Assistant(s) box, either check the Select All Assistant(s) check box and enter an assistant ID or click the Select Assistant(s) link to search for an assistant ID and enter the ID(s) in the Assistant Id field.

Step 6 Click Add. The ID that you chose displays in the Selected Assistant(s) box.

Step 7 If you want the report in CSV format, choose CSV (comma separated value) in the Report Format area. Be aware that the CSV-format report is limited to 20,000 records. If you want the report in PDF format, choose PDF (portable document format) in the Report Format area. Be aware that the PDF-format report is limited to 5000 records.

Step 8 Click the View Report button. The report displays.

Step 9 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.

Note To remove a manager from the Selected Assistant(s) list, highlight the ID and click Remove. To remove all assistants from the list, click Remove All.

Step 10 When you have added all users, click the Close button in the User Search window.

Additional Information
See the “Related Topics” section on page 6-4.
Related Topics

- CDR Analysis and Reporting Configuration Checklist, page 2-1
- Chapter 3, “Understanding CAR User Reports”
- Chapter 4, “Configuring Bills User Reports”
- Chapter 5, “Configuring Top N User Reports”
- Chapter 7, “Configuring Cisco IP Phone Service User Reports”
- Chapter 8, “Reviewing User 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
Configuring Cisco IP Phone Service User 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 their calls.

This chapter contains the following topics:

- Configuring Cisco IP Phone Services Reports, page 7-1
- Related Topics, page 7-2
- Additional Cisco Documentation, page 7-2

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

Configuring Cisco IP Phone Services Reports

Only CAR administrators can generate the Cisco Unified IP Phone Services report. You can generate a report that shows chosen Cisco Unified IP Phone services, the number of users who are subscribed to each of the chosen services, and the subscription percentage for each of the chosen services.

Use the following instructions to generate a report that shows the usage of one of the following specific Cisco Unified IP Phone services:

- Missed calls
- Received calls
- Placed calls
- Intercom calls
- Personal directory
- Corporate directory
- Extension mobility
## Chapter 7 Configuring Cisco IP Phone Service User Reports

### Related Topics

### Procedure

**Step 1** Choose **User Reports > Cisco Unified IP Phone**.

The Cisco Unified IP Phone window displays a list of all Cisco Unified IP Phone services that have been configured in the system.

**Step 2** In the List of Cisco Unified IP Phone area, choose the services that you want to include in the report.

**Step 3** Click the right arrow to add the chosen service to the Selected Cisco Unified IP Phone box.

The report will include all services that are listed in this box when you generate it.

**Step 4** If you want the report in CSV format, choose CSV (comma separated value) in the Report Format area. Be aware that the CSV-format report is limited to 20,000 records. If you want the report in PDF format, choose PDF (portable document format) in the Report Format area. Be aware that the PDF-format report is limited to 5000 records.

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.

### Additional Information

See the “Related Topics” section on page 7-2.

### Related Topics

- CDR Analysis and Reporting Configuration Checklist, page 2-1
- Chapter 3, “Understanding CAR User Reports”
- Chapter 4, “Configuring Bills User Reports”
- Chapter 5, “Configuring Top N User Reports”
- Chapter 6, “Configuring Cisco Unified Communications Manager Assistant User Reports”
- Chapter 8, “Reviewing User 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
Reviewing User Reports Results

This chapter describes report output information for each CAR user report. The chapter contains the following topics:

- Bill Summary Report Results, page 8-2
- Bill Detail Report Results, page 8-4
- Top N By Charge or Duration Report Results, page 8-7
- Top N By Number of Calls Report Results, page 8-9
- Call Usage for Assistant—Detail Report Results, page 8-10
- Call Usage for Assistant—Summary Report Results, page 8-11
- Call Usage for Manager—Detail Report Results, page 8-13
- Call Usage for Manager—Summary Report Results, page 8-14
- Cisco IP Phone Services Report Results, page 8-16
- Related Topics, page 8-16
- Additional Cisco Documentation, page 8-17
Bill Summary Report Results

The report combines information in groups by the user name in ascending order. The summary report includes the following fields (see Table 8-1).

Table 8-1  Summary Report Fields

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call Classification—Call categories specify classes.</td>
<td></td>
</tr>
<tr>
<td>On Net</td>
<td>Outgoing calls that originate on one Cisco Unified Communications Manager network, go out through a trunk, and terminate on a different Cisco Unified Communications Manager network. For CAR purposes, be aware that any outgoing call can be classified as an On Net call if it is configured as such in the CAR dial plan configuration window. See “Configuring the Dial Plan” section on page 29-2.</td>
</tr>
<tr>
<td>Internal</td>
<td>Calls, including intracluster calls, that originate in the Cisco Unified Communications Manager network and end in the same Cisco Unified Communications Manager network (no gateways or trunks are used).</td>
</tr>
<tr>
<td>Local</td>
<td>Local calls that are routed through the public switched telephone network (PSTN) to numbers without an area code or that include one of the local area codes.</td>
</tr>
<tr>
<td>Long Distance</td>
<td>Long-distance calls that originate in the Cisco Unified Communications Manager network that go out through the PSTN.</td>
</tr>
<tr>
<td>International</td>
<td>International calls that originate in the Cisco Unified Communications Manager network and go out through the PSTN.</td>
</tr>
<tr>
<td>Others</td>
<td>All other outgoing calls, such as toll-free numbers or emergency calls such as 911.</td>
</tr>
</tbody>
</table>
Table 8-1  Summary Report Fields (continued)

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
</table>

**QOS**
The number of calls for each Quality of Service category. Parameters that the CAR administrator sets provide the basis for the following QoS categories:
- Good—QoS for these calls designates the highest possible quality.
- Acceptable—QoS for these calls shows them slightly degraded but still within an acceptable range.
- Fair—QoS for these calls, that although degraded, still fall within a usable range.
- Poor—QoS for these calls get categorized as unsatisfactory.
- NA—These calls do not match any criteria for the established QoS categories.

See the “Configuring QoS Values” section on page 35-1 and the “Configuring QoS by Gateway Reports” section on page 10-6.

**Calls**
Indicates the number of calls for each call classification.

**Charge**
Indicates the charge that is associated with each call. Call charge information that the CAR administrator provides for the CAR rating engine provides basis for charges. See Chapter 34, “Configuring the CAR Rating Engine”.

Figure 8-1 and Figure 8-2 display sample output from the Individual Bill and Department Bill Summary reports.

**Figure 8-1**  Individual Bill Summary Report Sample

Individual Bill - Summary

<table>
<thead>
<tr>
<th>Quality of Service</th>
<th>Good</th>
<th>Acceptable</th>
<th>Fair</th>
<th>Poor</th>
<th>NA</th>
<th>Calls</th>
<th>Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call Classification</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bill for channel</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total for channel</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.00</td>
</tr>
</tbody>
</table>
Bill Detail Report Results

The report places information in groups by the user name in ascending order. The detail report includes the following fields (see Table 8-2).

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date</td>
<td>The date that the call originated.</td>
</tr>
<tr>
<td>Orig. Time</td>
<td>The time that the call originated.</td>
</tr>
<tr>
<td>Orig.</td>
<td>The originating number from which the call was placed.</td>
</tr>
<tr>
<td>Dest.</td>
<td>The destination number to which the call was directed.</td>
</tr>
</tbody>
</table>

Table 8-2 Detail Report Fields

<table>
<thead>
<tr>
<th>Field Classification</th>
<th>Good</th>
<th>Acceptable</th>
<th>Fair</th>
<th>Poor</th>
<th>NA</th>
<th>Calls</th>
<th>Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bill for user1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Internal</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>4</td>
<td>120.00</td>
</tr>
<tr>
<td>Total for user1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>4</td>
<td>120.00</td>
</tr>
<tr>
<td>Bill for user3</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Internal</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>4</td>
<td>120.00</td>
</tr>
<tr>
<td>Total for user3</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>4</td>
<td>120.00</td>
</tr>
<tr>
<td>Bill for _unspecified</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Internal</td>
<td>3</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>12</td>
<td>15</td>
<td>1,760.00</td>
</tr>
<tr>
<td>Out Net</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>100.00</td>
</tr>
<tr>
<td>Others</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>120.00</td>
</tr>
<tr>
<td>Total for _unspecified</td>
<td>4</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>13</td>
<td>17</td>
<td>1,020.00</td>
</tr>
<tr>
<td>Bill for user4</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Internal</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>4</td>
<td>120.00</td>
</tr>
<tr>
<td>Total for user4</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>4</td>
<td>120.00</td>
</tr>
<tr>
<td>Bill for user2</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Internal</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>4</td>
<td>120.00</td>
</tr>
<tr>
<td>Total for user2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>4</td>
<td>120.00</td>
</tr>
<tr>
<td>Bill for _unknown</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total for _unknown</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.00</td>
</tr>
</tbody>
</table>
### Bill Detail Report Results

On Net Outgoing calls that originate on one Cisco Unified Communications Manager network, go out through a trunk, and terminate on a different Cisco Unified Communications Manager network. For CAR purposes, be aware that any outgoing call can be classified as an On Net call if it is configured as such in the CAR dial plan configuration window. See “Configuring the Dial Plan” section on page 29-2.

Internal Calls, including intracluster calls, that originate in the Cisco Unified Communications Manager network and end in the same Cisco Unified Communications Manager network (no gateways or trunks are used).

Local Local calls that are routed through the public switched telephone network (PSTN) to numbers without an area code or that include one of the local area codes.

Long Distance Long-distance calls that originate in the Cisco Unified Communications Manager network that go out through the PSTN.

International International calls that originate in the Cisco Unified Communications Manager network and go out through the PSTN.

Others All other outgoing calls, such as toll-free numbers or emergency calls such as 911.

QOS The number of calls for each Quality of Service category. Parameters that the CAR administrator sets provide the basis for the following QoS categories:

- Good—QoS for these calls designates the highest possible quality.
- Acceptable—QoS for these calls shows them slightly degraded but still within an acceptable range.
- Fair—QoS for these calls, that although degraded, still fall within a usable range.
- Poor—QoS for these calls get categorized as unsatisfactory.
- NA—These calls do not match any criteria for the established QoS categories.

See the “Configuring QoS Values” section on page 35-1 and the “Configuring QoS by Gateway Reports” section on page 10-6.

### Table 8-2 Detail Report Fields (continued)

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>On Net</td>
<td>Outgoing calls that originate on one Cisco Unified Communications Manager network, go out through a trunk, and terminate on a different Cisco Unified Communications Manager network. For CAR purposes, be aware that any outgoing call can be classified as an On Net call if it is configured as such in the CAR dial plan configuration window. See “Configuring the Dial Plan” section on page 29-2.</td>
</tr>
<tr>
<td>Internal</td>
<td>Calls, including intracluster calls, that originate in the Cisco Unified Communications Manager network and end in the same Cisco Unified Communications Manager network (no gateways or trunks are used).</td>
</tr>
<tr>
<td>Local</td>
<td>Local calls that are routed through the public switched telephone network (PSTN) to numbers without an area code or that include one of the local area codes.</td>
</tr>
<tr>
<td>Long Distance</td>
<td>Long-distance calls that originate in the Cisco Unified Communications Manager network that go out through the PSTN.</td>
</tr>
<tr>
<td>International</td>
<td>International calls that originate in the Cisco Unified Communications Manager network and go out through the PSTN.</td>
</tr>
<tr>
<td>Others</td>
<td>All other outgoing calls, such as toll-free numbers or emergency calls such as 911.</td>
</tr>
</tbody>
</table>
| QOS       | The number of calls for each Quality of Service category. Parameters that the CAR administrator sets provide the basis for the following QoS categories:
- Good—QoS for these calls designates the highest possible quality.
- Acceptable—QoS for these calls shows them slightly degraded but still within an acceptable range.
- Fair—QoS for these calls, that although degraded, still fall within a usable range.
- Poor—QoS for these calls get categorized as unsatisfactory.
- NA—These calls do not match any criteria for the established QoS categories. |

See the “Configuring QoS Values” section on page 35-1 and the “Configuring QoS by Gateway Reports” section on page 10-6.
Table 8-2  
Detail Report Fields (continued)

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Duration(s)</td>
<td>The time, in seconds, that the call remains connected.</td>
</tr>
<tr>
<td>Charge</td>
<td>The charge that is associated with each call. Call charge information that the CAR administrator provided for the CAR rating engine provides the basis for charges. See the “Configuring QoS Values” section on page 35-1.</td>
</tr>
</tbody>
</table>

Figure 8-3 and Figure 8-4 display sample output from the Individual Bill and Department Bill Detail reports.

**Figure 8-3  Individual Bill Detail Sample Report**

<table>
<thead>
<tr>
<th>Date</th>
<th>Orig. Time</th>
<th>Orig.</th>
<th>Dest.</th>
<th>Call Classification</th>
<th>QoS</th>
<th>Duration (sec)</th>
<th>Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Feb 8, 2007</td>
<td>3:25:22 PM</td>
<td>1001</td>
<td>1003</td>
<td>Internal</td>
<td>Good</td>
<td>10</td>
<td>192.00</td>
</tr>
<tr>
<td>Feb 8, 2007</td>
<td>3:25:59 PM</td>
<td>1001</td>
<td>1003</td>
<td>Internal</td>
<td>Good</td>
<td>6</td>
<td>96.00</td>
</tr>
<tr>
<td>Feb 8, 2007</td>
<td>3:25:58 PM</td>
<td>1001</td>
<td>1003</td>
<td>Internal</td>
<td>Good</td>
<td>7</td>
<td>102.00</td>
</tr>
<tr>
<td>Feb 8, 2007</td>
<td>3:26:39 PM</td>
<td>1001</td>
<td>1003</td>
<td>Internal</td>
<td>Good</td>
<td>14</td>
<td>288.00</td>
</tr>
<tr>
<td>Total for CAUser1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>27</td>
<td>768.00</td>
</tr>
</tbody>
</table>

Cisco Unified Communications Manager CDR Analysis and Reporting Administration Guide

OL-24541-01
Top N By Charge or Duration Report Results

The fields for the Top N by Charge and the Top N by Duration vary depending on the report type. The reports show only outgoing calls. See Table 8-3.

Table 8-3  Top N by Charge and by Duration Report Fields

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>By Individual Users</td>
<td></td>
</tr>
<tr>
<td>User</td>
<td>User names.</td>
</tr>
<tr>
<td>Calls</td>
<td>Total number of calls.</td>
</tr>
<tr>
<td>Duration(s)</td>
<td>The time, in seconds, that the call was connected.</td>
</tr>
<tr>
<td>Charge</td>
<td>The charge that is associated with each call. Call charge information that the CAR administrator provided for the CAR rating engine provides basis for charges. See the “Configuring QoS Values” section on page 35-1.</td>
</tr>
<tr>
<td>By Destinations</td>
<td></td>
</tr>
<tr>
<td>Dest</td>
<td>The destination of the calls.</td>
</tr>
<tr>
<td>Call Classification</td>
<td>The total number of calls for each call classification.</td>
</tr>
<tr>
<td>Calls</td>
<td>Total number of calls.</td>
</tr>
</tbody>
</table>
### Table 8-3  
**Top N by Charge and by Duration Report Fields (continued)**

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Duration</td>
<td>The time, in seconds, that the call was connected.</td>
</tr>
<tr>
<td>Charge</td>
<td>The charge that is associated with each call. Call charge information that the CAR administrator provided for the CAR rating engine provides basis for charges. See Chapter 34, “Configuring the CAR Rating Engine”.</td>
</tr>
</tbody>
</table>

### By Number of Calls

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>User</td>
<td>User names.</td>
</tr>
<tr>
<td>Date</td>
<td>Date that the call occurred.</td>
</tr>
<tr>
<td>Orig Time</td>
<td>Time that the call originated.</td>
</tr>
<tr>
<td>Orig</td>
<td>Origin of the call.</td>
</tr>
<tr>
<td>Dest</td>
<td>Destination of the call.</td>
</tr>
<tr>
<td>Call Classification</td>
<td>The total number of calls for each call classification.</td>
</tr>
<tr>
<td>Duration</td>
<td>The time, in seconds, that the call was connected.</td>
</tr>
<tr>
<td>Charge</td>
<td>The charge that is associated with each call. Call charge information that the CAR administrator provided for the CAR rating engine provides basis for charges. See Chapter 34, “Configuring the CAR Rating Engine”.</td>
</tr>
</tbody>
</table>

Figure 8-5 and Figure 8-6 display sample reports.

**Figure 8-5**  
**Top N Charge by Destinations Sample Report**

```
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Top 5 Destinations based on Charge

<table>
<thead>
<tr>
<th>Dest.</th>
<th>Call Classification</th>
<th>Calls</th>
<th>Duration (sec)</th>
<th>Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>666</td>
<td>Internal</td>
<td>2</td>
<td>4313</td>
<td>172,872.00</td>
</tr>
<tr>
<td>1005</td>
<td>Incoming</td>
<td>12</td>
<td>2695</td>
<td>45,464.00</td>
</tr>
<tr>
<td>1004</td>
<td>Incoming</td>
<td>8</td>
<td>2527</td>
<td>88,896.00</td>
</tr>
<tr>
<td>1005</td>
<td>Incoming</td>
<td>12</td>
<td>2689</td>
<td>56,984.00</td>
</tr>
<tr>
<td>11006</td>
<td>Out Hot</td>
<td>6</td>
<td>2254</td>
<td>35,520.00</td>
</tr>
</tbody>
</table>
```

Figure 8-6  
**Top N Duration by Destinations Sample Report**

```
cisco

Top 5 Destinations based on Duration

<table>
<thead>
<tr>
<th>Dest.</th>
<th>Call Classification</th>
<th>Calls</th>
<th>Duration (sec)</th>
<th>Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>666</td>
<td>Internal</td>
<td>2</td>
<td>4313</td>
<td>172,872.00</td>
</tr>
<tr>
<td>1005</td>
<td>Incoming</td>
<td>12</td>
<td>2695</td>
<td>45,464.00</td>
</tr>
<tr>
<td>1004</td>
<td>Incoming</td>
<td>8</td>
<td>2527</td>
<td>88,896.00</td>
</tr>
<tr>
<td>1005</td>
<td>Incoming</td>
<td>12</td>
<td>2689</td>
<td>56,984.00</td>
</tr>
<tr>
<td>11006</td>
<td>Out Hot</td>
<td>6</td>
<td>2254</td>
<td>35,520.00</td>
</tr>
</tbody>
</table>
```
Top N By Number of Calls Report Results

The fields for the Top N by Number of Calls report vary depending on the report type. The report shows both incoming and outgoing calls. See Table 8-4.

Table 8-4 Top N by Number of Calls Report Fields

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>By Individual Users</td>
<td></td>
</tr>
<tr>
<td>Users</td>
<td>User names.</td>
</tr>
<tr>
<td>Charge</td>
<td>The total amount of billing charges for all calls to that user. Call charge information that the CAR administrator provided for the CAR rating engine provides basis for charges. See Chapter 34, “Configuring the CAR Rating Engine”.</td>
</tr>
<tr>
<td>Duration(s)</td>
<td>The time, in seconds, that the call connected.</td>
</tr>
<tr>
<td>Calls Made</td>
<td>The total number of calls that the user placed.</td>
</tr>
<tr>
<td>Calls Received</td>
<td>The total number of calls that the user received.</td>
</tr>
<tr>
<td>Total Calls</td>
<td>The total number of incoming and outgoing calls.</td>
</tr>
<tr>
<td>By Extensions</td>
<td></td>
</tr>
<tr>
<td>Extension No</td>
<td>The extension that originated/placed and received the call.</td>
</tr>
<tr>
<td>Charge</td>
<td>The total amount of billing charges for all calls to that user. Call charge information that the CAR administrator provided for the CAR rating engine provides basis for charges. See Chapter 34, “Configuring the CAR Rating Engine”.</td>
</tr>
<tr>
<td>Duration</td>
<td>The time, in seconds, that the call was connected.</td>
</tr>
<tr>
<td>Calls Made</td>
<td>The total number of calls that the user placed.</td>
</tr>
</tbody>
</table>

Figure 8-6 Top N Duration by Destinations Sample Report

cisco
Top 5 Destinations based on Duration

<table>
<thead>
<tr>
<th>Dest.</th>
<th>Call Classification</th>
<th>Calls</th>
<th>Charge</th>
<th>Duration (sec)</th>
</tr>
</thead>
<tbody>
<tr>
<td>666</td>
<td>Internal</td>
<td>2</td>
<td>172.87</td>
<td>43213</td>
</tr>
<tr>
<td>1005</td>
<td>Incoming</td>
<td>12</td>
<td>40.40</td>
<td>2095</td>
</tr>
<tr>
<td>1006</td>
<td>Incoming</td>
<td>12</td>
<td>56.80</td>
<td>2080</td>
</tr>
<tr>
<td>1004</td>
<td>Incoming</td>
<td>8</td>
<td>30.40</td>
<td>2027</td>
</tr>
<tr>
<td>11005</td>
<td>On Net</td>
<td>6</td>
<td>35.52</td>
<td>2004</td>
</tr>
</tbody>
</table>

From Date: Feb 1, 2008
To Date: Feb 10, 2008
Report Generation Criteria:
- Call Classification: On Net, Internal, Local, Long Distance, International, Incoming, Tandem, Others

Chapter 8 Reviewing User Reports Results
Call Usage for Assistant—Detail Report Results

The report, which supports Cisco Unified Communications Manager Assistant, shows the number of calls that assistants handled for themselves, that the assistant handled for each manager, and the total number of calls that the assistant handled. The report places information in groups about calls that the assistant handled and calls that the assistant handled for the manager. The detail report includes the following fields (see Table 8-5).

Table 8-5  Detail Report Fields

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date</td>
<td>The date that the call originated.</td>
</tr>
<tr>
<td>Orig. Time</td>
<td>The time that the call originated.</td>
</tr>
<tr>
<td>Orig.</td>
<td>The originating number from which the call was placed.</td>
</tr>
<tr>
<td>Dest.</td>
<td>The destination number to which the call was directed.</td>
</tr>
<tr>
<td>Call Classification</td>
<td>The type of call (internal, incoming, and so on.)</td>
</tr>
<tr>
<td>Duration (sec)</td>
<td>The time, in seconds, that the call connected.</td>
</tr>
</tbody>
</table>

Figure 8-8 displays sample output from a Call Usage for Assistant Detail report in PDF format.
The report, which supports Cisco Unified Communications Manager Assistant, shows information about calls that the assistant handled for themselves and that the assistant handled for the manager. The reports place call information by groups by attendant name. The summary report includes the following fields (see Table 8-6).

### Table 8-6 Summary Report Fields

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assistant-Extn/Manager</td>
<td>Shows the assistant name and directory number. If the assistant handles a call for a manager, the manager name displays.</td>
</tr>
</tbody>
</table>

Call Classification—Call categories specify classes.
Chapter 8  Reviewing User Reports Results

Table 8-6  Summary Report Fields (continued)

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internal</td>
<td>Calls, including intracluster calls, that originate in the Cisco Unified Communications Manager network and end in the same Cisco Unified Communications Manager network (no gateways or trunks are used).</td>
</tr>
<tr>
<td>Local</td>
<td>Local calls that are routed through the public switched telephone network (PSTN) to numbers without an area code or that include one of the local area codes.</td>
</tr>
<tr>
<td>Long Distance</td>
<td>Long-distance calls that originate in the Cisco Unified Communications Manager network that go out through the PSTN.</td>
</tr>
<tr>
<td>International</td>
<td>International calls that originate in the Cisco Unified Communications Manager network and go out through the PSTN.</td>
</tr>
<tr>
<td>Incoming</td>
<td>Inbound calls that originate outside the Cisco Unified Communications Manager network, enter through a gateway, and go into the Cisco Unified Communications Manager network.</td>
</tr>
<tr>
<td>On Net</td>
<td>Outgoing calls that originate on one Cisco Unified Communications Manager network, go out through a trunk, and terminate on a different Cisco Unified Communications Manager network. For CAR purposes, be aware that any outgoing call can be classified as an On Net call if it is configured as such in the CAR dial plan configuration window. See “Configuring the Dial Plan” section on page 29-2.</td>
</tr>
<tr>
<td>Others</td>
<td>All other outgoing calls, such as toll-free numbers or emergency calls such as 911.</td>
</tr>
<tr>
<td>Calls</td>
<td>The number of calls that the assistant handled or that the assistant handled for the manager.</td>
</tr>
<tr>
<td>Duration (sec)</td>
<td>The total duration for all the calls for the particular call classification.</td>
</tr>
</tbody>
</table>

Figure 8-9 displays sample output of the Call Usage for Assistant Summary report in PDF format.
Chapter 8      Reviewing User Reports Results

Call Usage for Manager—Detail Report Results

The report, which supports Cisco Unified Communications Manager Assistant, provides information about calls that managers handle for themselves and that assistants handle for managers. The report places information in groups by the assistant name and shows the total number of calls that the manager handles and that the assistant handles for the manager. The detail report includes the following fields (see Table 8-7).

Table 8-7      Detail Report Fields

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date</td>
<td>The date that the call originates.</td>
</tr>
<tr>
<td>Orig. Time</td>
<td>The time that the call originates.</td>
</tr>
<tr>
<td>Orig.</td>
<td>The originating number from which the call is placed.</td>
</tr>
<tr>
<td>Dest.</td>
<td>The destination number to which the call is directed.</td>
</tr>
<tr>
<td>Call Classification</td>
<td>The type of call (internal, incoming, and so on.)</td>
</tr>
<tr>
<td>Duration (sec)</td>
<td>The time, in seconds, that the call connects.</td>
</tr>
</tbody>
</table>

Figure 8-10 displays sample output from the Call Usage for Manager Detail report.
Call Usage for Manager—Summary Report Results

The report, which supports Cisco Unified Communications Manager Assistant, shows information about calls that the managers handle for themselves and that the assistants handle for the managers. The report places information in groups by the manager name and shows the total number of calls that are handled for each manager. The report includes the following fields (see Table 8-8).

Table 8-8  Summary Report Fields

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manager-Extn/Assistant</td>
<td>Shows the manager name and directory number. If the assistant handles a call for a manager, the assistant name displays.</td>
</tr>
</tbody>
</table>

Call Classification—Call categories specify classes.

Internal

Calls, including intracluster calls, that originate in the Cisco Unified Communications Manager network and end in the same Cisco Unified Communications Manager network (no gateways or trunks are used).

Local

Local calls that are routed through the public switched telephone network (PSTN) to numbers without an area code or that include one of the local area codes.

Long Distance

Long-distance calls that originate in the Cisco Unified Communications Manager network that go out through the PSTN.
Figure 8-11 displays sample output of the Call Usage for Manager Summary report in PDF format.

**Figure 8-11  Call Usage for Manager Summary Report**

<table>
<thead>
<tr>
<th>Manager-Ext</th>
<th>Internal</th>
<th>On Net</th>
<th>Local</th>
<th>Long Distance</th>
<th>International</th>
<th>Incoming</th>
<th>Others</th>
<th>Calls</th>
<th>Duration (sec)</th>
</tr>
</thead>
<tbody>
<tr>
<td>CAUser1-404</td>
<td>12</td>
<td>4</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>11</td>
<td>7</td>
<td>34</td>
<td>6695</td>
</tr>
<tr>
<td>CAUser1-666</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Total for CAUser</td>
<td>12</td>
<td>4</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>11</td>
<td>7</td>
<td>34</td>
<td>6695</td>
</tr>
</tbody>
</table>
Cisco IP Phone Services Report Results

The Cisco IP Phone Services report includes the following fields (see Table 8-9).

Table 8-9  Cisco Unified IP Phone Services Report Fields

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cisco IP Phone Services</td>
<td>The name of the selected service.</td>
</tr>
<tr>
<td>Number of Subscribers</td>
<td>The total number of subscribers for a given service.</td>
</tr>
<tr>
<td>% Subscription</td>
<td>The percentage of users who are subscribed to a given service, out of the total number of subscriptions for all services.</td>
</tr>
</tbody>
</table>

Figure 8-12 displays sample output from the Cisco IP Phone Services Report in PDF format.

Figure 8-12  Cisco IP Phone Services Report Sample Output

Cisco IP Phone Services

<table>
<thead>
<tr>
<th>Cisco IP Phone Services</th>
<th>Number of Subscribers</th>
<th>% Subscription</th>
</tr>
</thead>
<tbody>
<tr>
<td>Corporate Directory</td>
<td>0</td>
<td>0.00</td>
</tr>
<tr>
<td>Intercom Calls</td>
<td>0</td>
<td>0.00</td>
</tr>
<tr>
<td>Missed Calls</td>
<td>0</td>
<td>0.00</td>
</tr>
<tr>
<td>Personal Directory</td>
<td>0</td>
<td>0.00</td>
</tr>
<tr>
<td>Placed Calls</td>
<td>0</td>
<td>0.00</td>
</tr>
<tr>
<td>Received Calls</td>
<td>0</td>
<td>0.00</td>
</tr>
</tbody>
</table>

Related Topics

- CDR Analysis and Reporting Configuration Checklist, page 2-1
- Chapter 4, “Configuring Bills User Reports”
- Chapter 5, “Configuring Top N User Reports”
- Chapter 6, “Configuring Cisco Unified Communications Manager Assistant User Reports”
- Chapter 7, “Configuring Cisco IP Phone Service User Reports”
Additional Cisco Documentation

- Cisco Unified Communications Operating System Administration Guide
- Cisco Unified Serviceability Administration Guide
- Cisco Unified Communications Manager Call Detail Records Administration Guide
PART 3

System Reports
Understanding CAR 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 of each user.

This chapter contains the following topics:

- System Reports Summary Description, page 9-1
- Searching for Users, page 9-3
- Related Topics, page 9-4
- Additional Cisco Documentation, page 9-4

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

System Reports Summary Description

CDR Analysis and Reporting provides system reports for managers and CAR administrators. Managers or CAR administrators can access the QoS summary report. Only CAR administrators can access all other reports. This section describes the following reports:

- QoS
  - Detail—Available for CAR administrators. The QoS detail report provides the QoS ratings that are attributed to inbound and outbound calls on the Cisco Unified Communications Manager network for the period that you specify. Use this report to help monitor the voice quality of all calls on a user-level basis for the entire system. The call details in CDRs and CMRs and the QoS parameters that you choose provide the basis for assigning a particular voice-quality category to a call.
  - Summary—Available for managers and CAR administrators. This report provides a two-dimensional pie chart that shows the distribution of QoS grades that are achieved for the specified call classifications and period. The report also provides a table that summarizes the calls for each QoS. The call details in CDRs and CMRs and the QoS parameters that you choose provide the basis for assigning a call to a particular voice-quality category. Use this report to monitor the voice quality of all calls through the network.
By Gateway—Available for CAR administrators. This report shows the percentage of the calls for each of the chosen gateways that meet the QoS criteria that the user chooses. You can generate this report on an hourly, daily, or weekly basis.

By Call Types—Available for CAR administrators. This report shows the percentage of the calls for each chosen call type that meet the QoS criteria that the user chooses. You can generate this report on an hourly, daily, or weekly basis.

• Traffic
  – Summary—Available for CAR administrators. This report provides information about the call volume for a period that you specify and include only those call types and QoS voice-quality categories that you choose. Use this report to determine the number of calls that are being made on an hourly, weekly, or daily basis. This report helps you identify high- and low-traffic patterns for capacity planning.
  – Summary by Phone Number—Available for CAR administrators. This report provides information about the call volume for a period and set of phone numbers that you specify. It includes only those call types and phone numbers that you choose. You can generate the report on an hourly, weekly, or daily basis. This report helps you determine high-usage users or groups by aggregating the usage level across the users that you specify.

• FAC/CMC
  – Client Matter Code—Available for CAR administrators. This report allows administrators to view the originating and destination numbers, the date and time that the call originated, the call duration in seconds, and the call classification for calls that relate to each chosen client matter code.
  – Authorization Code Name—Available for CAR administrators. This report allows administrators to view the originating and destination numbers, the date and time that the call originated, the call duration in seconds, the call classification, and the authorization level for calls that relate to each chosen authorization code name.
  – Authorization Level—Available for CAR administrators. This report allows administrators to view the originating and destination numbers, the date and time that the call originated, the call duration in seconds, the authorization code name, and the call classification for calls that relate to each chosen authorization level.

• Malicious Call Details—Available for CAR administrators. The Cisco Unified Communications Manager Malicious Call Identification (MCID) service tracks malicious calls. The Malicious Call Details report displays the details of malicious calls for a given date range.

• Precedence Call Summary—Available for CAR administrators. The Cisco Unified Communications Manager Precedence service allows authenticated users to preempt lower priority phone calls. The PDF version of the CAR Precedence Call Summary report displays the Call Summary for the precedence values in the form of a bar chart, on an hour of day, day of week, or day of month basis, for each of the precedence levels that you choose. CAR generates one chart for each precedence level, a table for each precedence level that lists the number of call legs, and a subtable that summarizes the percentage distribution for each precedence level. CAR makes the report available on-demand; the report does not get autogenerated.

• System Overview—Available for CAR administrators. Use the System Overview report to see a high-level picture of the Cisco Unified Communications Manager network. The System Overview provides the following reports:
  – Top 5 Users Based on Charge
  – Top 5 Destinations Based on Charge
  – Top 5 Calls Based on Charge
Searching for Users

Many reports in CAR provide a search function, so you can look for users. The following CAR System reports support search by user: QoS Details and Traffic Summary by Phone Number. You can mail all reports that can be generated by using the Send Report button.

Before You Begin

You must use the window in System Reports that allows you to search for users.

This section describes how to search for a user.

Procedure

Step 1  Click the Search Users link.

A User Search window displays.

Step 2  In the First Name and Last Name fields, enter characters of the first or last name of the user and click the Search button.

A User Search Results window displays in the same window and lists all users who matched the search criteria that you entered.

Step 3  In the row for the user that you want, click the Select link.

The user that you chose gets added to the List of Users in the User Search window. Repeat this step to add more users.

Step 4  When you have added all users, click the Close button in the User Search window.
Additional Information
See the “Related Topics” section on page 9-4.

Related Topics

- CDR Analysis and Reporting Configuration Checklist, page 2-1
- 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 16, “Configuring CDR Error 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
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.

This chapter contains the following topics:

- Configuring QoS Detail Reports, page 10-2
- Configuring QoS Summary Reports, page 10-4
- Configuring QoS by Gateway Reports, page 10-6
- Configuring QoS by Call Types Reports, page 10-8
- Related Topics, page 10-10
- Additional Cisco Documentation, page 10-10

Only CAR administrators generate the QoS detail report. The report details the QoS ratings that are attributed to inbound and outbound calls on the Cisco Unified Communications Manager network for the period that is specified.

Managers or CAR administrators generate the QoS summary report. The report provides a two-dimensional pie chart that shows the distribution of QoS grades that are achieved for the specified call classifications and period. The report also provides a table that summarizes the calls for each QoS. The call details in CDRs and CMRs and the QoS parameters that are provided in the “Configuring QoS Values” section on page 35-1 provide a basis for assigning a particular voice-quality category to a call.

You can either view reports that the system automatically generates or generate new reports. Only CAR administrators can schedule reports for automatic generation. See Chapter 36, “Configuring the Automatic Generation of CAR Reports and Alerts”, for more information.

QoS Parameter Operators

Table 10-1 describes the QoS parameter operators that you use in generating the QoS reports.
Chapter 10 Configuring QoS System Reports

Configuring QoS Detail Reports

This section describes how to generate, view, or mail detailed information about the system QoS.

Procedure

Step 1  Choose System Reports > QoS > Detail.  The QoS Detail window displays.

Step 2  In the Select Call Types area, check the check boxes for the types of calls that you want the report to include. Table 10-2 describes the call types.

<table>
<thead>
<tr>
<th>Call Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>On Net</td>
<td>Outgoing calls that originate on one Cisco Unified Communications Manager network, go out through a trunk, and terminate on a different Cisco Unified Communications Manager network. For CAR purposes, be aware that any outgoing call can be classified as an On Net call if it is configured as such in the CAR dial plan configuration window. See “Configuring the Dial Plan” section on page 29-2.</td>
</tr>
<tr>
<td>Internal</td>
<td>Calls, including intracluster calls, that originate in the Cisco Unified Communications Manager network and end in the same Cisco Unified Communications Manager network (no gateways or trunks are used).</td>
</tr>
</tbody>
</table>

Table 10-1  QoS Parameter Operators

<table>
<thead>
<tr>
<th>Operator</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>&gt;=</td>
<td>Choose this operator to generate jitter, latency, or lost packet data that is greater than or equal to the specified value.</td>
</tr>
<tr>
<td>=</td>
<td>Choose this operator to generate jitter, latency, or lost packet data that is equal to the specified value.</td>
</tr>
<tr>
<td>&lt;=</td>
<td>Choose this operator to generate jitter, latency, or lost packet data that is less than or equal to the specified value.</td>
</tr>
<tr>
<td>N.A.</td>
<td>Choose this operator to preclude jitter, latency, or lost packet data.</td>
</tr>
<tr>
<td>Between</td>
<td>Choose this operator to generate jitter, latency, or lost packet data that occurs between one value and another value. When you choose this operator, a second field displays, so you can set the start and end values.</td>
</tr>
</tbody>
</table>
Chapter 10  Configuring QoS System Reports  

Configuring QoS Detail Reports

**Table 10-2  QoS Detail Report Call Types (continued)**

<table>
<thead>
<tr>
<th>Call Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local</td>
<td>Local calls that are routed through the public switched telephone network (PSTN) to numbers without an area code or that include one of the local area codes.</td>
</tr>
<tr>
<td>Long Distance</td>
<td>Long-distance calls that originate in the Cisco Unified Communications Manager network and go out through the PSTN.</td>
</tr>
<tr>
<td>International</td>
<td>International calls that originate in the Cisco Unified Communications Manager network and go out through the PSTN.</td>
</tr>
<tr>
<td>Incoming</td>
<td>Inbound calls that originate outside the Cisco Unified Communications Manager network, enter through a gateway, and go into the Cisco Unified Communications Manager network.</td>
</tr>
<tr>
<td>Tandem</td>
<td>Inbound calls that originate outside the Cisco Unified Communications Manager network, enter the Cisco Unified Communications Manager network through a gateway, and are transferred outbound from the Cisco Unified Communications Manager network through a gateway.</td>
</tr>
<tr>
<td>Others</td>
<td>All other outgoing calls, such as toll-free numbers or emergency calls such as 911.</td>
</tr>
</tbody>
</table>

**Step 3** In the Select QoS area, check the check boxes for the voice-quality categories that you want included in the report. The parameters set in the “Configuring QoS Values” section on page 35-1 provide the basis for all voice-quality categories.

**Table 10-3  QoS Detail Report Voice Quality**

<table>
<thead>
<tr>
<th>Voice Quality</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Good</td>
<td>QoS for these calls represents the highest possible quality.</td>
</tr>
<tr>
<td>Acceptable</td>
<td>QoS for these calls, although slightly degraded, still fall within an acceptable range.</td>
</tr>
<tr>
<td>Fair</td>
<td>Although QoS for these calls is degraded, calls still fall within a usable range.</td>
</tr>
<tr>
<td>Poor</td>
<td>QoS for these calls designates unsatisfactory quality.</td>
</tr>
<tr>
<td>NA</td>
<td>These calls did not match any criteria for the established QoS categories.</td>
</tr>
</tbody>
</table>

**Step 4** Choose the date range for the period for which you want to see QoS information.
Configuring QoS Summary Reports

This section describes how to generate, view, or mail summary information about the system QoS.

**Procedure**

**Step 1** Perform one of the following steps:
- If you are a manager, choose QoS > Summary.
- If you are a CAR administrator, choose System Reports > QoS > Summary.

The QoS Summary window displays.

**Step 2** In the Available Reports field, choose an automatically generated report (if available) and go to **Step 6**, or use the default setting, Generate New Report, and go to **Step 3**.

**Note** You can only choose the automatically generated report if you are logged in as a CAR administrator. The automatically generated reports do not display in the drop-down list box if you are logged in as a manager.

**Step 3** In the Select Call Types area, check the check boxes for the types of calls that you want the report to include. Table 10-4 describes the call types.
Table 10-4 QoS Summary Report Call Types

<table>
<thead>
<tr>
<th>Call Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>On Net</td>
<td>Outgoing calls that originate on one Cisco Unified Communications Manager network, go out through a trunk, and terminate on a different Cisco Unified Communications Manager network. For CAR purposes, be aware that any outgoing call can be classified as an On Net call if it is configured as such in the CAR dial plan configuration window. See “Configuring the Dial Plan” section on page 29-2.</td>
</tr>
<tr>
<td>Internal</td>
<td>Calls, including intracluster calls, that originate in the Cisco Unified Communications Manager network and end in the same Cisco Unified Communications Manager network (no gateways or trunks are used).</td>
</tr>
<tr>
<td>Local</td>
<td>Local calls that are routed through the public switched telephone network (PSTN) to numbers without an area code or that include one of the local area codes.</td>
</tr>
<tr>
<td>Long Distance</td>
<td>Long-distance calls that originate in the Cisco Unified Communications Manager network and go out through the PSTN.</td>
</tr>
<tr>
<td>International</td>
<td>International calls that originate in the Cisco Unified Communications Manager network and go out through the PSTN.</td>
</tr>
<tr>
<td>Incoming</td>
<td>Inbound calls that originate outside the Cisco Unified Communications Manager network, enter through a gateway, and go into the Cisco Unified Communications Manager network.</td>
</tr>
<tr>
<td>Tandem</td>
<td>Inbound calls that originate outside the Cisco Unified Communications Manager network, enter the Cisco Unified Communications Manager network through a gateway, and transfer outbound from the Cisco Unified Communications Manager network through a gateway.</td>
</tr>
<tr>
<td>Others</td>
<td>All other outgoing calls, such as toll-free numbers or emergency calls such as 911.</td>
</tr>
</tbody>
</table>

**Step 4** If you chose Generate New Report in **Step 2**, choose the date range for the period for which you want to generate the report.

**Step 5** If you want the report in CSV format, choose CSV (comma separated value) in the Report Format area. Be aware that the CSV-format report is limited to 20,000 records. If you want the report in PDF format, choose PDF (portable document format) in the Report Format area. Be aware that the PDF-format report is limited to 5000 records.

**Step 6** Click the **View Report** button.

The report displays.
Configuring QoS by Gateway Reports

Only CAR administrators generate the QoS by Gateway report. The report provides the percentage of calls that satisfy the selected QoS criteria for a period that is specified for the selected gateways.

**Caution**
Use CAR only during off-peak hours. Otherwise, data collection and report generation could cause performance degradation on the Cisco Unified Communications Manager system.

This section describes how to generate, view, or mail QoS information about all chosen gateways.

**Before You Begin**
Configure the gateway by using the procedures in the “Configuring the Gateway” section on page 29-4.

**Procedure**

**Step 1** Choose *System Reports > QoS > By Gateways*.
The QoS based on Gateways window displays.

**Step 2** In the Generate Reports field, choose a time as described in Table 10-5.

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hour of Day</td>
<td>Displays the percentage of the calls, for each selected gateway, that satisfies the QoS criteria for the period that you specify in Step 6. The percentage results show for hour of day.</td>
</tr>
<tr>
<td>Day of Week</td>
<td>Displays the percentage of the calls, for each selected gateway, that satisfies the QoS criteria for the period that you specify in Step 6. The percentage results show for day of week.</td>
</tr>
<tr>
<td>Day of Month</td>
<td>Displays the percentage of the calls, for each selected gateway, that satisfies the QoS criteria for the period that you specify in Step 6. The percentage results show for day of month.</td>
</tr>
</tbody>
</table>

**Step 3** In the Jitter field, choose the operator that you want to use and enter the value for jitter. See the “QoS Parameter Operators” section on page 10-1, for descriptions of operators.

**Step 4** In the Latency field, choose the operator that you want to use and enter the value for latency. See the QoS Parameter Operators, page 10-1, for descriptions of operators.

**Step 5** In the Lost Packets field, choose the operator that you want to use and enter the value for number of lost packets. See the QoS Parameter Operators, page 10-1, for descriptions of operators.
Step 6  Choose the date range of the period for which you want to see call information.

Step 7  To choose the type of gateway that you want included in the report, perform one of the following tasks:

- To display all the gateways that are configured in the system, click **Gateway Types** in the column on the left side of the window.

- To expand the tree structure and display the type of gateway from which you can choose, click the icon next to **Gateway Types**.

- To choose a gateway that uses a particular route pattern/hunt pilot, rather than a gateway type, click **Route Patterns/Hunt Pilots** in the column on the left side of the window. The tree structure expands and displays the gateways that are associated with the configured Route Patterns/Hunt Pilots.

- To expand the tree structure and display route pattern/hunt pilot for you to choose, click the icon next to Route Patterns/Hunt Pilots.

**Note**  You can also search for specific route patterns/hunt pilots by entering part of the name of the route pattern(s)/hunt pilot(s) in the Route Patterns/Hunt Pilots box in the column on the left side of the window. CAR searches for the route pattern(s)/hunt pilot(s) that matches the search string.

Step 8  From the list, choose a gateway type.

The gateway name displays in the List of Gateways box.

**Note**  The List of Gateways box will display up to 200 gateways that are configured for the chosen gateway type.

Step 9  In the List of Gateways box, select the gateways that you want to include in the report.

**Note**  You can generate a report for up to 15 gateways at a time. If you select more than 15 gateways, you will see the message “Select 15 or fewer gateways to generate new report.”

Step 10  Click the down arrow icon to move the chosen gateway to the list of Selected Gateways box.

The gateway that you chose displays in the Selected Gateways box.

Step 11  If you want the report in CSV format, choose CSV (comma separated value) in the Report Format area. Be aware that the CSV-format report is limited to 20,000 records. If you want the report in PDF format, choose PDF (portable document format) in the Report Format area. Be aware that the PDF-format report is limited to 5000 records.

Step 12  Click the **View Report** button.

The report displays.

Step 13  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.

**Additional Information**

See the “Related Topics” section on page 10-10.
Configuring QoS by Call Types Reports

Only CAR administrators generate the QoS by Call Types report. The report provides jitter, latency, and lost packet information for a period that is specified for all calls of a chosen type.

This section describes how to generate, view, or mail QoS information about all calls of a certain type.

Caution
Use CAR only during off-peak hours. Otherwise, data collection and report generation could cause performance degradation on the Cisco Unified Communications Manager system.

Procedure

Step 1 Choose System Reports > QoS > By Call Types.
The QoS based on Call Types window displays.

Step 2 In the Generate Report field, choose a time as described in Table 10-6.

Table 10-6 Generate Report Fields

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hour of Day</td>
<td>Displays the percentage of the calls, for each call type, that satisfies the QoS criteria for the period that you specify in Step 7. The percentage results show for hour of day.</td>
</tr>
<tr>
<td>Day of Week</td>
<td>Displays the percentage of the calls, for each call type, that satisfies the QoS criteria for the period that you specify in Step 7. The percentage results show for day of week.</td>
</tr>
<tr>
<td>Day of Month</td>
<td>Displays the percentage of the calls, for each call type, that satisfies the QoS criteria for the period that you specify in Step 7. The percentage results show for day of month.</td>
</tr>
</tbody>
</table>

Step 3 In the Jitter field, choose the operator that you want to use and enter the value for jitter. See the “QoS Parameter Operators” section on page 10-1 for descriptions of operators.

Step 4 In the Latency field, choose the operator that you want to use and enter the value for latency. See the “QoS Parameter Operators” section on page 10-1 for descriptions of operators.

Step 5 In the Lost Packets field, choose the operator that you want to use and enter the value for number of lost packets. See the “QoS Parameter Operators” section on page 10-1 for descriptions of operators.

Step 6 In the Select Call Types area, check the check boxes for the types of calls that you want the report to include. Table 10-7 describes the call types.
Chapter 10      Configuring QoS System Reports

Table 10-7       QoS Parameters by Call Types

<table>
<thead>
<tr>
<th>Call Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>On Net</td>
<td>Outgoing calls that originate on one Cisco Unified Communications Manager network, go out through a trunk, and terminate on a different Cisco Unified Communications Manager network. For CAR purposes, be aware that any outgoing call can be classified as an On Net call if it is configured as such in the CAR dial plan configuration window. See “Configuring the Dial Plan” section on page 29-2.</td>
</tr>
<tr>
<td>Internal</td>
<td>Calls, including intracluster calls, that originate in the Cisco Unified Communications Manager network and end in the same Cisco Unified Communications Manager network (no gateways or trunks are used).</td>
</tr>
<tr>
<td>Local</td>
<td>Local calls that are routed through the public switched telephone network (PSTN) to numbers without an area code or that include one of the local area codes.</td>
</tr>
<tr>
<td>Long Distance</td>
<td>Long-distance calls that originate in the Cisco Unified Communications Manager network and go out through the PSTN.</td>
</tr>
<tr>
<td>International</td>
<td>International calls that originate in the Cisco Unified Communications Manager network and go out through the PSTN.</td>
</tr>
<tr>
<td>Incoming</td>
<td>Inbound calls that originate outside the Cisco Unified Communications Manager network, enter through a gateway, and go into the Cisco Unified Communications Manager network.</td>
</tr>
<tr>
<td>Tandem</td>
<td>Inbound calls that originate outside the Cisco Unified Communications Manager network, enter the Cisco Unified Communications Manager network through a gateway, and transfer outbound from the Cisco Unified Communications Manager network through a gateway.</td>
</tr>
<tr>
<td>Others</td>
<td>All other outgoing calls, such as toll-free numbers or emergency calls such as 911.</td>
</tr>
</tbody>
</table>

Step 7 Choose the date range for the period for which you want to see call information.

Step 8 If you want the report in CSV format, choose CSV (comma separated value) in the Report Format area. Be aware that the CSV-format report is limited to 20,000 records. If you want the report in PDF format, choose PDF (portable document format) in the Report Format area. Be aware that the PDF-format report is limited to 5000 records.

Step 9 Click the View Report button. The report displays.
Step 10  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 10-10.

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**Related Topics**

- CDR Analysis and Reporting Configuration Checklist, page 2-1
- Chapter 9, “Understanding CAR 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 16, “Configuring CDR Error System Reports”
- Chapter 17, “Reviewing System Reports Results”

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**Additional Cisco Documentation**

- *Cisco Unified Communications Operating System Administration Guide*
- *Cisco Unified Serviceability Administration Guide*
- *Cisco Unified Communications Manager Call Detail Records Administration Guide*
Configuring Traffic 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 Traffic Summary Reports, page 11-2
- Configuring Traffic Summary by Phone Number Reports, page 11-4
- Related Topics, page 11-7
- Additional Cisco Documentation, page 11-7

**Note**

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

Only CAR administrators can generate the traffic summary report. The report provides information about the call volume for a period that you specify. It includes only those call types and QoS voice-quality categories that you chose.

**Tip**

When you configure CAR to generate a traffic summary report, you can choose different call types (On Net, Internal, Local, Long Distance, and so on). CAR compares the traffic volume for every hour interval and identifies the hour with the highest traffic volume (the Busy Hour Call Completion [BHCC] number). To obtain the overall BHCC number, choose all call types when you configure CAR. Under the report title, a separate line displays the BHCC number for that day.

Only CAR administrators can generate the traffic summary by phone numbers report. The report provides information about the call volume for a period and set of phone numbers that you specify, and includes only those call types and phone numbers that you choose.

**Tip**

You can use this report to track call usage by a specified group of users, by a department, or by another criteria, such as lobby phones or conference room phones. You can set up this report to generate on a weekly basis. This report helps you determine high-usage users or groups by aggregating the usage level across the users that you specify.
Configuring Traffic Summary Reports

Only CAR administrators generate the Traffic Summary report. The report provides information about the call volume for a period that you specify.

You can either view reports that the system automatically generates or generate new reports. See Chapter 30, “Configuring the CAR System Scheduler”, for more information.

This section describes how to generate, view, or mail summary information about system traffic.

Procedure

Step 1  Choose System Reports > Traffic> Summary.

The Traffic Summary window displays.

Step 2  In the Generate Report field, choose a time as described in Table 11-1.

Table 11-1  Generate Report Fields

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hour of Day</td>
<td>Displays the average number of calls in the system for the period that you specify in Step 4, the call types that you specify in Step 5, and the QoS values that you specify in Step 6 for hour of day. If the period that you specify in Step 4 is within one day, the system compares the traffic volume for every hour interval and identifies the hour with the highest traffic volume as the BHCC number for that day.</td>
</tr>
<tr>
<td>Day of Week</td>
<td>Displays the average number of calls in the system for the period that you specify in Step 4, the call types that you specify in Step 5, and the QoS values that you specify in Step 6 for day of the week.</td>
</tr>
<tr>
<td>Day of Month</td>
<td>Displays the average number of calls in the system for the period that you specify in Step 4, the call types that you specify in Step 5, and the QoS values that you specify in Step 6 for day of month.</td>
</tr>
</tbody>
</table>

Step 3  In the Available Reports field, choose an automatically generated report (if available) and go to Step 8 or use the default setting, Generate New Report and go to Step 4.

Step 4  Choose the date range for the period for which you want to generate the report.

Step 5  In the Select Call Types area, check the check boxes for the types of calls that you want to include in the report. To obtain the overall BHCC number for a particular hour or 24-hour period, choose all call types. Table 11-2 describes the call types.
Chapter 11  Configuring Traffic System Reports

Configuring Traffic Summary Reports

Note
The calls that the chart/table shows comprise an average number of calls per day. If the data that is generated is less and you have chosen a wide date range, the report shows negligible values that are treated as 0, and the graph does not display. For example, if a Day of Week report gets generated for eight days that comprise two Mondays, the data that is shown for Monday represents the average number of calls for both the Mondays (the sum of all the calls in each Monday divided by 2). Similarly, in an Hour of Day report, the data that displays against 05-06 will designate the average number of calls per day between the time 05 and 06 of the date range that was chosen for the report.

Step 6
In the Select QoS area, check the check boxes for the voice-quality categories that you want to include in the report. The parameters that are set in the “Configuring QoS Values” section on page 35-1 provide the basis for all voice-quality categories.

<table>
<thead>
<tr>
<th>Call Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>On Net</td>
<td>Outgoing calls that originate on one Cisco Unified Communications Manager network, go out through a trunk, and terminate on a different Cisco Unified Communications Manager network. For CAR purposes, be aware that any outgoing call can be classified as an On Net call if it is configured as such in the CAR dial plan configuration window. See “Configuring the Dial Plan” section on page 29-2.</td>
</tr>
<tr>
<td>Internal</td>
<td>Calls, including intracluster calls, that originate in the Cisco Unified Communications Manager network and end in the same Cisco Unified Communications Manager network (no gateways or trunks are used).</td>
</tr>
<tr>
<td>Local</td>
<td>Local calls that route through the public switched telephone network (PSTN) to numbers without an area code or that include one of the local area codes.</td>
</tr>
<tr>
<td>Long Distance</td>
<td>Long-distance calls that originate in the Cisco Unified Communications Manager network and go out through the PSTN.</td>
</tr>
<tr>
<td>International</td>
<td>International calls that originate in the Cisco Unified Communications Manager network and go out through the PSTN.</td>
</tr>
<tr>
<td>Incoming</td>
<td>Inbound calls that originate outside the Cisco Unified Communications Manager network, enter through a gateway, and go into the Cisco Unified Communications Manager network.</td>
</tr>
<tr>
<td>Others</td>
<td>All other outgoing calls, such as toll-free numbers or emergency calls such as 911.</td>
</tr>
</tbody>
</table>
Configuring Traffic Summary by Phone Number Reports

Only CAR administrators generate the Traffic Summary by Phone Number report. The report provides information about the call volume for a period and set of phone numbers that you specify.

This section describes how to generate, view, or mail a traffic summary report based on user phone numbers.

Procedure

**Step 1** Choose System Reports > Traffic > Summary By Phone Number.

The Traffic Summary that is based on Phone Number(s) window displays.

**Step 2** In the Generate Report field, choose a time as described in Table 11-4.

### Table 11-3 QoS Detail Report Voice Quality

<table>
<thead>
<tr>
<th>Voice Quality</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Good</td>
<td>QoS for these calls represents the highest possible quality.</td>
</tr>
<tr>
<td>Acceptable</td>
<td>QoS for these calls, although slightly degraded, still falls within an acceptable range.</td>
</tr>
<tr>
<td>Fair</td>
<td>QoS for these calls, although degraded, still remains within a usable range.</td>
</tr>
<tr>
<td>Poor</td>
<td>Poor voice quality indicates that QoS for these calls is unsatisfactory.</td>
</tr>
<tr>
<td>NA</td>
<td>These calls did not match any criteria for the established QoS categories.</td>
</tr>
</tbody>
</table>

**Step 7** 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 8** Click the View Report button.

The report displays.

**Step 9** 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.

### Additional Information

See the “Related Topics” section on page 11-7.
Step 3 In the Select Call Types area, check the check boxes for the types of calls that you want to include in the report. Table 11-5 describes the call types.

Table 11-5 Traffic Summary (Phone Number) by Call Types

<table>
<thead>
<tr>
<th>Call Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>On Net</td>
<td>Outgoing calls that originate on one Cisco Unified Communications Manager network, go out through a trunk, and terminate on a different Cisco Unified Communications Manager network. For CAR purposes, be aware that any outgoing call can be classified as an On Net call if it is configured as such in the CAR dial plan configuration window. See “Configuring the Dial Plan” section on page 29-2.</td>
</tr>
<tr>
<td>Internal</td>
<td>Calls, including intracluster calls, that originate in the Cisco Unified Communications Manager network and end in the same Cisco Unified Communications Manager network (no gateways or trunks are used).</td>
</tr>
<tr>
<td>Local</td>
<td>Local calls that are routed through the public switched telephone network (PSTN) to numbers without an area code or that include one of the local area codes.</td>
</tr>
<tr>
<td>Long Distance</td>
<td>Long-distance calls that originate in the Cisco Unified Communications Manager network and go out through the PSTN.</td>
</tr>
</tbody>
</table>
Configuring Traffic System Reports

Chapter 11

Table 11-5  Traffic Summary (Phone Number) by Call Types (continued)

<table>
<thead>
<tr>
<th>Call Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>International</td>
<td>International calls that originate in the Cisco Unified Communications Manager network and go out through the PSTN.</td>
</tr>
<tr>
<td>Incoming</td>
<td>Inbound calls that originate outside the Cisco Unified Communications Manager network, enter through a gateway, and go into the Cisco Unified Communications Manager network.</td>
</tr>
<tr>
<td>Others</td>
<td>All other outgoing calls, such as toll-free numbers or emergency calls such as 911.</td>
</tr>
</tbody>
</table>

**Note** The calls that the chart/table shows comprise an average number of calls per day. If the data that is generated is less and you have chosen a wide date range, the report shows negligible values that are treated as 0, and the graph does not display. For example, if a Day of Week report gets generated for eight days that comprise two Mondays, the data that is shown for Monday represents the average number of calls for both the Mondays (the sum of all the calls in each Monday divided by 2). Similarly, in an Hour of Day report, the data that displays against 05-06 will represent the average number of calls per day between the time 05 and 06 of the date range that was chosen for the report.

**Step 4** In the Select Phone Number(s) group box, you can either choose all phone numbers or search for phone numbers based on users.

**Note** You can enter a wildcard pattern like "!" or "X" to search on phone numbers. The "!" represents any n digit that has 0-9 as each of its digits, and the "X" represents a single digit in the range 0-9.

To choose all phone numbers, check the Select All Phone Number(s) check box. To choose phone numbers based on users, enter the phone number of the individual in the Phone Number field and click the Add Phone Number button. You can also use a provided search function, as described in the “Searching for Users” section on page 9-3.

**Step 5** 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 6** Click the View Report button. The report displays.

**Step 7** 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.

**Additional Information**

See the “Related Topics” section on page 11-7.
Related Topics

- CDR Analysis and Reporting Configuration Checklist, page 2-1
- Chapter 9, “Understanding CAR System Reports”
- Chapter 10, “Configuring QoS 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 16, “Configuring CDR Error System Reports”
- Chapter 18, “Understanding CAR Device Reports”

Additional Cisco Documentation

- Cisco Unified Communications Operating System Administration Guide
- Cisco Unified Serviceability Administration Guide
- Cisco Unified Communications Manager Call Detail Records Administration Guide
CHAPTER 12

Configuring FAC/CMC 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 Client Matter Code Reports, page 12-1
- Configuring Authorization Code Name Reports, page 12-2
- Configuring Authorization Level Reports, page 12-3
- Related Topics, page 12-4
- Additional Cisco Documentation, page 12-4

Note

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

Only CAR administrators can generate Forced Authorization Code (FAC)/Client Matter Code (CMC) reports.

The following sections describe how to configure FAC/CMC reports:

Configuring Client Matter Code Reports

Only CAR administrators can generate the Client Matter Code report. You can generate a report that shows the origination (calling number), destination (called number), origination date time (the date and time that the call originated), duration (call duration in seconds), and the call classification that relates to each CMC.

The following procedure describes how to generate a report that shows the usage of specific client matter codes.

Procedure

Step 1  Choose System Reports > FAC/CMC > Client Matter Code.
Chapter 12 Configuring FAC/CMC System Reports

Configuring Authorization Code Name Reports

Only CAR administrators can generate the Authorization Code Name report. You can generate a report that shows the origination (calling number), destination (called number), origination date time (the date and time that the call originated), duration (call duration in seconds), and the call classification that relates to each chosen authorization code name.

Note For security purposes, the authorization code does not display; instead, the authorization code name (description) displays.

The following procedure describes how to generate a report that shows the usage of specific authorization code names.

Procedure

Step 1 Choose System Reports > FAC/CMC > Authorization Code Name.

The Call Details for Authorization Code Name window displays a list of all authorization code names that are configured in the system.

Step 2 In the List of Authorization Code Names box, choose the code names that you want included in the report.

Note You can choose up to 30 code names.
Step 3  To add the chosen code name(s) to the Selected Authorization Code Names box, click the down arrow. The report will include all code names, for which data is available, that are listed in this box.

Step 4  In the From Date and To Date drop-down list boxes, enter the date range of the period for which you want to see authorization code name information.

Step 5  If you want the report in CSV format, choose CSV (comma separated value) in the Report Format area. Be aware that the CSV-format report is limited to 20,000 records. If you want the report in PDF format, choose PDF (portable document format) in the Report Format area. Be aware that the PDF-format report is limited to 5000 records.

Step 6  Click View Report. The report displays.

Step 7  If you want to mail the report, click the Send Report button. To send the report, perform the procedure that is described in “Mailing a Report” section on page 3-3.

Additional Information
See the “Related Topics” section on page 12-4.

Configuring Authorization Level Reports

Only CAR administrators can generate the Authorization Level report. You can generate a report that shows the origination (calling number), destination (called number), origination date time (the date and time that the call originated), duration (call duration in seconds), and the call classification that relate to each chosen authorization level.

The following procedure describes how to generate a report that shows the usage of specific authorization levels.

Procedure

Step 1  Choose System Reports > FAC/CMC > Authorization Level.

The Call Details by Authorization Level window displays a list of all authorization levels that are configured in the system.

Step 2  In the List of Authorization Levels box, choose the levels that you want included in the report.

Step 3  To add the chosen level(s) to the Selected Authorization Levels box, click the down arrow. The report will include all levels, for which data is available, that are listed in this box.

Note  Only FAC authorization levels reports that are associated with Route Patterns will get generated.

Step 4  In the From Date and To Date drop-down list boxes, enter the date range of the period for which you want to see authorization level information.

Step 5  If you want the report in CSV format, choose CSV (comma separated value) in the Report Format area. Be aware that the CSV-format report is limited to 20,000 records. If you want the report in PDF format, choose PDF (portable document format) in the Report Format area. Be aware that the PDF-format report is limited to 5000 records.
Step 6  Click View Report.
The report displays.

Step 7  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.

Additional Information
See the “Related Topics” section on page 12-4.

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 13, “Configuring Malicious Call Details System Reports”
• Chapter 14, “Configuring Precedence Call Summary System Reports”
• Chapter 15, “Configuring System Overview System Reports”
• Chapter 16, “Configuring CDR Error 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
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 Malicious Call Details Reports, page 13-1
- Related Topics, page 13-2
- Additional Cisco Documentation, page 13-2

**Note**

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

## Configuring Malicious Call Details Reports

Only CAR administrators generate the Malicious Call Details report. The report displays the following details about malicious calls for a particular date range: origination time, termination time, duration (in seconds), origination (calling number), destination (called number), origination device, destination device, and call classification.

This section describes how to generate, view, or mail a Malicious Call Detail report.

### Procedure

**Step 1** Choose **System Reports > Malicious Call Details**.

The Malicious Call Details window displays.

**Step 2** In the From Date drop-down list boxes, choose the month, day, and year from which you want malicious call details.

**Step 3** In the To Date drop-down list boxes, choose the month, day, and year to which you want malicious call details.
Chapter 13  Configuring Malicious Call Details System Reports

Step 4  If you want the report in CSV format, choose CSV (comma separated value) in the Report Format area. Be aware that the CSV-format report is limited to 20,000 records. If you want the report in PDF format, choose PDF (portable document format) in the Report Format area. Be aware that the PDF-format report is limited to 5000 records.

Step 5  To view the report, click View Report.

The report displays.

Step 6  To mail the report to an e-mail recipient, see the “Mailing a Report” section on page 3-3.

Additional Information
See the “Related Topics” section on page 13-2.

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 14, “Configuring Precedence Call Summary System Reports”
• Chapter 15, “Configuring System Overview System Reports”
• Chapter 16, “Configuring CDR Error 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
• Cisco Unified Communications Manager Features and Services Guide
Configuring Precedence Call Summary 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 Precedence Call Summary Reports, page 14-1
- Related Topics, page 14-3
- Additional Cisco Documentation, page 14-3

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

Configuring Precedence Call Summary Reports

Only CAR administrators generate the Call Summary by Precedence report. The report displays the Call Summary for the precedence values that you choose by Hour of Day, Day of Week, or Day of Month.

This section describes how to generate, view, or mail a Call Summary by Precedence report.

Procedure

**Step 1** Choose **System Reports > Precedence Call Summary**.

The Call Summary by Precedence window displays.

**Step 2** In the Generate Reports field, choose a time as described in Table 14-1.
Chapter 14  Configuring Precedence Call Summary System Reports

Table 14-1  Generate Report Fields

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
</table>
| Hour of Day    | Displays the average number of calls in the system for the chosen phone numbers for the date range that was chosen for hour of day.  
|                | **Note** Ensure that the date and time range does not exceed one month.    |
| Day of Week    | Displays the average number of calls in the system for the chosen phone numbers for the date range that was chosen for day of week.  
|                | **Note** Ensure that the date and time range does not exceed one month.    |
| Day of Month   | Displays the average number of calls in the system for the chosen phone numbers for the date range that was chosen for day of month.  
|                | **Note** Ensure that the date and time range does not exceed one month.    |

Step 3  In the Select Precedence Levels field, check a precedence level that you want in the report or click Select All to check all precedence levels.

Table 14-2  Call Precedence Levels

<table>
<thead>
<tr>
<th>Voice Quality</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Flash Override</td>
<td>Highest precedence setting for MLPP calls.</td>
</tr>
<tr>
<td>Flash</td>
<td>Second highest precedence setting for MLPP calls.</td>
</tr>
<tr>
<td>Immediate</td>
<td>Third highest precedence setting for MLPP calls.</td>
</tr>
<tr>
<td>Priority</td>
<td>Forth highest precedence setting for MLPP calls.</td>
</tr>
<tr>
<td>Routine</td>
<td>Lowest precedence setting for MLPP calls.</td>
</tr>
</tbody>
</table>

**Note** To uncheck the precedence level check boxes, click Clear All.

Step 4  In the From Date drop-down list boxes, choose the month, day, and year from which you want precedence summary information.

Step 5  In the To Date drop-down list boxes, choose the month, day, and year for which you want precedence summary information.

Step 6  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 7  To view the report, click View Report.

The report displays.
Step 8  To mail the report to an e-mail recipient, see the “Mailing a Report” section on page 3-3.

Additional Information
See the “Related Topics” section on page 14-3.

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 15, “Configuring System Overview System Reports”
- Chapter 16, “Configuring CDR Error 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
Configuring System Overview 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 each call by each user.

This chapter contains the following topics:

- [Configuring System Overview Reports](#), page 15-1
- [Related Topics](#), page 15-2
- [Additional Cisco Documentation](#), page 15-3

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**Note**

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

---

**Configuring System Overview Reports**

Only CAR administrators generate the System Overview report that provides the entire set of system reports in one report.

The System Overview report includes the following information:

- Top five users based on charge.
- Top five destinations based on charge.
- Top five calls based on charge.
- Top five users based on duration.
- Top five destinations based on duration.
- Top five calls based on duration.
- Traffic summary—Hour of day for incoming, internal, international, local, long distance, on net, others, tandem, and total calls.
- Traffic summary—Day of week for incoming, internal, international, local, long distance, on net, others, tandem, and total calls.
• Traffic summary—Day of month for incoming, internal, international, local, long distance, on net, others, tandem, and total calls.
• Quality of service summary.
• Gateway summary.

For additional information about the System Overview reports, see the “System Overview Report Results” section on page 17-17.

You can either view reports that the system automatically generates or generate new reports. Only CAR administrators can schedule reports for automatic generation. See Chapter 30, “Configuring the CAR System Scheduler” for more information.

This section describes how to generate, view, or mail summary information about the Cisco Unified Communications Manager system.

Procedure

Step 1  Choose System Reports > System Overview.
The System Overview window displays.

Step 2  In the Available Reports field, select an automatically generated report (if available) and go to Step 6, or use the default setting, Generate New Report, and go to Step 3.

Step 3  Choose the date range for the period for which you want to generate the report.

Step 4  From the List of Reports, select the reports that you want generated by highlighting the report and clicking the right arrow.
The reports that you select appear in the Selected Reports list box.

Tip  You can highlight more than one report at a time by pressing the Ctrl key on your keyboard while clicking the reports.

Step 5  If you want the report in CSV format, choose CSV (comma separated value) in the Report Format area. Be aware that the CSV-format report is limited to 20,000 records. If you want the report in PDF format, choose PDF (portable document format) in the Report Format area. Be aware that the PDF-format report is limited to 5000 records.

Step 6  Click the View Report button.
The report displays.

Step 7  If you want to mail the report, click the Send Report button. To send the report, perform the procedure that is described in Mailing a Report, page 3-3.

Additional Information
See the “Related Topics” section on page 15-2.

Related Topics

• CDR Analysis and Reporting Configuration Checklist, page 2-1
• Chapter 9, “Understanding CAR System Reports”
Additional Cisco Documentation

- 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 16, “Configuring CDR Error System Reports”
- Chapter 17, “Reviewing System Reports Results”

Cisco Unified Communications Operating System Administration Guide
Cisco Unified Serviceability Administration Guide
Cisco Unified Communications Manager Call Detail Records Administration Guide
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>
<thead>
<tr>
<th>Error Code</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>31101</td>
<td>CDR globalCallID_callManagerId &lt;= 0</td>
</tr>
<tr>
<td>31102</td>
<td>CDR globalCallID_callId &lt;= 0</td>
</tr>
<tr>
<td>31103</td>
<td>CDR origLegCallIdentifier &lt;= 0</td>
</tr>
<tr>
<td>31105</td>
<td>CDR dateTimeOrigination &lt;= 0</td>
</tr>
<tr>
<td>31108</td>
<td>CDR destLegIdentifier &lt;= 0</td>
</tr>
</tbody>
</table>
### Configuring CDR Error Reports

#### Table 16-1  CDR Error Codes (continued)

<table>
<thead>
<tr>
<th>Error Code</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>31110</td>
<td>CDR dateTimeConnect &lt;= 0</td>
</tr>
<tr>
<td>31111</td>
<td>CDR dateTimeDisconnect &lt;= 0</td>
</tr>
<tr>
<td>31119</td>
<td>CDR originalCalledPartyNumber is empty</td>
</tr>
<tr>
<td>31120</td>
<td>CDR finalCalledPartyNumber is empty</td>
</tr>
<tr>
<td>31122</td>
<td>CDR duration &lt; 0</td>
</tr>
<tr>
<td>31137</td>
<td>CDR LDAP error while retrieving UserID or ManagerID</td>
</tr>
<tr>
<td>31139</td>
<td>CDR callingPartyNumber is empty</td>
</tr>
<tr>
<td>31147</td>
<td>CDR origDeviceName is empty</td>
</tr>
<tr>
<td>31148</td>
<td>CDR destDeviceName is empty</td>
</tr>
<tr>
<td>31151</td>
<td>CDR origCallTerminationOnBehalfOf &lt; 0</td>
</tr>
<tr>
<td>31152</td>
<td>CDR destCallTerminationOnBehalfOf &lt; 0</td>
</tr>
<tr>
<td>31153</td>
<td>CDR lastRedirectRedirectOnBehalfOf &lt; 0</td>
</tr>
<tr>
<td>31155</td>
<td>CDR destConversationId &lt; 0</td>
</tr>
<tr>
<td>31156</td>
<td>CDR globalCallId_ClusterId is empty</td>
</tr>
<tr>
<td></td>
<td><strong>Orig CMR</strong></td>
</tr>
<tr>
<td>31123</td>
<td>Orig CMR globalCallID_callManagerId &lt;= 0</td>
</tr>
<tr>
<td>31124</td>
<td>Orig CMR globalCallID_callId &lt;= 0</td>
</tr>
<tr>
<td>31125</td>
<td>Orig CMR numberPacketsSent &lt; 0</td>
</tr>
<tr>
<td>31126</td>
<td>Orig CMR numberPacketsReceived &lt; 0</td>
</tr>
<tr>
<td>31127</td>
<td>Orig CMR jitter &lt; 0</td>
</tr>
<tr>
<td>31129</td>
<td>Orig CMR callIdentifier &lt;= 0</td>
</tr>
<tr>
<td>31149</td>
<td>Orig CMR deviceName is empty</td>
</tr>
<tr>
<td>31157</td>
<td>Orig CMR globalCallId_ClusterId is empty</td>
</tr>
<tr>
<td></td>
<td><strong>Dest CMR</strong></td>
</tr>
<tr>
<td>31140</td>
<td>Dest CMR globalCallID_callManagerId &lt;= 0</td>
</tr>
<tr>
<td>31141</td>
<td>Dest CMR globalCallID_callId &lt;= 0</td>
</tr>
<tr>
<td>31142</td>
<td>Dest CMR numberPacketsSent &lt; 0</td>
</tr>
<tr>
<td>31143</td>
<td>Dest CMR numberPacketsReceived &lt; 0</td>
</tr>
<tr>
<td>31144</td>
<td>Dest CMR jitter &lt; 0</td>
</tr>
<tr>
<td>31145</td>
<td>Dest CMR callIdentifier &lt;= 0</td>
</tr>
<tr>
<td>31150</td>
<td>Dest CMR deviceName is empty</td>
</tr>
<tr>
<td>31158</td>
<td>Dest CMR globalCallId_ClusterId is empty</td>
</tr>
</tbody>
</table>
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 “Mailing a Report” section on page 3-3.

**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*
Reviewing System Reports Results

This chapter describes report output information for each CAR system report. The chapter contains the following topics:

- QoS Detail Report Results, page 17-1
- QoS Summary Report Results, page 17-3
- QoS by Gateways Report Results, page 17-4
- QoS by Call Types Report Results, page 17-5
- Traffic Summary Report Results, page 17-7
- Authorization Code Name Call Details Report Results, page 17-11
- Authorization Level Call Details Report Results, page 17-12
- Client Matter Code Details Report Results, page 17-13
- Malicious Call Details Report Results, page 17-13
- Precedence Call Summary Report Results, page 17-15
- System Overview Report Results, page 17-17
- CDR Error Report Results, page 17-18
- Related Topics, page 17-19
- Additional Cisco Documentation, page 17-20

QoS Detail Report Results

The results of the QoS Detail report include the following fields. See Table 17-1.

<table>
<thead>
<tr>
<th>Table 17-1</th>
<th>QoS Detail Report Fields</th>
</tr>
</thead>
<tbody>
<tr>
<td>Field</td>
<td>Description</td>
</tr>
<tr>
<td>Orig. Time</td>
<td>The time that the call was placed, in 24-hour, minute, and second format.</td>
</tr>
<tr>
<td>Term. Time</td>
<td>The time that the call disconnected, in 24-hour, minute, and second format.</td>
</tr>
<tr>
<td>Duration(s)</td>
<td>The time, in seconds, that the call was connected.</td>
</tr>
</tbody>
</table>
**Table 17-1 QoS Detail Report Fields (continued)**

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Orig.</td>
<td>The originating number from which the call was placed.</td>
</tr>
<tr>
<td>Dest.</td>
<td>The destination number to which the call was directed.</td>
</tr>
<tr>
<td>Call Classification—Call categories specify classes.</td>
<td></td>
</tr>
<tr>
<td>On Net</td>
<td>Outgoing calls that originate on one Cisco Unified Communications Manager network, go out through a trunk, and terminate on a different Cisco Unified Communications Manager network. For CAR purposes, be aware that any outgoing call can be classified as an On Net call if it is configured as such in the CAR dial plan configuration window. See “Configuring the Dial Plan” section on page 29-2.</td>
</tr>
<tr>
<td>Internal</td>
<td>Calls, including intracluster calls, that originate in the Cisco Unified Communications Manager network and end in the same Cisco Unified Communications Manager network (no gateways or trunks are used).</td>
</tr>
<tr>
<td>Local</td>
<td>Local calls that are routed through the public switched telephone network (PSTN) to numbers without an area code or that include one of the local area codes.</td>
</tr>
<tr>
<td>Long Distance</td>
<td>Long-distance calls that originate in the Cisco Unified Communications Manager network and go out through the PSTN.</td>
</tr>
<tr>
<td>International</td>
<td>International calls that originate in the Cisco Unified Communications Manager network that go out through the PSTN.</td>
</tr>
<tr>
<td>Incoming</td>
<td>Inbound calls that originate outside the Cisco Unified Communications Manager network, enter through a gateway, and go into the Cisco Unified Communications Manager network.</td>
</tr>
<tr>
<td>Tandem</td>
<td>Inbound calls that originate outside the Cisco Unified Communications Manager network, enter the Cisco Unified Communications Manager network through a gateway, and are transferred outbound from the Cisco Unified Communications Manager network through a gateway.</td>
</tr>
<tr>
<td>Others</td>
<td>All other outgoing calls, such as toll-free numbers or emergency calls such as 911.</td>
</tr>
<tr>
<td>Orig. Codec</td>
<td>The codec that the originating device uses.</td>
</tr>
<tr>
<td>Dest. Codec</td>
<td>The codec that the destination device uses.</td>
</tr>
<tr>
<td>Orig. Device</td>
<td>The name of the device that placed the call.</td>
</tr>
</tbody>
</table>
Chapter 17  Reviewing System Reports Results

QoS Summary Report Results

The QoS Summary report includes the following fields. See Table 17-2. If you select PDF format for the report output, the report shows a pie chart that displays the QoS of the total number of calls.

Table 17-2  QoS Summary Report Fields

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality of Service</td>
<td>The quality of service of the calls.</td>
</tr>
<tr>
<td>Call Legs</td>
<td>Number of call legs with the quality of service that</td>
</tr>
<tr>
<td></td>
<td>the Quality of Service field specified.</td>
</tr>
</tbody>
</table>

Figure 17-2 displays sample output of the QoS Summary Report in PDF format.
QoS by Gateways Report Results

The QoS by Gateways report provides the following information. See Table 17-3.

Table 17-3 QoS by Gateways Report Fields

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time/Day</td>
<td>Indicates the cumulative hours of the day(s), the days of the week, or the days of the month for the selected date range.</td>
</tr>
<tr>
<td>% of Call Legs</td>
<td>Displays the percentage of calls for each gateway for the hours of the day, the days of the week, or the days of the month for the selected date range.</td>
</tr>
</tbody>
</table>

Figure 17-3 displays sample output of the QoS by Gateways report in PDF format.
QoS by Call Types Report Results

The QoS by Call Types report provides the following information. See Table 17-4.

Table 17-4  QoS by Call Types Report Fields

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time/Day</td>
<td>The cumulative hours of the day(s), the days of the week, or the days of the month for the selected date range.</td>
</tr>
<tr>
<td>% of Call Legs</td>
<td>The percentage of calls for each gateway for the hours of the day, the days of the week, or the days of the month for the selected date range.</td>
</tr>
<tr>
<td>Internal</td>
<td>Calls, including intracluster calls, that originate in the Cisco Unified Communications Manager network and end in the same Cisco Unified Communications Manager network (no gateways or trunks are used).</td>
</tr>
</tbody>
</table>
Table 17-4  QoS by Call Types Report Fields (continued)

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local</td>
<td>Local calls that are routed through the public switched telephone network (PSTN) to numbers without an area code or that include one of the local area codes.</td>
</tr>
<tr>
<td>Long Distance</td>
<td>Long-distance calls that originate in the Cisco Unified Communications Manager network and go out through the PSTN.</td>
</tr>
<tr>
<td>International</td>
<td>International calls that originate in the Cisco Unified Communications Manager network that go out through the PSTN.</td>
</tr>
<tr>
<td>On Net</td>
<td>Outgoing calls that originate on one Cisco Unified Communications Manager network, go out through a trunk, and terminate on a different Cisco Unified Communications Manager network. For CAR purposes, be aware that any outgoing call can be classified as an On Net call if it is configured as such in the CAR dial plan configuration window. See “Configuring the Dial Plan” section on page 29-2.</td>
</tr>
<tr>
<td>Incoming</td>
<td>Inbound calls that originate outside the Cisco Unified Communications Manager network, enter through a gateway, and go into the Cisco Unified Communications Manager network.</td>
</tr>
<tr>
<td>Tandem</td>
<td>Inbound calls that originate outside the Cisco Unified Communications Manager network, enter the Cisco Unified Communications Manager network through a gateway, and are transferred outbound from the Cisco Unified Communications Manager network through a gateway.</td>
</tr>
<tr>
<td>Others</td>
<td>All other outgoing calls, such as toll-free numbers or emergency calls such as 911.</td>
</tr>
</tbody>
</table>

Figure 17-4 displays sample output of the QoS by Call Types report in PDF format.
Figure 17-4  QoS by Call Types Report

QoS based on Call Types - Hour of Day

<table>
<thead>
<tr>
<th>Time</th>
<th>% of Call Legs</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Incoming</td>
</tr>
<tr>
<td>00-01</td>
<td>0.00</td>
</tr>
<tr>
<td>01-02</td>
<td>0.03</td>
</tr>
<tr>
<td>02-03</td>
<td>0.03</td>
</tr>
<tr>
<td>03-04</td>
<td>0.00</td>
</tr>
<tr>
<td>04-05</td>
<td>0.03</td>
</tr>
<tr>
<td>05-06</td>
<td>0.03</td>
</tr>
<tr>
<td>06-07</td>
<td>0.00</td>
</tr>
<tr>
<td>07-08</td>
<td>0.03</td>
</tr>
<tr>
<td>08-09</td>
<td>0.03</td>
</tr>
<tr>
<td>09-10</td>
<td>0.03</td>
</tr>
<tr>
<td>10-11</td>
<td>0.00</td>
</tr>
<tr>
<td>11-12</td>
<td>0.03</td>
</tr>
<tr>
<td>12-13</td>
<td>0.03</td>
</tr>
<tr>
<td>13-14</td>
<td>0.00</td>
</tr>
<tr>
<td>14-15</td>
<td>0.03</td>
</tr>
<tr>
<td>15-16</td>
<td>0.03</td>
</tr>
<tr>
<td>16-17</td>
<td>0.03</td>
</tr>
<tr>
<td>17-18</td>
<td>0.00</td>
</tr>
<tr>
<td>18-19</td>
<td>0.00</td>
</tr>
<tr>
<td>19-20</td>
<td>0.00</td>
</tr>
<tr>
<td>20-21</td>
<td>0.03</td>
</tr>
<tr>
<td>21-22</td>
<td>0.00</td>
</tr>
<tr>
<td>22-23</td>
<td>0.09</td>
</tr>
<tr>
<td>23-00</td>
<td>0.00</td>
</tr>
</tbody>
</table>

Traffic Summary Report Results

The Traffic Summary and Traffic Summary by Phone Number reports contain the same information and include some or all the following fields. See Table 17-5. A separate line displays under the report title for the Busy Hour Call Completion (BHCC) number for that day.

Table 17-5  Traffic Summary Report Fields

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time/Day</td>
<td>The cumulative hours of the day(s), the days of the week, or the days of the month for the selected date range.</td>
</tr>
<tr>
<td>Average Number of Calls</td>
<td>The percentage of calls for each gateway for the hours of the day, the days of the week, or the days of the month for the selected date range.</td>
</tr>
</tbody>
</table>
Traffic Summary Report Results

Table 17-5  Traffic Summary Report Fields (continued)

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>On Net</td>
<td>Outgoing calls that originate on one Cisco Unified Communications Manager network, go out through a trunk, and terminate on a different Cisco Unified Communications Manager network. For CAR purposes, be aware that any outgoing call can be classified as an On Net call if it is configured as such in the CAR dial plan configuration window. See “Configuring the Dial Plan” section on page 29-2.</td>
</tr>
<tr>
<td>Internal</td>
<td>Calls, including intracluster calls, that originate in the Cisco Unified Communications Manager network and end in the same Cisco Unified Communications Manager network (no gateways or trunks are used).</td>
</tr>
<tr>
<td>Local</td>
<td>Local calls that are routed through the public switched telephone network (PSTN) to numbers without an area code or that include one of the local area codes.</td>
</tr>
<tr>
<td>Long Distance</td>
<td>Long-distance calls that originate in the Cisco Unified Communications Manager network and go out through the PSTN.</td>
</tr>
<tr>
<td>International</td>
<td>International calls that originate in the Cisco Unified Communications Manager network that go out through the PSTN.</td>
</tr>
<tr>
<td>Incoming</td>
<td>Inbound calls that originate outside the Cisco Unified Communications Manager network, enter through a gateway, and go into the Cisco Unified Communications Manager network.</td>
</tr>
<tr>
<td>Tandem</td>
<td>Inbound calls that originate outside the Cisco Unified Communications Manager network, enter the Cisco Unified Communications Manager network through a gateway, and are transferred outbound from the Cisco Unified Communications Manager network through a gateway.</td>
</tr>
<tr>
<td>Others</td>
<td>All other outgoing calls, such as toll-free numbers or emergency calls such as 911.</td>
</tr>
<tr>
<td>Total</td>
<td>The total number of calls for each hour or day.</td>
</tr>
</tbody>
</table>

Figure 17-5 and Figure 17-6 display sample output of the Traffic Summary and the Traffic Summary by Phone Number report results in PDF format.
Figure 17-5  Traffic Summary Report Results

Traffic Summary - Hour of Day

<table>
<thead>
<tr>
<th>Time</th>
<th>Total</th>
<th>Average Number Of Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td>00-01</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>01-02</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>02-03</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>03-04</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>04-05</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>05-06</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>06-07</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>07-08</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>08-09</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>09-10</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>10-11</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>11-12</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>12-13</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>13-14</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>14-15</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>15-16</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>16-17</td>
<td></td>
<td>4</td>
</tr>
<tr>
<td>17-18</td>
<td></td>
<td>1</td>
</tr>
<tr>
<td>18-19</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>19-20</td>
<td></td>
<td>19</td>
</tr>
<tr>
<td>20-21</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>21-22</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>22-23</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>23-00</td>
<td></td>
<td>0</td>
</tr>
</tbody>
</table>

Total: 19
**Figure 17-6 Traffic Summary By Phone Number Report Results**

<table>
<thead>
<tr>
<th>Time</th>
<th>Average Number Of Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td>00-01</td>
<td>0</td>
</tr>
<tr>
<td>01-02</td>
<td>0</td>
</tr>
<tr>
<td>02-03</td>
<td>0</td>
</tr>
<tr>
<td>03-04</td>
<td>0</td>
</tr>
<tr>
<td>04-05</td>
<td>0</td>
</tr>
<tr>
<td>05-06</td>
<td>0</td>
</tr>
<tr>
<td>06-07</td>
<td>0</td>
</tr>
<tr>
<td>07-08</td>
<td>0</td>
</tr>
<tr>
<td>08-09</td>
<td>0</td>
</tr>
<tr>
<td>09-10</td>
<td>0</td>
</tr>
<tr>
<td>10-11</td>
<td>0</td>
</tr>
<tr>
<td>11-12</td>
<td>0</td>
</tr>
<tr>
<td>12-13</td>
<td>0</td>
</tr>
<tr>
<td>13-14</td>
<td>0</td>
</tr>
<tr>
<td>14-15</td>
<td>0</td>
</tr>
<tr>
<td>15-16</td>
<td>0</td>
</tr>
<tr>
<td>16-17</td>
<td>0</td>
</tr>
<tr>
<td>17-18</td>
<td>0</td>
</tr>
<tr>
<td>18-19</td>
<td>0</td>
</tr>
<tr>
<td>19-20</td>
<td>7</td>
</tr>
<tr>
<td>20-21</td>
<td>0</td>
</tr>
<tr>
<td>21-22</td>
<td>0</td>
</tr>
<tr>
<td>22-23</td>
<td>0</td>
</tr>
<tr>
<td>23-00</td>
<td>0</td>
</tr>
</tbody>
</table>

Traffic Summary based on Phone Number(s) - Hour of Day

Date: Jun 9, 2010

BHCC: 7

Call Classification: Internal

From Date: Jun 2, 2010

To Date: Jun 2, 2010

Page 1 of 5

Cisco Unified Communications Manager CDR Analysis and Reporting Administration Guide

OL-24541-01
Authorization Code Name Call Details Report Results

This report shows the usage of specific authorization code names. For security purposes, the authorization code name (description) displays and not the authorization code. The Authorization Code Name Call Details report includes the following fields (see Table 17-6).

Table 17-6  Authorization Code Name Call Details Report Fields

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Orig.</td>
<td>The originating number from which the call was placed.</td>
</tr>
<tr>
<td>Dest.</td>
<td>The destination number to which the call was directed.</td>
</tr>
<tr>
<td>Orig. Date Time</td>
<td>The date and time that the call originated.</td>
</tr>
<tr>
<td>Duration (sec)</td>
<td>The time, in seconds, that the call connected.</td>
</tr>
<tr>
<td>Call Classification</td>
<td>The type of call (internal, incoming, etc.)</td>
</tr>
<tr>
<td>Authorization Level</td>
<td>The authorization level for calls for each chosen authorization code name.</td>
</tr>
</tbody>
</table>

Figure 17-7 displays sample output of the Authorization Code Name Call Details report in PDF format.

Figure 17-7  Authorization Code Name Call Details Report

Authorization Code Name Call Details

From Date: Jan 1, 2008
To Date: Jan 31, 2008

<table>
<thead>
<tr>
<th>Orig.</th>
<th>Dest.</th>
<th>Orig. Date Time</th>
<th>Duration (sec)</th>
<th>Call Classification</th>
<th>Authorization Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>1000</td>
<td>1001</td>
<td>Jan 1, 2008 11:08:34 AM</td>
<td>21</td>
<td>Internal</td>
<td>3</td>
</tr>
<tr>
<td>1000</td>
<td>1001</td>
<td>Jan 1, 2008 11:15:57 AM</td>
<td>23</td>
<td>Internal</td>
<td>3</td>
</tr>
<tr>
<td>1002</td>
<td>1001</td>
<td>Jan 1, 2008 11:16:32 AM</td>
<td>20</td>
<td>Internal</td>
<td>3</td>
</tr>
</tbody>
</table>

Total Calls for test = 3
Authorization Level Call Details Report Results

This report shows the usage of specific authorization levels. The Authorization Level Call Details report includes the following fields (see Table 17-7).

Table 17-7  Authorization Level Call Details Report Fields

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Orig.</td>
<td>The originating number from which the call was placed.</td>
</tr>
<tr>
<td>Dest.</td>
<td>The destination number to which the call was directed.</td>
</tr>
<tr>
<td>Orig. Date Time</td>
<td>The date and time that the call originated.</td>
</tr>
<tr>
<td>Duration (sec)</td>
<td>The time, in seconds, that the call connected.</td>
</tr>
<tr>
<td>Call Classification</td>
<td>The type of call (internal, incoming, and so on.)</td>
</tr>
<tr>
<td>Authorization Code Name</td>
<td>The authorization code name for each authorization level that you chose.</td>
</tr>
</tbody>
</table>

Figure 17-8 displays sample output of the Authorization Level Call Details report in PDF format.

![Authorization Level Call Details Report](image)

Authorization Level Call Details

<table>
<thead>
<tr>
<th>Orig.</th>
<th>Dest.</th>
<th>Orig. Date Time</th>
<th>Duration (sec)</th>
<th>Call Classification</th>
<th>Authorization Code Name</th>
</tr>
</thead>
</table>

Total Calls for 1 : 3

<table>
<thead>
<tr>
<th>Orig.</th>
<th>Dest.</th>
<th>Orig. Date Time</th>
<th>Duration (sec)</th>
<th>Call Classification</th>
<th>Authorization Code Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>1000</td>
<td>1001</td>
<td>27-Mar-2008 12:14:24 AM</td>
<td>5</td>
<td>Internal</td>
<td>local</td>
</tr>
<tr>
<td>1000</td>
<td>1001</td>
<td>27-Mar-2008 12:14:24 AM</td>
<td>5</td>
<td>Internal</td>
<td>local</td>
</tr>
<tr>
<td>1000</td>
<td>1001</td>
<td>27-Mar-2008 12:14:24 AM</td>
<td>5</td>
<td>Internal</td>
<td>local</td>
</tr>
</tbody>
</table>

Total Calls for 3 : 3
Client Matter Code Details Report Results

The report shows the usage of specific client matter codes. The Client Matter Code Details report includes the following fields (see Table 17-8).

Table 17-8  Detail Report Fields

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Orig.</td>
<td>The originating number from which the call was placed.</td>
</tr>
<tr>
<td>Dest.</td>
<td>The destination number to which the call was directed.</td>
</tr>
<tr>
<td>Orig. Date Time</td>
<td>The date and time that the call originated.</td>
</tr>
<tr>
<td>Duration (sec)</td>
<td>The time, in seconds, that the call connected.</td>
</tr>
<tr>
<td>Call Classification</td>
<td>The type of call (internal, incoming, and so on).</td>
</tr>
</tbody>
</table>

Figure 17-9 displays sample output of the Client Matter Code Details report in PDF format.

Malicious Call Details Report Results

The Malicious Call Details report provides information about malicious calls. The report provides the following fields. See Table 17-9.

Table 17-9  Malicious Call Details Report Fields

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Orig. Time</td>
<td>Time at which the malicious call originated.</td>
</tr>
<tr>
<td>Term. Time</td>
<td>Time at which the malicious call terminated.</td>
</tr>
<tr>
<td>Duration</td>
<td>Total time of malicious call in seconds.</td>
</tr>
<tr>
<td>Orig.</td>
<td>Originating DN.</td>
</tr>
<tr>
<td>Dest.</td>
<td>Destination DN.</td>
</tr>
</tbody>
</table>
Table 17-9 Malicious Call Details Report Fields (continued)

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Orig. Device</td>
<td>Name of the originating device.</td>
</tr>
<tr>
<td>Dest. Device</td>
<td>Name of the destination device.</td>
</tr>
<tr>
<td>Call Classification</td>
<td>Classification of the malicious call.</td>
</tr>
</tbody>
</table>

Figure 17-10 displays sample output of the Malicious Calls Detail report in PDF format.

Malicious Call Details

<table>
<thead>
<tr>
<th>Orig. Time</th>
<th>Term. Time</th>
<th>Duration (sec)</th>
<th>Orig.</th>
<th>Dest.</th>
<th>Orig Device</th>
<th>Dest Device</th>
<th>Call Classification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jun 17, 2008 7:09:11 PM</td>
<td>Jun 17, 2008 7:09:17 PM</td>
<td>6</td>
<td>1002</td>
<td>1003</td>
<td>503301-00(SID)0012345678912</td>
<td>503301-00(SID)0012345678912</td>
<td>Internal</td>
</tr>
<tr>
<td>Jun 17, 2008 7:09:18 PM</td>
<td>Jun 17, 2008 7:09:24 PM</td>
<td>6</td>
<td>1002</td>
<td>1003</td>
<td>503301-00(SID)0012345678912</td>
<td>503301-00(SID)0012345678912</td>
<td>Internal</td>
</tr>
<tr>
<td>Jun 17, 2008 7:09:22 PM</td>
<td>Jun 17, 2008 7:09:28 PM</td>
<td>6</td>
<td>1002</td>
<td>1003</td>
<td>503301-00(SID)0012345678912</td>
<td>503301-00(SID)0012345678912</td>
<td>Internal</td>
</tr>
<tr>
<td>Jun 17, 2008 7:09:30 PM</td>
<td>Jun 17, 2008 7:09:36 PM</td>
<td>6</td>
<td>1002</td>
<td>1003</td>
<td>503301-00(SID)0012345678912</td>
<td>503301-00(SID)0012345678912</td>
<td>Internal</td>
</tr>
<tr>
<td>Jun 17, 2008 7:09:35 PM</td>
<td>Jun 17, 2008 7:09:41 PM</td>
<td>6</td>
<td>1002</td>
<td>1003</td>
<td>503301-00(SID)0012345678912</td>
<td>503301-00(SID)0012345678912</td>
<td>Internal</td>
</tr>
<tr>
<td>Jun 17, 2008 7:09:39 PM</td>
<td>Jun 17, 2008 7:09:45 PM</td>
<td>6</td>
<td>1002</td>
<td>1003</td>
<td>503301-00(SID)0012345678912</td>
<td>503301-00(SID)0012345678912</td>
<td>Internal</td>
</tr>
<tr>
<td>Jun 17, 2008 7:09:41 PM</td>
<td>Jun 17, 2008 7:09:47 PM</td>
<td>6</td>
<td>1002</td>
<td>1003</td>
<td>503301-00(SID)0012345678912</td>
<td>503301-00(SID)0012345678912</td>
<td>Internal</td>
</tr>
</tbody>
</table>
Precedence Call Summary Report Results

The Precedence Call Summary report provides information about calls based on precedence levels. The report displays the call summary for the precedence values in the form of a bar chart on an “Hour of Day,” “Day of Week,” or “Day of Month” basis for each precedence level that you choose. If you choose to display the report in PDF format, two tables, one reflecting the bar chart, and the other listing the “Number of Calls” and “Percentage” for each precedence level that was chosen, display in the report. See Table 17-10.

Table 17-10 Precedence Call Summary Report Fields

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time/Day</td>
<td>Indicates the cumulative hours of the day(s), the days of the week, or the days of the month for the selected date range.</td>
</tr>
<tr>
<td>Call Legs</td>
<td>Number of calls for each precedence level by time/day.</td>
</tr>
<tr>
<td>Precedence Level</td>
<td>Precedence level value of the call.</td>
</tr>
<tr>
<td>No. of Call Legs</td>
<td>Number of call legs per each precedence level.</td>
</tr>
<tr>
<td>Percentage</td>
<td>Percentage of calls per each precedence level.</td>
</tr>
</tbody>
</table>

Figure 17-11 displays sample output of the Precedence Call Summary by Hour of Day report in PDF format.
**Figure 17-11  Precedence Call Summary Report**

**Call Summary by Precedence - Hour of Day**

From Date: Jan 1, 2008  
To Date: Jan 10, 2008  
Date: Jan 19, 2008  
Page: 10 of 14

Report Generation Criteria:  
Call Precedence Levels: FLASH OVERRIDE, FLASH IMMEDIATE, PRIORITY, ROUTINE

<table>
<thead>
<tr>
<th>Time</th>
<th>ROUTINE</th>
</tr>
</thead>
<tbody>
<tr>
<td>09-01</td>
<td>0</td>
</tr>
<tr>
<td>01-02</td>
<td>0</td>
</tr>
<tr>
<td>02-03</td>
<td>0</td>
</tr>
<tr>
<td>03-04</td>
<td>0</td>
</tr>
<tr>
<td>04-05</td>
<td>0</td>
</tr>
<tr>
<td>05-06</td>
<td>0</td>
</tr>
<tr>
<td>06-07</td>
<td>0</td>
</tr>
<tr>
<td>07-08</td>
<td>0</td>
</tr>
<tr>
<td>08-09</td>
<td>0</td>
</tr>
<tr>
<td>09-10</td>
<td>0</td>
</tr>
<tr>
<td>10-11</td>
<td>0</td>
</tr>
<tr>
<td>11-12</td>
<td>0</td>
</tr>
<tr>
<td>12-13</td>
<td>0</td>
</tr>
<tr>
<td>13-14</td>
<td>0</td>
</tr>
<tr>
<td>14-15</td>
<td>0</td>
</tr>
<tr>
<td>15-16</td>
<td>0</td>
</tr>
<tr>
<td>16-17</td>
<td>4</td>
</tr>
<tr>
<td>17-18</td>
<td>1</td>
</tr>
<tr>
<td>18-19</td>
<td>0</td>
</tr>
<tr>
<td>19-20</td>
<td>38</td>
</tr>
<tr>
<td>20-21</td>
<td>0</td>
</tr>
<tr>
<td>21-22</td>
<td>0</td>
</tr>
<tr>
<td>22-23</td>
<td>0</td>
</tr>
<tr>
<td>23-00</td>
<td>0</td>
</tr>
</tbody>
</table>

**Graph:**

- **Y-axis:** 0.0 to 35.0
- **X-axis:** Hours of the Day
- **Legend:** Bars represent the average call legs for each hour.
System Overview Report Results

The system overview provides information about all parts of the Cisco Unified Communications Manager network. The report provides the following sections. See Table 17-11.

Table 17-11  System Overview Report

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Top 5 Users based on Charge</td>
<td>Details the five users who have incurred the highest charges for calls that occurred during the specified date range. See the “Top N By Charge or Duration Report Results” section on page 8-7 for details about this section of the system overview report.</td>
</tr>
<tr>
<td>Top 5 Destinations based on Charge</td>
<td>Details the five called numbers that have incurred the highest charges for calls during the specified date range. See the “Top N By Charge or Duration Report Results” section on page 8-7 for details about this section of the system overview report.</td>
</tr>
<tr>
<td>Top 5 Calls based on Charge</td>
<td>Details the five calls that have incurred the highest charges for calls during the specified date range. See the “Top N By Charge or Duration Report Results” section on page 8-7 for details about this section of the system overview report.</td>
</tr>
<tr>
<td>Top 5 Users based on Duration</td>
<td>Details the five users who have spent the most time on calls during the specified date range. See Top N By Charge or Duration Report Results, page 8-7 for details about this section of the system overview report.</td>
</tr>
<tr>
<td>Top 5 Destinations based on Duration</td>
<td>Details the five called numbers that have been engaged in calls for the longest time during the specified date range. See the “Top N By Charge or Duration Report Results” section on page 8-7 for details about this section of the system overview report.</td>
</tr>
<tr>
<td>Top 5 Calls based on Duration</td>
<td>Details the five longest calls for the specified date range. See the “Top N By Charge or Duration Report Results” section on page 8-7 for details about this section of the system overview report.</td>
</tr>
<tr>
<td>Traffic Summary Report - Hour of Day</td>
<td>Shows the volume of calls during the specified date range based on each hour of the day. If the date range is within one day, the system identifies the hour with the highest traffic volume (the BHCC number). See the “Traffic Summary Report Results” section on page 17-7 for details about this section of the system overview report.</td>
</tr>
</tbody>
</table>
The CDR Error report provides the following information. See Table 17-12.

Table 17-12  CDR Error Report Fields

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time</td>
<td>The hour of the specified day that the error occurred.</td>
</tr>
<tr>
<td>No of Error CDRs</td>
<td>The total number of CDR records that were not processed during the CAR load because of an error.</td>
</tr>
<tr>
<td>No of Valid CDRs</td>
<td>The total number of CDR records that were successfully loaded into CAR.</td>
</tr>
<tr>
<td>% of Error CDRs</td>
<td>The percentage of failed CDR data records out of all the CDR data records to be loaded.</td>
</tr>
</tbody>
</table>
Figure 17-12 displays sample output of the CDR Error report in PDF format.

**Figure 17-12  CDR Error Report**

<table>
<thead>
<tr>
<th>Time</th>
<th>No. of Error CDRs</th>
<th>No. of valid CDRs</th>
<th>% of Error CDRs</th>
</tr>
</thead>
<tbody>
<tr>
<td>00:00</td>
<td>0</td>
<td>0</td>
<td>0.00</td>
</tr>
<tr>
<td>01:00</td>
<td>0</td>
<td>0</td>
<td>0.00</td>
</tr>
<tr>
<td>02:00</td>
<td>0</td>
<td>0</td>
<td>0.00</td>
</tr>
<tr>
<td>03:00</td>
<td>0</td>
<td>0</td>
<td>0.00</td>
</tr>
<tr>
<td>04:00</td>
<td>0</td>
<td>0</td>
<td>0.00</td>
</tr>
<tr>
<td>05:00</td>
<td>0</td>
<td>0</td>
<td>0.00</td>
</tr>
<tr>
<td>06:00</td>
<td>0</td>
<td>0</td>
<td>0.00</td>
</tr>
<tr>
<td>07:00</td>
<td>0</td>
<td>0</td>
<td>0.00</td>
</tr>
<tr>
<td>08:00</td>
<td>0</td>
<td>0</td>
<td>0.00</td>
</tr>
<tr>
<td>09:00</td>
<td>0</td>
<td>0</td>
<td>0.00</td>
</tr>
<tr>
<td>10:00</td>
<td>0</td>
<td>0</td>
<td>0.00</td>
</tr>
<tr>
<td>11:00</td>
<td>0</td>
<td>3</td>
<td>0.00</td>
</tr>
<tr>
<td>12:00</td>
<td>0</td>
<td>2</td>
<td>0.10</td>
</tr>
<tr>
<td>13:00</td>
<td>0</td>
<td>0</td>
<td>0.00</td>
</tr>
<tr>
<td>14:00</td>
<td>0</td>
<td>2</td>
<td>0.09</td>
</tr>
<tr>
<td>15:00</td>
<td>0</td>
<td>0</td>
<td>0.00</td>
</tr>
<tr>
<td>16:00</td>
<td>0</td>
<td>25</td>
<td>0.00</td>
</tr>
<tr>
<td>17:00</td>
<td>0</td>
<td>4</td>
<td>0.00</td>
</tr>
<tr>
<td>18:00</td>
<td>0</td>
<td>0</td>
<td>0.00</td>
</tr>
<tr>
<td>19:00</td>
<td>0</td>
<td>0</td>
<td>0.00</td>
</tr>
<tr>
<td>20:00</td>
<td>0</td>
<td>0</td>
<td>0.00</td>
</tr>
<tr>
<td>21:00</td>
<td>0</td>
<td>0</td>
<td>0.00</td>
</tr>
<tr>
<td>22:00</td>
<td>0</td>
<td>0</td>
<td>0.00</td>
</tr>
<tr>
<td>23:00</td>
<td>0</td>
<td>0</td>
<td>0.00</td>
</tr>
<tr>
<td>24:00</td>
<td>0</td>
<td>0</td>
<td>0.00</td>
</tr>
</tbody>
</table>

**Related Topics**

- CDR Analysis and Reporting Configuration Checklist, page 2-1
- 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 16, “Configuring CDR Error System Reports”
Additional Cisco Documentation

- Cisco Unified Communications Operating System Administration Guide
- Cisco Unified Serviceability Administration Guide
- Cisco Unified Communications Manager Call Detail Records Administration Guide
PART 4

Device Reports
Understanding CAR Device Reports

CAR provides reporting capabilities for three levels of users: administrators, managers, and individual users. Only administrators generate device reports.

Device reports track the load and performance of Cisco Unified Communications Manager related devices, such as conference bridges, voice-messaging servers, gateways, and trunks.

This chapter contains the following topics:

- Device Reports Summary Descriptions, page 18-1
- Related Topics, page 18-3
- Additional Cisco Documentation, page 18-3

Device Reports Summary Descriptions

Device reports help CAR administrators track the load and performance of Cisco Unified Communications Manager-related devices, such as conference bridges, voice-messaging server, gateways, and trunks. This section describes the device reports:

- Gateway
  - Detail—Available for CAR administrators. Use the Gateway Detail report to track issues with specific gateways. The report provides a list of calls that used the specified gateways. Use this report to review detailed information about chosen gateways. You can specify gateways by type, such as all or some of the VG200 gateways in your system, or by only those gateways that use a particular route pattern. You can also specify search criteria based on call types and QoS values.
  
  - Summary—Available for CAR administrators. The Gateway Summary report provides a summary of all the calls that went through the gateways. It also provides the total number of calls and duration for each of the categories, namely Incoming, Tandem, and Outgoing (Long Distance, Local, International, Others, OnNet), and, also, the total calls for each QoS value for each gateway in the system. Use this report to track the functionality of the system on a daily basis. If you discover issues that need to be studied further, use the gateway detail report.
  
  - Utilization—Available for CAR administrators. The Gateway Utilization report provides an estimate of the utilization percentage of the gateway(s). You can examine the usage on the basis of each hour of a day or by a specified number of days of the week or month. Reports generate for each gateway that is chosen. Use this report for load balancing or capacity planning (to evaluate the need for adding or removing gateways, depending on their utilization). You can specify gateways by type, such as all or some of the VG200 gateways in your system, or by only those gateways that use a particular route pattern.
Chapter 18  Understanding CAR Device Reports

Device Reports Summary Descriptions

- **Route Patterns/Hunt Pilots**
  - **Route and Line Group Utilization**—Only CAR administrators can generate the Route and Line Group Utilization report. This report provides an estimated utilization percentage of the chosen route and line group(s). You can examine the usage on the basis of each hour of a day or by a specified number of days of the week or month. Reports generate for each chosen route and line group. Use the report to analyze whether the route and line group capacity is sufficient to meet the usage requirements. Based on the results, you can decide whether additions are required. If you are load balancing gateways by using different route and line groups or route patterns and hunt lists that are assigned to the gateways, you can use this report to see the load for the whole grouping. This report also provides a convenient way of generating utilization information for a grouping of gateways by a particular route and line group; the group will also include any H.323 fallback gateways that are using the specified route and line group.
  - **Route/Hunt List Utilization**—Available for CAR administrators. The Route/Hunt List Utilization report provides an estimated utilization percentage of the chosen route/hunt list(s). You can examine the usage on the basis of each hour of a day or by a specified number of days of the week or month. Reports generate for each chosen route/hunt list. Use the report to analyze whether the route and line group capacity is sufficient to meet the usage requirements. Based on the results, you can decide whether additions are required. If you are load balancing gateways by using different route/hunt lists that are assigned to the gateways, you can use this report to see the load for the whole grouping. This report also provides a convenient way of generating utilization information for a grouping of gateways by a particular route/hunt list; the group will also include any H.323 fallback gateways that are using the chosen route/hunt list.
  - **Route Pattern/Hunt Pilot Utilization**—Available for CAR administrators. The Route Pattern/Hunt Pilot Utilization report provides an estimated utilization percentage of the chosen route pattern(s)/hunt pilot(s). You can examine the usage on the basis of each hour of a day or by a specified number of days of the week or month. Reports generate for each chosen route pattern/hunt pilot. Use the report to analyze system usage on the chosen route pattern/hunt pilot.
  - **Hunt Pilot Summary**—Only CAR administrators generate the Hunt Pilot Summary Report. The CDR Hunt Pilot Call Summary report displays the call details for the specified hunt pilot. This report displays an only an overview of the calls for the hunt pilots and hunt member information is not included. The CAR administrator can generate report for a maximum of five hunt pilot DNs.
  - **Hunt Pilot Detail**—Only CAR administrators generate the Hunt Pilot Detailed Call Report. This report displays call details for a hunt pilot number or a hunt member dn.

- **Conference Call Details**—Available for CAR administrators. The Conference Call Details report allows you to generate and view details about conference calls and conference bridges. The Summary Report displays the summary information of conference calls within a chosen date/time range but does not contain information about each individual conference participant call leg. The Detailed Report displays the detailed information about the conference calls within a chosen date/time range and includes information about each individual conference participant call leg.

- **Conference Bridge Utilization**—Available for CAR administrators. The Conference Bridge Utilization report provides an estimate of the utilization percentage of the conference bridge(s). You can examine the usage on the basis of each hour of a day or by a specified number of days of the week or month. Generate reports for all the conference bridges in the system. Use this report to determine the activity on the conference bridge(s) and whether you need to add additional resources. This report helps you identify usage patterns, so you can plan capacity when you discover recurring peaks in the usage pattern.

- **Voice Messaging Utilization**—Available for CAR administrators. The Voice Messaging Utilization report provides an estimate of the utilization percentage of the voice-messaging device(s). You can examine the usage on the basis of each hour of a day or by a specified number of days of the week.
or month. Reports generate for each voice-messaging device. Use this report to determine the activity on the voice messaging device(s) and whether you need to add additional resources. This report helps you to identify usage patterns, so you can plan capacity when you discover recurring peaks in the usage pattern.

- Trunk Utilization—Available for CAR administrators. Only CAR administrators generate the Trunk Utilization report. This report calculates the utilization reports for devices based on the duration of calls that passed through the devices. You can generate this report on an hourly, daily, or monthly basis. Reports generate for each trunk that is chosen. You can use this report for capacity assessment. You can also generate utilization reports for route groups, route lists and route patterns that are connected through trunks.

Additional Information
See the “Related Topics” section on page 18-3.

Related Topics

- CDR Analysis and Reporting Configuration Checklist, page 2-1
- Chapter 19, “Configuring Gateway Device Reports”
- Chapter 20, “Configuring Route Pattern and Hunt Pilot Device Reports”
- Chapter 21, “Configuring Conference Bridge Device Reports”
- Chapter 22, “Configuring Voice Messaging Utilization Device Reports”
- Chapter 23, “Configuring Trunk Utilization Reports”
- Chapter 24, “Reviewing CAR Device 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
Configuring Gateway Device Reports

CAR provides reporting capabilities for three levels of users: administrators, managers, and individual users. Only administrators generate device reports.

Device reports track the load and performance of Cisco Unified Communications Manager related devices, such as conference bridges, voice-messaging servers, and gateways.

This chapter contains the following topics:

- Configuring Gateway Detail Reports, page 19-1
- Configuring Gateway Summary Reports, page 19-4
- Configuring Gateway Utilization Reports, page 19-6
- Related Topics, page 19-8
- Additional Cisco Documentation, page 19-8

Only CAR administrators generate the gateway reports. The following sections describe how to configure Gateway Detail, Gateway Summary, and Gateway Utilization reports.

Configuring Gateway Detail Reports

Only CAR administrators generate the Gateway Detail report. Use the Gateway Detail report to track issues with specific gateways.

This section describes how to generate, view, or mail detailed information about selected gateways.

Procedure

**Step 1** Choose **Device Reports > Gateway > Detail**. The Gateway Detail window displays.

**Step 2** To display the list of gateways that you can include in the report, in the List of Gateways box perform one of the following tasks:

- To display all gateways in the List of Gateways box, click **Gateway Types** in the column on the left side of the window.
- To display gateways for a particular gateway type in the List of Gateways box, click the icon next to **Gateway Types** in the column on the left side of the window. The tree structure expands, and a list of gateway types displays. Choose a gateway type from the list, and the gateway name displays in the List of Gateways box.
Configuring Gateway Detail Reports

Note The List of Gateways box will list up to 200 gateways that are configured for the chosen gateway type.

- To display all gateways that are associated with configured route patterns/hunt pilots, click the **Route/Patterns/Hunt Pilots** in the column on the left side of the window.
- To display gateways that use a particular route pattern, rather than a gateway type, click the icon next to **Route Patterns/Hunt Pilots** in the column on the left side of the window. The tree structure expands and displays a list of route patterns/hunt lists. Choose a route pattern/hunt pilot from the list, and the gateway name displays in the List of Gateways box.

Note You can also search for specific route patterns/hunt lists by entering part of the name of the route pattern(s)/hunt list(s) in the Route Patterns/Hunt Pilots box in the column on the left side of the window. CAR searches for the route pattern(s)/hunt list(s) that matches the search string.

**Step 3**

In the List of Gateways box, choose the gateways that you want to include in the report.

Note You can generate a report for up to five gateways at a time.

**Step 4**

To move the chosen gateway to the list of Selected Gateways box, click the down arrow.

The gateway(s) that you chose displays in the Selected Gateways box.

**Step 5**

In the Select Call Types area, check the check boxes for the types of calls that you want to include in the report. Table 19-1 describes the call types.

<table>
<thead>
<tr>
<th>Call Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>On Net</td>
<td>Outgoing calls that originate on one Cisco Unified Communications Manager network, go out through a trunk, and terminate on a different Cisco Unified Communications Manager network. For CAR purposes, be aware that any outgoing call can be classified as an On Net call if it is configured as such in the CAR dial plan configuration window. See “Configuring the Dial Plan” section on page 29-2.</td>
</tr>
<tr>
<td>Local</td>
<td>Local calls that are routed through the public switched telephone network (PSTN) to numbers without an area code or that include one of the local area codes.</td>
</tr>
<tr>
<td>Long Distance</td>
<td>Long-distance calls that originate in the Cisco Unified Communications Manager network and go out through the PSTN.</td>
</tr>
<tr>
<td>International</td>
<td>International calls that originate in the Cisco Unified Communications Manager network and go out through the PSTN.</td>
</tr>
</tbody>
</table>
Step 6  In the Select QoS area, check the check boxes for the voice-quality categories that you want to include in the report. The parameters that are set in the “Configuring QoS Values” section on page 35-1 provide the basis for all voice-quality categories.

Table 19-2  Gateway Detail Voice Quality

<table>
<thead>
<tr>
<th>Voice Quality</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Good</td>
<td>QoS for these calls represents the highest possible quality.</td>
</tr>
<tr>
<td>Acceptable</td>
<td>QoS for these calls, although slightly degraded, still falls within an acceptable range.</td>
</tr>
<tr>
<td>Fair</td>
<td>QoS for these calls represents degraded quality but still within a usable range.</td>
</tr>
<tr>
<td>Poor</td>
<td>QoS for these calls represents unsatisfactory quality.</td>
</tr>
<tr>
<td>NA</td>
<td>These calls do not match any criteria for the established QoS categories.</td>
</tr>
</tbody>
</table>

Step 7  Choose the date range for the period for which you want to see call information.

Note  Ensure the date and time range does not exceed one month.

Step 8  If you want the report in CSV format, choose CSV (comma separated value) in the Report Format area. Be aware that the CSV-format report is limited to 20,000 records. If you want the report in PDF format, choose PDF (portable document format) in the Report Format area. Be aware that the PDF-format report is limited to 5000 records.

Step 9  Click the View Report button. The report displays.
**Additional Information**

See the “Related Topics” section on page 19-8.

**Configuring Gateway Summary Reports**

Only CAR administrators generate the Gateway Summary report. This report provides a summary of all the calls that went through the gateways. You can use this information for monitoring the traffic and QoS for calls through the gateways.

You can either view reports that the system automatically generates or generate new reports. Only CAR administrators can schedule reports for automatic generation. See the “Configuring CAR System Parameters” section on page 29-1, for more information.

This section describes how to generate, view, or mail summary information about gateways.

**Procedure**

**Step 1** Choose Device Reports > Gateway > Summary.

The Gateway Summary window displays.

**Step 2** In the Available Reports field, choose an automatically generated report (if available) and go to Step 6 or use the default setting, Generate New Report and go to Step 3.

**Step 3** In the Select Call Types area, check the check boxes for the types of calls that you want to include in the report. Table 19-3 describes the call types.

![Tip](https://via.placeholder.com/15)

To check all check boxes, click Select All; to uncheck the check boxes, click Clear All.

**Table 19-3 Gateway Summary by Call Types**

<table>
<thead>
<tr>
<th>Call Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>On Net</td>
<td>Outgoing calls that originate on one Cisco Unified Communications Manager network, go out through a trunk, and terminate on a different Cisco Unified Communications Manager network. For CAR purposes, be aware that any outgoing call can be classified as an On Net call if it is configured as such in the CAR dial plan configuration window. See “Configuring the Dial Plan” section on page 29-2.</td>
</tr>
<tr>
<td>Internal</td>
<td>Calls, including intracluster calls, that originate in the Cisco Unified Communications Manager network and end in the same Cisco Unified Communications Manager network (no gateways or trunks are used).</td>
</tr>
</tbody>
</table>
Table 19-3 Gateway Summary by Call Types (continued)

<table>
<thead>
<tr>
<th>Call Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local</td>
<td>Local calls that are routed through the public switched telephone network (PSTN) to numbers without an area code or that include one of the local area codes.</td>
</tr>
<tr>
<td>Long Distance</td>
<td>Long-distance calls that originate in the Cisco Unified Communications Manager network and go out through the PSTN.</td>
</tr>
<tr>
<td>International</td>
<td>International calls that originate in the Cisco Unified Communications Manager network and go out through the PSTN.</td>
</tr>
<tr>
<td>Incoming</td>
<td>Inbound calls that originate outside the Cisco Unified Communications Manager network, enter through a gateway, and go into the Cisco Unified Communications Manager network.</td>
</tr>
<tr>
<td>Tandem</td>
<td>Inbound calls that originate outside the Cisco Unified Communications Manager network, enter the Cisco Unified Communications Manager network through a gateway, and transfer outbound from the Cisco Unified Communications Manager network through a gateway.</td>
</tr>
<tr>
<td>Others</td>
<td>All other outgoing calls, such as toll-free numbers or emergency calls such as 911.</td>
</tr>
</tbody>
</table>

Step 4 If you chose Generate New Report, choose the date range of the period for which you want to generate the report.

Step 5 If you want the report in CSV format, choose CSV (comma separated value) in the Report Format area. Be aware that the CSV-format report is limited to 20,000 records. If you want the report in PDF format, choose PDF (portable document format) in the Report Format area. Be aware that the PDF-format report is limited to 5000 records.

Step 6 Click the View Report button.

The report displays.

Step 7 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.

Additional Information

See the “Related Topics” section on page 19-8.
Configuring Gateway Utilization Reports

Only CAR administrators generate the Gateway Utilization report. The report provides an estimate of the utilization percentage of the gateway for the period and not the exact utilization. For example, the system calculates the utilization of a gateway between 11hrs-12hrs, as the (sum of the duration of the calls that used the gateway in that hour / (maximum duration seconds in an hour * maximum number of ports in a gateway * number of days between the fromDate and toDate selected) * 100). Similarly, to get a utilization for the whole day, the system calculates the utilization as mentioned for each hour. You can examine the usage based on each hour of a day or on a specified number of days for each week or month.

In the case of weekly utilization reports, the system calculates the utilization as ((sum of the duration of the calls that used the gateway in a day) / (maximum duration seconds in each day * number of each day between the fromDate and toDate selected * maximum number of ports in a gateway) * 100).

In case of monthly utilization reports, the system calculates the utilization as ((sum of the duration of the calls that used the gateway in a day) / (maximum duration seconds in each day * number of each day between the fromDate and toDate selected * maximum number of ports in a gateway) * 100).

Reports generate for each gateway that is chosen.

For calculation of the utilization of H.323 gateways, the system uses the port numbers from the CAR Gateway Configuration window. To find this window, choose System > System Parameters > Gateway Configuration. You cannot take port details for H.323 gateways from the Cisco Unified Communications Manager database because the H.323 port number always equals zero in the database. The user must update H.323 gateway ports information in the CAR Gateway Configuration window.

Be aware that the only port detail information that is taken from the CAR Gateway Configuration window is only for those gateways that do not have port details that are available or that show zero in the Cisco Unified Communications Manager database.

You can either view reports that the system automatically generates or generate new reports. Only CAR administrators can schedule reports for automatic generation. See the “Configuring CAR System Parameters” section on page 29-1, for more information.

This section describes how to generate, view, or mail Gateway Utilization reports.

Procedure

Step 1  Choose Device Reports > Gateway > Utilization.
The Gateway Utilization window displays.

Step 2  In the Generate Reports field, choose a time as described in Table 19-4.

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hour of Day</td>
<td>Displays the cumulative utilization for each hour in a 24-hour period for the period that you specify in Step 8.</td>
</tr>
<tr>
<td>Day of Week</td>
<td>Displays the cumulative utilization for the days of the week that occur within the period that you specify in Step 8.</td>
</tr>
<tr>
<td>Day of Month</td>
<td>Displays the cumulative utilization for the days of the month that occur within the period that you specify in Step 8.</td>
</tr>
</tbody>
</table>
Step 3 In the Available Reports field, choose an automatically generated report (if available) and go to Step 10 or use the default Generate New Report and go to Step 4.

Step 4 To display the list of gateways that you can include in the report in the List of Gateways box, perform one of the following tasks:

- To display all gateways in the List of Gateways box, click Gateway Types in the column on the left side of the window.
- To display gateways for a particular gateway type in the List of Gateways box, click the icon next to Gateway Types in the column on the left side of the window. The tree structure expands, and a list of gateway types displays. Choose a gateway type from the list, and the gateway name displays in the List of Gateways box.

**Note** The List of Gateways box will list up to 200 gateways that are configured for the chosen gateway type.

- To display all gateways that are associated with configured route patterns/hunt pilots, click the Route Patterns/Hunt Pilots in the column on the left side of the window.
- To display gateways that use a particular route pattern, rather than a gateway type, click the icon next to Route Patterns/Hunt Pilots in the column on the left side of the window. The tree structure expands and displays a list of route patterns/hunt lists. Choose a route pattern/hunt pilot from the list, and the gateway name displays in the List of Gateways box.

**Note** You can also search for specific route patterns/hunt lists by entering part of the name of the route pattern(s)/hunt list(s) in the Route Patterns/Hunt Pilots box in the column on the left side of the window. CAR searches for the route pattern(s)/hunt list(s) that matches the search string.

Step 5 Choose a gateway type from the list.

The gateway name displays in the List of Gateways box.

**Note** The List of Gateways box will display up to 200 gateways that are configured for the chosen gateway type.

Step 6 In the List of Gateways box, choose the gateways that you want to include in the report.

**Note** You can generate a report for up to five gateways at a time.

Step 7 To move the chosen gateway to the list of Selected Gateways box, click the down arrow.

The gateway(s) that you chose displays in the Selected Gateways box.

Step 8 If you chose Generate New Report, enter the date range of the period for which you want to see call information.

**Note** Ensure the date and time range does not exceed one month.

Step 9 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 10  Click the **View Report** button.
The report displays.

Step 11  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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**Related Information**
See the “Related Topics” section on page 19-8.

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**Related Topics**

- CDR Analysis and Reporting Configuration Checklist, page 2-1
- Chapter 18, “Understanding CAR Device Reports”
- Chapter 20, “Configuring Route Pattern and Hunt Pilot Device Reports”
- Chapter 21, “Configuring Conference Bridge Device Reports”
- Chapter 22, “Configuring Voice Messaging Utilization Device Reports”
- Chapter 23, “Configuring Trunk Device Reports”
- Chapter 24, “Reviewing CAR Device Reports Results”

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**Additional Cisco Documentation**

- *Cisco Unified Communications Operating System Administration Guide*
- *Cisco Unified Serviceability Administration Guide*
- *Cisco Unified Communications Manager Call Detail Records Administration Guide*
Configuring Route Pattern and Hunt Pilot Device Reports

CAR provides reporting capabilities for three levels of users: administrators, managers, and individual users. Only administrators generate the Route Pattern and Hunt Pilot device reports.

Device reports track the load and performance of Cisco Unified Communications Manager related devices, such as conference bridges, voice-messaging servers, and gateways.

This chapter contains the following topics:

- Configuring Route and Line Group Utilization Reports, page 20-1
- Configuring Route/Hunt List Utilization Reports, page 20-3
- Configuring Route Pattern/Hunt Pilot Utilization Reports, page 20-4
- Configuring Hunt Pilot Summary Report, page 20-6
- Configuring Hunt Pilot Detail Report, page 20-7
- Related Topics, page 20-8
- Additional Cisco Documentation, page 20-8

Configuring Route and Line Group Utilization Reports

Only CAR administrators generate the Route and Line Group Utilization report. This report provides an estimate of the maximum utilization percentage of the route and line group (cumulative utilization of all the gateways under the route and line group) for the period and not the exact utilization. The system calculates the utilization in the same manner as is done for Gateway Utilization, but this calculation gives cumulative utilization of all the gateways under the route groups and all the lines under the line groups. You can examine the usage based on each hour of a day or on a specified number of days for each week or month. Reports generate for each of the selected route and line groups.

You can either view reports that the system automatically generates or generate new reports. Only CAR administrators can schedule reports for automatic generation. See the “Configuring CAR System Parameters” section on page 29-1, for more information.

This section describes how to generate, view, or mail Route and Line Group Utilization reports.

Procedure

Step 1 Choose Device Reports > Route Patterns/Hunt Pilots > Route and Line Group Utilization.
Chapter 20  Configuring Route Pattern and Hunt Pilot Device Reports

The Route and Line Group Utilization window displays.

Step 2  In the Generate Reports field, choose a time as described in Table 20-1.

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hour of Day</td>
<td>Displays the cumulative utilization for each hour in a 24-hour period for the period that you specify in Step 8.</td>
</tr>
<tr>
<td>Day of Week</td>
<td>Displays the cumulative utilization for the days of the week that occur within the period that you specify in Step 8.</td>
</tr>
<tr>
<td>Day of Month</td>
<td>Displays the cumulative utilization for the days of the month that occur within the period that you specify in Step 8.</td>
</tr>
</tbody>
</table>

Step 3  In the Available Reports field, choose an automatically generated report (if available) and go to Step 10, or use the default setting, Generate New Report, and go to Step 4.

Step 4  To choose only those route and line groups that use a particular route pattern, click Route Patterns/Hunt Pilots in the column on the left side of the window.

The tree structure expands and displays the route patterns/hunt lists that you chose.

Note  You can also search for specific route patterns/hunt lists by entering part of the name of the route pattern(s)/hunt list(s) in the Route Patterns/Hunt Pilots box in the column on the left side of the window. CAR searches for the route pattern(s)/hunt list(s) that matches the search string.

Step 5  Choose a route pattern/hunt list from the list.

The route and line groups for this route pattern/hunt list display in the List of Route/Line Groups box.

Note  The List of Route/Line Groups box will display up to 200 route groups.

Step 6  In the List of Route/Line Groups box, choose the route/line groups that you want to include in the report.

Note  You can generate a report for up to five route/line groups at a time.

Step 7  To move the chosen gateway to the list of Selected Route/Line Groups box, click the down arrow.

The route/line groups that you chose display in the Selected Route Groups box.

Step 8  If you chose Generate New Report, enter the date range of the period for which you want to see call information.

Note  Ensure the date and time range does not exceed one month.

Step 9  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 10  Click the **View Report** button.  
The report displays.

Step 11  If you want to mail the report, click the **Send Report** button. To send the report, follow the procedure that is described in the “Mailing a Report” section on page 3-3.

---

**Additional Information**

See the “Related Topics” section on page 20-8.

---

**Configuring Route/Hunt List Utilization Reports**

Only CAR administrators generate the Route/Hunt List Utilization report. The Route/Hunt List Utilization report provides an estimate of the maximum utilization percentage of the route/hunt list (cumulative utilization of all the gateways under the route/hunt list) for the period and not the exact utilization. The system calculates the cumulative utilization of all the gateways under the route lists and all the lines under the hunt lists.

You can examine the usage based on each hour of a day or on a specified number of days for each week or month. Reports generate for each of the selected route/hunt lists.

You can either view reports that the system automatically generates or generate new reports. Only CAR administrators can schedule reports for automatic generation. See Chapter 30, “Configuring the CAR System Scheduler”, for more information.

This section describes how to generate, view, or mail the Route/Hunt List Utilization reports.

**Procedure**

Step 1  Choose **Device Reports > Route Patterns/Hunt Pilots > Route/Hunt List Utilization**.  
The Route/Hunt List Utilization window displays.

Step 2  In the Generate Report field, choose a time as described in Table 20-2.

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hour of Day</td>
<td>Displays the cumulative utilization for each hour in a 24-hour period for the period that you specify in Step 8.</td>
</tr>
<tr>
<td>Day of Week</td>
<td>Displays the cumulative utilization for the days of the week that occur within the period that you specify in Step 8.</td>
</tr>
<tr>
<td>Day of Month</td>
<td>Displays the cumulative utilization for the days of the month that occur within the period that you specify in Step 8.</td>
</tr>
</tbody>
</table>

Step 3  In the Available Reports field, choose an automatically generated report (if available) and go to Step 10 or use the default setting, Generate New Report, and go to Step 4.
Step 4 To choose the route/hunt lists that you want to include in the report, click **Route Patterns/Hunt Pilots** in the column on the left side of the window. The tree structure expands and displays the route patterns/hunt pilots that you chose.

>Note You can also search for specific route patterns/hunt lists by entering part of the name of the route pattern(s)/hunt list(s) in the Route Patterns/Hunt Pilots box in the column on the left side of the window. CAR searches for the route pattern(s)/hunt list(s) that matches the search string.

Step 5 Choose a route/hunt list from the list.

The route/hunt list name displays in the List of Route/Hunt Lists box.

>Note The List of Route/Hunt Lists box will display up to 200 route/hunt lists.

Step 6 In the List of Route/Hunt Lists box, choose the route/hunt lists that you want to include in the report.

>Note You can generate a report for up to five route/hunt lists at a time.

Step 7 To move the chosen route/hunt lists to the list of Selected Route/Hunt Lists box, click the down arrow.

The route/hunt lists that you chose display in the Selected Route/Hunt Lists box.

Step 8 If you chose Generate New Report, enter the date range of the period for which you want to see call information.

>Note Ensure the date and time range does not exceed one month.

Step 9 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 10 Click the **View Report** button.

The report displays.

Step 11 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.

Additional Information

See the “Related Topics” section on page 20-8.

**Configuring Route Pattern/Hunt Pilot Utilization Reports**

Only CAR administrators generate the Route Pattern/Hunt Pilot Utilization report. The report provides an estimate of the maximum utilization percentage of the route pattern/hunt pilot (cumulative utilization of all the gateways under the route pattern/hunt pilot) for the period and not the exact utilization. The system calculates the utilization of all the gateways under the route patterns and all the lines under the hunt pilots. You can examine the usage based on each hour of a day or on a specified number of days for each week or month. Reports generate for each of the selected route patterns/hunt pilots.
You can either view reports that the system automatically generates or generate new reports. Only CAR administrators can schedule reports for automatic generation. See Chapter 30, “Configuring the CAR System Scheduler”, for more information.

This section describes how to generate, view, or mail Route Pattern/Hunt Pilot Utilization reports.

**Procedure**

**Step 1** Choose Device Reports > Route Pattern/Hunt Pilots > Route Pattern/Hunt Pilot Utilization.

The Route Pattern/Hunt Pilot Utilization window displays.

**Step 2** In the Generate Report field, choose a time as described in Table 20-3.

**Table 20-3  Generate Report Fields**

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hour of Day</td>
<td>Displays the cumulative utilization for each hour in a 24-hour period for the period that you specify in Step 8.</td>
</tr>
<tr>
<td>Day of Week</td>
<td>Displays the cumulative utilization for the days of the week that occur within the period that you specify in Step 8.</td>
</tr>
<tr>
<td>Day of Month</td>
<td>Displays the cumulative utilization for the days of the month that occur within the period that you specify in Step 8.</td>
</tr>
</tbody>
</table>

**Step 3** In the Available Reports field, choose an automatically generated report (if available) and go to Step 10 or use the default Generate New Report and go to Step 4.

**Step 4** To choose the route pattern(s)/hunt list(s) that you want to include in the report, click Route Patterns/Hunt Pilots in the column on the left side of the window.

The tree structure expands and displays the route pattern(s)/hunt list(s) that you chose.

**Note** You can also search for specific route patterns/hunt lists by entering part of the name of the route pattern(s)/hunt list(s) in the Route Patterns box in the column on the left side of the window. CAR searches for the route pattern(s)/hunt list(s) that matches the search string.

**Step 5** Choose a route pattern/hunt pilot from the list.

The route pattern/hunt pilot name displays in the List of Route Patterns/Hunt Pilots box.

**Note** The List of Route Patterns/Hunt Pilots box will display up to 200 route patterns/hunt lists.

**Step 6** In the List of Route Patterns/Hunt Pilots box, choose the route patterns/hunt lists that you want to include in the report.

**Note** You can generate a report for up to five route patterns/hunt pilots at a time.
Step 7  Click the down arrow to move the chosen route pattern/hunt pilot to the list of Selected Route Patterns/Hunt Pilots box.

The route pattern/hunt pilot that you chose displays in the Selected Route Patterns/Hunt Pilots box.

Step 8  If you chose Generate New Report, enter the date range of the period for which you want to see call information.

Note  Ensure the date and time range does not exceed one month.

Step 9  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 10  Click the View Report button.

The report displays.

Step 11  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.

Additional Information

See the “Related Topics” section on page 20-8.

Configuring Hunt Pilot Summary Report

Only CAR administrators generate the Hunt Pilot Summary Report. The CDR Hunt Pilot Call Summary report displays the call details for the specified hunt pilot. This report displays an only an overview of the calls for the hunt pilots and hunt member information is not included. The CAR administrator can generate report for a maximum of five hunt pilot DNs.

This section describes how to generate, view, or mail Hunt Pilot Summary reports.

Procedure

Step 1  Choose Device Reports > Route Pattern/Hunt Pilots > Hunt Pilot Summary.

The Hunt Pilot Detail Summary displays.

Step 2  Enter the hunt pilot number in the Hunt Pilots text box and press the Enter key.

The hunt pilot number is displayed below the text box. Alternately, you can click the icon to display all the available hunt pilot numbers.

Step 3  Click on the required hunt pilot number, so that it is listed in the List of Hunt Pilots.

Step 4  From the Generate Reports drop-down list, choose:

- Hour of the day—Displays the call details for each hour in a 24-hour period for the period that you specify in Step 7.
- Day of the Week—Displays the call details for the days of the week that occur within the period that you specify in Step 7.
- Day of the Month—Displays the call details for the days of the month that occur within the period that you specify in Step 7.
Step 5  Choose any of the available reports or the Generate New Report option from the Available Reports drop-down list.

Step 6  From the list of hunt pilots available, choose the required ones and click the down arrow. The hunt pilots chosen are displayed in the Selected Hunt Pilots list.

Step 7  Choose the From Date and the To Date from the drop-down lists available.

Step 8  Choose the required report format. It can either be CSV or PDF. PDF is the default report option.

Step 9  Click View Report to view the report. To view the report results, see “Hunt Pilot Summary Report Results” section on page 24-8.

Step 10  If you want to mail the report, click Send Report. To send the report, perform the procedure that is described in the “Mailing a Report” section on page 3-3.

Additional Information
See the “Related Topics” section on page 20-8.

Configuring Hunt Pilot Detail Report

Only CAR administrators generate the Hunt Pilot Detailed Call Report. This report displays call details for a hunt pilot number or a hunt member dn.

This section describes how to generate, view, or mail Hunt Pilot Detail reports.

Procedure

Step 1  Choose Device Reports > Route Pattern/Hunt Pilots > Hunt Pilot Detail.
The Hunt Pilot Detail window displays.

Step 2  Select the HuntPilot or the MemberDn for generating the report.

Step 3  Enter the hunt pilot number in the Hunt Pilots text box and press the Enter key. The hunt pilot number is displayed below the text box. Alternately, you can click the icon to display the hunt pilot numbers.

Step 4  If you had selected the hunt pilot option, click on the required hunt pilot number, so that it is listed in the SelectedHuntPilot/MemberDn list box. Proceed to Step 7.

Step 5  If you had selected the member dn option, click on the required hunt pilot number to list the member dn numbers in it.

Step 6  From the list of member dns, click on the required ones so that they get listed in the SelectedHuntPilot/MemberDn list box.

Step 7  Choose any of the available reports or the Generate New Report option from the Available Reports drop-down list.

Step 8  Choose the From Date and the To Date from the drop-down lists available.

Step 9  Choose the required report format. It can either be CSV or PDF. PDF is the default report option.
Step 10  Click **View Report** to view the report.
To view the report results, see “Hunt Pilot Detail Report Results” section on page 24-10.

Step 11  If you want to mail the report, click **Send Report**.
To send the report, perform the procedure that is described in the “Mailing a Report” section on page 3-3.

**Additional Information**
See the “Related Topics” section on page 20-8.

**Related Topics**
- CDR Analysis and Reporting Configuration Checklist, page 2-1
- Chapter 18, “Understanding CAR Device Reports”
- Chapter 19, “Configuring Gateway Device Reports”
- Chapter 21, “Configuring Conference Bridge Device Reports”
- Chapter 22, “Configuring Voice Messaging Utilization Device Reports”
- Chapter 23, “Configuring Trunk Device Reports”
- Chapter 24, “Reviewing CAR Device 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*
Configuring Conference Bridge Device Reports

CAR provides reporting capabilities for three levels of users: administrators, managers, and individual users. Only CAR administrators generate the conference bridge device reports. Device reports track the load and performance of Cisco Unified Communications Manager related devices, such as conference bridges, voice-messaging servers, and gateways.

This chapter contains the following topics:

- Configuring Conference Call Details, page 21-1
- Configuring Conference Bridge Utilization Reports, page 21-2
- Related Topics, page 21-4
- Additional Cisco Documentation, page 21-4

Configuring Conference Call Details

Only CAR administrators generate the Conference Call Details report. The Conference Call Details report allows you to generate and view details about conference calls.

This section describes how to generate, view, or mail a Conference Call Details report.

Procedure

Step 1  Choose Device Reports > Conference Bridge > Call Details.

The Conference Call Details window displays.

Step 2  In the Report Type drop-down menu, choose either Summary or Detail.

Step 3  In the Available Reports field, choose an automatically generated report (if available) and go to Step 7 or use the default setting, Generate New Report, and go to Step 4.

Step 4  In Select Conference Types, check the check box of the conference type that you want to include in the report as described in Table 21-1.
**Table 21-1 Conference Calls Detail Fields**

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ad-Hoc</td>
<td>Ad hoc conferences allow the conference controller to let only certain participants into the conference.</td>
</tr>
<tr>
<td>Meet-Me</td>
<td>Meet-me conferences allow users to dial in to a conference.</td>
</tr>
</tbody>
</table>

**Step 5** If you chose Generate New Report, enter the date range of the period for which you want to see conference call details.

- **Note** Ensure the date and time range does not exceed one month.

**Step 6** If you want the report in CSV format, choose CSV (comma separated value) in the Report Format area. Be aware that the CSV-format report is limited to 20,000 records. If you want the report in PDF format, choose PDF (portable document format) in the Report Format area. Be aware that the PDF-format report is limited to 5000 records.

**Step 7** Click the **View Report** button. The report displays.

**Step 8** 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.

**Additional Information**

See the “Related Topics” section on page 21-4.

### Configuring Conference Bridge Utilization Reports

Only CAR administrators generate the Conference Bridge Utilization report. The report provides an estimate of the utilization percentage of the conference bridges (cumulative utilization of all the conference bridges that are selected for OnDemand reports) for the period and not the exact utilization. For example, the system calculates the utilization of a conference bridge between 11hrs and 12hrs as the 

\[
\frac{\text{Sum of duration of the calls that used the conference bridge in that hour}}{\text{(Number of days between the fromDate and toDate selected \times Maximum number of streams in the conference bridge \times Maximum number of duration in seconds in an hour) \times 100}}
\]

The value that is calculated will display in the report as the utilization for the time between 11hrs and 12hrs. You can examine the usage based on each hour of a day or on a specified number of days for each week or month.

You can either view reports that the system automatically generates or generate new reports. Only CAR administrators can schedule reports for automatic generation. See Chapter 30, “Configuring the CAR System Scheduler”, for more information.

This section describes how to generate, view, or mail Conference Bridge Utilization reports for each conference bridge type.
## Procedure

**Step 1** Choose **Device Reports > Conference Bridge > Utilization**.

The Conference Bridge Utilization window displays.

**Step 2** In the Generate Report field, choose a time as described in **Table 21-2**.

**Step 3** In the Available Reports field, choose an automatically generated report (if available) and go to **Step 8** or use the default, Generate New Report, and go to **Step 4**.

**Step 4** From the Conference Bridge Types column in the left pane, choose the conference bridge type(s) that you want to include in the utilization report.

The conference bridges of the particular conference bridge type that you chose display in the List of Devices box.

**Note** For this report, choose a maximum of five conference bridges.

**Step 5** When you have chosen all the conference bridges that you want to include in the report, click the down arrow to add them to the Selected Devices box.

**Step 6** If you chose Generate New Report, enter the date range of the period for which you want to see call information.

**Note** Ensure the date and time range does not exceed one month.

**Step 7** 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 8** Click the **View Report** button.

The report displays.

**Step 9** If you want to mail the report, click the **Send Report** button. To send the report, perform the procedure described in the “Mailing a Report” section on page 3-3.

## Table 21-2  Generate Report Fields

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hour of Day</td>
<td>Displays the cumulative utilization for each hour in a 24-hour period for the period that you specify in Step 6.</td>
</tr>
<tr>
<td>Day of Week</td>
<td>Displays the cumulative utilization for the days of the week that occur within the period that you specify in Step 6.</td>
</tr>
<tr>
<td>Day of Month</td>
<td>Displays the cumulative utilization for the days of the month that occur within the period that you specify in Step 6.</td>
</tr>
</tbody>
</table>
Additional Information
See the “Related Topics” section on page 21-4.

Related Topics

• CDR Analysis and Reporting Configuration Checklist, page 2-1
• Chapter 18, “Understanding CAR Device Reports”
• Chapter 19, “Configuring Gateway Device Reports”
• Chapter 20, “Configuring Route Pattern and Hunt Pilot Device Reports”
• Chapter 22, “Configuring Voice Messaging Utilization Device Reports”
• Chapter 23, “Configuring Trunk Device Reports”
• Chapter 24, “Reviewing CAR Device 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
Configuring Voice Messaging Utilization Device Reports

CAR provides reporting capabilities for three levels of users: administrators, managers, and individual users. Only administrators generate device reports.

Device reports track the load and performance of Cisco Unified Communications Manager related devices, such as conference bridges, voice-messaging servers, and gateways.

This chapter contains the following topics:

• Configuring Voice Messaging Utilization Reports, page 22-1
• Related Topics, page 22-3
• Additional Cisco Documentation, page 22-3

Configuring Voice Messaging Utilization Reports

Only CAR administrators generate the Voice Messaging Utilization report. The report provides an estimate of the maximum utilization percentage of the voice-messaging devices for the period and not the exact utilization. For example, the system calculates the utilization of a voice-messaging port/voice-messaging DNs between 11hrs and 12hrs by using the duration of the calls that used the voice-messaging port/voice messaging DNs. The system calculates utilization for the voice-messaging port as the (sum of duration of calls that used the voice-messaging port in that hour * 100) / (maximum duration seconds in an hour * number of days between the fromDate and toDate selected). The utilization calculation for voice-messaging DNs represents the (sum of duration of calls that used the voice-messaging DNs in that hour * 100) / (maximum duration seconds in an hour * number of days between the fromDate and toDate selected * maximum number of ports in a gateway that is connected to the voice-messaging DN). The same value will display in the report as the utilization for the time between 11hrs and 12hrs.

You can review the Voice Messaging Utilization report for Voice Messaging Ports only as a newly generated report and not as a report that the system automatically generates.

You can automatically generate the Voice Messaging Utilization report for Voice Messaging DNs, or you can generate it as a new report. Only CAR administrators can schedule reports for automatic generation. See Chapter 30, “Configuring the CAR System Scheduler” for more information.

Note

The CAR Voice Messaging Utilization report supports the Cisco Unity and Cisco Unity Connection voice-messaging systems.
This section describes how to generate, mail, or view Voice Messaging Utilization reports.

**Procedure**

**Step 1** Choose **Device Reports > Voice Messaging > Utilization**.

The Voice Messaging Utilization window displays.

**Step 2** In the Generate Report field, choose a time as described in Table 22-1.

**Table 22-1  Generate Report Fields**

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hour of Day</td>
<td>Displays the utilization results for each hour in a 24-hour period for the period that you specify in Step 10.</td>
</tr>
<tr>
<td>Day of Week</td>
<td>Displays the utilization for the days of the week that occur within the period that you specify in Step 10.</td>
</tr>
<tr>
<td>Day of Month</td>
<td>Displays the utilization for the days of the month that occur within the period that you specify in Step 10.</td>
</tr>
</tbody>
</table>

**Step 3** In the Available Reports field, choose an automatically generated report (if available) and go to Step 12 or use the default setting, Generate New Report, and go to Step 4.

**Step 4** To choose a voice-messaging DN, click **Voice Messaging DNs** in the Voice Utilization pane.

The previously configured voice-messaging DN displays.

**Note** The Voice Messaging DN that displays in this window represents the Voice Messaging DN that you configure in the VoiceMailDn service parameter, which supports the Cisco Messaging Interface service. Set the parameter name VoiceMailDn to the routing pattern that you have created on the machine. Configure this by opening Cisco Unified Communications Manager Administration and clicking System. Click Service Parameters; then, select the service **Cisco Messaging Interface**.

**Step 5** Choose the voice-messaging DN.

The DN that you chose displays in the List of DNs/Ports list box.

**Step 6** To choose a voice-messaging port, click **Voice Messaging Ports** in the Voice Utilization pane.

A list of configured voice-messaging ports displays.

**Step 7** From the list of ports, choose a voice-messaging port.

The port that you chose displays in the List of DNs/Ports list box.

**Step 8** In Select Voice Messaging DNs/Ports, click the down arrow.

The port that you chose displays in the Selected DNs/Ports list box.

**Step 9** Repeat Step 7 and Step 8 until you have chosen the ports that you want to include in the report.
Note For this report, you can choose a maximum of five Voice Messaging Ports/Voice Messaging DN. You can choose the default Voice Messaging DN and four Voice Messaging Ports, or you can choose five Voice Messaging Ports.

Step 10 If you chose Generate New Report, enter the date range of the period for which you want to see call information.

Note Ensure the date and time range does not exceed one month.

Step 11 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 12 Click the View Report button. The report displays.

Step 13 If you want to mail the report, click the Send Report button. To send the report, perform the procedure described in the “Mailing a Report” section on page 3-3.

Additional Information
See the “Related Topics” section on page 22-3.

Related Topics

- CDR Analysis and Reporting Configuration Checklist, page 2-1
- Chapter 18, “Understanding CAR Device Reports”
- Chapter 19, “Configuring Gateway Device Reports”
- Chapter 20, “Configuring Route Pattern and Hunt Pilot Device Reports”
- Chapter 21, “Configuring Conference Bridge Device Reports”
- Chapter 23, “Configuring Trunk Device Reports”
- Chapter 24, “Reviewing CAR Device 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
Configuring Trunk Device Reports

CAR provides reporting capabilities for three levels of users: administrators, managers, and individual users. Only administrators generate device reports.

Device reports track the load and performance of Cisco Unified Communications Manager related devices, such as conference bridges, voice-messaging servers, gateways, and trunks.

This chapter contains the following topics:

- Configuring Trunk Utilization Reports, page 23-1
- Related Topics, page 23-3
- Additional Cisco Documentation, page 23-3

Only CAR administrators generate the trunk reports. The following section describes how to configure Trunk Utilization reports.

### Configuring Trunk Utilization Reports

Only CAR administrators generate the Trunk Utilization report. This report calculates the utilization reports for devices based on the duration of calls that passed through the devices.

You can generate this report on an hourly, daily, or monthly basis. The system calculates the utilization of a trunk for each hour in the selected date range. For example, the system calculates the utilization of a trunk between 11hrs-12hrs, using the formula, (Sum of the duration of calls that used the trunk in that hour / (total seconds in an hour * maximum number of ports in a trunk * number of days between the fromDate and toDate selected) * 100).

Similarly, to get the utilization for each day in a week, the system calculates the utilization using the formula, ((sum of the duration of calls that used the trunk in a day) / (total seconds in each day * number of each day between the fromDate and toDate selected * maximum number of ports in a trunk) * 100).

In the case of monthly utilization reports, the system calculates the utilization for each day in a month, using the formula, ((sum of the duration of calls that used the trunk in a day) / (total seconds in each day * number of each day between the fromDate and toDate selected * maximum number of ports in a trunk) * 100).

Reports generate for each trunk that is chosen.

For calculation of the trunk utilization, the system uses the port numbers from the CAR Trunk Configuration window. To find this window, choose System > System Parameters > Trunk Configuration. You cannot take port details for H.323 trunks from the Cisco Unified Communications Manager database because the H.323 port number always equals zero in the database. The user must update H.323 trunk ports information in the CAR Trunk Configuration window.
Be aware that the only port detail information that is taken from the CAR Trunk Configuration window is only for those trunks that do not have port details that are available or that show zero in the Cisco Unified Communications Manager database.

This section describes how to generate, view, or mail Trunk Utilization reports.

**Procedure**

**Step 1**  
Choose **Device Reports > Trunk > Utilization**.  
The Trunk Utilization window displays.

**Step 2**  
In the Generate Reports field, choose a time as described in Table 23-1.

**Table 23-1 Generate Report Fields**

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hour of Day</td>
<td>Displays the cumulative utilization for each hour in a 24-hour period for the period that you specify in Step 7.</td>
</tr>
<tr>
<td>Day of Week</td>
<td>Displays the cumulative utilization for the days of the week that occur within the period that you specify in Step 7.</td>
</tr>
<tr>
<td>Day of Month</td>
<td>Displays the cumulative utilization for the days of the month that occur within the period that you specify in Step 7.</td>
</tr>
</tbody>
</table>

**Note** The Trunk Utilization report is not generated automatically.

**Step 3**  
To display the list of trunks that you can include in the report in the List of Trunks box, perform one of the following tasks:

- To display all trunks in the List of Trunks box, click **Trunk Types** in the column on the left side of the window.
- To display trunks for a particular trunk type in the List of Trunks box, click the icon next to **Trunk Types** in the column on the left side of the window. The tree structure expands, and a list of trunk types displays. Choose a trunk type from the list, and the trunk name displays in the List of Trunks box.

**Note** The List of Trunks box will list up to 200 trunks that are configured for the chosen trunk type.

**Note** You can generate the trunk utilization reports for route groups, route lists, and route patterns that are connected through trunks.

**Step 4**  
Choose a trunk type from the list.  
The trunk name displays in the List of Trunks box.
Step 5  In the List of Trunks box, choose the trunks that you want to include in the report.

**Note**  You can generate a report for up to five trunks at a time.

Step 6  To move the chosen trunk to the list of Selected Trunks box, click the down arrow. The trunk(s) that you chose displays in the Selected Trunks box.

Step 7  If you chose Generate New Report, enter the date range of the period for which you want to see call information.

**Note**  Ensure the date and time range does not exceed one month.

Step 8  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 9  Click the **View Report** button. The report displays.

Step 10  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.

**Additional Information**

See the “Related Topics” section on page 23-3.

**Related Topics**

- CDR Analysis and Reporting Configuration Checklist, page 2-1
- Chapter 18, “Understanding CAR Device Reports”
- Chapter 19, “Configuring Gateway Device Reports”
- Chapter 20, “Configuring Route Pattern and Hunt Pilot Device Reports”
- Chapter 21, “Configuring Conference Bridge Device Reports”
- Chapter 22, “Configuring Voice Messaging Utilization Device Reports”
- Chapter 24, “Reviewing CAR Device 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*
Reviewing CAR Device Reports Results

This chapter describes report output information for each device report. The chapter contains the following topics:

- Gateway Detail Report Results, page 24-1
- Gateway Summary Report Results, page 24-3
- Gateway and Route Utilization Report Results, page 24-4
- Hunt Pilot Summary Report Results, page 24-8
- Hunt Pilot Detail Report Results, page 24-10
- Conference Call Detail Report Results, page 24-12
- Conference Bridge Utilization Report Results, page 24-14
- Voice Messaging Utilization Report Results, page 24-16
- Trunk Utilization Report Results, page 24-18
- Related Topics, page 24-23
- Additional Cisco Documentation, page 24-23

Gateway Detail Report Results

The Gateway Detail report includes the following fields. See Table 24-1.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date</td>
<td>The date when the call went through the gateway.</td>
</tr>
<tr>
<td>Orig. Time</td>
<td>The time when the call went through the gateway.</td>
</tr>
<tr>
<td>Term. Time</td>
<td>The time that the call terminated.</td>
</tr>
<tr>
<td>Duration(s)</td>
<td>The duration, in seconds, that the call was connected. The duration specifies the difference between the Dest Connect and the Dest Disconnect times.</td>
</tr>
<tr>
<td>Orig</td>
<td>The directory number from which the call was placed.</td>
</tr>
</tbody>
</table>
Table 24-1  Gateway Detail Report Fields (continued)

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dest</td>
<td>The directory number to which the call was originally placed. If the call was not forwarded, this directory number should match the Final Destination number. If the call was forwarded, this field contains the original destination number of the call before it was forwarded.</td>
</tr>
<tr>
<td>Orig. Codec</td>
<td>The codec code (compression or payload code) that the call originator used on its sending side during this call. This code may differ from the codec code that was used on its receiving side.</td>
</tr>
<tr>
<td>Dest. Codec</td>
<td>The codec code (compression or payload code) that the destination used on its sending side during this call. This code may differ from the codec code that was used on its receiving side.</td>
</tr>
<tr>
<td>Orig. Device</td>
<td>The device name of the device that placed the call. For incoming and tandem calls, this field specifies the device name of the gateway.</td>
</tr>
<tr>
<td>Dest Device</td>
<td>The device name of the device that received the call. For outgoing and tandem calls, this field specifies the device name of a gateway. For conference calls, this field specifies the device name of the conference bridge.</td>
</tr>
<tr>
<td>Orig QoS</td>
<td>QoS depicts the voice-quality grade that was achieved for the calls.</td>
</tr>
<tr>
<td>Dest QoS</td>
<td>The QoS category that was experienced by the receiver of the call.</td>
</tr>
</tbody>
</table>

Figure 24-1 displays sample output of the Gateway Detail Report in PDF format.

**Figure 24-1  Gateway Detail Report**

|------------|------------|------------|----------------|------|-------|-------------|-------------|--------------|-------------|-----------|----------|

Cisco Unified Communications Manager CDR Analysis and Reporting Administration Guide
Gateway Summary Report Results

The Gateway Summary report includes the following fields. See Table 24-2.

Note
The Gateway Summary report segregates calls for each call classification that the user selects and divides the calls based on QoS type.

Table 24-2 Gateway Summary Report Fields

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call Classification</td>
<td>Shows the type of call (internal, incoming, and tandem.)</td>
</tr>
</tbody>
</table>
| Quality of Service | Shows a summary of the performance of the various gateways with the total number of calls for each voice-quality category. The parameters set in the “Configuring QoS Values” section on page 35-1 provide the basis for all voice-quality categories.  
  • Good—QoS for these calls specifies the highest possible quality.  
  • Acceptable—QoS for these calls, although slightly degraded, still falls within an acceptable range.  
  • Fair—QoS for these calls, although degraded, still falls within a usable range.  
  • Poor—QoS for these calls was unsatisfactory.  
  • NA—These calls did not match any criteria for the established QoS categories. |
| Calls              | Shows the total calls for the particular call classification.                                                                                   |
| Duration (sec)     | Shows the total duration for all the calls for the particular call classification.                                                             |
Gateway and Route Utilization Report Results

The Gateway, Route Group, Route List, and Route Pattern Utilization reports provide similar output. If you choose to display the report in PDF format, the report shows the utilization as a bar chart. A graph displays for each selected gateway or route group. See Table 24-3.

Table 24-3   Gateway and Route Utilization Report Fields

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time/Day</td>
<td>Time in one-hour blocks if you chose Hourly or one-day blocks if you chose weekly or monthly. The results show the utilization for each hour or day for the entire period that is shown in the from and to dates.</td>
</tr>
<tr>
<td>%</td>
<td>Gateway, route group, route list, or route pattern utilization percentage. This field gives the estimated utilization percentage of the gateways or route groups or route lists or route patterns relative to the total number of calls that all the gateways put together can support at any one time.</td>
</tr>
</tbody>
</table>
Figure 24-3 displays sample output of the Gateway Utilization Report in PDF format.

**Figure 24-3  Gateway Utilization Report**

Gateway Utilization - Hour of Day

<table>
<thead>
<tr>
<th>Time</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>00-01</td>
<td>0.00</td>
</tr>
<tr>
<td>01-02</td>
<td>0.00</td>
</tr>
<tr>
<td>02-03</td>
<td>0.00</td>
</tr>
<tr>
<td>03-04</td>
<td>0.00</td>
</tr>
<tr>
<td>04-05</td>
<td>0.00</td>
</tr>
<tr>
<td>05-06</td>
<td>0.00</td>
</tr>
<tr>
<td>06-07</td>
<td>0.00</td>
</tr>
<tr>
<td>07-08</td>
<td>0.00</td>
</tr>
<tr>
<td>08-09</td>
<td>0.00</td>
</tr>
<tr>
<td>09-10</td>
<td>0.00</td>
</tr>
<tr>
<td>10-11</td>
<td>0.00</td>
</tr>
<tr>
<td>11-12</td>
<td>0.00</td>
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<tr>
<td>12-13</td>
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<td>13-14</td>
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<tr>
<td>14-15</td>
<td>0.00</td>
</tr>
<tr>
<td>15-16</td>
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<tr>
<td>16-17</td>
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<tr>
<td>17-18</td>
<td>0.00</td>
</tr>
<tr>
<td>18-19</td>
<td>0.00</td>
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<tr>
<td>19-20</td>
<td>0.00</td>
</tr>
<tr>
<td>20-21</td>
<td>0.00</td>
</tr>
<tr>
<td>21-22</td>
<td>0.00</td>
</tr>
<tr>
<td>22-23</td>
<td>0.00</td>
</tr>
<tr>
<td>23-24</td>
<td>0.00</td>
</tr>
</tbody>
</table>

Report for S1/D51-0@e3725-MGCP.cisco.com
Figure 24-4 displays sample output of the Route/Hunt List Utilization report in PDF format.

**Figure 24-4  Route/Hunt List Utilization Report**

**Route/Hunt List Utilization - Hour of Day**

<table>
<thead>
<tr>
<th>Time</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>00-01</td>
<td>0.00</td>
</tr>
<tr>
<td>01-02</td>
<td>0.00</td>
</tr>
<tr>
<td>02-03</td>
<td>0.00</td>
</tr>
<tr>
<td>03-04</td>
<td>0.00</td>
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<tr>
<td>04-05</td>
<td>0.00</td>
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<tr>
<td>05-06</td>
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<tr>
<td>06-07</td>
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<tr>
<td>07-08</td>
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<tr>
<td>08-09</td>
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</tr>
<tr>
<td>09-10</td>
<td>0.00</td>
</tr>
<tr>
<td>10-11</td>
<td>0.00</td>
</tr>
<tr>
<td>11-12</td>
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<tr>
<td>12-13</td>
<td>0.00</td>
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<tr>
<td>13-14</td>
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<td>14-15</td>
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<td>20-21</td>
<td>0.00</td>
</tr>
<tr>
<td>21-22</td>
<td>0.00</td>
</tr>
<tr>
<td>22-23</td>
<td>0.00</td>
</tr>
<tr>
<td>23-24</td>
<td>0.00</td>
</tr>
</tbody>
</table>

**Route List Name** | **Gateway Name (Port Number)** | **Max No. of Ports**
---|---|---
testRL | 910DS1-49-c3725-MGCP.cisco.com | 24

Total number of Ports for testRL: 24
Figure 24-5 displays sample output from the Route and Line Group Utilization report in PDF format.

**Figure 24-5  Route and Line Group Utilization Report**

**Route and Line Group Utilization - Hour of Day**

<table>
<thead>
<tr>
<th>Time</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>00-01</td>
<td>0.00</td>
</tr>
<tr>
<td>01-02</td>
<td>0.00</td>
</tr>
<tr>
<td>02-03</td>
<td>0.00</td>
</tr>
<tr>
<td>03-04</td>
<td>0.00</td>
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<tr>
<td>04-05</td>
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<tr>
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<tr>
<td>13-14</td>
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<tr>
<td>14-15</td>
<td>0.00</td>
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<tr>
<td>15-16</td>
<td>0.00</td>
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<tr>
<td>16-17</td>
<td>0.00</td>
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<tr>
<td>17-18</td>
<td>0.00</td>
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<tr>
<td>18-19</td>
<td>0.00</td>
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<tr>
<td>19-20</td>
<td>0.00</td>
</tr>
<tr>
<td>20-21</td>
<td>0.00</td>
</tr>
<tr>
<td>21-22</td>
<td>0.00</td>
</tr>
<tr>
<td>22-23</td>
<td>0.00</td>
</tr>
<tr>
<td>23-24</td>
<td>0.00</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Route Group Name</th>
<th>Gateway Name (Port Number)</th>
<th>Max No. of Ports</th>
</tr>
</thead>
<tbody>
<tr>
<td>testRG</td>
<td>9-1/D91-010-03725-M5CP.cisco.com</td>
<td>24</td>
</tr>
<tr>
<td>Total number of Ports for testRG</td>
<td></td>
<td>24</td>
</tr>
</tbody>
</table>

Cisco Unified Communications Manager CDR Analysis and Reporting Administration Guide
Figure 24-6 displays sample output of the Route Pattern/Hunt Path Utilization report in PDF format.

### Figure 24-6 Route Pattern/Hunt Path Utilization Report

#### Route Pattern/Hunt Pilot Utilization - Hour of Day

<table>
<thead>
<tr>
<th>Time</th>
<th>00-01</th>
<th>01-02</th>
<th>02-03</th>
<th>03-04</th>
<th>04-05</th>
<th>05-06</th>
<th>06-07</th>
<th>07-08</th>
<th>08-09</th>
<th>09-10</th>
<th>10-11</th>
<th>11-12</th>
<th>12-13</th>
<th>13-14</th>
<th>14-15</th>
<th>15-16</th>
<th>16-17</th>
<th>17-18</th>
<th>18-19</th>
<th>19-20</th>
<th>20-21</th>
<th>21-22</th>
<th>22-23</th>
<th>23-24</th>
</tr>
</thead>
<tbody>
<tr>
<td>%</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
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<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td></td>
</tr>
</tbody>
</table>

### Hunt Pilot Summary Report Results

The Hunt Pilot Summary report includes the following fields. See Table 24-4.
Table 24-4 Hunt Pilot Summary Report Fields

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time</td>
<td>Time in one-hour blocks if you chose Hourly or one-day blocks if you chose weekly or monthly. The results show the call details for each hour or day for the entire period that is shown in the from and to dates.</td>
</tr>
<tr>
<td>No.of Calls Presented/Received</td>
<td>Number of calls presented and received at the specified time duration/day. Number of calls received = Number of calls handled + Number of calls abandoned + Number of calls Forwarded due to no Answer + Number of calls Forwarded due to Busy + Number of calls Failed.</td>
</tr>
<tr>
<td>No.of Calls Handled/Answered</td>
<td>Number of calls answered.</td>
</tr>
<tr>
<td>No.of Calls Abandoned (Not Answered nor Redirected)</td>
<td>Number of calls that went on/off hook but were never connected or answered.</td>
</tr>
<tr>
<td>No.of Calls Forwarded due to no Answer (FONA)</td>
<td>Number of calls that were forwarded due to no reply.</td>
</tr>
<tr>
<td>No.of Calls Forwarded due to Busy (FOB)</td>
<td>Number of calls that were forwarded since the receiving end was busy.</td>
</tr>
<tr>
<td>No.of Calls Failed</td>
<td>Number of calls that failed to go through.</td>
</tr>
<tr>
<td>Hunt Pilot Name</td>
<td>Lists the name of the available Hunt Pilots.</td>
</tr>
<tr>
<td>Line Number</td>
<td>List the line numbers of the hunt members.</td>
</tr>
</tbody>
</table>

Figure 24-7 displays sample output of the Hunt Pilot Summary report in PDF format.
### Hunt Pilot Summary Report

#### Hunt Pilot Summary - Hour of Day

<table>
<thead>
<tr>
<th>Time</th>
<th>No of Calls Presented/Received</th>
<th>No of Calls Handled/Answered</th>
<th>No of Calls Abandoned/Cost Answered/No Answered or Redelivered</th>
<th>No of Calls Forwarded due to No Answer (FOA)</th>
<th>No of Calls Forwarded due to Busy (FOB)</th>
<th>No of Calls Failed</th>
</tr>
</thead>
<tbody>
<tr>
<td>00:00</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
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<tr>
<td>00:01</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
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<tr>
<td>05:00</td>
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<td>0</td>
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<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>07:00</td>
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<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
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<td>08:00</td>
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<tr>
<td>09:00</td>
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<td>0</td>
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<td>14:00</td>
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<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>22:00</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>23:00</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

### Hunt Pilot Detail Report Results

The Hunt Pilot Detail report includes the following fields. See Table 24-5.
Table 24-5  Hunt Pilot Detail Report Fields

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date/Time connected</td>
<td>Date and Time when the call was received</td>
</tr>
<tr>
<td>Date/Time disconnected</td>
<td>Date and Time when the call ended</td>
</tr>
<tr>
<td>Duration</td>
<td>Time duration of the call</td>
</tr>
<tr>
<td>Calling Party</td>
<td>Directory number (DN) of the caller</td>
</tr>
<tr>
<td>Called Party</td>
<td>Hunt Pilot Directory number (DN)</td>
</tr>
<tr>
<td>Final Called Party Number</td>
<td>Directory Number where the call landed in the end. If the call is landed in Hunt Pilot, then it will show its member DN. Suppose the call forward is set from member DN to some other DN, it will show that DN where the call got forwarded. The number of the hunt member is displayed only when the Show Line Group Member DN in finalCalledPartyNumber CDR Field is set to true. If the value is set to false, the Hunt Pilot DN is displayed in this field. For details on setting this parameter see, Service Parameters Configuration in Cisco Unified CM Administration Guide.</td>
</tr>
<tr>
<td>Dest. Device Name</td>
<td>Device identifier of the device that answered the call.</td>
</tr>
<tr>
<td>Call Answered</td>
<td>Indicates if the call was answered or not. Values could be Yes or No.</td>
</tr>
<tr>
<td>Call Abandoned</td>
<td>Indicates if the call was abandoned. Values could be Yes or No.</td>
</tr>
<tr>
<td>Call Forwarded Due to No Answer (FONA)</td>
<td>Indicates if the call was forwarded due to no reply. Values could be Yes or No.</td>
</tr>
<tr>
<td>Call Forwarded Due to Busy (FOB)</td>
<td>Indicates if the call was forwarded since the answering end was busy. Values could be Yes or No.</td>
</tr>
<tr>
<td>Call Failed</td>
<td>Indicates if the call failed to get through. Values could be Yes or No.</td>
</tr>
<tr>
<td>Call Reference</td>
<td>Identification number to trace the call. This is the globalcallid_callid value in the CDR database.</td>
</tr>
</tbody>
</table>

Figure 24-8 displays sample output of the Hunt Pilot Details report in the PDF format.
Conference Call Detail Report Results

You can choose to generate Conference Call information in either a summary or a detailed report. The reports display the call details in a table when you generate the report in PDF format. The following tables show the fields in the Conference Call Detail and Summary reports. See Table 24-6 and Table 24-7.

Note

The report criteria include the type of conference (ad hoc and/or meet-me) and the From and To date range.

Table 24-6 Conference Call Detail Summary Report Fields

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Orig. Time</td>
<td>Time that the first participant enters the conference.</td>
</tr>
<tr>
<td>Term. Time</td>
<td>Time that the last participant leaves the conference.</td>
</tr>
<tr>
<td>No. of Participants</td>
<td>Number of participants in the conference.</td>
</tr>
<tr>
<td>Duration</td>
<td>Sum of the duration of individual participants in the conference in seconds.</td>
</tr>
<tr>
<td>Device Name</td>
<td>Names of the conference devices that were used.</td>
</tr>
</tbody>
</table>

Table 24-7 Conference Call Detail Report Fields

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conference Start Time</td>
<td>Time at which conference started.</td>
</tr>
<tr>
<td>Conference End Time</td>
<td>Time at which conference ended.</td>
</tr>
<tr>
<td>Connect Time</td>
<td>Time at which conference participants connected to conference.</td>
</tr>
<tr>
<td>Disconnect Time</td>
<td>Time at which conference participants disconnected from conference.</td>
</tr>
<tr>
<td>Duration</td>
<td>Total time of conference.</td>
</tr>
<tr>
<td>Directory Number</td>
<td>Directory number of participants.</td>
</tr>
<tr>
<td>Call Classification</td>
<td>Call types of conference (internal, incoming, and so on.)</td>
</tr>
</tbody>
</table>
Table 24-7  Conference Call Detail Report Fields (continued)

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Device Name</td>
<td>Names of the conference devices that were used.</td>
</tr>
<tr>
<td>QoS</td>
<td>Quality of service.</td>
</tr>
</tbody>
</table>
Conference Bridge Utilization Report Results

The Conference Bridge Utilization report provides the following fields. If you choose PDF format, the report shows the utilization as a table. See Table 24-8.

Table 24-8  Conference Bridge Utilization Report Fields

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time/Day</td>
<td>Time in one-hour blocks if you chose Hourly or one-day blocks if you chose day of week or daily.</td>
</tr>
<tr>
<td>% Usage</td>
<td>Conference bridge utilization percentage.</td>
</tr>
<tr>
<td>Conf. Bridge</td>
<td>The conference bridge device that is used to hold conference calls.</td>
</tr>
<tr>
<td>Type</td>
<td>Either hardware or software conference bridge.</td>
</tr>
<tr>
<td>Max Streams</td>
<td>The number of conferences that can be held at a time along with the number of people per conference.</td>
</tr>
</tbody>
</table>
Figure 24-10 displays sample output of the Conference Bridge Utilization report in PDF format.

**Figure 24-10  Conference Bridge Utilization Report**

**Conference Bridge Utilization - Hour of Day**

<table>
<thead>
<tr>
<th>Time</th>
<th>% Usage</th>
</tr>
</thead>
<tbody>
<tr>
<td>00-01</td>
<td>0.00</td>
</tr>
<tr>
<td>01-02</td>
<td>2.00</td>
</tr>
<tr>
<td>02-03</td>
<td>4.17</td>
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<tr>
<td>03-04</td>
<td>0.00</td>
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<tr>
<td>04-05</td>
<td>2.34</td>
</tr>
<tr>
<td>05-06</td>
<td>3.47</td>
</tr>
<tr>
<td>06-07</td>
<td>2.13</td>
</tr>
<tr>
<td>07-08</td>
<td>1.95</td>
</tr>
<tr>
<td>08-09</td>
<td>1.95</td>
</tr>
<tr>
<td>09-10</td>
<td>11.46</td>
</tr>
<tr>
<td>10-11</td>
<td>16.10</td>
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<tr>
<td>11-12</td>
<td>12.28</td>
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<tr>
<td>12-13</td>
<td>5.12</td>
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<tr>
<td>13-14</td>
<td>0.00</td>
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<tr>
<td>14-15</td>
<td>0.00</td>
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<tr>
<td>15-16</td>
<td>0.00</td>
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<tr>
<td>16-17</td>
<td>0.00</td>
</tr>
<tr>
<td>17-18</td>
<td>0.00</td>
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<tr>
<td>18-19</td>
<td>0.00</td>
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<tr>
<td>19-20</td>
<td>6.25</td>
</tr>
<tr>
<td>20-21</td>
<td>0.00</td>
</tr>
<tr>
<td>21-22</td>
<td>0.00</td>
</tr>
<tr>
<td>22-23</td>
<td>0.00</td>
</tr>
<tr>
<td>23-00</td>
<td>0.00</td>
</tr>
</tbody>
</table>

The Total Number of Streams is 96

<table>
<thead>
<tr>
<th>Conf. Bridge</th>
<th>Type</th>
<th>Max. Streams</th>
</tr>
</thead>
<tbody>
<tr>
<td>CFBR 2</td>
<td>Cisco Conference Bridge Software</td>
<td>48</td>
</tr>
<tr>
<td>CFBR 3</td>
<td>Cisco Conference Bridge Software</td>
<td>48</td>
</tr>
<tr>
<td></td>
<td>Total Capacity:</td>
<td>96</td>
</tr>
</tbody>
</table>

Cisco Unified Communications Manager CDR Analysis and Reporting Administration Guide
Voice Messaging Utilization Report Results

The Voice Messaging Utilization report provides the following fields. See Table 24-9.

**Table 24-9  Voice Messaging Utilization Report Fields**

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time/Day</td>
<td>Time in one-hour blocks if you chose Hourly or one-day blocks if you chose day of week or daily.</td>
</tr>
<tr>
<td>% Usage</td>
<td>Voice-messaging percentage.</td>
</tr>
<tr>
<td>Voice Messaging Ports</td>
<td>The sum of the maximum number of ports for all the gateways under the route patterns that are configured for the voice-messaging systems and the entries in the Device table of Cisco Unified Communications Manager that have type Class as 8.</td>
</tr>
<tr>
<td>Voice Messaging Gateways</td>
<td>The originating or destination device name of the gateways under the route patterns that are configured for the voice-messaging systems.</td>
</tr>
<tr>
<td>Number of Ports</td>
<td>The number of ports that the voice-messaging gateway supports.</td>
</tr>
</tbody>
</table>

Figure 24-11 displays sample output of the Voice Messaging Utilization report in PDF format.
### Voice Messaging Utilization Report Results

#### Voice Messaging Utilization - Hour of Day

<table>
<thead>
<tr>
<th>Time</th>
<th>% Usage</th>
</tr>
</thead>
<tbody>
<tr>
<td>00-01</td>
<td>0.01</td>
</tr>
<tr>
<td>01-02</td>
<td>0.00</td>
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<tr>
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<td>0.21</td>
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<td>0.15</td>
</tr>
<tr>
<td>10-11</td>
<td>1.52</td>
</tr>
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<tr>
<td>12-13</td>
<td>0.11</td>
</tr>
<tr>
<td>13-14</td>
<td>0.05</td>
</tr>
<tr>
<td>14-15</td>
<td>0.20</td>
</tr>
<tr>
<td>15-16</td>
<td>0.08</td>
</tr>
<tr>
<td>16-17</td>
<td>0.23</td>
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<tr>
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<td>0.01</td>
</tr>
<tr>
<td>18-19</td>
<td>0.00</td>
</tr>
<tr>
<td>19-20</td>
<td>0.10</td>
</tr>
<tr>
<td>20-21</td>
<td>0.00</td>
</tr>
<tr>
<td>21-22</td>
<td>0.07</td>
</tr>
<tr>
<td>22-23</td>
<td>0.00</td>
</tr>
<tr>
<td>23-24</td>
<td>0.00</td>
</tr>
</tbody>
</table>

**Report for 7.XXXX**
Trunk Utilization Report Results

The Trunk Utilization report provides the following fields. If you choose to display the report in PDF format, the report shows the utilization as a bar chart. A graph displays for each selected trunk. See Table 24-10.

Table 24-10  Trunk Utilization Report Fields

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time/Day</td>
<td>Time in one-hour blocks if you chose Hourly or one-day blocks if you chose weekly or monthly. The results show the utilization for each hour or day for the entire period that is shown in the from and to dates.</td>
</tr>
<tr>
<td>%</td>
<td>Trunk utilization percentage. This field gives the estimated utilization of the trunks relative to the total number of calls that passed through the devices.</td>
</tr>
</tbody>
</table>

Figure 24-12 displays sample output of the Trunk Utilization Report in PDF format.
Trunk Utilization - Hour of Day

<table>
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<th>%</th>
</tr>
</thead>
<tbody>
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<td>00-01</td>
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</tr>
<tr>
<td>01-02</td>
<td>0.00</td>
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<td>03-04</td>
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<td>14-15</td>
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<table>
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</tr>
</thead>
<tbody>
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</tr>
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</table>
## Chapter 24  Reviewing CAR Device Reports Results

### Trunk Utilization Report Results

**Figure 24-13  Trunk Utilization Report**

From Date: Jul 1, 2010  
To Date: Jul 1, 2010  
Date: Jul 16, 2010  
Page: 4 of 10

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### Figure 24-14  Trunk Utilization Report

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### Time

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<tr>
<td>22:23</td>
<td>0.00</td>
</tr>
<tr>
<td>23:09</td>
<td>0.00</td>
</tr>
</tbody>
</table>

![Graph](image-url)
## Trunk Utilization Report Results

**Figure 24-15** Trunk Utilization Report

<table>
<thead>
<tr>
<th>Time</th>
<th>SIP2</th>
</tr>
</thead>
<tbody>
<tr>
<td>00:01</td>
<td>0.00</td>
</tr>
<tr>
<td>01:00</td>
<td>0.00</td>
</tr>
<tr>
<td>02:00</td>
<td>0.00</td>
</tr>
<tr>
<td>03:00</td>
<td>0.00</td>
</tr>
<tr>
<td>04:00</td>
<td>0.00</td>
</tr>
<tr>
<td>05:00</td>
<td>0.00</td>
</tr>
<tr>
<td>06:00</td>
<td>0.00</td>
</tr>
<tr>
<td>07:00</td>
<td>0.00</td>
</tr>
<tr>
<td>08:00</td>
<td>0.00</td>
</tr>
<tr>
<td>09:00</td>
<td>0.00</td>
</tr>
<tr>
<td>10:11</td>
<td>0.00</td>
</tr>
<tr>
<td>11:12</td>
<td>0.00</td>
</tr>
<tr>
<td>12:13</td>
<td>0.00</td>
</tr>
<tr>
<td>13:14</td>
<td>0.00</td>
</tr>
<tr>
<td>14:15</td>
<td>0.00</td>
</tr>
<tr>
<td>15:16</td>
<td>0.00</td>
</tr>
<tr>
<td>16:17</td>
<td>0.00</td>
</tr>
<tr>
<td>17:18</td>
<td>0.00</td>
</tr>
<tr>
<td>18:19</td>
<td>0.00</td>
</tr>
</tbody>
</table>

### % of Calls

<table>
<thead>
<tr>
<th>% of Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.00</td>
</tr>
<tr>
<td>100.0</td>
</tr>
<tr>
<td>90.0</td>
</tr>
<tr>
<td>80.0</td>
</tr>
<tr>
<td>70.0</td>
</tr>
<tr>
<td>60.0</td>
</tr>
<tr>
<td>50.0</td>
</tr>
<tr>
<td>40.0</td>
</tr>
<tr>
<td>30.0</td>
</tr>
<tr>
<td>20.0</td>
</tr>
<tr>
<td>10.0</td>
</tr>
</tbody>
</table>

### Trunk Name (Port Number) | Max No. of Ports
---|---
SIP2 | 5
SIP1 | 6
CTNGC1 | 20
CTNGC2 | 20
Related Topics

- CDR Analysis and Reporting Configuration Checklist, page 2-1
- Chapter 18, “Understanding CAR Device Reports”
- Chapter 19, “Configuring Gateway Device Reports”
- Chapter 20, “Configuring Route Pattern and Hunt Pilot Device Reports”
- Chapter 21, “Configuring Conference Bridge Device Reports”
- Chapter 22, “Configuring Voice Messaging Utilization Device Reports”
- Chapter 23, “Configuring Trunk Device Reports”

Additional Cisco Documentation

- Cisco Unified Communications Operating System Administration Guide
- Cisco Unified Serviceability Administration Guide
- Cisco Unified Communications Manager Call Detail Records Administration Guide
PART 5

CDR
Understanding CDRs

This chapter contains the following topics:

- Defining CDR Data, page 25-1
- Upgrading the CAR Database, page 25-2
- Related Topics, page 25-4
- Additional Cisco Documentation, page 25-4

Defining CDR Data

Call detail records (CDRs) detail the called number, the number that places the call, the date and time that the call starts, the time that the call connects, and the time that the call ends. Call management records (CMRs), or diagnostic records, detail the jitter, lost packets, the amount of data sent and received during the call, and latency. CDR data comprises CDRs and CMRs collectively. A single call can result in the generation of several CDRs and CMRs. Cisco Unified Communications Manager records information regarding each call in CDRs and CMRs. CDRs and CMRs, known collectively as CDR data, serve as the basic information source for CAR.

The Cisco CDR Agent service transfers CDR and CMR files that Cisco Unified Communications Manager generates from the local host to the CDR repository node, where the CDR Repository Manager service runs over a SFTP connection. If the SFTP connection fails, the Cisco CDR Agent services continue to make connection attempts to the CDR repository node until a connection is made. The Cisco CDR Agent service sends any accumulated CDR files when the connection to the CDR Repository node resumes. The CDR Repository Manager service maintains the CDR and CMR files, allocates the amount of disk space for use by CMRs and CDRs, sends the files to up to three configured destinations, and tracks the delivery result for each destination. CAR accesses the CDR/CMR files in the directory structure that the CDR Repository Manager service creates.

The high and low water mark settings that you configure specify percentages of the total disk space that are allocated for the CDR repository. Although the preserved folder under the CDR repository folder contributes to the high and low water mark percentages, Log Partition Monitoring never deletes the folder if the high water mark gets reached. If the high water mark gets reached, the CDR Repository Manager deletes processed CDR files until the low water mark is reached or all processed files are deleted, whichever comes first. If all processed CDR files are deleted but the low water mark has not been reached, the deletion stops. The CDRHighWaterMarkExceeded alarm gets generated until the system reaches the maximum disk allocation. If the maximum disk allocation gets reached, the system deletes undelivered files, and files within the preservation duration, starting with the oldest files, until...
disk utilization falls below the high water mark. If you receive the CDRMaximumDiskSpaceExceeded alarm repeatedly for this scenario, either increase the disk allocation or lower the number of preservation days.

Information on these alarms is found in the CDR Repository Alarm Catalog (CDRRepAlarmCatalog). Table 25-1 displays the alarms/alerts in this catalog.

To configure these alarms, go to Cisco Unified Serviceability > Alarm > Configuration > CDR Services.

Table 25-1  CDR Repository Alarm Catalog

<table>
<thead>
<tr>
<th>Name</th>
<th>Severity</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CDRFileDeliveryFailed</td>
<td>ERROR_ALARM</td>
<td>SFTP delivery of CDR files to the outside billing server failed.</td>
</tr>
<tr>
<td>CDRAgentSendFileFailed</td>
<td>ERROR_ALARM</td>
<td>The CDR Agent cannot send CDR files from the Cisco Unified CM node to the CDR Repository node within the Cisco Unified Communications Manager cluster.</td>
</tr>
<tr>
<td>CDRHWMExceeded</td>
<td>WARNING_ALARM</td>
<td>The high water mark (HWM) for CDR files was reached; some successfully delivered CDR files have been deleted.</td>
</tr>
<tr>
<td>CDRMaximumDiskSpaceExceeded</td>
<td>CRITICAL_ALARM</td>
<td>The CDR files disk usage exceeded the maximum disk allocation. Some undelivered files may have been deleted to bring disk usage down.</td>
</tr>
<tr>
<td>CDRFileDeliveryFailureContinues</td>
<td>ERROR_ALARM</td>
<td>SFTP delivery of CDR files failed on retries.</td>
</tr>
<tr>
<td>CDRAgentSendFileFailureContinues</td>
<td>ERROR_ALARM</td>
<td>The CDR Agent cannot send CDR files from the Cisco Unified CM node to the CDR Repository node on retries.</td>
</tr>
</tbody>
</table>

For additional information on these alarms and recommended action, see the alarm definitions at Cisco Unified Serviceability > Alarm > Definitions > CDRRepAlarmCatalog.

For more information on CDR services and alarms, see the Cisco Unified Serviceability Administration Guide.

Upgrading the CAR Database

If you upgrade from Cisco Unified Communications Manager 4.x, Cisco Unified Communications Manager saves the content of the Cisco Unified Communications Manager 4.x CAR database to CSV files. The Cisco Unified Communications Manager 4.x CAR database has part of the CDR information. The Cisco Unified Communications Manager 4.x CDR database stores the complete information about CDRs. This database does not migrate. The Data Migration Tool uses the CAR database CSV files to
migrate the CAR database. The system stores the CSV files in the /common/download/windows/car directory. The system stores the pregenerated reports in the /common/download/windows/pregenerated database. Because no corresponding CDR database exists in Cisco Unified Communications Manager 5.x and later releases, the complete CDR does not migrate to the Cisco Unified Communications Manager 5.x, 6.x, or 7.x system. The Cisco Unified Communications Manager 5.x, 6.x, and 7.x CAR database schema gets extended to contain complete CDR information, but only for the new CDRs that are generated by the Cisco Unified Communications Manager 5.x, 6.x, and 7.x system.

The version of CAR that runs on Cisco Unified Communications Manager 5.x, 6.x, and 7.x does not retain CDRs that are older than the ART database age that gets configured in the Cisco Unified Communications Manager 4.x ART database. The ART database age gets configured in the Configure Automatic Database Purge window of ART. The default ART database age is 180 days. If the ART database age is greater than 180 days, the CAR database in Cisco Unified Communications Manager 5.x, 6.x, and 7.x will retain only 180 days of data. However, if the ART database age is less than 180 days, only data within the specified age limit get retained in the Cisco Unified Communications Manager 5.x, 6.x, or 7.x CAR database after migration. If you migrate records older than 180 days, the system deletes these records immediately after you upgrade.

The Cisco Unified Communications Manager installation program limits the time period for the migration of the CAR records from the CSV files in the Data Migration Assistant (DMA) TAR file to the CAR database on the upgraded system. The migration time period is 60 minutes. To allow the migration of the highest number of CSV files in the allotted time period, CAR record migration uses the following steps:

- Data migration begins with the migration of the billing records from the tbl_billing_data CSV file to the tbl_billing_data table of the CAR database. Data migration begins with the youngest record and proceeds toward the oldest record in the CSV file. The billing data migration stops when there are no more billing records to migrate or the migration time period reaches 60 minutes.

- If time remains after the billing data gets migrated, data migration proceeds with the migration of error records from the tbl_billing_error CSV file to the tbl_billing_error table of the CAR database. Data migration begins with the youngest record and proceeds toward the oldest record in the CSV file. For each error record that gets migrated, CAR migrates the data that corresponds to the error_record_id that is present in the tbl_error_id_map CSV file into the tbl_error_id_map table of the CAR database. This action ensures that error record data migration stays consistent with data in the tbl_error_id_map. The error record data migration stops when there are no more error records to migrate or the migration period reaches 60 minutes.

If the 60 minute migration time limit occurs at any point in the migration process, CAR data migration ceases and the tbl_system_preferences of the CAR database gets updated to reflect the data present in the upgraded system database.

You cannot upgrade from a Microsoft Windows version of Cisco Unified Communications Manager system to a Cisco Unified Communications Manager Business Edition 5000 system (that runs Linux). However, you can integrate a Windows version of Cisco Unified Communications Manager with a standalone Cisco Unity Connection system. In this particular situation, the CAR installation program will detect this option. CAR does not get supported on a Cisco Unity Connection system and will not get installed. When CAR is not installed, Cisco Unified Communications Manager Administration cannot activate, deactivate, start, stop, or restart CAR Web Service and CAR Scheduler from Cisco Unified Serviceability.
Related Topics

- CDR Analysis and Reporting Configuration Checklist, page 2-1
- Chapter 26, “Configuring CDR Search”
- Chapter 27, “Configuring the Export of CDR/CMR Records”
- Chapter 28, “Reviewing CDR Search 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
Configuring CDR Search

CAR provides reporting capabilities for three levels of users: administrators, managers, and individual users. Only CAR administrators can use CDR Search.

This chapter contains the following topics:

- CDR Search, page 26-1
- Configuring CDR Search by User/Phone Number/SIP URL, page 26-3
- Configuring CDR Search by Gateway, page 26-4
- Configuring CDR Search by Cause for Call Termination, page 26-6
- Viewing Call Termination Details, page 26-10
- Configuring CDR Search by Call Precedence Levels, page 26-11
- Configuring CDR Search for Malicious Calls, page 26-12
- Configuring CDR Search for Different Call Types, page 26-14
- Related Topics, page 26-15
- Additional Cisco Documentation, page 26-15

CDR Search

In all CDR Search reports, the system only displays the oldest 100 records that fall into the time and date range that you configure. The CDR Search reports generate only in HTML format.

You can configure CDR searches to verify the details of a call. The search forms groups of all the related legs of a call, which can be useful if the call involves a conference or transfer. This method helps you track the progress and quality of each part of an entire call.

This section describes the following features:

- CDR Search by User/Phone Number/SIP URL—Available for CAR administrators. You can search CDRs by user or directory number (calling, original called, final called, or bridge number) to analyze call details for the first 100 records that satisfy the search criteria. You can search for calls by using specific numbers for the period that you specify, which helps you trace calls that are placed from or to any specific numbers for diagnostic or informational purposes. All associated records, such as transfer and conference calls, appear together as a logical group. If you do not specify the phone number or SIP URL, the system returns the first 100 CDR records that match the date range that you specify.
Chapter 26  Configuring CDR Search

CDR Search

- CDR Search by Gateway—Available for CAR administrators. You can search CDRs by gateways to analyze the call details of calls that are using specific gateways. This method helps you trace issues on calls through specific gateways.

- CDR Search by Cause for Call Termination—Available for CAR administrators. You can search CDRs by cause for call termination to get information about the cause for the termination of a call. You can choose from a list of causes for call termination and can generate the report for a particular date range. The generated report contains the report criteria, along with the total number of calls that were placed in the given time. In addition, a table displays with the fields Call Termination Cause Value and description, the total number of calls, and the percentage of calls for each Call Termination Cause, and an option to choose the CDRs.

- CDR Search by Call Precedence Level—Available for CAR administrators. You can search CDRs by call precedence level. The report that generates allows you to view the CDRs on the basis of precedence. You can choose the precedence level and date range for which to generate a report. The report displays the number of calls and the percentage of these calls for each precedence level that you choose. Report criteria display the precedence levels and date range for which the report generated information in the Call Precedence Details window. You can view the media information and the CDR-CMR dump from the CDR Search by Precedence Levels Result window. The media information and CDR-CMR dump information display in separate windows.

- CDR Search for Malicious Calls—Available for CAR administrators. You can search CDRs to get information about malicious calls. You can choose phone number or SIP URL and the date range for which to generate a report. The report displays the CDRs for all the malicious calls for a chosen phone number or SIP URL and date range. Report criteria display the phone number or SIP URL and the date range for which the report generated information. You can view the media information and CDR-CMR dump from the CDR-CMR search results window. The media information and CDR-CMR dump information display in separate windows.

- Export CDR/CMR—Available for CAR administrators. With this feature, you can export CDR/CMR dump information, for a given date range in the CSV format, to a location that you choose on your computer. You can also view the file size of the dump information and delete CDR/CMR files.

Before You Begin

Make sure that you set the Cisco Unified Communications Manager service parameters CDR Enabled Flag and Call Diagnostics Enabled to True (enabled), so the system can generate CDR/CMR data. By default, the system disables these service parameters. For more information about these service parameters, see the “Configuring CDR Service Parameters” section on page 2-6.

All CAR reports use CDR data. Be sure to have the most current CDR data from which to build your reports. By default, CDR data loads continuously 24 hours a day, 7 days a week. However, you can set the loading time, interval, and duration as needed. See Chapter 30, “Configuring the CAR System Scheduler” for more information.

Note

After you log in to the CAR main window, the following warning may display if Cisco Unified Communications Manager is also activated: “Warning: In some servers in this cluster the CDR Enabled Flag is false and so CDR entries may not be generated for all the calls made in this cluster.” Some clusters have multiple nodes where some of the nodes do not run Cisco Unified Communications Manager services. This warning checks all nodes in the cluster regardless of Cisco Unified Communications Manager service activation status. Ignore the warning after manually checking the CDR Enabled Flag parameter settings for all the Cisco Unified Communications Manager service subscribers. If you have a Cisco Unified Communications Manager Business Edition 5000 installation, ignore this warning message.
Chapter 26      Configuring CDR Search

Configuring CDR Search by User/Phone Number/SIP URL

Only CAR administrators use the CDR Search by User/Phone Number/SIP URL feature.

This section describes how to show the details of CDR data based on a user or phone number or SIP URL feature. You can search CDR data by user or directory number (calling, original called, or final called) to analyze call details for the oldest 100 records that satisfy the search criteria. If more than 100 records are returned, the system truncates the results. You can search for calls by using specific numbers for the period that you specify, which helps you trace calls that are placed from or to any specific numbers for diagnostic or informational purposes. All associated records, such as transfer, mobility, silent monitoring and recording, and conference calls, appear together as a logical group.

Procedure

Step 1
Choose CDR > Search > By User/Phone Number/SIP URL.

The CDR Search window displays.

Note
You can enter a wildcard pattern like “!” or “X” to search on phone number or SIP URL. The “!” represents any n digit that has 0-9 as each of its digits, and the “X” represents a single digit in the range 0-9.

Step 2
Perform one of the following tasks:

• To search CDRs based on Internal Phone Number/SIP URLs, enter the value in the Phone Number/SIP URL field and click the Add Phone Number/SIP URL button.

• To search CDRs based on user, click the Search Internal Phone Number/SIP URL based User link, enter the first few letters of the first and/or last name in the First Name and/or Last Name fields, and click the Search button. When the results display, click the Select link next to the result that you want to include. Click the Close button.

The phone number or SIP URL displays in the Phone Number/SIP URL(s) box.

Note
To delete an item from the Report Criteria box, click the Remove Phone Number/SIP URL(s) button. You can delete all items from the Report Criteria box by clicking the Remove All Phone Number/SIP URL(s) button.

Step 3
Choose the date and time range of the period for which you want to see CDR data for the specified user or phone number or SIP URL. Current time displays in both Coordinated Universal Time (UTC) and local time and uses the following rules:

• The UTC and local time comprises a numeric string of mmddyyyy hhmmss, as in January 15, 2007 12:00:00.

• The default FromDate and ToDate values display in UTC time.

• The default ToDate specifies the current time of the server in UTC time.

• The default FromDate value specifies the ToDate value minus 1 hour. For example, if ToDate = January 15, 2007 12:00:00, the FromDate default value = January 15, 2007 11:00:00 (all times in UTC).

Step 4
Choose whether to run the CDR Search report with grouping or without grouping. If you choose with grouping, check the check box beside With Grouping. The default value specifies Without Grouping.
Note With Grouping choice means that the system returns CDR records that match the date and time range for the search, and groups them with their associated records. Without Grouping returns all the CDR records that match the date and time range without grouping together all the associated records for each call.

Step 5 Click the **OK** button.

The CDR-CMR Search Results window displays. The system only displays the oldest 100 records that fall into the date range that you configured in Step 3.

Step 6 To view the CMR data, click the **Others** button. To view both the CDR and CMR data fields, click the **View** button.

Step 7 To mail the report to e-mail recipient(s), follow the steps in the “Mailing a Report” section on page 3-3.

Additional Information

See the “Related Topics” section on page 26-15.

---

**Configuring CDR Search by Gateway**

Only CAR administrators use the CDR Search by Gateway feature.

This section describes how to search CDR data based on a specific gateway type or on those gateways that use a chosen route pattern.

**Procedure**

---

**Step 1** Choose **CDR > Search > By Gateway**.

The CDR Search by Gateway window displays.

**Step 2** Perform one of the following tasks:

- To display all the gateways that are configured in the system, click **Gateway Types** in the Gateway Types and Route Patterns pane.
- To expand the tree structure and display the type of gateway from which you can choose, click the icon next to Gateway types.
- To choose a gateway that uses a particular route pattern/hunt pilot, rather than a gateway type, click **Route Patterns/Hunt Pilots** in the Gateway Types and Route Patterns pane. The gateways that are associated to the configured Route Patterns/Hunt Pilots display.
- To expand the tree structure and display route pattern/hunt pilot for you to choose, click the icon next to Route Patterns/Hunt Pilots.

**Note** You can also search for specific route patterns/hunt lists by entering part of the name of the route pattern(s)/hunt pilot(s) in the Route Patterns/Hunt Pilots box in the column on the left side of the window. CAR searches for the route pattern(s)/hunt list(s) that matches the search string.
Step 3 Choose a gateway type from the list.

The gateway name displays in the List of Gateways box.

**Note** The List of Gateways box will display up to 200 gateways that are configured for the chosen gateway type.

Step 4 In the List of Gateways box, choose the gateways that you want to include in the report.

**Note** You can generate a report for up to 15 gateways at a time. If you choose more than 15 gateways, you will receive a message that states “Select 15 or fewer gateways to generate new report.”

Step 5 To move the chosen gateway to the list of Selected Gateways box, click the down arrow.

The gateway that you chose displays in the Selected Gateways box.

Step 6 Choose the date and time range of the period during which you want to search CDR data. Current time displays in both Coordinated Universal Time (UTC) and local time and uses the following rules:

- The UTC and local time comprise a numeric string of mmddyyyy hhmms, as in January 15, 2007 12:00:00.
- The default FromDate and ToDate values display in UTC time.
- The default ToDate specifies the current time of the server in UTC time.
- The default FromDate value specifies the ToDate value minus 1 hour. For example, if ToDate = January 15, 2007 12:00:00, the FromDate default value = January 15, 2007 11:00:00 (all times in UTC).

Step 7 Choose whether to run the CDR Search report with grouping or without grouping. If you chose with grouping, check the check box beside **With Grouping**. The default specifies Without Grouping.

**Note** With Grouping choice means that the system returns CDR records that match the date and time range for the search, and groups them with their associated records. Without Grouping returns all the CDR records that match the date and time range without grouping together all the associated records for each call.

Step 8 Click the **OK** button.

The CDR-CMR Results window displays. The system only displays the oldest 100 records that fall into the date and time range that you configured in Step 6. If more than 100 records are returned, the system truncates the results.

Step 9 To view the CMR data, click the **Others** button. To view both the CDR and CMR data fields, click the **View** button.

Step 10 To mail the report to e-mail recipient(s), follow the steps in the “Mailing a Report” section on page 3-3.

**Additional Information**

See the “Related Topics” section on page 26-15.
Configuring CDR Search by Cause for Call Termination

Only CAR administrators use the CDR Search by Cause for Call Termination feature. The following tables contain the call termination cause codes by which you may search:

- “Call Termination Cause Codes”
- “Cisco-Specific Call Termination Cause Codes”

### Table 26-1  Call Termination Cause Codes

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>No error</td>
</tr>
<tr>
<td>1</td>
<td>Unallocated (unassigned) number</td>
</tr>
<tr>
<td>2</td>
<td>No route to specified transit network (national use)</td>
</tr>
<tr>
<td>3</td>
<td>No route to destination</td>
</tr>
<tr>
<td>4</td>
<td>Send special information tone</td>
</tr>
<tr>
<td>5</td>
<td>Misdialed trunk prefix (national use)</td>
</tr>
<tr>
<td>6</td>
<td>Channel unacceptable</td>
</tr>
<tr>
<td>7</td>
<td>Call awarded and being delivered in an established channel</td>
</tr>
<tr>
<td>8</td>
<td>Preemption</td>
</tr>
<tr>
<td>9</td>
<td>Preemption—circuit reserved for reuse</td>
</tr>
<tr>
<td>16</td>
<td>Normal call clearing</td>
</tr>
<tr>
<td>17</td>
<td>User busy</td>
</tr>
<tr>
<td>18</td>
<td>No user responding</td>
</tr>
<tr>
<td>19</td>
<td>No answer from user (user alerted)</td>
</tr>
<tr>
<td>20</td>
<td>Subscriber absent</td>
</tr>
<tr>
<td>21</td>
<td>Call rejected</td>
</tr>
<tr>
<td>22</td>
<td>Number changed</td>
</tr>
<tr>
<td>26</td>
<td>Non-selected user clearing</td>
</tr>
<tr>
<td>27</td>
<td>Destination out of order</td>
</tr>
<tr>
<td>28</td>
<td>Invalid number format (address incomplete)</td>
</tr>
<tr>
<td>29</td>
<td>Facility rejected</td>
</tr>
<tr>
<td>30</td>
<td>Response to STATUS ENQUIRY</td>
</tr>
<tr>
<td>31</td>
<td>Normal, unspecified</td>
</tr>
<tr>
<td>34</td>
<td>No circuit/channel available</td>
</tr>
<tr>
<td>38</td>
<td>Network out of order</td>
</tr>
<tr>
<td>39</td>
<td>Permanent frame mode connection out of service</td>
</tr>
<tr>
<td>40</td>
<td>Permanent frame mode connection operational</td>
</tr>
<tr>
<td>41</td>
<td>Temporary failure</td>
</tr>
<tr>
<td>42</td>
<td>Switching equipment congestion</td>
</tr>
<tr>
<td>43</td>
<td>Access information discarded</td>
</tr>
</tbody>
</table>
### Table 26-1  Call Termination Cause Codes (continued)

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>44</td>
<td>Requested circuit/channel not available</td>
</tr>
<tr>
<td>46</td>
<td>Precedence call blocked</td>
</tr>
<tr>
<td>47</td>
<td>Resource unavailable, unspecified</td>
</tr>
<tr>
<td>49</td>
<td>Quality of Service not available</td>
</tr>
<tr>
<td>50</td>
<td>Requested facility not subscribed</td>
</tr>
<tr>
<td>53</td>
<td>Service operation violated</td>
</tr>
<tr>
<td>54</td>
<td>Incoming calls barred</td>
</tr>
<tr>
<td>55</td>
<td>Incoming calls barred within Closed User Group (CUG)</td>
</tr>
<tr>
<td>57</td>
<td>Bearer capability not authorized</td>
</tr>
<tr>
<td>58</td>
<td>Bearer capability not presently available</td>
</tr>
<tr>
<td>62</td>
<td>Inconsistency in designated outgoing access information and subscriber class</td>
</tr>
<tr>
<td>63</td>
<td>Service or option not available, unspecified</td>
</tr>
<tr>
<td>65</td>
<td>Bearer capability not implemented</td>
</tr>
<tr>
<td>66</td>
<td>Channel type not implemented</td>
</tr>
<tr>
<td>69</td>
<td>Requested facility not implemented</td>
</tr>
<tr>
<td>70</td>
<td>Only restricted digital information bearer capability is available (national use)</td>
</tr>
<tr>
<td>79</td>
<td>Service or option not implemented, unspecified</td>
</tr>
<tr>
<td>81</td>
<td>Invalid call reference value</td>
</tr>
<tr>
<td>82</td>
<td>Identified channel does not exist</td>
</tr>
<tr>
<td>83</td>
<td>A suspended call exists, but this call identity does not</td>
</tr>
<tr>
<td>84</td>
<td>Call identity in use</td>
</tr>
<tr>
<td>85</td>
<td>No call suspended</td>
</tr>
<tr>
<td>86</td>
<td>Call having the requested call identity has been cleared</td>
</tr>
<tr>
<td>87</td>
<td>User not member of CUG (Closed User Group)</td>
</tr>
<tr>
<td>88</td>
<td>Incompatible destination</td>
</tr>
<tr>
<td>90</td>
<td>Destination number missing and DC not subscribed</td>
</tr>
<tr>
<td>91</td>
<td>Invalid transit network selection (national use)</td>
</tr>
<tr>
<td>95</td>
<td>Invalid message, unspecified</td>
</tr>
<tr>
<td>96</td>
<td>Mandatory information element is missing</td>
</tr>
<tr>
<td>97</td>
<td>Message type nonexistent or not implemented</td>
</tr>
<tr>
<td>98</td>
<td>Message is not compatible with the call state, or the message type is nonexistent or not implemented</td>
</tr>
<tr>
<td>99</td>
<td>An information element or parameter does not exist or is not implemented</td>
</tr>
<tr>
<td>100</td>
<td>Invalid information element contents</td>
</tr>
<tr>
<td>101</td>
<td>The message is not compatible with the call state</td>
</tr>
<tr>
<td>102</td>
<td>Call terminated when timer expired; a recovery routine executed to recover from the error</td>
</tr>
</tbody>
</table>
### Table 26-1  Call Termination Cause Codes (continued)

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>103</td>
<td>Parameter nonexistent or not implemented - passed on (national use)</td>
</tr>
<tr>
<td>110</td>
<td>Message with unrecognized parameter discarded</td>
</tr>
<tr>
<td>111</td>
<td>Protocol error, unspecified</td>
</tr>
<tr>
<td>122</td>
<td>Precedence Level Exceeded</td>
</tr>
<tr>
<td>123</td>
<td>Device not Preemptable</td>
</tr>
<tr>
<td>125</td>
<td>Out of bandwidth (Cisco specific)</td>
</tr>
<tr>
<td>126</td>
<td>Call split (Cisco specific)</td>
</tr>
<tr>
<td>127</td>
<td>Interworking, unspecified</td>
</tr>
<tr>
<td>129</td>
<td>Precedence out of bandwidth</td>
</tr>
</tbody>
</table>

### Table 26-2  Cisco-Specific Call Termination Cause Codes

<table>
<thead>
<tr>
<th>Decimal Value Code</th>
<th>Hex Value Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>262144</td>
<td>0x40000</td>
<td>Conference Full (was 124)</td>
</tr>
<tr>
<td>393216</td>
<td>0x60000</td>
<td>Call split (was 126)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>This code applies when a call terminates during a transfer operation</td>
</tr>
<tr>
<td></td>
<td></td>
<td>because it was split off and terminated (was not part of the final</td>
</tr>
<tr>
<td></td>
<td></td>
<td>transferred call). This can help determine which calls terminated as part</td>
</tr>
<tr>
<td></td>
<td></td>
<td>of a feature operation.</td>
</tr>
<tr>
<td>458752</td>
<td>0x70000</td>
<td>Conference drop any party/Conference drop last party (was 128)</td>
</tr>
<tr>
<td>16777257</td>
<td>0x1000029</td>
<td>CCM_SIP_400_BAD_REQUEST</td>
</tr>
<tr>
<td>33554453</td>
<td>0x2000015</td>
<td>CCM_SIP_401_UNAUTHORIZED</td>
</tr>
<tr>
<td>50331669</td>
<td>0x3000015</td>
<td>CCM_SIP_402_PAYMENT_REQUIRED</td>
</tr>
<tr>
<td>67108885</td>
<td>0x4000015</td>
<td>CCM_SIP_403_FORBIDDEN</td>
</tr>
<tr>
<td>83886081</td>
<td>0x5000001</td>
<td>CCM_SIP_404_NOT_FOUND</td>
</tr>
<tr>
<td>100663359</td>
<td>0x600003F</td>
<td>CCM_SIP_405_METHOD_NOT_ALLOWED</td>
</tr>
<tr>
<td>117440591</td>
<td>0x700004F</td>
<td>CCM_SIP_406_NOT_ACCEPTABLE</td>
</tr>
<tr>
<td>134217749</td>
<td>0x8000015</td>
<td>CCM_SIP_407_PROXY_AUTHENTICATION_REQUIRED</td>
</tr>
<tr>
<td>150995046</td>
<td>0x9000066</td>
<td>CCM_SIP_408_REQUEST_TIMEOUT</td>
</tr>
<tr>
<td>184549398</td>
<td>0xB000016</td>
<td>CCM_SIP_410_GONE</td>
</tr>
<tr>
<td>201326719</td>
<td>0xC00007F</td>
<td>CCM_SIP_411_LENGTH_REQUIRED</td>
</tr>
<tr>
<td>234881151</td>
<td>0xE00007F</td>
<td>CCM_SIP_413_REQUEST_ENTITY_TOO_LONG</td>
</tr>
<tr>
<td>251658367</td>
<td>0xF00007F</td>
<td>CCM_SIP_414_REQUEST_URI_TOO_LONG</td>
</tr>
<tr>
<td>268435535</td>
<td>0x1000004F</td>
<td>CCM_SIP_415_UNSUPPORTED_MEDIA_TYPE</td>
</tr>
<tr>
<td>285212799</td>
<td>0x1100007F</td>
<td>CCM_SIP_416_UNSUPPORTED_URI_SCHEME</td>
</tr>
<tr>
<td>83886207</td>
<td>0x1500007F</td>
<td>CCM_SIP_420_BAD_EXTENSION</td>
</tr>
<tr>
<td>369098879</td>
<td>0x1600007F</td>
<td>CCM_SIP_421_EXTENSION_REQUIRED</td>
</tr>
</tbody>
</table>
Chapter 26  Configuring CDR Search

Configuring CDR Search by Cause for Call Termination

This section describes how to search for information about the cause for termination of a call.

Table 26-2   Cisco-Specific Call Termination Cause Codes (continued)

<table>
<thead>
<tr>
<th>Decimal Value Code</th>
<th>Hex Value Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>402653311</td>
<td>0x1800007F</td>
<td>CCM_SIP_423_INTERVAL_TOO_BRIEF</td>
</tr>
<tr>
<td>419430421</td>
<td>0x19000015</td>
<td>CCM_SIP_424_BAD_LOCATION_INFO</td>
</tr>
<tr>
<td>1073741842</td>
<td>0x40000012</td>
<td>CCM_SIP_480_TEMPORARILY_UNAVAILABLE</td>
</tr>
<tr>
<td>1090519081</td>
<td>0x41000029</td>
<td>CCM_SIP_481_CALL_LEG_DOES_NOT_EXIST</td>
</tr>
<tr>
<td>1107296281</td>
<td>0x42000019</td>
<td>CCM_SIP_482_LOOP_DETECTED = 0x42000000 + EXCHANGE_ROUTING_ERROR</td>
</tr>
<tr>
<td>1124073497</td>
<td>0x43000019</td>
<td>CCM_SIP_483_TOO_MANY_HOOPS</td>
</tr>
<tr>
<td>1140850716</td>
<td>0x4400001C</td>
<td>CCM_SIP_484_ADDRESS_INCOMPLETE</td>
</tr>
<tr>
<td>1157627905</td>
<td>0x45000001</td>
<td>CCM_SIP_485_AMBIGUOUS</td>
</tr>
<tr>
<td>1174405137</td>
<td>0x46000011</td>
<td>CCM_SIP_486_BUSY_HERE</td>
</tr>
<tr>
<td>1191182367</td>
<td>0x4700001F</td>
<td>CCM_SIP_487_REQUEST_TERMINATED</td>
</tr>
<tr>
<td>1207959583</td>
<td>0x4800001F</td>
<td>CCM_SIP_488_NOT_ACCEPTABLE_HERE</td>
</tr>
<tr>
<td>1258291217</td>
<td>0x4B000001</td>
<td>CCM_SIP_491_REQUEST_PENDING</td>
</tr>
<tr>
<td>1291845649</td>
<td>0x4D000001</td>
<td>CCM_SIP_493_UNDECIPHERABLE</td>
</tr>
<tr>
<td>1409286185</td>
<td>0x50000029</td>
<td>CCM_SIP_500_SERVER_INTERNAL_ERROR</td>
</tr>
<tr>
<td>1442840614</td>
<td>0x51000001</td>
<td>CCM_SIP_501_BUSY_EVERYWHERE</td>
</tr>
<tr>
<td>1459617833</td>
<td>0x52000015</td>
<td>CCM_SIP_502_BAD_GATEWAY</td>
</tr>
<tr>
<td>-1493171261</td>
<td>0x53000001</td>
<td>CCM_SIP_503_SERVICE_UNAVAILABLE</td>
</tr>
<tr>
<td>1476395110</td>
<td>0x54000001</td>
<td>CCM_SIP_503_SERVICE_UNAVAILABLE_SER_OPTION_NOAVAILABLE</td>
</tr>
<tr>
<td>1493172351</td>
<td>0x55000001</td>
<td>CCM_SIP_504_SERVER_TIME_OUT</td>
</tr>
<tr>
<td>1509949567</td>
<td>0x56000001</td>
<td>CCM_SIP_505_SIP_VERSION_NOT_SUPPORTED</td>
</tr>
<tr>
<td>2701131793</td>
<td>0x57000001</td>
<td>CCM_SIP_506_BUSY_EVERYWHERE</td>
</tr>
<tr>
<td>2717900013</td>
<td>0x58000001</td>
<td>CCM_SIP_507_BUSY_EVERYWHERE</td>
</tr>
<tr>
<td>2734686209</td>
<td>0x59000001</td>
<td>CCM_SIP_508_BUSY_EVERYWHERE</td>
</tr>
<tr>
<td>2751463455</td>
<td>0x5A000001</td>
<td>CCM_SIP_509_BUSY_EVERYWHERE</td>
</tr>
</tbody>
</table>

This section describes how to search for information about the cause for termination of a call.

**Procedure**

**Step 1**  Choose **CDR > Search > By Cause for Call Termination**.

The Cause for Call Termination window displays.

**Step 2**  To search for the cause(s) of the termination of a call, highlight the cause(s) in the list of call termination causes.
**Viewing Call Termination Details**

This section describes how to view the call termination details.

**Before You Begin**

Follow the steps in the “Configuring CDR Search by Cause for Call Termination” section on page 26-6 to display the Call Termination Details window.

---

**Tip**

You can select more than one cause by clicking the causes that you want while holding down the Ctrl key on your keyboard. You can also select all causes in the list by holding down the Shift key while clicking all causes.

**Step 3**

With the desired cause(s) highlighted, click the down arrow above the Selected Call Termination Causes box.

The cause(s) that you selected displays in the Selected Call Termination Causes list box.

**Note**

To view a complete list of Call Termination Causes, see the “Call Termination Cause Codes” section in the *Cisco Unified Communications Manager Call Detail Records Administration Guide*.

**Step 4**

Choose the date and time range of the period during which you want to search CDR data. When you configure the time range, use UTC.

**Step 5**

Choose whether to run the CDR Search report with grouping or without grouping. If you chose with grouping, check the box beside **With Grouping**. The default specifies Without Grouping.

**Note**

With Grouping choice means that the system returns CDR records that match the date and time range for the search and groups them with their associated records. Without Grouping returns all the CDR records that match the date and time range without grouping together all the associated records for each call.

**Step 6**

Click **OK**.

The Call Termination Details window displays the report criteria for which the report was generated, along with the total number of calls that were placed during the given time range as well as how many call legs and the percentage of call legs for each cause code that is selected. The system displays only the oldest 100 records that fall into the date and time ranges that you configured in **Step 4**. If more than 100 records are returned, the system truncates the results.

**Step 7**

To view CDRs, see the “Viewing Call Termination Details” section on page 26-10.

---

**Additional Information**

See the “Related Topics” section on page 26-15.
Configuring CDR Search by Call Precedence Levels

Only CAR administrators use the CDR Search by Call Precedence Levels feature. This section describes how to search for calls according to call precedence.

Procedure

Step 1 Choose CDR > Search > By Call Precedence Level. The CDR Search by Precedence Levels window displays.

Step 2 In Select Precedence Levels, check the check box(es) for the call precedence level(s) on which you want to search as described in Table 26-3.

Table 26-3 Call Precedence Levels

<table>
<thead>
<tr>
<th>Voice Quality</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Flash Override</td>
<td>Highest precedence setting for MLPP calls.</td>
</tr>
<tr>
<td>Flash</td>
<td>Second highest precedence setting for MLPP calls.</td>
</tr>
<tr>
<td>Immediate</td>
<td>Third highest precedence setting for MLPP calls.</td>
</tr>
<tr>
<td>Priority</td>
<td>Fourth highest precedence setting for MLPP calls.</td>
</tr>
<tr>
<td>Routine</td>
<td>Lowest precedence setting for MLPP calls.</td>
</tr>
</tbody>
</table>

Note To check the check boxes of every precedence level, click Select All. To clear the check boxes, click Clear All.
**Configuring CDR Search for Malicious Calls**

Only CAR administrators use the CDR Search for Malicious Calls feature. This section describes how to search for malicious calls.

**Procedure**

**Step 1** Choose **CDR > Search > Malicious Calls**.
The CDR Search for Malicious Calls window displays.

**Step 2** Perform one of the following tasks:
- In the Select Phone Number/SIP URL(s) box, enter the phone number or SIP URL in the Phone Number/SIP URL field and click **Add Phone Number/SIP URL**. The phone number or SIP URL of the user displays in the Selected Phone Number/SIP URL(s) box.
- To search for a user phone number or SIP URL, click the **Search Internal Phone Number/SIP URL based User** link, enter the first few letters of the first and/or last name in the First Name and/or Last Name fields, and click the **Search** button. When the results display, click the **Select** link next to the result that you want to include. The phone number or SIP URL that is associated with the user displays in the Selected Phone Number/SIP URL(s) box. Click the **Close** button.

**Note** To remove the phone number or SIP URL, highlight the phone number or SIP URL that you want to remove and click **Remove Phone Number/SIP URL(s)**. To remove all phone numbers or SIP URL(s), click **Remove All Phone Number/SIP URL(s)**.

**Step 3** Choose the date and time range of the period when you want to search CDR data. Current time displays in both Coordinated Universal Time (UTC) and local time and uses the following rules:
- The UTC and local time comprises a numeric string of mmddyyyy hhmmss, as in January 15, 2007 12:00:00.
- The default FromDate and ToDate values display in UTC time.
- The default ToDate specifies the current time of the server in UTC time.
- The default FromDate value specifies the ToDate value minus 1 hour. For example, if ToDate = January 15, 2007 12:00:00, then the FromDate default value = January 15, 2007 11:00:00 (all times in UTC).

**Step 4** Choose whether to run the CDR Search report With Grouping or Without Grouping. If you chose with grouping, check the box beside **With Grouping**. The default value specifies Without Grouping

**Note** With Grouping means that the system returns CDR records that match the date and time range for the search and groups them with their associated records. Without Grouping returns all the CDR records that match the date and time range without grouping all the associated records for each call together.

**Step 5** Click **OK**.

The CDR-CMR Search Results window displays. The system only displays the oldest 100 records that fall into the date and time ranges that you configured in Step 3. If more than 100 records are returned, the system truncates the results.

**Step 6** To view the CMR data, click the **Others** button. To view both the CDR and CMR data fields, click the **View** button.

**Step 7** To mail the report to e-mail recipient(s), follow the steps in the “Mailing a Report” section on page 3-3.

**Additional Information**
See the “Related Topics” section on page 26-15.
Configuring CDR Search for Different Call Types

Only CAR administrators use the CDR Search for Different Call Types feature. This section describes how to search for different call types.

Procedure

Step 1  Choose CDR > Search > By Call Types.

The CDR Search for Different Call Types window displays.

Note  You can enter a wildcard pattern like “!” or “X” to search on phone number or SIP URL. The “!” represents any n digit that has 0-9 as each of its digits, and the “X” represents a single digit in the range 0-9.

Step 2  Perform one of the following tasks:

- To search CDRs based on phone numbers/SIP URLs, enter the phone number or SIP URL in the Phone Number/SIP URL field and click the Add Phone Number/SIP URL button.
- To search CDRs based on user, click the Search Internal Phone Number/SIP URL based User link, enter the first few letters of the first and/or last name in the First Name and/or Last Name fields, and click the Search button. When the results display, click the Select link next to the result that you want to include. Click the Close button.

The phone number or SIP URL displays in the Selected Phone Number/SIP URL(s) box.

Note  To delete an item from the Report Criteria box, click the Remove Phone Number/SIP URL(s) button. You can delete all items from the Report Criteria box by clicking the Remove All Phone Number/SIP URL(s) button.

Step 3  Current time displays in both Coordinated Universal Time (UTC) and local time. The UTC and local time comprises a numeric string of mmddyyyy hhmmss, as in January 15, 2007 12:00:00.

Step 4  From the Select TimeZone field, choose the time zone that you want to use to search the CDRs. Options include your local time zone and Greenwich Mean Time (GMT).

Step 5  In the From Date field and the To Date field, choose the date and time from and to which you want to search the CDRs, respectively. The times in the From and To fields use the following rules:

- The default FromDate and ToDate values displays in UTC time.
- The default ToDate specifies the current time of the server in UTC time.
- The default FromDate value specifies the ToDate value minus 1 hour. For example, if ToDate = January 15, 2007 12:00:00, then the FromDate default value = January 15, 2007 11:00:00 (all times in UTC).

Step 6  Click OK.

The CDR-CMR Search Results window displays. The system displays only the oldest 100 records that fall into the date and time ranges that you configured in Step 3 and Step 4. If more than 100 records are returned, the system truncates the results.

Step 7  To view the CMR data, click the Others button. To view both the CDR and CMR data fields, click the View button.
Step 8  To mail the report to e-mail recipient(s), click **Send Report** and follow the steps in the “Mailing a Report” section on page 3-3.

### Additional Information

See the “Related Topics” section on page 26-15.

### Related Topics

- CDR Analysis and Reporting Configuration Checklist, page 2-1
- Chapter 25, “Understanding CDRs”
- Chapter 27, “Configuring the Export of CDR/CMR Records”
- Chapter 28, “Reviewing CDR Search 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*
Configuring the Export of CDR/CMR Records

This chapter describes how to export CDR/CMR records and how to view the exported records.

Use Export CDR/CMR in the CDR menu in Cisco Unified Communications Manager CDR Analysis and Reporting to export CDR/CMR dump information to the location of your choice on your computer. The CDR/CMR dump exists in the CSV format. You can also view the dump of the exported records.

This chapter contains the following topics:

- Exporting CDR/CMR Records, page 27-1
- Viewing Export CDR/CMR Records Results, page 27-2
- Related Topics, page 27-2
- Additional Cisco Documentation, page 27-3

Exporting CDR/CMR Records

The following procedure describes how to export CDR/CMR record results.

Procedure

Step 1 From CDR Analysis and Reporting, choose **CDR > Export CDR/CMR**.

The Export CDR/CMR records window displays.

Step 2 In the From Date and To Date drop-down list boxes, choose a date range for the CDR/CMR dump.

Step 3 In Select records, check the CDR records and/or CMR records check box.

Step 4 Click **Export to File**.

The Export CDR/CMR records Result window displays. See the “Viewing Export CDR/CMR Records Results” section on page 27-2.

Additional Information

See the “Related Topics” section on page 27-2.
Viewing Export CDR/CMR Records Results

The following procedure describes how to view Export CDR/CMR record results.

Before You Begin
Before you begin the following procedure, perform all the steps in the “Exporting CDR/CMR Records” section on page 27-1.

Procedure

Step 1
From the Export CDR/CMR Record Results window, right-click either the CDR Dump or CMR Dump link.

A popup window that comprises the following options displays:

- Open—This option allows you to open the window that contains the CDR/CMR dump in the same window.
- Open in a New Window—This option allows you to open the window that contains the CDR/CMR dump in a new window.
- Save Target As...—This option allows you to save the CDR/CMR dump to a location on your computer.
- Print Target—This option allows you to print the CDR/CMR dump information.
- Copy Shortcut—This option allows you to copy the window shortcut to paste in another file.
- Add to Favorites—This option allows you to add the CDR/CMR dump to your Favorites folder.
- Properties—This option provides the properties of the CDR/CMR dump file.

Step 2
From the popup window, choose one of the options.

Step 3
If you chose to save the CDR/CMR dump to your computer, choose a location in which to save the dump and click Save. After the download is complete, you can locate the file wherever you download it to open it.

Step 4
To delete the CDR and/or CMR dump, check the Delete File check box and click either Back or Close. The files get deleted.

Note
If you do not check the Delete File check box(es) (for example, if the CDR or CMR dump files get left undeleted), the background process deletes the files on a daily basis. Because the CDR and CMR dump files are large in size, Cisco recommends that you download the file to a local disk and delete them from the server to avoid disk usage on the server side.

Additional Information
See the “Related Topics” section on page 27-2.

Related Topics

- CDR Analysis and Reporting Configuration Checklist, page 2-1
• Chapter 25, “Understanding CDRs”
• Chapter 26, “Configuring CDR Search”
• Chapter 28, “Reviewing CDR Search 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
CHAPTER 28

Reviewing CDR Search Results

This chapter describes CDR search results. The chapter contains the following topics:

- Understanding the Results for CDR Search, page 28-1
- Media Information, page 28-2
- CDR and CMR Dump Tables, page 28-3
- Related Topics, page 28-5
- Additional Cisco Documentation, page 28-5

Understanding the Results for CDR Search

The CDR search allows users to view the CDR/CMR fields as described in “CDR and CMR Dump Tables” section on page 28-3. The CDR search retrieves the CDR/CMR files from the tbl_billing_data and tbl_billing_error tables of the CAR database.

See Table 28-1.

Table 28-1 CDR Search Results

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sl No</td>
<td>This field specifies the serial or record number.</td>
</tr>
<tr>
<td>Call Type</td>
<td>This field specifies the type of call: simple, transfer, forward, pickup, conference, refer, replaces, or redirection.</td>
</tr>
<tr>
<td>GCID_CMId</td>
<td>This field specifies the call identifiers that are associated with all the records for the entire call.</td>
</tr>
<tr>
<td>GCID_CallId</td>
<td></td>
</tr>
<tr>
<td>Orig Node Id</td>
<td>This field specifies the server where the call originator/destination was registered at the time of the call.</td>
</tr>
<tr>
<td>Dest Node Id</td>
<td></td>
</tr>
<tr>
<td>Orig Leg Id</td>
<td>This field specifies the unique identifiers to the originating/destination leg of a call.</td>
</tr>
<tr>
<td>Dest Leg Id</td>
<td></td>
</tr>
<tr>
<td>Calling No</td>
<td>The calling number specifies the directory number where the call originated. The calling partition specifies the partition that is associated with the calling party.</td>
</tr>
<tr>
<td>Calling No Partition</td>
<td></td>
</tr>
</tbody>
</table>
Table 28-1  CDR Search Results (continued)

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Called No</td>
<td>The called number specifies the directory number from which the call was initially placed and is the same as the Dest No when the call is not transferred or forwarded. The called partition specifies the partition that is associated with the called party.</td>
</tr>
<tr>
<td>Called No Partition</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Dest No</td>
<td>The destination number specifies the directory number where the call finally terminated and is the same as the called number when the call is not transferred or forwarded. The destination number partition specifies the partition that is associated with the destination number.</td>
</tr>
<tr>
<td>Dest No Partition</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Last Rd No</td>
<td>The last redirected number specifies the directory number from which the call was finally redirected. The last redirected number partition specifies the partition that is associated with the last redirected number.</td>
</tr>
<tr>
<td>Last Rd No Partition</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Media Info</td>
<td>This field specifies the packets that were received or lost for the origination or destination leg of a call and a link to the media information. See the “CDR and CMR Dump Tables” section on page 28-3 for information about the CDR and CMR Dump tables.</td>
</tr>
<tr>
<td>Orig Pkts Rcd</td>
<td></td>
</tr>
<tr>
<td>Dest Pkts Rcd</td>
<td></td>
</tr>
<tr>
<td>Orig Pkts Lost</td>
<td></td>
</tr>
<tr>
<td>Dest Pkts Lost</td>
<td></td>
</tr>
<tr>
<td>CDR - CMR Dump</td>
<td>This field specifies a link to the CDR and CDR dump tables. This link allows the users to view the values in the CDR/CMR fields. See the “CDR and CMR Dump Tables” section on page 28-3 for information about the CDR and CMR Dump tables.</td>
</tr>
</tbody>
</table>

Media Information

The media information table provides the following information. See Table 28-2.

Table 28-2  CDR Media Information

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Origination Leg</td>
<td>A unique identifier for the originating leg of a call.</td>
</tr>
<tr>
<td>Destination Leg</td>
<td>A unique identifier for the destination leg of a call.</td>
</tr>
</tbody>
</table>
Chapter 28  Reviewing CDR Search Results

CDR and CMR Dump Tables

The CDR and CMR dump tables provide the following information. See Table 28-3.

Note
You can view the content of the voice quality metrics field, varVQMetrics, in the Origination CMR and Destination CMR fields.

Table 28-3  CDR and CMR Dump Tables

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CDR</td>
<td>This field specifies the call detail record fields.</td>
</tr>
<tr>
<td>Origination CMR</td>
<td>Only a single set of fields for origination and destination exists. You can find the origination or destination CMR by using the leg IDs. If the leg IDs of the CMR match the Orig/Dest leg ID of the CDR, the following record represents Orig/Dest CMR.</td>
</tr>
<tr>
<td>Destination CMR</td>
<td>Only a single set of fields for origination and destination exists. You can find the origination or destination CMR by using the leg IDs. If the leg IDs of the CMR match the Orig/Dest leg ID of the CDR, the following record represents Orig/Dest CMR.</td>
</tr>
</tbody>
</table>

The following example displays output from a CDR dump file:

Sample CDR Dump File Output

cdrRecordType, globalCallID_callManagerId, globalCallID_callId, origLegCallIdentifier,
dateTimeOrigination, origNodeId, origSpan, origIpAddr, callingPartyNumber,
callingPartyUnicodeLoginUserID, origCause_location, origCause_value, origPrecedenceLevel,
origMediaTransportAddress_IP, origMediaTransportAddress_Port, origMediaCap_payloadCapability,
<table>
<thead>
<tr>
<th>Column Name</th>
<th>Data Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>origMediaCap_maxFramesPerPacket</td>
<td>INTEGER</td>
<td>Maximum frames per packet for the originating media-capability.</td>
</tr>
<tr>
<td>origMediaCap_g723BitRate</td>
<td>INTEGER</td>
<td>G.723 bit rate for the originating media-capability.</td>
</tr>
<tr>
<td>origVideoCap_Codec</td>
<td>INTEGER</td>
<td>Video codec for the originating media-capability.</td>
</tr>
<tr>
<td>origVideoCap_Bandwidth</td>
<td>INTEGER</td>
<td>Bandwidth for the originating media-capability.</td>
</tr>
<tr>
<td>origVideoCap_maxFramesPerPacket</td>
<td>INTEGER</td>
<td>Maximum frames per packet for the originating video-capability.</td>
</tr>
<tr>
<td>origVideoCap_g723BitRate</td>
<td>INTEGER</td>
<td>G.723 bit rate for the originating video-capability.</td>
</tr>
<tr>
<td>origVideoTransportAddress_IP</td>
<td>INTEGER</td>
<td>IP address of the transport address for video.</td>
</tr>
<tr>
<td>origVideoTransportAddress_Port</td>
<td>INTEGER</td>
<td>Port of the transport address for video.</td>
</tr>
<tr>
<td>origVideoTransportAddress_IP_Channel2</td>
<td>INTEGER</td>
<td>IP address of the transport address for video, channel 2.</td>
</tr>
<tr>
<td>origVideoTransportAddress_PORT</td>
<td>INTEGER</td>
<td>Port of the transport address for video.</td>
</tr>
<tr>
<td>origVideoTransportAddress_IP_Channel2</td>
<td>INTEGER</td>
<td>IP address of the transport address for video, channel 2.</td>
</tr>
<tr>
<td>origVideoTransportAddress_Port_Channel2</td>
<td>INTEGER</td>
<td>Port of the transport address for video, channel 2.</td>
</tr>
<tr>
<td>origRSVPAudioStat</td>
<td>INTEGER</td>
<td>RSVP audio status.</td>
</tr>
<tr>
<td>origRSVPVideoStat</td>
<td>INTEGER</td>
<td>RSVP video status.</td>
</tr>
<tr>
<td>destNodeIdentifier</td>
<td>INTEGER</td>
<td>Destination node identifier.</td>
</tr>
<tr>
<td>destSpan</td>
<td>INTEGER</td>
<td>Span number for the destination.</td>
</tr>
<tr>
<td>destIpAddr</td>
<td>INTEGER</td>
<td>IP address of the destination.</td>
</tr>
<tr>
<td>destIpv4v6Addr</td>
<td>INTEGER</td>
<td>IPv4/IPv6 address of the destination.</td>
</tr>
<tr>
<td>destDeviceName</td>
<td>VARCHAR(50)</td>
<td>Destination device name.</td>
</tr>
<tr>
<td>destMediaCap_payloadCapability</td>
<td>INTEGER</td>
<td>Payload capability for the destination media-capability.</td>
</tr>
<tr>
<td>destMediaCap_maxFramesPerPacket</td>
<td>INTEGER</td>
<td>Maximum frames per packet for the destination media-capability.</td>
</tr>
<tr>
<td>destMediaCap_g723BitRate</td>
<td>INTEGER</td>
<td>G.723 bit rate for the destination media-capability.</td>
</tr>
<tr>
<td>destVideoCap_Codec</td>
<td>INTEGER</td>
<td>Video codec for the destination media-capability.</td>
</tr>
<tr>
<td>destVideoCap_Bandwidth</td>
<td>INTEGER</td>
<td>Bandwidth for the destination media-capability.</td>
</tr>
<tr>
<td>destVideoCap_maxFramesPerPacket</td>
<td>INTEGER</td>
<td>Maximum frames per packet for the destination video-capability.</td>
</tr>
<tr>
<td>destVideoCap_g723BitRate</td>
<td>INTEGER</td>
<td>G.723 bit rate for the destination video-capability.</td>
</tr>
<tr>
<td>destVideoTransportAddress_IP</td>
<td>INTEGER</td>
<td>IP address of the transport address for video.</td>
</tr>
<tr>
<td>destVideoTransportAddress_Port</td>
<td>INTEGER</td>
<td>Port of the transport address for video.</td>
</tr>
<tr>
<td>destVideoTransportAddress_IP_Channel2</td>
<td>INTEGER</td>
<td>IP address of the transport address for video, channel 2.</td>
</tr>
<tr>
<td>destVideoTransportAddress_PORT</td>
<td>INTEGER</td>
<td>Port of the transport address for video.</td>
</tr>
<tr>
<td>destVideoTransportAddress_IP_Channel2</td>
<td>INTEGER</td>
<td>IP address of the transport address for video, channel 2.</td>
</tr>
<tr>
<td>destVideoTransportAddress_Port_Channel2</td>
<td>INTEGER</td>
<td>Port of the transport address for video, channel 2.</td>
</tr>
<tr>
<td>destRSVPAudioStat</td>
<td>INTEGER</td>
<td>RSVP audio status.</td>
</tr>
<tr>
<td>destRSVPVideoStat</td>
<td>INTEGER</td>
<td>RSVP video status.</td>
</tr>
<tr>
<td>dateTimeConnect</td>
<td>INTEGER</td>
<td>Connect time.</td>
</tr>
<tr>
<td>dateTimeDisconnect</td>
<td>INTEGER</td>
<td>Disconnect time.</td>
</tr>
<tr>
<td>lastRedirectDn</td>
<td>INTEGER</td>
<td>Last redirect destination DN.</td>
</tr>
<tr>
<td>pkid</td>
<td>INTEGER</td>
<td>Privacy key identifier.</td>
</tr>
<tr>
<td>originalCalledPartyNumberPartition</td>
<td>INTEGER</td>
<td>Original called party number partition.</td>
</tr>
<tr>
<td>finalCalledPartyNumberPartition</td>
<td>INTEGER</td>
<td>Final called party number partition.</td>
</tr>
<tr>
<td>lastRedirectDnPartition</td>
<td>INTEGER</td>
<td>Last redirect DN partition.</td>
</tr>
<tr>
<td>duration</td>
<td>INTEGER</td>
<td>Duration of the call.</td>
</tr>
<tr>
<td>origDeviceName</td>
<td>VARCHAR(50)</td>
<td>Original device name.</td>
</tr>
<tr>
<td>destDeviceName</td>
<td>VARCHAR(50)</td>
<td>Destination device name.</td>
</tr>
<tr>
<td>origCalledPartyRedirectOnBehalfOf</td>
<td>INTEGER</td>
<td>Original called party redirect on behalf of.</td>
</tr>
<tr>
<td>destCallTerminationOnBehalfOf</td>
<td>INTEGER</td>
<td>Destination call termination on behalf of.</td>
</tr>
<tr>
<td>lastRedirectRedirectOnBehalfOf</td>
<td>INTEGER</td>
<td>Last redirect redirect on behalf of.</td>
</tr>
<tr>
<td>origCalledPartyRedirectReason</td>
<td>INTEGER</td>
<td>Original called party redirect reason.</td>
</tr>
<tr>
<td>lastRedirectRedirectReason</td>
<td>INTEGER</td>
<td>Last redirect redirect reason.</td>
</tr>
<tr>
<td>destConversationId</td>
<td>INTEGER</td>
<td>Destination conversation ID.</td>
</tr>
<tr>
<td>globalCallId_ClusterID</td>
<td>INTEGER</td>
<td>Global call ID, cluster ID.</td>
</tr>
<tr>
<td>joinOnBehalfOf</td>
<td>INTEGER</td>
<td>Join on behalf of.</td>
</tr>
<tr>
<td>comment</td>
<td>VARCHAR(50)</td>
<td>Comment.</td>
</tr>
<tr>
<td>authorizationLevel</td>
<td>INTEGER</td>
<td>Authorization level.</td>
</tr>
<tr>
<td>clientMatterCode</td>
<td>INTEGER</td>
<td>Client matter code.</td>
</tr>
<tr>
<td>origDTMFMethod</td>
<td>INTEGER</td>
<td>Original DTMF method.</td>
</tr>
<tr>
<td>destDTMFMethod</td>
<td>INTEGER</td>
<td>Destination DTMF method.</td>
</tr>
<tr>
<td>callSecuredStatus</td>
<td>INTEGER</td>
<td>Call secured status.</td>
</tr>
<tr>
<td>origConversationId</td>
<td>INTEGER</td>
<td>Original conversation ID.</td>
</tr>
<tr>
<td>destConversationId</td>
<td>INTEGER</td>
<td>Destination conversation ID.</td>
</tr>
<tr>
<td>origMediaCap_Bandwidth</td>
<td>INTEGER</td>
<td>Original media-capability bandwidth.</td>
</tr>
<tr>
<td>destMediaCap_Bandwidth</td>
<td>INTEGER</td>
<td>Destination media-capability bandwidth.</td>
</tr>
<tr>
<td>authorizationCodeValue</td>
<td>INTEGER</td>
<td>Authorization code value.</td>
</tr>
<tr>
<td>outpulsedCallingPartyNumber</td>
<td>INTEGER</td>
<td>Outpulsed calling party number.</td>
</tr>
<tr>
<td>outpulsedCalledPartyNumber</td>
<td>INTEGER</td>
<td>Outpulsed called party number.</td>
</tr>
<tr>
<td>origIpv4v6Addr</td>
<td>INTEGER</td>
<td>Original IPv4/IPv6 address.</td>
</tr>
<tr>
<td>destIpv4v6Addr</td>
<td>INTEGER</td>
<td>Destination IPv4/IPv6 address.</td>
</tr>
<tr>
<td>origVideoCap_Codec_Channel2</td>
<td>INTEGER</td>
<td>Original video codec for channel 2.</td>
</tr>
<tr>
<td>destVideoCap_Codec_Channel2</td>
<td>INTEGER</td>
<td>Destination video codec for channel 2.</td>
</tr>
<tr>
<td>origVideoCap_Bandwidth_Channel2</td>
<td>INTEGER</td>
<td>Original bandwidth for channel 2.</td>
</tr>
<tr>
<td>destVideoCap_Bandwidth_Channel2</td>
<td>INTEGER</td>
<td>Destination bandwidth for channel 2.</td>
</tr>
<tr>
<td>origVideoTransportAddress_IP_Channel2</td>
<td>INTEGER</td>
<td>Original IP address of the transport address for video, channel 2.</td>
</tr>
<tr>
<td>destVideoTransportAddress_IP_Channel2</td>
<td>INTEGER</td>
<td>Destination IP address of the transport address for video, channel 2.</td>
</tr>
<tr>
<td>origVideoTransportAddress_PORT_Channel2</td>
<td>INTEGER</td>
<td>Original port of the transport address for video, channel 2.</td>
</tr>
<tr>
<td>destVideoTransportAddress_PORT_Channel2</td>
<td>INTEGER</td>
<td>Destination port of the transport address for video, channel 2.</td>
</tr>
<tr>
<td>origVideoChannel_Role_Channel2</td>
<td>INTEGER</td>
<td>Original video channel role for channel 2.</td>
</tr>
<tr>
<td>destVideoChannel_Role_Channel2</td>
<td>INTEGER</td>
<td>Destination video channel role for channel 2.</td>
</tr>
<tr>
<td>IncomingProtocolID</td>
<td>INTEGER</td>
<td>Incoming protocol ID.</td>
</tr>
<tr>
<td>IncomingProtocolCallRef</td>
<td>INTEGER</td>
<td>Incoming protocol call ref.</td>
</tr>
<tr>
<td>OutgoingProtocolID</td>
<td>INTEGER</td>
<td>Outgoing protocol ID.</td>
</tr>
<tr>
<td>OutgoingProtocolCallRef</td>
<td>INTEGER</td>
<td>Outgoing protocol call ref.</td>
</tr>
<tr>
<td>currentRoutingReason</td>
<td>INTEGER</td>
<td>Current routing reason.</td>
</tr>
<tr>
<td>origRoutingReason</td>
<td>INTEGER</td>
<td>Original routing reason.</td>
</tr>
<tr>
<td>lastRedirectingRoutingReason</td>
<td>INTEGER</td>
<td>Last redirecting routing reason.</td>
</tr>
<tr>
<td>huntPilotPartition</td>
<td>INTEGER</td>
<td>Hunt pilot partition.</td>
</tr>
<tr>
<td>huntPilotDN</td>
<td>INTEGER</td>
<td>Hunt pilot DN.</td>
</tr>
</tbody>
</table>

Example records:

| origMediaCap_maxFramesPerPacket | origMediaCap_g723BitRate | origVideoCap_Codec | origVideoCap_Bandwidth | origVideoTransportAddress_IP | origVideoTransportAddress_Port | origRSVPAudioStat | origRSVPVideoStat | destNodeIdentifier | destSpan | destIpAddr | originalCalledPartyNumber | finalCalledPartyNumber | lastRedirectDn | dateTimeConnect | dateTimeDisconnect | lastRedirectDnPartition | duration | origDeviceName | destDeviceName | origCalledPartyRedirectOnBehalfOf | destCallTerminationOnBehalfOf | lastRedirectRedirectOnBehalfOf | origCalledPartyRedirectReason | lastRedirectRedirectReason | destConversationId | globalCallId_ClusterID | joinOnBehalfOf | comment | authorizationLevel | clientMatterCode | origDTMFMethod | destDTMFMethod | callSecuredStatus | origConversationId | destConversationId | origMediaCap_Bandwidth | destMediaCap_Bandwidth | authorizationCodeValue | outpulsedCallingPartyNumber | outpulsedCalledPartyNumber | origIpv4v6Addr | destIpv4v6Addr | origVideoCap_Codec_Channel2 | destVideoCap_Codec_Channel2 | origVideoCap_Bandwidth_Channel2 | destVideoCap_Bandwidth_Channel2 | origVideoTransportAddress_IP_Channel2 | destVideoTransportAddress_IP_Channel2 | origVideoTransportAddress_PORT_Channel2 | destVideoTransportAddress_PORT_Channel2 | origVideoChannel_Role_Channel2 | destVideoChannel_Role_Channel2 | IncomingProtocolID | IncomingProtocolCallRef | OutgoingProtocolID | OutgoingProtocolCallRef | currentRoutingReason | origRoutingReason | lastRedirectingRoutingReason | huntPilotPartition | huntPilotDN |
|-------------------------------|------------------------|--------------------|-----------------------|-----------------------------|-------------------------------|---------------------|-----------------|-------------------|-----------------|---------|-------------|--------------------------|------------------------|----------------|----------------|----------------|-----------------------------|-----------------------------|--------------------------|-----------------|----------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|
Related Topics

- CDR Analysis and Reporting Configuration Checklist, page 2-1
- Chapter 25, “Understanding CDRs”
- Chapter 26, “Configuring CDR Search”
- Chapter 27, “Configuring the Export of CDR/CMR Records”

Additional Cisco Documentation

- Cisco Unified Communications Operating System Administration Guide
- Cisco Unified Serviceability Administration Guide
- Cisco Unified Communications Manager Call Detail Records Administration Guide
PART 6

System
Configuring CAR System Parameters

Before you start generating reports with CAR, configure the system. In most cases, CAR provides default values; however, review the topics in this chapter to learn more about customizing CAR. Unless you want to use the default values, you should customize a number of system parameters before you generate any reports. This section describes the system parameters that affect CAR. Because default values are provided for all system parameters, Cisco recommends customizing but does not require it.

This chapter contains the following topics:
- Configuring Mail Server Parameters, page 29-1
- Configuring the Dial Plan, page 29-2
- Restoring the Default Values for the CAR Dial Plan, page 29-3
- Configuring the Gateway, page 29-4
- Configuring the Trunk, page 29-6
- Configuring System Preferences, page 29-7
- Related Topics, page 29-7
- Additional Cisco Documentation, page 29-7

Configuring Mail Server Parameters

To send e-mail alerts and reports by e-mail, you must specify the mail server configuration information. CAR uses the configuration information to successfully connect to the e-mail server.

This section describes how to specify e-mail server information.

**Procedure**

**Step 1** Choose System > System Parameters > Mail Parameters.

The Mail Parameters window displays.

**Step 2** In the Mail ID field, only enter the e-mail identifier that will be used in the From field when e-mails are sent (for example, smith1@abc.com, enter **smith1** in the Mail ID field.

**Note** CAR does not support SMTP authentication. You must disable authentication on the SMTP mail server.
Step 3 In the Mail Server Name field, enter the domain name for the server that runs the e-mail system (that is, abc.com from the example in Step 2).

Step 4 To make the changes, click the Update button.

---

Additional Information
See the “Related Topics” section on page 29-7.

---

Configuring the Dial Plan

The default dial plan in CAR specifies the North American numbering plan (NANP). Make sure that the dial plan is properly configured, so call classifications display correctly in the reports.

Note If you have modified the default NANP that is provided in Cisco Unified Communications Manager Administration, or if you are outside the NANP, be sure to configure the dial plan in CAR according to your Cisco Unified Communications Manager dial plan. At least one condition must exist to configure the Dial Plan. See the Cisco Unified Communications Manager Administration Guide and the Cisco Unified Communications Manager System Guide for dial plan information.

To configure the dial plan, define the parameters for the outgoing call classifications. Call classifications include International, Local, Long Distance, On Net, and so on. For example, if local calls in your area equal six digits in length, you would specify a row in the dial plan as follows:

<table>
<thead>
<tr>
<th>Condition</th>
<th>No of Digits</th>
<th>Pattern</th>
<th>Call Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>=</td>
<td>6</td>
<td>!</td>
<td>Local</td>
</tr>
</tbody>
</table>

This section describes how to update the CAR dial plan configuration.

Procedure

Step 1 Choose System > System Parameters > Dial Plan Configuration.

The Dial Plan Configuration window displays.

Step 2 In the Toll Free Numbers field, enter the numbers in your dial plan that can be placed without a charge.

Step 3 Update the values in the table by using the following fields:

- **Condition**—Select the condition of the rule where > represents greater than, < represents less than, and = represents a value that is equal to the specified value in the No of Digits field.
- **No of Digits**—Choose the number of digits in the directory number to which this rule should be applied. If the number of digits does not impact the rule, specify NA.
- **Pattern**—Enter the pattern that is used for the call classification, where
  - G—Signifies classified as specified in the rule (G equals a wildcard for the gateway area code that is specified in the “Configuring the Gateway” section on page 29-4).
  - T—Retrieves the toll-free numbers that are configured in CAR.
– !—Signifies multiple digits (any number that is more than 1 digit in length, such as 1234 or 5551234).
– X—Signifies a single-digit number (such as 0, 1, or 9).

• Call Type—Choose the call type if the condition is satisfied.

Step 4 To add more rows, check the check box in the row below where you want to add rows and click the **Add Rows** link. The system adds a row above the row that you chose. To delete a row, check the check box by the row that you want to delete and click the **Delete Rows** link.

**Note** CAR classifies calls on the basis of the dialed number as stored in the CDRs. If the dialed digits differ from the digits that are written in CDRs (due to number transformations), configure the Dial Plan in CAR on the basis of how the digits show up in CDRs.

Step 5 To make the changes, click the **Update** button.

**Additional Information**

See the “Related Topics” section on page 29-7.

## Restoring the Default Values for the CAR Dial Plan

If you have modified the default dial plan in CAR, you can restore the default values that are based on the North American numbering plan (NANP).

Table 29-1 provides the default NANP values.

<table>
<thead>
<tr>
<th>Row</th>
<th>Condition</th>
<th>No of Digits</th>
<th>Pattern</th>
<th>Call Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>=</td>
<td>5</td>
<td>!</td>
<td>OnNet</td>
</tr>
<tr>
<td>2</td>
<td>=</td>
<td>7</td>
<td>!</td>
<td>Local</td>
</tr>
<tr>
<td>3</td>
<td>=</td>
<td>10</td>
<td>T!</td>
<td>Others</td>
</tr>
<tr>
<td>4</td>
<td>=</td>
<td>10</td>
<td>G!</td>
<td>Local</td>
</tr>
<tr>
<td>5</td>
<td>=</td>
<td>10</td>
<td>!</td>
<td>Long Distance</td>
</tr>
<tr>
<td>6</td>
<td>=</td>
<td>11</td>
<td>T!</td>
<td>Others</td>
</tr>
<tr>
<td>7</td>
<td>=</td>
<td>11</td>
<td>XG!</td>
<td>Local</td>
</tr>
<tr>
<td>8</td>
<td>=</td>
<td>11</td>
<td>!</td>
<td>Long Distance</td>
</tr>
<tr>
<td>9</td>
<td>&gt;</td>
<td>3</td>
<td>011!</td>
<td>International</td>
</tr>
</tbody>
</table>

The following information explains the default table values in Table 29-1:

• Row 1—If the number of digits dialed equals 5 and the pattern is ! (more than one digit, in this case, 5 digits), the call gets classified as On Net.

• Row 2—If the number of digits dialed equals 7 and the pattern is ! (more than one digit, in this case, 7 digits), the call gets classified as Local.
Configuring the Gateway

Procedure

Step 1 Choose System > System Parameters > Dial Plan Configuration.

The Dial Plan Configuration window displays.

Step 2 Click the Restore Defaults button.

The restoration takes effect at midnight. To make changes take effect immediately, restart the Cisco CAR Scheduler service. For information on restarting services, see the Cisco Unified Serviceability Administration Guide.

Additional Information

See the “Related Topics” section on page 29-7.

Configuring the Gateway

Tip

Configure the gateways in CAR for existing Cisco Unified Communications Manager system gateways. After you add gateways to Cisco Unified Communications Manager Administration, configure the new gateways in CAR. When gateways are deleted from the Cisco Unified Communications Manager system, the system automatically removes the gateways (and any configuration settings that you specified) from CAR.

CAR uses the area code information to determine whether calls are local or long distance. You must provide the Number of Ports information for each gateway to enable CAR to generate the Utilization reports.
Chapter 29  Configuring CAR System Parameters

Configuring the Gateway

**Note**  “G” acts as a wildcard for the gateway area codes that are used in Dial Plan configuration.

This section describes how to configure gateways in CAR.

**Procedure**

**Step 1** Choose **System > System Parameters > Gateway Configuration**. The Gateway Configuration window displays.

**Note** If you have not configured gateways in Cisco Unified Communications Manager Administration, a message displays that indicates that you have not configured gateways for the system.

**Step 2** Perform one of the following tasks:

- To update the area code for all gateways, enter the area code in the Area Code field and click the **Set Area Code** button. A message displays that indicates that you must click Update to save changes. Click **OK**.

- To update the area code for specific gateways, enter the area code for each gateway that you want to configure in the area code field for that gateway.

**Step 3** In the Max No. of Ports field, enter the number of ports for each gateway that you want to configure. The Max No of Ports range goes from 1 to 1000.

**Note** CAR uses the values that were provided for the gateway when it was added in Cisco Unified Communications Manager Administration. Therefore, some gateways will already have an area code setting or have a zero for maximum number of ports, depending on the details that were specified when the gateway was added in Cisco Unified Communications Manager Administration. CAR does not accept 0 as a value for the maximum number of ports; you may be prompted to change the maximum number of ports for all gateways with a value of zero.

**Step 4** To make the changes, click the **Update** button.

You can run reports in CAR on any or all of the configured gateways.

**Additional Information**

See the “Related Topics” section on page 29-7.
Configuring the Trunk

**Tip**
Configuring the trunks in CAR for existing Cisco Unified Communications Manager system trunks. After you add trunks to Cisco Unified Communications Manager Administration, configure the new trunks in CAR. When trunks are deleted from the Cisco Unified Communications Manager system, the system automatically removes the trunks (and any configuration settings that you specified) from CAR.

CAR uses the area code information to determine whether calls are local or long distance. You must provide the Number of Ports information for each trunk to enable CAR to generate the Utilization reports.

This section describes how to configure trunks in CAR.

**Procedure**

**Step 1**
Choose **System > System Parameters > Trunk Configuration**.

The Trunk Configuration window displays.

- **Note**
  If you have not configured trunks in Cisco Unified Communications Manager Administration, a message displays that indicates that you have not configured trunks for the system.

- **Note**
  CAR uses the area code information to determine whether calls are local or long distance. For 8.5(1) release, the area code is not updated for all the trunks.

**Step 2**
In the Max No. of Ports field, enter the number of ports for each trunk that you want to configure. The Max No of Ports range goes from 1 to 1000.

- **Note**
  CAR uses the values that were provided for the trunk when it was added in Cisco Unified Communications Manager Administration. Therefore, some trunks will already have a zero for maximum number of ports, depending on the details that were specified when the trunk was added in Cisco Unified Communications Manager Administration. CAR does not accept zero as a value for the maximum number of ports; you may be prompted to change the maximum number of ports for all trunks with a value of zero.

**Step 3**
To make the changes, click the **Update** button.

You can run reports in CAR on any or all of the configured trunks.

**Additional Information**
See the “Related Topics” section on page 29-7.
Configuring System Preferences

CAR provides default system preferences; however, you may customize the system by specifying values for the system parameters.

This section describes how to specify values for system preferences.

Procedure

Step 1 Choose System > System Parameters > System Preferences.
The System Preferences window displays. The list of available system parameters displays in the Parameter Name list.

Step 2 In the Parameter Value field, enter the desired value for the parameter as described in Table 29-2.

Step 3 Click the Update button.

Table 29-2 System Preferences Parameter

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>COMPANY_NAME</td>
<td>Enter the company name that is used as header information in reports. The company name cannot exceed 64 characters in length.</td>
</tr>
</tbody>
</table>

Related Topics

- CDR Analysis and Reporting Configuration Checklist, page 2-1
- Chapter 30, “Configuring the CAR System Scheduler”
- Chapter 31, “Configuring the CAR System Database”
- Chapter 32, “Generating the CAR System Event Log”

Additional Cisco Documentation

- Cisco Unified Communications Operating System Administration Guide
- Cisco Unified Serviceability Administration Guide
- Cisco Unified Communications Manager Call Detail Records Administration Guide
Configuring the CAR System Scheduler

The CAR System Scheduler allows you to configure the CDR load schedule and schedule daily, weekly, and monthly reports. This chapter contains the following topics:

- Configuring the CDR Load Schedule, page 30-1
- Scheduling Daily Reports, page 30-4
- Scheduling Weekly Reports, page 30-4
- Scheduling Monthly Reports, page 30-5
- Alarms and Alerts, page 30-7
- Related Topics, page 30-8
- Additional Cisco Documentation, page 30-8

Configuring the CDR Load Schedule

By default, CDR data loads continuously 24 hours a day, 7 days a week, and loads only CDR records.

Note

The default batch size equals 600 CDR or CMR records. The default sleep time between each CDR batch equals 2500 ms and 3000 ms for each CMR batch. You can, however, configure the batch size from the tbl_system_preferences table “LOADER_BATCH” column to have any value between 50 and 2000.

This section describes how to customize the loading schedule, how to restore the default loading schedule if it is customized, and how to disable CDR loading.

Disable CDR loading when you are installing or upgrading the system. Of course, the CDR data does not get updated when CDR loading is disabled. Be sure to enable CDR loading again as soon as possible. The CAR tool does not affect the CDR generation in Cisco Unified Communications Manager.

Tip

To manually delete the CAR data and reload the database with CDRs, see the “Manually Purging or Reloading the CAR Database” section on page 31-1.

Procedure

Step 1

Choose System > Scheduler > CDR Load.

The CDR Load window displays.
Step 2  Choose one of the following options:

a. Disable Loader—To disable CDR data loading, check the Disable Loader check box and click the Update button.

CDR data will not load into CAR until you enable CDR loading. Changes take effect at midnight. You can force the change to take effect immediately by stopping and restarting the CAR Scheduler service.

To enable CDR data loading, uncheck the Disable Loader check box and continue with Step 3 to configure the load parameters.

b. Continuous Loading 24/7—To enable the CDR Loader to run continuously 24 hours a day, 7 days a week to load CDRs into the CAR database, check the Continuous Loading 24/7 check box and click the Update button. This choice represents the default setting for the CDR Load Scheduler.

Note Under the default setting, only CDR records continuously load. The CMR records do not load. You must manually uncheck the Load CDR only check box to force the CMR records to continuously load with the CDR records.

The CAR Scheduler service stops, and the CAR Loader, as configured, runs immediately (within 1 to 2 minutes). The CAR Scheduler service restarts. If no new files for processing exist, the CDR Loader sleeps and then checks periodically for new files to be loaded.

Note If this option is chosen, it takes precedence over and ignores the other CDR and CMR load parameters on the screen, such as Time, Loading Interval, Duration, and Uninhibited Loading.

c. Load CDR Only—To load only CDR records into the CAR database, check the Load CDR only check box and click the Update button. Continue to Step 3 to configure the load parameters. With this option, CMR records do not load into the CAR database. This choice represents the default setting for the CDR Load Scheduler.

Step 3  In the Load CDR & CMR area, complete the fields as described in Table 30-1.

Table 30-1  Load CDR & CMR Values

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time</td>
<td>Choose the hour and minute that you want CAR to begin loading CDR data from the CDR flat files.</td>
</tr>
</tbody>
</table>
Uninhibited loading allows you to set a time during which CDR data will load continuously. CDR data does not load automatically in the duration that is specified. The CDR data loads uninhibited in the specified duration only if loading starts at the duration that is specified in the Load CDR and CMR area settings. If CDR data loading starts at an uninhibited loading interval, loading continues to the end of the uninhibited loading interval, plus the time in the duration field that is set in the Load CDR and CMR area, or until no new files to process exist.

Uninhibited loading take precedence over any values that are set for scheduled loading. If you do not want uninhibited loading of CDR data, set the From and To values at 00:00.

**Step 4**
In the Uninhibited Loading of CDR area, complete the fields as described in Table 30-2:

### Table 30-2  Uninhibited Loading of CDR Values

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>From</td>
<td>Choose the hour and minute that you want continuous loading of CDR data to begin.</td>
</tr>
<tr>
<td>To</td>
<td>Choose the hour and minute that you want continuous loading of CDR data to end.</td>
</tr>
</tbody>
</table>

**Step 5**
Click the **Update** button.

CAR will load CDR data based on the time, interval, and duration that you have specified. Changes take effect at midnight. You can force the change to take effect immediately by stopping and restarting the CAR Scheduler service.

**Note**
If Continuous Loading 24/7 is selected, the CAR Scheduler service restarts automatically when the **Update** button is clicked. CAR will load CDR data immediately (within 1 to 2 minutes).

### Additional Information
See the “Related Topics” section on page 30-8.
Scheduling Daily Reports

The Daily Report Scheduler schedules the time and duration of CAR daily reports.

Before You Begin
Specify the reports to be generated by using the Automatic Generation/Alert Option. See Chapter 36, “Configuring the Automatic Generation of CAR Reports and Alerts”, for more information.

This section describes how to schedule the time and duration of the automatic daily reports.

Procedure

Step 1  Choose System > Scheduler > Daily.
The Daily Scheduler window displays.

Step 2  From the Time drop-down list box, choose the hour and minute when you want daily reports to be generated.
A 24-hour clock represents time, where 0 equals midnight, and 1 through 11 represent a.m. hours, and 12 through 23 represent the p.m. hours of 1 p.m. through 11 p.m., respectively.

Step 3  From the Life drop-down list box, choose the duration of the report from the range of 0 to 12 days.

Tip  If you set the life of the report to 00, the report does not generate.

Step 4  Click the Update button.
Reports with report generation interval of Daily in the Automatic Generation/Alert Option and enabled automatically generate every day at the time that you specify and get deleted after the number of days that you specify.
Changes take effect at midnight. You can force the change to take effect immediately by stopping and restarting the CAR Scheduler service.

Tip  To restore the defaults, click the Restore Defaults button. By default, the daily reports run at 1 a.m. every day and get purged after two days.

Additional Information
See the “Related Topics” section on page 30-8.

Scheduling Weekly Reports

The Weekly Report Scheduler schedules the day, time, and duration of the automatic weekly reports.

Before You Begin
Use the Automatic Generation/Alert Option to specify the reports to be generated. See Chapter 36, “Configuring the Automatic Generation of CAR Reports and Alerts”, for more information.
This section describes how to schedule the day, time, and duration of the automatic weekly reports.

**Procedure**

**Step 1** Choose System > Scheduler > Weekly.

The Weekly Scheduler window displays.

**Step 2** From the Day of Week drop-down list box, choose the day that you want reports to be generated.

**Step 3** From the Time drop-down list box, choose the hour and minute when you want reports to be generated.

A 24-hour clock represents time, where 0 equals midnight, and 1 through 11 represent a.m. hours, and 12 through 23 represent the p.m. hours of 1 p.m. through 11 p.m., respectively.

**Step 4** From the Life drop-down list box, choose the duration of the report from the range of 00 to 12 weeks. The option that you choose indicates how many weeks the report remains on the disk before the report gets deleted.

**Tip** If you set the life of the report to 00, the report does not generate.

**Step 5** Click the Update button.

Reports with report generation interval of Weekly in the Automatic Generation/Alert Option and enabled automatically generate every week at the time that you specify and get deleted after the number of weeks that you specify.

Changes take effect at midnight. For the changes to take effect immediately, stop and restart the CAR Scheduler service in the Control Center—Feature Services window.

**Tip** To restore the defaults, click the Restore Defaults button. By default, weekly reports run at 4 a.m. every Sunday and get purged after four weeks.

---

**Additional Information**

See the “Related Topics” section on page 30-8.

---

**Scheduling Monthly Reports**

The Monthly Report Scheduler schedules the day, time, and duration of CAR monthly reports.

**Before You Begin**

Use the Automatic Generation/Alert Option to specify the reports to be generated. See Chapter 36, “Configuring the Automatic Generation of CAR Reports and Alerts” for more information.

This section describes how to schedule the day, time, and duration of the automatic monthly reports.

**Procedure**

**Step 1** Choose System > Scheduler > Monthly.
The Monthly Scheduler window displays.

**Step 2** From the Day of Month drop-down list box in the Monthly Bill Generation row, choose the day of the month on which you want the report to be generated.

If you set the value to a day that does not occur in a given month (such as 29, 30, or 31), the report generates on the last day of that month.

**Step 3** From the Time drop-down list box in the Monthly Bill Generation row, choose the hour and minute when you want the report to be generated.

A 24-hour clock represents time, where 0 equals midnight, and 1 through 11 represent a.m. hours, and 12 through 23 represent the p.m. hours of 1 p.m. through 11 p.m., respectively.

**Step 4** From the Life drop-down list box in the Monthly Bill Generation row, choose the duration of the report from the range of 00 to 12 months. The option that you choose indicates how many months the report remains on the disk before the report gets deleted.

| Tip | If you set the life of the report to 00, the report does not generate. |

**Step 5** From the Day of Month drop-down list box in the Other Monthly Reports row, choose the day of the month on which you want the reports to be generated.

If you set this value to a day that does not occur in a given month (such as 29, 30, or 31), the report generates on the last day of that month.

**Step 6** From the Time drop-down list box in the Other Monthly Reports row, choose the hour and minute that you want reports to be generated.

A 24-hour clock represents time, where 0 equals midnight, and 1 through 11 represent a.m. hours, and 12 through 23 represent the p.m. hours of 1 p.m. through 11 p.m., respectively.

**Step 7** From the Life drop-down list box in the Other Monthly Reports row, choose the life of the report from the range of 00 to 12 months. The option that you choose indicates how many months the report remains on the disk before the report gets deleted.

| Tip | If you set the life of the report to 00, the report does not generate. |

**Step 8** Click the **Update** button.

Reports with report generation interval of Monthly in Automatic Generation/Alert Option and enabled automatically generate every month at the time that you specify and are deleted after the number of months that you specify.

Changes take effect at midnight. For the changes to take effect immediately, stop and restart the CAR Scheduler service in the Control Center—Feature Services window.

| Tip | To restore the defaults, click the **Restore Defaults** button. By default, monthly bill reports run at 3 a.m. on the first day of every month and get purged after two months, and other monthly reports run at 2 a.m. on the first day of every month and get purged after two months. |

---

**Additional Information**

See the “Related Topics” section on page 30-8.
Alarms and Alerts

This release of Cisco Unified Communications Manager introduces a CAR alarm catalog (CARAlarmCatalog.xml) for the CAR Scheduler.

Table 30-3 displays the alarms/alerts in this catalog.

To configure these alarms, go to Cisco Unified Serviceability > Alarm > Configuration > CDR Services.

Table 30-3 CAR Alarm Catalog

<table>
<thead>
<tr>
<th>Name</th>
<th>Severity</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CARSchedulerJobFailed</td>
<td>ERROR_ALARM</td>
<td>A critical CAR scheduled job failed. An alert gets raised when critical CDR Scheduler jobs and tasks fail (for example, DailyCdrLoad, PopulateSchedules, etc.).</td>
</tr>
<tr>
<td>CARSchedulerJobError</td>
<td>ERROR_ALARM</td>
<td>A CAR scheduled job failed. An alarm gets sent for all other noncritical CAR Scheduler jobs and tasks (for example, daily, weekly, and monthly reports, QoSNotification, ChargeLimitNotification, etc.).</td>
</tr>
<tr>
<td>BadCDRFileFound</td>
<td>ERROR_ALARM</td>
<td>Bad CDR or CMR flat file was found during CDR Load to the CAR database. The CDR Loader can detect bad or corrupted CDR and/or CMR flat files and log the specified error. Information on the failure cause (specified reason for the bad record) and the failure summary (tracks number of bad records in comparison to the total records in the file) gets provided.</td>
</tr>
<tr>
<td>CARIDSEngineDebug</td>
<td>DEBUG_ALARM</td>
<td>Indicates debug events from CAR IDS database engine. This alarm provides low-level debugging information from CAR IDS database engine. System administrator can disregard this alarm.</td>
</tr>
<tr>
<td>CARIDSEngineInformation</td>
<td>INFORMATION_ALARM</td>
<td>No error has occurred but some routine event has completed in CAR IDS database engine.</td>
</tr>
<tr>
<td>CARIDSEngineCritical</td>
<td>CRITICAL_ALARM</td>
<td>This alarm does not compromise data or prevent the use of the system but requires monitoring by the CAR DB administrator.</td>
</tr>
<tr>
<td>CARIDSEngineFailure</td>
<td>ERROR_ALARM</td>
<td>Combined alarm for emergency and error situations. This alarm indicates that something unexpected occurred that can compromise data, or access to data, or cause CAR IDS to fail.</td>
</tr>
</tbody>
</table>
For additional information on these alarms and recommended action, see the alarm definitions at Cisco Unified Serviceability > Alarm > Definitions > CARAlarmCatalog.

Related Topics

- CDR Analysis and Reporting Configuration Checklist, page 2-1
- Chapter 29, “Configuring CAR System Parameters”
- Chapter 31, “Configuring the CAR System Database”
- Chapter 32, “Generating the CAR System Event Log”

Additional Cisco Documentation

- Cisco Unified Communications Operating System Administration Guide
- Cisco Unified Serviceability Administration Guide
- Cisco Unified Communications Manager Call Detail Records Administration Guide
Configuring the CAR System Database

You can configure CAR to notify you when the CAR database size exceeds a percentage of the maximum number of records. You can set the message and the maximum number of records and specify the alert percentage.

You can configure the system to maintain the CAR database size between the low water mark and the high water mark values that you configure through the Configure Automatic Database Purge window. When the database size reaches the low water mark, CAR sends an alert to the user. When the database size reaches the high water mark, the system deletes records based on the deletion age and sends an e-mail.

To configure the CAR system database, go to Cisco Unified Serviceability -> Tools -> CDR Analysis and Reporting -> System or Report Config.

This chapter contains the following topics on how to purge and reload the CAR database:

- Manually Purging or Reloading the CAR Database, page 31-1
- Configuring Automatic Database Purge, page 31-3
- Related Topics, page 31-4
- Additional Cisco Documentation, page 31-4

Manually Purging or Reloading the CAR Database

This section describes how to manually purge selected records from the CAR database and how to delete all of the CAR data and reload the database with new CDR data. You may want to reload the database to reclassify calls after dial-plan updates, user-device association changes, call rate changes, and so on.

Before you begin to manually purge data, disable the CDR Loader.

Manual purging of the CDRs gets stopped if the CAR Web Service is stopped during the manual purge process. Manual purging cannot begin again until the CAR Web Service restarts. Then you must begin the manual purge process again.

There are two ways to intentionally stop the CAR Web Service:

- Deactivate the CAR Web Service in the Serviceability Service Activation window (Cisco Unified Serviceability > Service Activation).
- Stop the CAR Web Service in the Feature Services window of the Serviceability Control Center (Cisco Unified Serviceability > Tools > Control Center - Feature Services).

The CDR Loader cannot begin again until either the CAR Web Service or the CAR Scheduler gets restarted.
A CAR administrator can no longer generate CAR reports when a manual purge of the CAR database is in process or CDR records are reloading. The following error message displays when you try to run reports during these processes:

10023: Manual Purge/Reload is in process. Please run the reports once the Manual Purge/Reload is over.

Both the Purge button and the Reload All Call Detail Records button get disabled, and the following alert message displays on the Manual Purge window, when either a manual purge or CDR reload occurs:

Manual Purge/Reload is still running. User will not be allowed to run another instance of Manual Purge/Reload. So, both Purge and Reload All Call Detail Records buttons are disabled.

Procedure

| Step 1 | Choose **System > Database > Manual Purge**.  
The Manual Database Purge window displays. |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 2</td>
<td>Choose one of the following actions:</td>
</tr>
<tr>
<td></td>
<td>• To delete the existing CAR data and reload the CAR database, click the <strong>Reload All Call Detail Records</strong> button.</td>
</tr>
<tr>
<td></td>
<td>The system displays a message that indicates that deleting the records may impact system performance. To continue the reload process, click <strong>OK</strong>.</td>
</tr>
<tr>
<td></td>
<td>The system begins loading the CDRs into the CAR database within 5 minutes and continues uninterrupted for up to 6 hours. To monitor the progress of the reload, generate the CDR Load event log, as described in the “Generating the Event Log” section on page 32-1.</td>
</tr>
<tr>
<td></td>
<td>After the system loads the new records, the system loads the records according to the schedule that is configured in Chapter 30, “Configuring the CAR System Scheduler”. By default, CDR data loads 24 hours per day and 7 days per week.</td>
</tr>
<tr>
<td></td>
<td>• To manually purge selected CAR records, continue with <strong>Step 3</strong>.</td>
</tr>
<tr>
<td>Step 3</td>
<td>In the Select Table field, choose the table in the database that you want purged.</td>
</tr>
<tr>
<td></td>
<td>To view the tables for which manual purge is permitted, the total number of records in the table, and the latest record and oldest record in the table, click the <strong>Table Information</strong> button.</td>
</tr>
<tr>
<td></td>
<td>The Table Information window displays. You will see a table with the following information:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Database Name</th>
<th>Table Name</th>
<th>Total No. of Records</th>
<th>Latest Record</th>
<th>Oldest Record</th>
</tr>
</thead>
<tbody>
<tr>
<td>CAR</td>
<td>Tbl_billing_data</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>CAR</td>
<td>Tbl_billing_error</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>CAR</td>
<td>Tbl_purge_history</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

To return to the Manual Database Purge window, click the **Close** button.

| Step 4 | In the Delete records field, choose a date that will determine which records will be purged by clicking one of the following radio buttons: |
|        | • Older than—Choose a date for which all records before that date will be deleted. |
|        | • Between—Choose a range of dates between which all records will be deleted. |
Step 5 Choose the date range of the CAR records that you want to delete.

Step 6 To delete all records older than or between the dates that you specified, click the **Purge** button.
A prompt advises you that you are about to permanently delete the specified records.

Step 7 To purge the records, click the **OK** button or click the **Cancel** button to abort the purge operation.
If you click **OK**, the records get purged from the selected table. After successful deletion of records, the status message shows the number of records that were deleted from the table.

---

**Additional Information**
See the “Related Topics” section on page 31-4.

**Configuring Automatic Database Purge**

This section describes how to schedule and disable automatic purging of the CAR database. By default, the system enables automatic database purge.

**Procedure**

**Step 1** Choose **System > Database > Configure Automatic Purge**.

The Configure Automatic Database Purge window displays. At the top of the window, the percentage amount of the CAR database space that has been used gets displayed. The maximum CAR Database space that is available gets displayed in megabytes.

**Step 2** From the Low Water Mark drop-down list box, choose the minimum percentage of the maximum CAR database size that you want the system to use for CAR data. The default value specifies 80 percent.

**Tip** The system notifies you when the CAR database size reaches the low or the high water mark; it also notifies you when the CAR database size exceeds the maximum number of records. For information on configuring an e-mail alert, see the “Enabling or Disabling Alerts by Mail” section on page 36-4, for instructions.

**Step 3** From the High Water Mark drop-down list box, choose the maximum percentage of the maximum CAR database size that you want the system to use for CAR data. The default value specifies 90 percent.

**Step 4** In the Max Age of Call Detail Records field, enter the maximum number of days that you want to keep the CDRs in the CAR database. Enter a number between 1 and 180. The default value specifies 60 days. CAR deletes all CDRs that are older than the specified number of days.

**Note** To restore the default values for the fields in this window, click the **Restore Defaults** button.

**Step 5** Click the **Update** button.

The changes take effect at midnight. To make changes take effect immediately, restart the Cisco CAR Scheduler service.
When the 2M or HWM limit is breached:

1. CAR deletes the database partitions one by one, starting from the oldest date partition.
2. CAR stops purging under one of the following conditions:
   - When the record count falls below the 2M or HWM limit.
   - When there is only last two days partitions left on the billing tables.

In cases where there are large number of CDRs present in the billing tables and deleting the partitions does not bring the record count below the 2M or HWM limit, CAR holds at least two days data in the database.

When the record count in the database reaches the 2M or HWM limit:

1. CAR loader stops processing the new records.
2. CAR starts purging the records from the oldest partition till the record count reaches 2M or HWM limit.

If the record count does not fall below the 2M or HWM limit even after deleting the records, CAR holds at least two days records and stops the CAR loader. Also, CAR sends an e-mail notification to CAR administrator to proceed with manual purge.

Additional Information
See the “Related Topics” section on page 31-4.

Related Topics

- CDR Analysis and Reporting Configuration Checklist, page 2-1
- Chapter 29, “Configuring CAR System Parameters”
- Chapter 30, “Configuring the CAR System Scheduler”
- Chapter 32, “Generating the CAR System Event Log”

Additional Cisco Documentation

- Cisco Unified Communications Operating System Administration Guide
- Cisco Unified Serviceability Administration Guide
- Cisco Unified Communications Manager Call Detail Records Administration Guide
Generating the CAR System Event Log

CAR provides logs that you can use to track the status of the various activities. The event log tracks events that the CAR Scheduler triggers, such as automatically generated reports, loading of CDRs, report deletions, and database purging.

The event log provides a report on the status of the activities that the CAR Scheduler controls. The event log report shows whether the tasks started, completed successfully, or are in progress.

This chapter contains the following topics:
- Generating the Event Log, page 32-1
- Related Topics, page 32-4
- Additional Cisco Documentation, page 32-4

Generating the Event Log

This section describes how to generate the event log report. The event log includes a list of tasks/reports that are scheduled on a daily, weekly, or monthly basis.

This release of Cisco Unified Communications Manager introduces the Task Monitor and Database Maintenance as new features.

TaskMonitor monitors the status of other jobs and cleans up Informix Dynamic Server (IDS) memory when necessary by using the IDS command “onmode –F.” DatabaseMaintenance runs the IDS-recommended optimized database maintenance “update statistics” procedures.

Task Monitor begins about 1 minute after the Scheduler starts, and 1 minute after the Scheduler repopulates the schedules every day at midnight (00.00). The Task Monitor periodically (every 5 minutes) monitors the status of all jobs for the day from the tbl_event_log with the exception of the following jobs: PopulateSchedules, TaskMonitor, DatabaseMaintenance, and DailyCdrLoad.

When a task does not start on schedule because a previous task is still running, you may see something like the following trace message:

```
2008-02-14 08:00:04, 602 WARN [main] services. Scheduler - runTasks(): Job [DailyCdrLoad] thread is busy, hence it will be removed from today’s schedule and not be started!
```

The Scheduler gives a grace period to periodically sleep for 10 seconds and then check whether the task thread is complete. The Scheduler sleeps up to 2 minutes total. If the task thread is not complete after the 2 minutes of wait, the next task gets removed from the current schedule, and does not run until its next scheduled time.

Table 32-1 displays the list of tasks/reports and how often they are scheduled.
### Table 32-1 Task List

<table>
<thead>
<tr>
<th>Task</th>
<th>Scheduled</th>
</tr>
</thead>
<tbody>
<tr>
<td>CDR Load</td>
<td>Daily</td>
</tr>
<tr>
<td>Task Monitor$^1$</td>
<td>Daily</td>
</tr>
<tr>
<td>Database Maintenance$^2$</td>
<td>Daily</td>
</tr>
<tr>
<td>QoS Notification</td>
<td>Daily</td>
</tr>
<tr>
<td>Charge Limit Notification</td>
<td>Daily</td>
</tr>
<tr>
<td>Database Alert</td>
<td>Daily</td>
</tr>
<tr>
<td>Delete Reports</td>
<td>Daily</td>
</tr>
<tr>
<td>Database Purge</td>
<td>Daily</td>
</tr>
<tr>
<td>Traffic Summary - Hour of Day</td>
<td>Daily</td>
</tr>
<tr>
<td>Top N Charge</td>
<td>Daily</td>
</tr>
<tr>
<td>Top N Duration</td>
<td>Daily</td>
</tr>
<tr>
<td>Top N Calls</td>
<td>Daily</td>
</tr>
<tr>
<td>Conference - Detail</td>
<td>Daily</td>
</tr>
<tr>
<td>Traffic Summary - Day of week</td>
<td>Weekly</td>
</tr>
<tr>
<td>Conference Bridge Utilization - Day of week</td>
<td>Weekly</td>
</tr>
<tr>
<td>Voice Messaging Utilization - Day of week</td>
<td>Weekly</td>
</tr>
<tr>
<td>Route Pattern/Hunt Pilot Utilization - Day of week</td>
<td>Weekly</td>
</tr>
<tr>
<td>Route/Hunt List Utilization - Day of week</td>
<td>Weekly</td>
</tr>
<tr>
<td>Route Group Utilization - Day of week</td>
<td>Weekly</td>
</tr>
<tr>
<td>Gateway Utilization - Day of week</td>
<td>Weekly</td>
</tr>
<tr>
<td>Line Group Utilization - Day of week</td>
<td>Weekly</td>
</tr>
<tr>
<td>QoS Summary</td>
<td>Monthly</td>
</tr>
<tr>
<td>Gateway Summary</td>
<td>Monthly</td>
</tr>
<tr>
<td>Traffic Summary - Day of month</td>
<td>Monthly</td>
</tr>
<tr>
<td>System Overview</td>
<td>Monthly</td>
</tr>
<tr>
<td>Department Bill Summary</td>
<td>Monthly</td>
</tr>
<tr>
<td>Individual Bill Summary</td>
<td>Monthly</td>
</tr>
<tr>
<td>Top N Charge</td>
<td>Monthly</td>
</tr>
<tr>
<td>Top N Duration</td>
<td>Monthly</td>
</tr>
<tr>
<td>Top N Calls</td>
<td>Monthly</td>
</tr>
<tr>
<td>Conference - Summary</td>
<td>Monthly</td>
</tr>
</tbody>
</table>

1. The system automatically configures and executes the Task Monitor, which is an internal task, on a daily basis.
2. Database Maintenance represents an internal task that the system automatically configures and executes on a daily basis.
Procedure

Step 1 Choose System > Log Screens > Event Log.
The Event Log window displays.

Step 2 Click the Daily radio button to choose daily jobs, the Weekly radio button to choose weekly jobs, or the Monthly radio button to choose monthly jobs.

Step 3 In the List of Jobs area, choose the tasks for which you want information.

Step 4 To add the chosen task to the Selected Jobs area, click the right arrow icon.

Step 5 To remove tasks from the Selected Jobs area, choose the task that you want removed and click the left arrow icon.

Step 6 To add tasks with a different frequency, repeat Step 2 through Step 4. For example, you can have daily reports and reports that include monthly or weekly tasks.

Step 7 Choose the status to include in the report. You must choose at least one status as described in Table 32-2.

Note The system chooses the status of each event log report by default.

---

Table 32-2 Event Log Report Status

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complete</td>
<td>If this check box is checked, the event log report includes tasks that are complete.</td>
</tr>
<tr>
<td>In Progress</td>
<td>If this check box is checked, the event log report includes tasks that are currently in progress.</td>
</tr>
<tr>
<td>Unsuccessful</td>
<td>If this check box is checked, the event log report includes tasks that have failed.</td>
</tr>
<tr>
<td>Scheduled</td>
<td>If this check box is checked, the event log report includes tasks that have been scheduled but have not yet started.</td>
</tr>
</tbody>
</table>

Note When the Scheduler restarts, all unfinished jobs with a status of Scheduled get deleted. Current jobs with the status of In Progress or Scheduled get changed to Unsuccessful.

Step 8 Choose a date range by choosing From and To values.

Step 9 To generate the event log report, click the OK button.

The event log displays information about the chosen tasks.

Table 32-3 describes the event log report output.

---

Table 32-3 Event Log Report Output Parameters

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sl No</td>
<td>Serial number</td>
</tr>
<tr>
<td>Jobs</td>
<td>Name of the task</td>
</tr>
</tbody>
</table>
### Table 32-3  Event Log Report Output Parameters (continued)

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Start Time</td>
<td>Time the task starts</td>
</tr>
<tr>
<td>End Time</td>
<td>Time the task ends</td>
</tr>
<tr>
<td>Status</td>
<td>Unsuccessful, in progress, completed</td>
</tr>
<tr>
<td>Date</td>
<td>Date the task is scheduled</td>
</tr>
</tbody>
</table>

**Step 10** Print the log by right-clicking on the screen and choosing Print.

**Note** A grace period of up to 2 minutes gets provided, so an in-process job can finish before the next schedule job is scheduled to begin.

**Additional Information**
See the “Related Topics” section on page 32-4.

### Related Topics

- CDR Analysis and Reporting Configuration Checklist, page 2-1
- Chapter 29, “Configuring CAR System Parameters”
- Chapter 30, “Configuring the CAR System Scheduler”
- Chapter 31, “Configuring the CAR System Database”

### Additional Cisco Documentation

- *Cisco Unified Communications Operating System Administration Guide*
- *Cisco Unified Serviceability Administration Guide*
- *Cisco Unified Communications Manager Call Detail Records Administration Guide*
PART 7

Report Configuration
Understanding the CAR Reports Configurations

Use the CAR report configuration to define the following parameters:

- Rating parameters for calls—duration, time of day, voice quality
- Quality of service
- Automatic generation of reports with alerts
- Notification limits

This chapter contains the following topics:

- Understanding the CAR Reports Configuration, page 33-1
- Related Topics, page 33-2
- Additional Cisco Documentation, page 33-2

Understanding the CAR Reports Configuration

Before you start generating reports with CAR, configure the system. See the “Configuring CAR System Parameters” section on page 29-1.

Rating Engine

You can use CAR to set a base monetary rate for the cost of calls based on a time increment. You can further qualify the cost by applying the time-of-day and voice-quality factors. Service providers who must account for service to subscribers commonly use this feature. Some organizations also use this information to establish billing costs for users and departments in the organization for accounting or budgeting purposes.

Reports that use these rating parameters include Individual Bill, Department Bill, Top N by Charge, Top N by Duration, and Top N by Number of Calls.

Note

If you do not change the default value for charge base/block, the cost will always equal zero because the default base charge per block equals zero.

The charge of any call comprises the multiplication of the basic charge of the call, multiplication factor for time of day, and multiplication factor for voice quality. You can set the basic charge for a call through the Report Config > Rating Engine > Duration window. See the following list:
• Basic charge = cost, or number of units, applied to the duration block that is specified in the Number of Blocks section.
• Number of blocks = total duration of call, in seconds, for which you want the base charge to be applied.

You can set the multiplication factor for time of day through the Report Config > Rating Engine > Time of Day window. The basis of the settings provides the connect time of the call.

You can set the multiplication factor for voice quality through the Report Config > Rating Engine > Voice Quality window.

QoS Values
CAR generates QoS reports. To qualify the data that is presented in those reports, CAR uses predefined values that are set about voice quality. You can specify the value ranges that are good, acceptable, fair, and poor for jitter, latency, and lost packets.

Automatic Generation of Reports and Alerts
CAR automatically generates reports based on a schedule. Report generation can include a daily, weekly, or monthly summary report, QoS reports, traffic reports, Device/Route Plan utilization reports, and so on, that you may want to view on a regular basis.

Notification Limits
You can specify limits for QoS and daily charges, so the administrator gets alerted by e-mail when these limits are exceeded. The alerts go to all users that are designated as CAR Administrators through Cisco Unified Communications Manager Administration. See the “Configuring CAR Administrators, Managers, and Users” section on page 2-8.

Related Topics
• CDR Analysis and Reporting Configuration Checklist, page 2-1
• Chapter 34, “Configuring the CAR Rating Engine”
• Chapter 35, “Configuring the CAR Reports QoS Values”
• Chapter 36, “Configuring the Automatic Generation of CAR Reports and Alerts”
• Chapter 37, “Configuring CAR Reports Notification Limits”

Additional Cisco Documentation
• Cisco Unified Communications Operating System Administration Guide
• Cisco Unified Serviceability Administration Guide
• Cisco Unified Communications Manager Call Detail Records Administration Guide
Configuring the CAR Rating Engine

Use the CAR rating engine configuration to define the base rate and duration, time of day, and voice quality rating parameters for calls.

Note
Rating parameters for calls get used during CAR loading. If you want old CDR records in the CAR database to use new values for these parameters, you must reload all the CDRs in the CAR database.

This chapter contains the following topics:

- Setting the Base Rate and Duration, page 34-1
- Factoring Time of Day into Call Cost, page 34-2
- Factoring Voice Quality into Call Cost, page 34-3
- Related Topics, page 34-4
- Additional Cisco Documentation, page 34-4

Setting the Base Rate and Duration

To establish a cost basis for calls, you must specify a base rate for all calls. For example, if your service provider charges you 6 cents for each minute, billed in 10-second increments, you can set the base rate at which all calls are charged at 1 cent for each 10-second increment.

This section describes how to establish the base charge and duration values.

Note
If you use the default base charge value, reports do not provide any costs. The system provides default values, but if left to the defaults, the Rating Engine stays disabled and does not provide costs.

Procedure

Step 1
Choose Report Config > Rating Engine > Duration.

The Call Duration window displays.

Step 2
In the To (seconds) field, enter the seconds for which you want the base charge to be applied. For example, if you are billed in 6-second increments, enter 6 in this field. If you are billed a flat rate for each minute regardless of call duration, enter 60 in this field, so the charge is based on whole minutes.
Step 3  In the Base Charge/Block field, enter the cost basis for the seconds that are shown in the To (seconds) field. For example, if you are billed 6 cents for each minute in 6-second increments, enter 0.006 in this field. If you are billed 7 cents for each minute in whole minutes (no incremental billing), enter 0.07 in this field.

In the preceding examples, if you are billed in 6-second increments and the cost is 0.006 for each 6-second increment, a call that lasts 7 seconds would cost 0.012. Rationale: Each 6-second increment costs 0.006, and two blocks from 0 to 6 seconds occurred.

Likewise, if you are billed in whole minutes and the cost is 7 cents for each minute, a call that lasted 3 minutes would cost 21 cents. Rationale: Each 60-second increment costs 7 cents, and three blocks of 1 minute occurred.

Step 4  Click the Update button.

Tip  To restore the default setting, click the Restore Defaults button. By restoring the default value of 0 for the call charge/block, you effectively disable the other factors that are used in determining call cost.

Additional Information
See the “Related Topics” section on page 34-4.

Factoring Time of Day into Call Cost

To further define the cost of calls, you can specify a multiplication factor for certain times of day. For example, if you want to charge subscribers a premium for daytime calls, you can apply a multiplication factor to the base charge/block that you specified in the Call Duration window.

This section describes how to establish certain times of day when calls cost more.

Note  If you do not want to increase call cost by time of day, you can use the default values. The default multiplication factor specifies 1, so no increase in call cost for time of day occurs.

Procedure

Step 1  Choose Report Config > Rating Engine > Time of Day.

The Time of Day window displays.

Step 2  To add rows, click the Add Rows link.

The system adds a row between 00:00:00 and 23:59:59.

Step 3  To add additional rows, check the check box for the row above which you want to add a new row and click the Add Rows link.

Note  To delete rows, check the check box for the row that you want to delete and click the Delete Rows link.
Step 4 Enter the From and To time ranges in 24-hour, minute, and second format. A 24-hour period, from 00:00:00 to 23:59:59, represents the default time range. If you want to set one time-of-day range from 8 am to 5 pm, you will need to establish three time-of-day ranges: the first from 00:00:00 to 07:59:59, the second from 08:00:00 to 16:59:59, and the third from 17:00:00 to 23:59:59.

Note You must use Coordinated Universal Time (UTC), rather than a 12-hour clock, when factoring Time of Day into Call Cost.

Step 5 Enter the Multiplication Factor that designates a number by which you want the base charge/block to be multiplied when a call occurs in the specified time range. For example, if you charge a premium of double the price for calls that are placed between 8 a.m. and 5 p.m., the multiplication factor equals 2.00. A multiplication factor of 1.00 does not affect the cost of the call.

Step 6 To add the time-of-day and multiplication factors, click the Update button.

Tip To restore the default setting, click the Restore Defaults button.

Additional Information
See the “Related Topics” section on page 34-4.

Factoring Voice Quality into Call Cost

To further define the cost of calls, you can specify a multiplication factor for the voice quality of a call. For example, if subscribers are paying a premium price to ensure the highest voice quality on calls, you can apply various multiplication factors to the base charge/block that you specified in the Call Duration window depending on the voice quality. Using a multiplication factor other than 1.00 helps differentiate between the various voice quality calls as well.

This section describes how to establish call cost when calls that have a certain voice quality cost more.

Note If you do not want to increase call cost by voice quality, you can use the default values. The default multiplication factor equals 1.00, so no increase in call cost occurs for voice quality.

Procedure

Step 1 Choose Report Config > Rating Engine > Voice Quality.

The Voice Quality window displays.

Step 2 In the Multiplication Factor field, enter the number by which you want the base charge/block to be multiplied when a call occurs in the specified voice-quality category. The “Configuring QoS Values” section on page 35-1 defines the voice-quality categories: Good, Acceptable, Fair, and Poor.

Example
Voice Quality Good; Factor 1.2
Voice Quality Acceptable; Factor 1.0
Voice Quality Fair; Factor 1.0
Voice Quality Poor; Factor 0.8
A good call gets charged 1.2 times that of an acceptable or fair call. A poor call gets charged 0.8 times that of an acceptable or fair call.

**Note**
Multiplication factor for a good call >= the multiplication factor for acceptable >= multiplication factor for fair >= multiplication factor for poor.

**Step 3** To set the voice quality multiplication factors, click the **Update** button.

**Tip** To restore the default setting, click the **Restore Defaults** button.

**Related Topics**
- CDR Analysis and Reporting Configuration Checklist, page 2-1
- Chapter 33, “Understanding the CAR Reports Configurations”
- Chapter 35, “Configuring the CAR Reports QoS Values”
- Chapter 36, “Configuring the Automatic Generation of CAR Reports and Alerts”
- Chapter 37, “Configuring CAR Reports Notification Limits”

**Additional Cisco Documentation**
- *Cisco Unified Communications Operating System Administration Guide*
- *Cisco Unified Serviceability Administration Guide*
- *Cisco Unified Communications Manager Call Detail Records Administration Guide*
Configuring the CAR Reports QoS Values

This chapter contains the following topics:

- Configuring QoS Values, page 35-1
- Related Topics, page 35-2
- Additional Cisco Documentation, page 35-3

Configuring QoS Values

QoS values get configured for lost packets, jitter, and latency based on good, acceptable, fair, or poor criteria.

If a call does not satisfy any of the criteria that are set for any of the four voice-quality categories, it receives a classification of NA (not applicable); likewise, if the system is not configured to generate CMR data (or if the CMR is bad), the CMR receives a classification of NA (not applicable).

Enter NA to ignore the values of a parameter. For example, a QoS parameter such as jitter, has NA, and the QoS is defined as good, which means that the QoS depends only on the values of latency and lost packets. All three parameters cannot have NA as values. Infinity designates the maximum value that is available for any parameter. If you specify a rule where a jitter value from 500 to Infinity is considered poor, a call with jitter greater than 500 receives a classification of poor.

\[ \text{Note} \]

Be aware that the classifications of “NA” and “Infinity” are case-sensitive.

This section describes how to define the QoS values.

Procedure

Step 1 Choose Report Config > Define QoS.

The Define Quality of Service window displays. Table 35-1 describes the QoS default values.
Chapter 35  Configuring the CAR Reports QoS Values

Table 35-1  QoS Default Values

<table>
<thead>
<tr>
<th>QoS Parameter</th>
<th>Default</th>
</tr>
</thead>
</table>
| Lost Packets  | Good—0.00 to 15.00  
               | Acceptable—15.01 to 30.00  
               | Fair—30.01 to 45.00  
               | Poor—45.01 to infinity |
| Jitter        | Good—0 to 20  
               | Acceptable—21 to 100  
               | Fair—101 to 150  
               | Poor—151 to infinity |
| Latency       | No default values apply. |

Step 2  To add rows, check the check box for the row above which you want to add a new row and click the Add Rows link.

The new row gets added above the row that you checked, and the check box is cleared.

The rows represent the values that CAR uses to quantify the conditions good, acceptable, fair, and poor in the QoS reports. For each value set, enter the upper and lower limits in the From and To columns.

Note  To delete rows, check the check box for the row that you want to delete and click the Delete Rows link.

Step 3  For each value that you have set, choose the Quality of Service.

Step 4  Click the Update button.

Tip  To restore the default QoS values, click the Restore Defaults button.

Additional Information

See the “Related Topics” section on page 35-2.

Related Topics

- CDR Analysis and Reporting Configuration Checklist, page 2-1
- Chapter 33, “Understanding the CAR Reports Configurations”
- Chapter 34, “Configuring the CAR Rating Engine”
- Chapter 36, “Configuring the Automatic Generation of CAR Reports and Alerts”
- Chapter 37, “Configuring CAR Reports Notification Limits”
Additional Cisco Documentation

- Cisco Unified Communications Operating System Administration Guide
- Cisco Unified Serviceability Administration Guide
- Cisco Unified Communications Manager Call Detail Records Administration Guide
Configuring the Automatic Generation of CAR Reports and Alerts

Before You Begin
Before you start generating reports with CAR, configure the system. See the “Configuring CAR System Parameters” section on page 29-1.

This chapter contains the following topics:
- Enabling or Customizing Reports for Automatic Generation, page 36-3
- Enabling or Disabling Alerts by Mail, page 36-4
- Related Topics, page 36-5
- Additional Cisco Documentation, page 36-5

Table 36-1 displays the list of reports that the system enables or disables for automatic generation, the report generation interval, and the recipients of the report.

<table>
<thead>
<tr>
<th>Name of Report</th>
<th>Report Generation Interval</th>
<th>Recipients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department Bill Summary</td>
<td>Monthly</td>
<td>• CAR managers</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• CAR administrators</td>
</tr>
<tr>
<td>Gateway Summary</td>
<td>Monthly</td>
<td>• CAR administrators</td>
</tr>
<tr>
<td>Individual Bill</td>
<td>Monthly</td>
<td>• Individual users configured in Cisco Unified CM.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• CAR administrators</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Note: Administration users do not get access to this report.</td>
</tr>
<tr>
<td>Individual Bill Summary</td>
<td>Monthly</td>
<td>• Individual users configured in Cisco Unified CM.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• CAR managers</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• CAR administrators</td>
</tr>
<tr>
<td>Conference Summary</td>
<td>Monthly</td>
<td>• CAR administrators</td>
</tr>
</tbody>
</table>
Table 36-1  Automatically Generated Reports (continued)

<table>
<thead>
<tr>
<th>Name of Report</th>
<th>Report Generation Interval</th>
<th>Recipients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conference Detail</td>
<td>Daily</td>
<td>• CAR administrators</td>
</tr>
<tr>
<td>QoS Summary</td>
<td>Monthly</td>
<td>• CAR managers</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• CAR administrators</td>
</tr>
<tr>
<td>System Overview</td>
<td>Monthly</td>
<td>• CAR administrators</td>
</tr>
<tr>
<td>Top N Charge</td>
<td>Daily</td>
<td>• CAR managers</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• CAR administrators</td>
</tr>
<tr>
<td>Top N Charge</td>
<td>Monthly</td>
<td>• CAR managers</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• CAR administrators</td>
</tr>
<tr>
<td>Top N Duration</td>
<td>Daily</td>
<td>• CAR managers</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• CAR administrators</td>
</tr>
<tr>
<td>Top N Duration</td>
<td>Monthly</td>
<td>• CAR managers</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• CAR administrators</td>
</tr>
<tr>
<td>Top N Calls</td>
<td>Daily</td>
<td>• CAR managers</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• CAR administrators</td>
</tr>
<tr>
<td>Top N Calls</td>
<td>Monthly</td>
<td>• CAR managers</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• CAR administrators</td>
</tr>
<tr>
<td>Traffic Summary—Day of Month</td>
<td>Monthly</td>
<td>• CAR administrators</td>
</tr>
<tr>
<td>Traffic Summary—Day of Week</td>
<td>Weekly</td>
<td>• CAR administrators</td>
</tr>
<tr>
<td>Traffic Summary—Hour of Day</td>
<td>Daily</td>
<td>• CAR administrators</td>
</tr>
<tr>
<td>Conference Bridge Util—Day of Week</td>
<td>Weekly</td>
<td>• CAR administrators</td>
</tr>
<tr>
<td>Voice Messaging Util—Day of Week</td>
<td>Weekly</td>
<td>• CAR administrators</td>
</tr>
<tr>
<td>Route Pattern/Hunt Pilot Util—Day of Week</td>
<td>Weekly</td>
<td>• CAR administrators</td>
</tr>
<tr>
<td>Route/Hunt List Util—Day of Week</td>
<td>Weekly</td>
<td>• CAR administrators</td>
</tr>
<tr>
<td>Route Group Util—Day of Week</td>
<td>Weekly</td>
<td>• CAR administrators</td>
</tr>
<tr>
<td>Line Group Util—Day of Week</td>
<td>Weekly</td>
<td>• CAR administrators</td>
</tr>
<tr>
<td>Gateway Util—Day of Week</td>
<td>Weekly</td>
<td>• CAR administrators</td>
</tr>
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</table>

Note: In large setups, with a large number of gateways, route groups, route lists, and route patterns, enabling all the Utilization reports (Gateway Utilization, Line Group Utilization, Route Group Utilization, Route List Utilization, and Route Pattern Utilization) increases the CPU usage of the system, therefore increasing the time in which reports are generated. This also affects system performance. Cisco recommends that you enable only Gateway Utilization reports for automatic generation, due to the number of gateways that are typically found in a large system. You can generate all Utilization reports on demand by selecting five or less gateways, route groups, route lists, or route groups.
Automatically generating reports involves a two-step process:

- First, enable the reports that you want to generate unless they are enabled by default. See the “Enabling or Customizing Reports for Automatic Generation” section on page 36-3.
- Second, schedule the reports for the day and time that you want them to generate. (CAR provides a default schedule. If the default schedule is acceptable, only enable the reports that you want to generate automatically.) See the Chapter 30, “Configuring the CAR System Scheduler”.

CAR provides e-mail alerts for various events. Enabling the system for e-mail alerts involves a two-step process:

- First, enable the e-mail alerts. Default enables some, but not all, reports. See the “Enabling or Disabling Alerts by Mail” section on page 36-4.
- Second, configure the e-mail that is sent when the alert criteria are met. See the “Enabling or Disabling Alerts by Mail” section on page 36-4.

Additional Information
See the “Related Topics” section on page 36-5.

Enabling or Customizing Reports for Automatic Generation

This section describes how to enable or disable one or all reports for automatic generation. You can also customize the report parameters and enable a mailing option, so reports get e-mailed when they are created. When the report gets mailed, CAR generates the e-mail address by using the mail ID for the CAR administrator(s) and the mail domain that is configured in the Mail Parameters window; that is, CAR uses <mail ID for the CAR administrator> @ <domain that is configured in the mail parameters window>.

For all new installations of Cisco Unified Communications Manager, you must first enable the e-mail alerts and reports for automatic generation. The default status for all reports and alerts specifies Disabled.

For all Cisco Unified Communications Manager upgrades from Release 5.x to a later release of Cisco Unified Communications Manager, the tbl_pregenmail_option table data migrates only if the CAR Scheduler service is active.

When you upgrade to another version of Cisco Unified Communications Manager, disable all reports and alerts while the upgrade is in process to conserve system resources. Remember to enable the reports and alerts after the upgrade completes.

The “Automatically Generated Reports Schedule” section on page 1-6 describes reports that are enabled by default.

Procedure

Step 1 Choose Report Config > Automatic Generation/Alert.
The Automatic Report Generation/Alert Option window displays.

Step 2 In the Reports [Report Generation Interval] box, choose the report that you want to automatically generate based on the schedule that you defined in the System Scheduler. See the Chapter 30, “Configuring the CAR System Scheduler”.

Step 3 In the Status field, choose Enabled or Disabled.
Step 4 To customize the report or have the report e-mailed when it is generated, click the **Customize Parameters** button.

The Customize Parameters window displays.

**Note** Each report provides different customization options, depending on the type of report.

Step 5 Choose the CSV or PDF radio button, depending on the type of report that you want the system to mail.

Step 6 To have the report mailed to all CAR administrators, check the **Mailing Option** check box.

Step 7 To save the values that you specified, click the **Update** button.

The Customize Parameters window closes.

Step 8 To enable or customize other reports, repeat Step 4 through Step 7.

Step 9 Click the **Update** button.

Changes take effect at midnight. You can force the change to take effect immediately by stopping and restarting the CAR Scheduler service.

---

**Additional Information**

See the “Related Topics” section on page 36-5.

---

**Enabling or Disabling Alerts by Mail**

There are two Alerts by Mail that are available. These alerts are:

- Charge Limit Notification
- QoS Notification

See the “Configuring Notification Limits” section on page 37-1 for information on how to configure these alerts.

This section describes how to enable these alerts to be mailed to users.

**Procedure**

Step 1 Choose **Report Config > Automatic Generation/Alert**.

The Automatic Report Generation/Alert window displays.

Step 2 In the Alerts by Mail box, choose the alert that you want to enable or disable.

Step 3 In the Status field, choose **Enabled** or **Disabled**.

Step 4 Click the **Update** button.

Step 5 To enable or disable alerts by mail, repeat Step 2 and Step 4.

Changes take effect at midnight. You can force the change to take effect immediately by stopping and restarting the CAR Scheduler service.
Additional Information
See the “Related Topics” section on page 36-5.

Related Topics

- CDR Analysis and Reporting Configuration Checklist, page 2-1
- Chapter 33, “Understanding the CAR Reports Configurations”
- Chapter 34, “Configuring the CAR Rating Engine”
- Chapter 35, “Configuring the CAR Reports QoS Values”
- Chapter 37, “Configuring CAR Reports Notification Limits”

Additional Cisco Documentation

- Cisco Unified Communications Operating System Administration Guide
- Cisco Unified Serviceability Administration Guide
- Cisco Unified Communications Manager Call Detail Records Administration Guide
Configuring CAR Reports Notification Limits

Before You Begin
Before you start generating reports with CAR, configure the system. See the “Configuring CAR System Parameters” section on page 29-1.

This chapter contains the following topics:
- Configuring Notification Limits, page 37-1
- Related Topics, page 37-2
- Additional Cisco Documentation, page 37-2

Configuring Notification Limits

This section describes how to specify the notification limits for QoS and daily charges.

Procedure

Step 1 Choose Report Config > Notification Limits.
The Set Limits for Notification window displays.

Step 2 In the Daily QoS Parameters area, enter a threshold for good and poor calls.
The threshold applies in the form of a percentage of all calls that must be exceeded to trigger an e-mail alert to the administrator. The default for good calls specifies less than 20 percent, meaning that when good calls represent less than 20 percent of all calls per day, an alert gets sent. The default for poor calls specifies greater than 30 percent, meaning that when poor calls represent more than 30 percent of all calls per day, an alert gets sent. The alert is called the QoS Notification.

Step 3 In the Daily Charge Limit area, enter the number of monetary units (such as dollars, francs, or pounds) that, when exceeded by any user in the system, will trigger sending an e-mail alert to the administrator. The alert is called the Charge Limit Notification.

Step 4 Click the Update button.
Changes take effect immediately. The new values get used whenever the next alert is sent.

Additional Information
See the “Related Topics” section on page 37-2.
Related Topics

- CDR Analysis and Reporting Configuration Checklist, page 2-1
- Chapter 33, “Understanding the CAR Reports Configurations”
- Chapter 34, “Configuring the CAR Rating Engine”
- Chapter 35, “Configuring the CAR Reports QoS Values”
- Chapter 36, “Configuring the Automatic Generation of CAR Reports and Alerts”

Additional Cisco Documentation

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

A

activating CAR 2-3
add incoming number prefix to CDR service parameter 2-7
administrator, CAR 2-9
administrators, CAR 1-5
alarm
BadCDRFileFound 30-7
CARIDSEngineCritical 30-7
CARIDSEngineDebug 30-7
CARIDSEngineFailure 30-7
CARIDSEngineInformation 30-7
CARSchedulerJobError 30-7
CARSchedulerJobFailed 30-7
CDRAgentSendFileFailed 25-2
CDRAgentSendFileFailureContinues 25-2
CDRFileDeliveryFailed 25-2
CDRFileDeliveryFailureContinues 25-2
CDRHWMExceeded 25-2
CDRMandatoryDiskSpaceExceeded 25-2
alarms 25-2, 30-7
alert by mail, charge limit notification 36-4
alert by mail, QoS notification 36-4
alerts 30-7
   enabling or disabling, by mail 36-4
allowed CDRonDemand get_file_list queries per minute service parameter 2-2, 2-6
allowed CDRonDemand get_file queries per minute enterprise parameter 2-5
application user 2-8
audit logging 1-6
authenticate and show CAR pages 1-8
authorization code name system report 12-2
authorization code name report 12-2
authorization level system report 12-3
authorization level report 12-3
automatic
database purge 31-3

B

backup, CAR scheduler 1-9
backup, CAR web service 1-9
Backup CDR data 1-9
BadCDRFileFound
   alarm 30-7
base rate 34-1
bill
   department 4-3
   department detail, report results 8-4
   department summary, report results 8-2
   individual 4-1
   individual detail, report results 8-4
   individual summary, report results 8-2

C

call costs 1-4
call detail
   conference call detail, report results 24-12
call Diagnostics Enabled service parameter 2-6
call termination
   CDR search by 26-6
call termination cause codes, Cisco-specific, table 26-8
Index

call types
  QoS by 10-8
  QoS report results by call types 17-5
call usage for assistant-detail
  report results 8-10
call usage for assistant-summary
  report results 8-11
call usage for manager-detail
  report results 8-13
call usage for manager-summary
  report results 8-14
CAR
  administrators, managers, users 1-5
  assistant call usage configuration 6-3
  automatic database purge configuration 31-3
  call termination details, viewing 26-10
  CDR/CMR records configuration 27-1
  CDR error report 16-1
  CDR error report configuration 16-1
  CDR search
    by call precedence levels 26-11
    configuration 26-1
    malicious calls 26-12
    overview 26-1
  CDR search by cause for call termination configuration 26-6
  CDR search by gateway configuration 26-4
  CDR search by user extension configuration 26-3
checklist 2-1
Cisco IP Manager Assistant usage reports, described 6-1
Cisco IP Phone services report configuration 7-1
conference bridge utilization report 21-2
conference call details configuration 21-1
configuration, gateway 29-4
department bills configuration 4-3
described 1-1
device report, described 22-1
device reports

  overview 18-1
dial plan default values 29-3
disabling automatic database purge 31-3
event log report output parameters 32-3
event log report status 32-3
export CDR/CMR records results 27-2
generate report fields 10-6, 10-8, 11-2, 11-5, 14-2
individually bills configuration 4-2
list of topics 1-1
load CDR and CMR values 30-2
logging off 2-13
malicious call identification 13-1
manager call usage configuration 6-2
manual database purge 31-1
notification limits configuration 37-1
precedence call summary 14-1
QoS by call types configuration 10-8
QoS by call types report 10-8
QoS by gateway configuration 10-6
QoS by gateway report 10-6
QoS default values 35-2
QoS detail report
  call types 10-2
  voice quality 10-3, 11-4
QoS detail report configuration 10-2
QoS parameter operators 10-1
QoS parameters
  call types 10-9
QoS summary report
  call types 10-5
QoS summary report configuration 10-4
report configuration, described 33-1, 35-1
reports, results 8-1, 17-1, 24-1, 28-1
restoring database purge defaults 31-1
restoring dial plan default values 29-3
searching for users 3-4
system configuration 2-7, 29-1
system overview report 15-1
system overview report configuration 15-1
system preferences parameters  
29-7
system reports, described  
9-1, 14-1, 15-1
system reports summary description  
9-1
top N, described  
5-1
top N by charge
call types  
5-2
report types  
5-3
top N by charge configuration  
5-2
top N by duration
call types  
5-4
report types  
5-5
top N by duration configuration  
5-4
top N by number of calls
call types  
5-6
report types  
5-7
top N by number of calls configuration  
5-6
traffic summary (extn), call types  
11-5
traffic summary, call types  
11-3
traffic summary by extensions report configuration  
11-4
traffic summary by phone number report  
11-4
traffic summary report  
11-2
traffic summary report configuration  
11-2
uninhibited loading of CDR values  
30-3
user reports, described  
3-1, 4-1, 5-1, 6-1
user reports summary description  
3-1
voice messaging utilization report  
22-1
car_CDRSearchByCauseCodesReport  
26-10
CAR database, tbl_billing_error table  
28-1
CAR database, tbl_billing_data table  
28-1
CAR database, tbl_billing_data table  
28-1
CAR database, tbl_billing_data table  
28-1
CAR administrator  
2-9
CAR Alarm Catalog  
30-7
CAR alarms  
30-7
CAR alerts  
30-7
CAR billing error  
16-1
CAR data, automatic purging  
1-3
CAR data, event log purging  
1-3
CAR data, manual purging  
1-3
CAR database  
25-2
upgrading  
25-2
CAR database, tbl_billing_data table  
28-1
CAR IDSEngineCritical  
alarm  
30-7
CAR IDSEngineDebug  
alarm  
30-7
CAR IDSEngineFailure  
alarm  
30-7
CAR IDSEngineInformation  
alarm  
30-7
CAR logon error message  
2-11
CAR scheduler, backup  
1-9
CARSchedulerJobError  
alarm  
30-7
CARSchedulerJobFailed  
alarm  
30-7
CAR web service, backup  
1-9
CDR
automatic database purge configuration  
31-3
disabling automatic database purge  
31-3
disabling loading  
30-1
dump table  
28-3
error, report results  
17-18
error report  
16-1
load schedule configuration  
30-1
restoring the default load schedule  
30-1
search  
26-1
search by cause for call termination  
26-6
search by gateway  
26-4
search by user  
CDR search by  
26-3
search by user extension, report results  
28-1
service parameters, configuring  
2-6
values  
CDR load  
30-2
CDRAgentSendFileFailed  
alarm  
25-2
CDRAgentSendFileFailureContinues  
alarm  
25-2
CDR analysis and reporting
general information 1-5
internationalization 1-7, 1-8
CDR Analysis and Reporting Tool
logging off 2-13
CDR batch size, default 30-1
CDR data
defining 25-1
CDR database, maximum size 1-4
CDR dump file output example 28-3
CDR Enabled Flag service parameter 2-6
CDR error codes 16-1
CDRFileDeliveryFailed
alarm 25-2
CDRFileDeliveryFailureContinues
alarm 25-2
CDR file time interval enterprise parameter 2-2, 2-5
CDRHWMExceeded
alarm 25-2
CDR Log Calls With Zero Duration Flag service parameter 2-6
CDRMaximumDiskSpaceExceeded
alarm 25-2
CDR media information, destination 28-3
CDR media information, destination leg 28-2
CDR media information, origination 28-3
CDR media information, parameter 28-3
CDR media information table, origination leg 28-2
CDRRepAlarmCatalog 25-2
CDR values
uninhibited loading 30-3
charge limit notification, configuring 37-1
charge limit notification, enable 36-4
Cisco IPMA usage reports
manager call usage 6-2
Cisco IP Phone services
report configuration 7-1
report results 8-16
Cisco IP phone services report 7-1
Cisco-specific call termination cause codes, table 26-8
Cisco Unified Communications Manager Assistant call usage reports
assistant call usage 6-3
client matter code
system report 12-1
client matter code report 12-1
client matter code reports 12-1
cluster ID enterprise parameter 2-2, 2-5
CMC reports 12-1
CMR dump table 28-3
CMR values, CDR load 30-2
conference bridge utilization, report results 24-14
conference call detail, report results 24-12
configuration checklist
CAR 2-1
configuring 13-1, 14-1, 26-11, 26-12
configuring, charge limit notification 37-1
configuring, QoS notification 37-1
conventions i-xiv
Corporate directory 7-1
CPU utilization 1-10
customizing, reports for automatic generation 36-3
customizing reports for automatic generation 1-6

d
daily charges, notification limits configuration 37-1
daily reports
scheduling 30-4
database
automatic purge configuration 31-3
disabling automatic purge 31-3
restoring purge defaults 31-1
database maintenance 32-1
database purge, manual 31-1
data migration assistant (DMA) 25-3
data migration tool 25-2
default CDR batch size 30-1
department bill
<table>
<thead>
<tr>
<th>Index</th>
</tr>
</thead>
<tbody>
<tr>
<td>detail</td>
</tr>
<tr>
<td>summary</td>
</tr>
<tr>
<td>department bill detail</td>
</tr>
<tr>
<td>department bill detail, report results</td>
</tr>
<tr>
<td>department bill summary</td>
</tr>
<tr>
<td>department bill summary, report results</td>
</tr>
<tr>
<td>destination</td>
</tr>
<tr>
<td>destination CMR</td>
</tr>
<tr>
<td>destination leg</td>
</tr>
<tr>
<td>detail</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>gateway</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>individual bill</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>QoS, report results</td>
</tr>
<tr>
<td>QoS report</td>
</tr>
<tr>
<td>details report</td>
</tr>
<tr>
<td>device reports</td>
</tr>
<tr>
<td>device reports, CAR</td>
</tr>
<tr>
<td>dial plan, configuration</td>
</tr>
<tr>
<td>disabling</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>display FAC in CDR service parameter</td>
</tr>
<tr>
<td>document</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>documentation</td>
</tr>
<tr>
<td>dump table, CDR and CMR</td>
</tr>
<tr>
<td>duration</td>
</tr>
</tbody>
</table>

**E**

enabling
- alerts by mail | 36-4
- reports for automatic generation | 36-3
- enabling reports for automatic generation | 1-6
- end user | 2-9
- enterprise parameter
  - allowed CDRonDemand get_file queries per minute | 2-5
  - CDRfile time interval | 2-2, 2-5
  - cluster ID | 2-2, 2-5
- enterprise parameters | 2-5
- error
  - CDR report | 16-1
  - CDR report, results | 17-18
- event log, generating | 1-5
- event log report
  - output | 32-3
  - status | 32-3
- extension
  - CDR search by, report results | 28-1
- extension mobility | 7-1

**F**

FTP servers | 2-4
- FTP version | 2-4

**G**

gateway
- CDR search by | 26-4
- configuration for CAR | 29-4
- QoS by | 10-6
- QoS report results by gateway | 17-4
- gateway detail
  - call types | 19-2, 19-4
  - voice quality | 19-3
Index

gateway detail, report results 24-1

gateway detail report 19-1

gateway summary, report results 24-3

gateway summary report 19-4

gateway utilization, report results 24-4

gateway utilization report 19-6


H

hunt pilot detail, configuring report 20-7

hunt pilot detail, report results 24-10

hunt pilot summary, configuring report 20-6

hunt pilot summary, report results 24-8

I

identity management system error message 2-11

IMS error message 2-11

individual bill

configuration 4-2

detail 4-1

summary 4-1

individual bill detail

report results 8-4

individual bill detail, report results 8-4

individual bill summary

report results, report results 8-2

individual bill summary, report results 8-2

intercom calls 7-1

internationalization for CDR analysis and reporting 1-7

L

load

CDR schedule configuration 30-1

disabling CDR 30-1

restoring the default CDR schedule 30-1

logging off CAR 2-13

logon error message 2-11

logon page 1-8

M

mailing a report 3-3

mail server parameters 29-1

managers, CAR 1-5

manual database purge, configuration 31-1

manual purge, database 31-1

maximum size of CDR database 1-4

media information 28-2

missed calls 7-1

monthly reports

scheduling 30-5

N

notification limits 37-1

O

online help, CAR 1-9

organization i-xii

origination 28-3

origination CMR 28-3

origination leg 28-2

overview

department bill reports 4-3

device reports 19-1, 21-1, 22-1, 23-1

error and event logs 1-5

individual bill reports 4-5

system report 15-1
Index

P

parameter 28-3

parameters
  factoring time of day for rating 34-2
  factoring voice quality for rating 34-3
  mail server configuration 29-1
  setting the base rate and duration for rating 34-1
  system configuration 29-1

personal directory 7-1

placed calls 7-1

preferences
  system configuration 29-7

purge
  automatic database configuration 31-3
  disabling automatic database 31-3
  restoring database defaults 31-1

purging CAR data 1-3

Q

QoS
  default values 35-2
  notification limits configuration 37-1

QoS by call types, report results 17-5

QoS by call types report 10-8

QoS by gateway, report results 17-4

QoS by gateway report 10-6

QoS detail, report results 17-1

QoS detail report
  call types 10-2
  voice quality 10-3, 11-4

QoS notification, configuring 37-1

QoS notification, enable 36-4

QoS parameters, call types 10-9

QoS summary, report results 17-3

QoS summary report
  call types 10-5

R

rating parameters
  factoring time of day 34-2
  factoring voice quality 34-3
  setting the base rate and duration 34-1

received calls 7-1

related documentation i-xiv

report
  authorization code name 12-2
  authorization level 12-3
  CDR error 16-1
  CDR search 26-1
  CDR search by cause for call termination 26-6
  CDR search by gateway 26-4
  CDR search by user 26-3
  Cisco IPMA 6-2
  Cisco Unified Communications Manager Assistant 6-3

client matter code 12-1

department bill 4-3

device 19-1, 21-1, 22-1, 23-1

gateway detail report 19-1

gateway summary 19-4

gateway utilization 19-6

individual bill 4-1

mailing 3-3

QoS by call types report 10-8

QoS by gateway report 10-6

QoS detail 10-2

route and line group utilization 20-1

route list utilization 20-3

route pattern/hunt pilot utilization 20-4

system 9-1, 14-1, 15-1

system overview 15-1

top N by charge 5-2

top N by duration 5-4

top N by number of calls 5-6

traffic summary 11-2
traffic summary by phone number 11-4
trunk utilization 23-1
voice-mail utilization 22-1
report configuration, CAR 33-1, 35-1
report results
call usage for assistant-detail 8-10
call usage for assistant-summary 8-11
call usage for manager-detail 8-13
call usage for manager-summary 8-14
CDR error 17-18
CDR search by user extension 28-1
Cisco IP Phone services 8-16
conference bridge utilization 24-14
conference call detail 24-12
department bill, detail 8-4
department bill, summary 8-2
department bill detail 8-4
gateway detail 24-1
gateway summary 24-3
gateway utilization 24-4
individual bill, detail 8-4
individual bill, summary 8-2
individual bill detail 8-4
individual bill summary 8-2
QoS by gateway 17-4
QoS detail 17-1
QoS report by call types 17-5
QoS summary 17-3
route group utilization 24-4
route list utilization 24-4
route pattern utilization 24-4
system overview 17-17
top N by charge 8-7
top N by duration 8-7
top N by number of calls 8-9
traffic summary 17-7
traffic summary by extensions 17-7
trunk utilization 24-18
voice mail utilization 24-16

Reports
CAR report results 8-1, 17-1, 24-1, 28-1
reports
customizing for automatic generation 1-6, 36-3
enabling for automatic generation 1-6, 36-3
overview 1-8
scheduling daily 30-4
scheduling monthly 30-5
scheduling weekly 30-4
system overview results 17-17
user 3-1, 4-1, 5-1, 6-1
user, CAR 3-1
restoring
CAR database purge defaults 31-1
default CDR load schedule 30-1
route
group utilization, report results 24-4
list utilization, report results 24-4
pattern utilization, report results 24-4
route and line group utilization report 20-1
route list utilization report 20-3
route pattern/hunt pilot utilization report 20-4

S
schedule
CDR load configuration 30-1
restoring the default CDR load 30-1
scheduling
daily reports 30-4
monthly reports 30-5
weekly reports 30-4
search
CDR by cause for call termination 26-6
CDR by gateway 26-4
CDR by user 26-3
CDR by user extension, report results 28-1
CDRs 26-1
searching for users, CAR 3-4
server, mail parameters 29-1
service parameter
  add incoming number prefix to CDR 2-7
  allowed CDRonDemand get_file_list queries per minute 2-2, 2-6
  call diagnostics enabled 2-6
  CDR Enabled Flag 2-6
  CDR Log Calls With Zero Duration Flag 2-6
  display FAC in CDR 2-6
  show line group member DN in finalCalledPartyNumber CDR field 2-6
setting up alerts 1-3
SFTP servers 2-4
SFTP version 2-4
show line group member DN in finalCalledPartyNumber CDR fields service parameter 2-6
summary
  department bill 4-3
gateway 19-4
gateway, report results 24-3
individual bill 4-1
QoS, report results 17-3
traffic 11-2
traffic, report results 17-7
traffic by extensions, report results 17-7
traffic by phone number 11-4
supported FTP servers 2-4
supported SFTP servers 2-4
system, CAR 2-7
system overview, report results 17-17
system overview report 15-1
system parameters, configuration 29-1
system preferences
  configuration 29-7
system preferences parameters for CAR 29-7
system reports, CAR 9-1

T
  table, CDR and CMR dump 28-3
task monitor 32-1
tbl_billing_data file 25-3
tbl_billing_data table 31-2
tbl_billing_error file 25-3
tbl_billing_error table 16-1, 31-2
tbl_error_id_map file 25-3
tbl_error_id_map table 16-1
tbl_event_log 32-1
tbl_event_log table 1-4
tbl_pregenmail_option table 36-3
tbl_purge_history table 31-2
tbl_system_preferences 25-3
tbl_system_preferences table 30-1
time of day 34-2
top N
  by charge 5-2
  by charge, report results 8-7
  by duration 5-4
  by duration, report results 8-7
  by number of calls 5-6
  by number of calls, report results 8-9
top N by charge
call types 5-2
report types 5-3
top N by charge, report results 8-7
top N by duration
call types 5-4
configuration 5-4
report types 5-5
top N by duration, report results 8-7
top N by number of calls
call types 5-6
configuration 5-6
report types 5-7
top N by number of calls, report results 8-9
traffic summary 11-2
traffic summary (extn), call types 11-5
traffic summary, call types 11-3
traffic summary, report results 17-7
traffic summary by extensions, report results 17-7
traffic summary by phone number report 11-4
trunk utilization, report results 24-18
trunk utilization report 23-1

voice quality 34-3
voice quality metrics field 28-3

U
uninhibited loading of CDR values 30-3
upgrading CAR database 25-2
upgrading Cisco Unified CM 1-9
user ID 2-9
user reports, CAR 3-1
user reports, described 3-1, 4-1, 5-1, 6-1
users, CAR 1-5
using 31-1
utilization
conference bridge, report results 24-14
gateway 19-6
gateway, report results 24-4
route and line group 20-1
route group, report results 24-4
route list 20-3
route list, report results 24-4
route pattern/hunt pilot 20-4
trunk 23-1
trunk, report results 24-18
voice-mail 22-1
voice mail, report results 24-16

W
web browsers, supported 1-8
weekly reports
  scheduling 30-4

V
varVQMetrics 28-3
viewing 27-2
voice mail utilization, report results 24-16
voice-mail utilization report 22-1