



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](#)
- CDRMaximumDiskSpaceExceeded [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](#)

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](#)individual 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 administrator [2-9](#)
- CARAlarmCatalog [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 database, tbl_billing_error table [28-1](#)
- CARIDSEngineCritical
 - alarm [30-7](#)
- CARIDSEngineDebug
 - alarm [30-7](#)
- CARIDSEngineFailure
 - alarm [30-7](#)
- CARIDSEngineInformation
 - 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](#)
- CDRHWMEExceeded
 - 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

- detail [4-3](#)
 - summary [4-3](#)
- department bill detail
 - report results [8-4](#)
- department bill detail, report results [8-4](#)
- department bill summary
 - report results [8-2](#)
- department bill summary, report results [8-2](#)
- destination [28-3](#)
- destination CMR [28-3](#)
- destination leg [28-2](#)
- detail
 - department bill [4-3](#)
 - department bill, report results [8-4](#)
 - gateway [19-1](#)
 - gateway, report results [24-1](#)
 - individual bill [4-1](#)
 - individual bill, report results [8-4](#)
 - QoS, report results [17-1](#)
 - QoS report [10-2](#)
- details report [13-1](#)
- device reports [19-1, 21-1, 22-1, 23-1](#)
- device reports, CAR [18-1](#)
- dial plan, configuration [29-2](#)
- disabling
 - alerts by mail [36-4](#)
 - automatic CAR and CDR database purge [31-3](#)
 - automatic database purge [31-3](#)
 - CDR loading [30-1](#)
- display FAC in CDR service parameter [2-6](#)
- document
 - audience [i-xii](#)
 - conventions [i-xiv](#)
 - organization [i-xii](#)
 - purpose [i-xi](#)
- documentation
 - related [i-xiv](#)
- dump table, CDR and CMR [28-3](#)
- duration [34-1](#)

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](#)

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](#)
 generate report fields [19-6, 20-2, 20-3, 20-5, 21-3, 22-2, 23-2](#)

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
 department bill summary [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 [4-1](#)
 system report [15-1](#)

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](#)

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](#)

V

varVQMetrics [28-3](#)
 viewing [27-2](#)
 voice mail utilization, report results [24-16](#)
 voice-mail utilization report [22-1](#)

voice quality [34-3](#)
 voice quality metrics field [28-3](#)

W

web browsers, supported [1-8](#)
 weekly reports

- scheduling [30-4](#)