



# CHAPTER 16

## Configuring CDR Error System Reports

CAR provides reporting capabilities for three levels of users:

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

This chapter contains the following topics:

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



**Note**

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

## Configuring CDR Error Reports

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

In order to determine why the error records failed the CDR Load, you must review the information in the tbl\_error\_id\_map table.

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

**Table 16-1** CDR Error Codes

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

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

Error Code	Definition
31110	CDR dateTimeConnect <= 0
31111	CDR dateTimeDisconnect <= 0
31119	CDR originalCalledPartyNumber is empty
31120	CDR finalCalledPartyNumber is empty
31122	CDR duration < 0
31137	CDR LDAP error while retrieving UserID or ManagerID
31139	CDR callingPartyNumber is empty
31147	CDR origDeviceName is empty
31148	CDR destDeviceName is empty
31151	CDR origCallTerminationOnBehalfOf < 0
31152	CDR destCallTerminationOnBehalfOf < 0
31153	CDR lastRedirectRedirectOnBehalfOf < 0
31155	CDR destConversationId < 0
31156	CDR globalCallId_ClusterID is empty
<b>Orig CMR</b>	
31123	Orig CMR globalCallID_callManagerId <= 0
31124	Orig CMR globalCallID_callId <= 0
31125	Orig CMR numberPacketsSent < 0
31126	Orig CMR numberPacketsReceived < 0
31127	Orig CMR jitter < 0
31129	Orig CMR callIdentifier <= 0
31149	Orig CMR deviceName is empty
31157	Orig CMR globalCallId_ClusterID is empty
<b>Dest CMR</b>	
31140	Dest CMR globalCallID_callManagerId <= 0
31141	Dest CMR globalCallID_callId <= 0
31142	Dest CMR numberPacketsSent < 0
31143	Dest CMR numberPacketsReceived < 0
31144	Dest CMR jitter < 0
31145	Dest CMR callIdentifier <= 0
31150	Dest CMR deviceName is empty
31158	Dest CMR globalCallId_ClusterID is empty

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

### Procedure

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- Step 1** Choose **System Reports > CDR Error**.  
The CDR Error window displays.
- Step 2** Choose the date range of the period for which you want to generate the report.
- Step 3** If you want the report in CSV format, choose **CSV** (comma separated value) in the Report Format area. If you want the report in PDF format, choose **PDF** (portable document format) in the Report Format area.
- Step 4** Click the **View Report** button.  
The report displays.
- Step 5** If you want to mail the report, click the **Send Report** button. To send the report, perform the procedure that is described in the [“Mailing a Report” section on page 3-3](#).
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### Additional Information

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

## Related Topics

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

## Additional Cisco Documentation

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

