



CHAPTER 8

Cisco Call Management Records Field Descriptions

This chapter describes the field descriptions of the Call Management Records (CMRs). The chapter contains the following information:

- [CMR Field Descriptions, page 8-143](#)
- [Related Topics, page 8-148](#)
- [Related Documentation, page 8-148](#)

CMR Field Descriptions

[Table 8-1](#) contains the fields, range of values, and field descriptions of the CMRs in the order in which they appear in the CMR.

Table 8-1 *CMR Field Descriptions*

Field Name	Range of Values	Description
cdrRecordType	0, 1, or 2	This field specifies the type of this specific record. The following valid values apply: <ul style="list-style-type: none">• 0—Start call detail record (not used)• 1—End call detail record• 2—CMR record Default - For CMRs, this field always specifies 2.

Table 8-1 CMR Field Descriptions (continued)

Field Name	Range of Values	Description
globalCallID_callManagerId	Positive Integer	<p>This field specifies a unique Cisco Unified Communications Manager identity.</p> <p>This field makes up half of the Global Call ID. The Global Call ID comprises the following fields:</p> <ul style="list-style-type: none"> • globalCallId_callId • globalCallID_callManagerID <p>All records that are associated with a standard call have the same Global Call ID in them.</p> <p>Default - Ensure this field always is populated.</p>
globalCallId_callId	Positive Integer	<p>This field specifies a unique call identity value that gets assigned to each call. The system allocates this identifier independently on each call server. Values get chosen sequentially when a call begins. Each call, successful or unsuccessful, receives value assignment.</p> <p>This field makes up half the Global Call ID. The Global Call ID comprises the following two fields:</p> <ul style="list-style-type: none"> • globalCallId_callId • globalCallID_callManagerID <p>All records that are associated with a standard call have the same Global Call ID in them.</p> <p>Default - Ensure this field always is populated.</p>
nodeId	Positive Integer	<p>This field specifies the server, or node within the Cisco Unified Communications Manager cluster, where this record gets generated.</p> <p>Default - Ensure this field always is populated.</p>
callIdentifier	Positive Integer	<p>This field identifies the call leg to which this record pertains.</p> <p>Default - Ensure this field always is populated.</p>

Table 8-1 CMR Field Descriptions (continued)

Field Name	Range of Values	Description
directoryNumber	Integer	This field specifies the directory number of the device from which these diagnostics are collected. Default - Ensure this field always is populated.
dateTimeStamp	Integer	This field represents the approximate time that the device goes on hook. Cisco Unified Communications Manager records the time when the phone responds to a request for diagnostic information. Default - Ensure this field always is populated.
numberPacketsSent	Integer	This field designates the total number of Routing Table Protocol (RTP) data packets that the device transmits since starting transmission on this connection. The value remains zero if the connection is set to “receive only” mode. Default - 0
numberOctetsSent	Integer	This field specifies the total number of payload octets (that is, not including header or padding) that the device transmits in RTP data packets since starting transmission on this connection. The value remains zero if the connection is set to “receive only” mode. Default - 0
numberPacketsReceived	Integer	This field specifies the total number of RTP data packets that the device has received since starting reception on this connection. The count includes packets that are received from different sources if this is a multicast call. The value remains zero if the connection is set in “send only” mode. Default - 0

Table 8-1 CMR Field Descriptions (continued)

Field Name	Range of Values	Description
numberOctetsReceived	Integer	This field specifies the total number of payload octets (that is, not including header or padding) that the device has received in RTP data packets since starting reception on this connection. The count includes packets that are received from different sources if this is a multicast call. The value remains zero if the connection is set in “send only” mode. Default - 0
numberPacketsLost	Integer	This field designates the total number of RTP data packets that have been lost since the beginning of reception. This number designates the number of packets that were expected, less the number of packets that were actually received, where the number of packets that were received includes any that are late or duplicates. Thus, packets that arrive late do not get counted as lost, and the loss may be negative if duplicate packets exist. The number of packets that are expected designates the extended last sequence number that was received, as defined next, less the initial sequence number that was received. The value remains zero if the connection was set in “send only” mode. For detailed information, see RFC 1889. Default - 0
jitter	Integer	This field provides an estimate of the statistical variance of the RTP data packet interarrival time, measured in milliseconds and expressed as an unsigned integer. The interarrival jitter J specifies the mean deviation (smoothed absolute value) of the difference D in packet spacing at the receiver, compared to the sender for a pair of packets. RFC 1889 contains detailed computation algorithms. The value remains zero if the connection was set in “send only” mode. Default - 0

Table 8-1 CMR Field Descriptions (continued)

Field Name	Range of Values	Description
latency	Integer	<p>This field designates value that is an estimate of the network latency, expressed in milliseconds. This value represents the average value of the difference between the NTP timestamp that the RTP Control Protocol (RTCP) messages indicates and the NTP timestamp of the receivers, measured when these messages are received. Cisco Unified Communications Manager obtains the average by summing all estimates then dividing by the number of RTCP messages that have been received. For detailed information, see RFC 1889.</p> <p>Default - 0</p> <p>Note CMR records will not show latency for all phone loads. For example, for SIP 9.2.1 and 9.2.2, the latency will not show, as it has not been implemented in these loads.</p>
pkid	Text String	<p>This field identifies a text string that the database uses internally to uniquely identify each row. This text string provides no meaning to the call itself.</p> <p>Default - The system always populates this field with a unique ID.</p>
directoryNumberPartition	Text String	<p>This field identifies the partition of the directory number.</p> <p>Default - Empty string, "". This field may remain empty if no partition exists.</p>
deviceName	Text String	<p>This field identifies the name of the device.</p> <p>Default - Empty string "". This field may remain empty if no device name exists.</p>
globalCallId_ClusterId	Text String	<p>This field designates a unique ID that identifies a single Cisco Unified Communications Manager, or a cluster of Cisco Unified Communications Managers.</p> <p>The system generates this field during installation, but Cisco Unified Communications Manager does not use it: globalCallId_ClusterId + globalCallId_callManagerId + globalCallId_callId.</p> <p>Default - Ensure this field always is populated.</p>

Table 8-1 CMR Field Descriptions (continued)

Field Name	Range of Values	Description
varVQMetrics	Text String	<p>This field contains a variable number of voice quality metrics. This field comprises a string of voice quality metrics that are separated by a semicolon.</p> <p>The format of the string follows: fieldName=value;fieldName=value.precision</p> <p>This example shows voice quality data, but the names may differ. "MLQK=4.5000;MLQKav=4.5000;MLQKmn=4.5000;MLQKmx=4.5000;MLQKvr=0.95;CCR=0.0000;ICR=0.0000;ICRmx=0.0000;CS=0;SCS=0"</p> <p>Note See Table 9-1 “K-Factor Data Stored in Cisco Unified Communications Manager CMRs” for a complete list of K-Factor data.</p>

Related Topics

- [Chapter 5, “Cisco Call Detail Records Field Descriptions”](#)
- [Chapter 7, “Understanding Call Management Records”](#)
- [Chapter 9, “Cisco Call Management Records K-Factor Data”](#)
- [Chapter 10, “Cisco Call Management Record Examples”](#)

Related Documentation

The following documents contain additional information related to CMRs:

- *Cisco Unified Serviceability Administration Guide*
- *CDR Analysis and Reporting Administration Guide*