



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.

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Generate 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.

The following table displays the list of tasks/reports and how often they are scheduled.

Table 1: Task List

| Task | Scheduled |
|--|------------------|
| CDR Load | Daily |
| Task Monitor ¹ | Daily |
| Database Maintenance ² | Daily |
| QoS Notification | Daily |
| Charge Limit Notification | Daily |
| Database Alert | Daily |
| Delete Reports | Daily |
| Database Purge | Daily |
| Traffic Summary - Hour of Day | Daily |
| Top N Charge | Daily |
| Top N Duration | Daily |
| Top N Calls | Daily |
| Conference - Detail | Daily |
| Traffic Summary - Day of week | Weekly |
| Conference Bridge Utilization - Day of week | Weekly |
| Voice Messaging Utilization - Day of week | Weekly |
| Route Pattern/Hunt Pilot Utilization - Day of week | Weekly |
| Route/Hunt List Utilization - Day of week | Weekly |
| Route Group Utilization - Day of week | Weekly |
| Gateway Utilization - Day of week | Weekly |
| Line Group Utilization - Day of week | Weekly |
| QoS Summary | Monthly |
| Gateway Summary | Monthly |

| Task | Scheduled |
|--------------------------------|-----------|
| Traffic Summary - Day of month | Monthly |
| System Overview | Monthly |
| Department Bill Summary | Monthly |
| Individual Bill Summary | Monthly |
| Top N Charge | Monthly |
| Top N Duration | Monthly |
| Top N Calls | Monthly |
| Conference - Summary | Monthly |

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Procedure

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- 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 the previous steps. 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 the following table.
- Note** The system chooses the status of each event log report by default.

³ The system automatically configures and executes the Task Monitor, which is an internal task, on a daily basis.

⁴ Database Maintenance represents an internal task that the system automatically configures and executes on a daily basis.

Table 2: Event Log Report Status

| Status | Description |
|--------------|--|
| Complete | If this check box is checked, the event log report includes tasks that are complete. |
| In Progress | If this check box is checked, the event log report includes tasks that are currently in progress. |
| Unsuccessful | If this check box is checked, the event log report includes tasks that have failed. |
| Scheduled | If this check box is checked, the event log report includes tasks that have been scheduled but have not yet started. |

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.

The following table describes the event log report output.

Table 3: Event Log Report Output Parameters

| Parameter | Description |
|------------|--------------------------------------|
| SI No | Serial number |
| Jobs | Name of the task |
| Start Time | Time the task starts |
| End Time | Time the task ends |
| Status | Unsuccessful, in progress, completed |
| Date | Date the task is scheduled |

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.

Related topics

- [Generate CDR Analysis and reporting](#)
- [Report configuration](#)
- [CAR rating engine](#)
- [CAR reports QoS values](#)
- [CAR reports notification limits](#)

Additional documentation

- [Cisco Unified Communications Operating System Administration Guide](#)
- [Cisco Unified Serviceability Administration Guide](#)
- [Cisco Unified Communications Manager Call Detail Records Administration Guide](#)

