CHAPTER 47

Administrative Tools Overview

This section provides an overview of the following tools for Cisco CallManager administrators:

Bulk Administration Tool (BAT)

The Bulk Administration Tool (BAT), installed with Cisco CallManager, lets you add, update, or delete a large number of phones, users, user device profiles, Cisco IPMA managers and assistants, Cisco VG200 gateways and ports, and Cisco Catalyst 6000 24 Port FXS analog interface modules to the Cisco CallManager database. Where this was previously a manual operation, BAT helps you automate the process and achieve much faster add, update, and delete operations.

BAT installs as part of the Cisco CallManager Administration.

For more information, refer to the *Cisco CallManager Bulk Administration Guide.*

Cisco CallManager Serviceability

Administrators can use the Cisco CallManager Serviceability web-based tool to troubleshoot problems with the Cisco CallManager system. Cisco CallManager Serviceability provides the following services:

- Saves Cisco CallManager services alarms and events for troubleshooting and provides alarm message definitions.
- Saves Cisco CallManager services trace information to various log files for troubleshooting. Administrators can configure, collect, and view trace information.
- Monitors real-time behavior of the components in a Cisco CallManager cluster.
- Generates reports for Quality of Service, traffic, and billing information through Cisco CDR Analysis and Reporting (CAR) application.
- Provides feature services that you can activate, deactivate, and view through the Service Activation window.

- Provides an interface for starting and stopping feature and network services.
- Archives reports that are associated with Cisco CallManager Serviceability tools.
- Allows Cisco CallManager to work as a managed device for SNMP remote management and troubleshooting.
- Monitors the disk usage of the log partition on a server (or all servers in the cluster).

To access Serviceability from the Cisco CallManager Administration window, choose **Serviceability** from the **Navigation** drop-down list box that displays in the upper, right corner of the window.

For more information, refer to the *Cisco CallManager Serviceability Administration Guide* and the *Cisco CallManager Serviceability System Guide*.

CDR Analysis and Reporting (CAR)

CAR, a web-based reporting application, generates reports based on the call detail records (CDRs) and call management records (CMRs) that Cisco CallManager collects. CAR processes the CDR and CMR flat files that the CDR Repository service places in the CDR repository and stores the information in the CAR database. CAR uses the information to generate reports that provide information regarding voice quality, traffic, and billing.

To access CAR, administrators must activate the CAR services in Cisco CallManager Serviceability. After you activate the appropriate services, administrators can access CAR through a secured login from the Cisco CallManager Serviceability Tools menu. End users and managers can access a subset of the reports through a URL that you provide to them.

To view the reports, you must use Adobe Acrobat Reader, which you can download and install from the CAR main window. You can also save reports as CSV files.

For more information, refer to the *CDR Analysis and Reporting Administration Guide*.

Call Detail Records

When CDR collection is enabled through the CDR Enabled Flag Cisco CallManager service parameter, Cisco CallManager writes call detail records (CDRs) to flat files on the subsequent servers as calls are completed. When CDR Diagnostic collection is enabled through the Call Diagnostics Enabled Cisco CallManager service parameter, Cisco CallManager writes call detail diagnostic records to flat files on the subsequent servers as calls are completed. The CDR Repository Manager service maintains the CDR and CMR files, sends files to preconfigured destinations, and manages the disk usage of the files. CAR accesses the CDR/CMR files in the directory structure that the CDR Repository Manager service creates.

Enable and configure CDR collection through service and enterprise parameters that are set in Cisco CallManager Administration. You must enable CDR collection on each Cisco CallManager in the cluster for which you want to generate records.

The following service parameters apply to CDRs:

- CDR Enabled Flag—Cisco CallManager service parameter that controls whether CDRs are generated. Set this parameter on each Cisco CallManager in the cluster. You do not need to restart the Cisco CallManager for the change to take effect.
- CDR Log Calls With Zero Duration Flag—Cisco CallManager service parameter that controls whether calls with zero duration are logged in CDRs. The default specifies False (zero duration calls not logged).

- Call Diagnostics Enabled—Cisco CallManager service parameter that controls whether call diagnostic records that contain QoS information about calls are generated. The default specifies False (diagnostics not generated).

The following enterprise parameters apply to CDRs:

- CDR File Time Interval—The parameter that determines how many seconds to write to a CDR file before Cisco CallManager closes the CDR file and opens a new one.
- Cluster ID—Parameter that provides a unique identifier for the cluster. This parameter gets used in CDR records, so collections of CDR records from multiple clusters can be traced to the sources. The default specifies StandAloneCluster.

Use the CDR Management Configuration window in Cisco CallManager Serviceability to set the amount of disk space to allocate to CDR and CMR files, configure the number of days to preserve files before deletion, and configure up to three billing application server destinations for CDRs.

For more information, see the *Cisco CallManager Serviceability Administration Guide*.

Where to Find More Information

Related Topics

- Cisco TFTP, page 10-1
- Cisco CallManager Attendant Console, page 37-1
- Understanding Cisco CallManager Voice Gateways, page 39-1
- Cisco IP Phones, page 43-1
- Call Admission Control, page 8-1
- System Configuration Checklist, page 5-16
- Device Defaults Configuration, *Cisco CallManager Administration Guide*
- Device Pool Configuration, *Cisco CallManager Administration Guide*
- Gateway Configuration, *Cisco CallManager Administration Guide*
- Cisco IP Phone Configuration, *Cisco CallManager Administration Guide*
- Cisco CallManager Group Configuration, *Cisco CallManager Administration Guide*

Additional Cisco Documentation

- *Cisco CallManager Serviceability Administration Guide*
- *Cisco CallManager Serviceability System Guide*