



CDR Search Configuration

CAR provides reporting capabilities for three levels of users: administrators, managers, and individual users. Only CAR administrators can use CDR Search.

This chapter contains the following topics:

- [Configuring CDR Search by User Extension, page 8-1](#)
- [Configuring CDR Search by Gateway, page 8-2](#)
- [Configuring CDR Search by Cause for Call Termination, page 8-4](#)
- [Viewing Call Termination Details, page 8-4](#)
- [Configuring CDR Search By Call Precedence Levels, page 8-5](#)
- [Configuring CDR Search for Malicious Calls, page 8-6](#)
- [Related Topics, page 8-7](#)

Before You Begin

Make sure that you set the Cisco CallManager service parameters CDR Enabled Flag and Call Diagnostics Enabled to true (enabled), so the system can generate CDR/CMR data. By default, the system disables these service parameters. For more information about these service parameters, refer to the *Cisco CallManager Administration Guide*.

All CAR reports use CDR data. Be sure to have the most current CDR data from which your reports are built. By default, CDR data loads daily from midnight to 5 a.m. However, you can set the loading time, interval, and duration as needed. See the [“System Scheduler Configuration” section on page 3-7](#), for more information.

Configuring CDR Search by User Extension

Only CAR administrators use the CDR search by user extension feature.

This section describes how to show the details of CDR data based on a user or extension. You can search CDR data by user name and extension. You can narrow the search by specifying both users and extensions in the same search.



Caution

Use CAR only during off-peak hours. Otherwise, data collection and report generation could cause performance degradation on the Cisco CallManager system.

Procedure

Step 1 Choose **CDR > Search > By User/Extension**.

The CDR Search by User Extension window displays.



Note You can enter a wildcard pattern like “!” or “X” to search on extensions. The “!” represents any n digit that has 0-9 as each of its digits, and the “X” represents a single digit in the range 0-9.

Step 2 Perform one of the following tasks:

- To search CDRs based on extensions, enter the extension number in the Extension field and click the **Add Extension** button.
- To search CDRs based on user, click the **Search Extension(s) based on User(s)** link, enter the first few letters of the first and/or last name in the First Name and/or Last Name fields, and click the **Search** button. When the results display, click the **Select** link next to the result that you want to include. Click the **Close** button.

The extension displays in the Selected Extension(s) box.



Note To delete an item from the Report Criteria box, click the **Remove Extension(s)** button. You can delete all items from the Report Criteria box by clicking the **Remove All Extensions** button.

Step 3 Choose the date range of the period for which you want to see CDR data for the specified user or extension.

Step 4 Click the **OK** button.

The CDR-CMR Search Results window displays. If the search returns more than 100 records, a message indicates that the result will be truncated.

Step 5 To view the CMR data, click the **Others** button. To view both the CDR and CMR data fields, click the **View** button.

Step 6 To mail the report to e-mail recipient(s), follow the steps in the [“Mailing a Report” section on page 5-13](#).

Additional Information

See the [“Related Topics” section on page 8-7](#).

Configuring CDR Search by Gateway

Only CAR administrators use the CDR search by gateway feature.

This section describes how to search CDR data based on a specific gateway type or on those gateways that use a chosen route pattern.

**Caution**

Use CAR only during off-peak hours. Otherwise, data collection and report generation could cause performance degradation on the Cisco CallManager system.

Procedure

Step 1 Choose **CDR > Search > By Gateway**.

The CDR Search by Gateway window displays.

Step 2 Perform one of the following tasks:

- To display all the gateways that are configured in the system, click **Gateway Types** in the column on the left side of the window.
- To expand the tree structure and display the type of gateway from which you can choose, click the icon next to Gateway types.
- To choose a gateway that uses a particular route pattern/hunt pilot, rather than a gateway type, click **Route Patterns/Hunt Pilots** in the column on the left side of the window. The gateways that are associated to the configured Route Patterns/Hunt Pilots display.
- To expand the tree structure and display route pattern/hunt pilot for you to choose, click the icon next to Route Patterns/Hunt Pilots.



Note You can also search for specific route patterns/hunt lists by entering part of the name of the route pattern(s)/hunt pilot(s) in the Route Patterns/Hunt Pilots box in the column on the left side of the window. CAR searches for the route pattern(s)/hunt list(s) that matches the search string.

Step 3 Choose a gateway type from the list.

The gateway name displays in the List of Gateways box.



Note The List of Gateways box will display up to 200 gateways that are configured for the chosen gateway type.

Step 4 In the List of Gateways box, choose the gateways that you want to include in the report.



Note You can generate a report for up to 15 gateways at a time.

Step 5 To move the chosen gateway to the list of Selected Gateways box, click the down arrow icon.

The gateway that you chose displays in the Selected Gateways box.

Step 6 Choose the date and time range of the period when you want to search CDR data.

Step 7 Click the **OK** button.

The CDR-CMR Results window displays. If the search returns more than 100 records, a message indicates that the result will be truncated.

Step 8 To view the CMR data, click the **Others** button. To view both the CDR and CMR data fields, click the **View** button.

Step 9 To mail the report to e-mail recipient(s), follow the steps in the [“Mailing a Report” section on page 5-13](#).

Additional Information

See the [“Related Topics” section on page 8-7](#).

Configuring CDR Search by Cause for Call Termination

Only CAR administrators use the CDR Search by Cause for Call Termination feature.
This section describes how to search for information about the cause for termination of a call.

Procedure

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- Step 1** Choose **CDR > Search > By Cause for Call Termination**.
The Cause for Call Termination window displays.
- Step 2** To search for the cause(s) of the termination of a call, highlight the cause(s) in the list of call termination causes.
-  **Tip** You can select more than one cause by clicking the causes that you want while holding down the Ctrl key on your keyboard. You can also select all causes in the list by holding down the Shift key while clicking all causes.
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- Step 3** With the desired cause(s) highlighted, click the down arrow icon above the Selected Call Termination Causes box.
The cause(s) that you chose displays in the Selected Call Termination Causes list box.
- Step 4** Choose the date and time range of the period when you want to search CDR data.
- Step 5** Click **OK**.
The Call Termination Details window displays the report criteria for which the report has been generated, along with the total number of calls that have been placed during the given time range as well as how many call legs and the percentage of call legs for each cause code selected.
- Step 6** To view CDRs, see the [“Viewing Call Termination Details” section on page 8-4](#).
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Additional Information

See the [“Related Topics” section on page 8-7](#).

Viewing Call Termination Details

This section describes how to view the call termination details.

Before You Begin

Follow the steps in the [“Configuring CDR Search by Cause for Call Termination” section on page 8-4](#) to display the Call Termination Details window.

Procedure

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- Step 1** In the Select CDRs field, check the check box beside the individual CDRs that you want to view or, if you want to view all CDRs in the list, check the Select CDRs check box.

- Step 2** After you have chosen the CDRs that you want to view, click **View CDRs**.
The CDR-CMR Search Results window displays.
From this window, you can view the media information and the CDR-CMR dump records by clicking the **Others** and **View** links. Refer to the [“Understanding the CDR Search Results” section on page 10-23](#) for information on how to read CDR search results reports.
- Step 3** To mail the report in an e-mail, click **Send Report** and follow the procedure described in the [“Mailing a Report” section on page 5-13](#).

Additional Information

See the [“Related Topics” section on page 8-7](#).

Configuring CDR Search By Call Precedence Levels

Only CAR administrators use the CDR Search by Call Precedence Levels feature.

This section describes how to search for calls according to call precedence.

Procedure

- Step 1** Choose **CDR > Search > By Call Precedence Level**.
The CDR Search by Precedence Levels window displays.
- Step 2** In Select Precedence Levels, check the check box(es) for the call precedence level(s) on which you want to search as described in [Table 8-1](#).

Table 8-1 Call Precedence Levels

Voice Quality	Description
Flash Override	Highest precedence setting for MLPP calls.
Flash	Second highest precedence setting for MLPP calls.
Immediate	Third highest precedence setting for MLPP calls.
Priority	Forth highest precedence setting for MLPP calls.
Routine	Lowest precedence setting for MLPP calls.



Note To check the check boxes of every precedence level, click **Select All**. To clear the check boxes, click **Clear All**.

- Step 3** In the From Date field, choose the date and time from which you want CDRs searched.
- Step 4** In the To Date field, choose the date and time to which you want CDRs searched.
- Step 5** Click **OK**.
The Call Precedence Details window displays and shows the call precedence levels and values, number of call legs, and percentage of call legs.

- Step 6** In the Select CDRs column, check the check box(es) of the CDR(s) at which you want to look.
- Step 7** Click **View CDRs**.
The CDR-CMR Search by Precedence Levels - CDR-CMR Search Results window displays. If the search returns more than 100 records, a message indicates that the result will be truncated.
- Step 8** To view the CMR data, click the **Others** button. To view both the CDR and CMR data fields, click the **View** button.
- Step 9** To mail the report to e-mail recipient(s), click **Send Report** and follow the steps in the [“Mailing a Report”](#) section on page 5-13.

Additional Information

See the [“Related Topics”](#) section on page 8-7.

Configuring CDR Search for Malicious Calls

Only CAR administrators use the CDR Search for Malicious Calls feature.

This section describes how to search for malicious calls.

Procedure

- Step 1** Choose **CDR > Search > Malicious Calls**.
The CDR Search for Malicious calls window displays.
- Step 2** Perform one of the following tasks:
- In the Select Extension(s) box, enter an extension in the Extension field and click **Add Extension**.
The user's extension displays in the Selected Extension(s) box.
 - To search for a user extension, click the **Search Extension(s) based on User(s)** link, enter the first few letters of the first and/or last name in the First Name and/or Last Name fields, and click the **Search** button. When the results display, click the **Select** link next to the result that you want to include. The extension number that is associated with the user appears in the Selected Extension(s) box. Click the **Close** button.



Note To remove an extension, highlight the extension(s) that you want removed and click **Remove Extension(s)**. To remove all extensions, click **Remove All Extensions**.

- Step 3** Choose the date and time range of the period when you want to search CDR data.
- Step 4** Click **OK**.
The CDR-CMR Search Results window displays. If the search returns more than 100 records, a message indicates that the result will be truncated.
- Step 5** To view the CMR data, click the **Others** button. To view both the CDR and CMR data fields, click the **View** button.
- Step 6** To mail the report to e-mail recipient(s), follow the steps in the [“Mailing a Report”](#) section on page 5-13.

Additional Information

See the [“Related Topics”](#) section on page 8-7.

Related Topics

- [Understanding the CDR Search Results, page 10-23](#)
- [Media Information, page 10-25](#)
- [CDR and CMR Dump Tables, page 10-25](#)
- [Mailing a Report, page 5-13](#)
- [Configuring CDR Search by User Extension, page 8-1](#)
- [Configuring CDR Search by Gateway, page 8-2](#)
- [Configuring CDR Search by Cause for Call Termination, page 8-4](#)
- [Viewing Call Termination Details, page 8-4](#)
- [Configuring CDR Search By Call Precedence Levels, page 8-5](#)
- [Configuring CDR Search for Malicious Calls, page 8-6](#)

