Getting Started with CDR Analysis and Reporting

The Cisco Unified CallManager Serviceability CDR Analysis and Reporting (CAR) tool generates reports of information for quality of service, traffic, user call volume, billing, and gateways.

Note   CAR does not handle iDivert calls (feature to divert calls to voice-messaging system) and treats them as normal calls. The part of the call after iDivert feature gets activated may not get charged to the correct party.

This chapter contains the following topics:

Note   You can view CAR reports in either PDF or CSV format. PDF format limits the number of records in the CAR reports to 5000, and CSV format limits the records to 20,000. If the number of records exceeds these limits, a message displays to inform you that the results are truncated. To avoid this, you can reduce the date range and generate the reports, or, if you are using PDF format, you can use CSV format instead.

Activating CAR

CAR comprises a group of complementary services, which you can activate in the Service Activation window in Cisco Unified CallManager Serviceability. Before you can launch CAR from the Tools menu in Cisco Unified CallManager Serviceability, you must activate the CAR services by using the following procedure.

Procedure

Step 1   Choose **Tools > Service Activation**.

The Service Activation window displays.

Step 2   From the Servers drop-down list box, choose the first node of the cluster.

The window displays the service names for the server that you chose, the service type, and the activation status of the services.

✎
Note   Activate the CAR services on only the first node, where the Cisco Unified CallManager database resides.

Step 3   Check the check boxes next to the following CDR services:

- Cisco CAR Scheduler
- Cisco CAR Web Service
- Cisco SOAP-CDROnDemand (optional). If you are using a third-party billing application that accesses CDR data via an HTTPS/SOAP interface, activate this service.

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Tip   Unchecking the check boxes next to the CDR services and clicking **Update** deactivates the services. If you deactivate the Cisco CAR Web Service, the system removes CAR from the Tools menu on the Cisco Unified CallManager Serviceability menu.

Step 4   After you have finished making the appropriate changes, click **Update**.

Additional Information

See the "Related Topics" section on page 2-5.

Configuring CDR Service Parameters

CAR relies on the data in the CDR and CMR records to generate both the CAR and CDR reports. CAR requires that the CDR records be available in flat files on the CDR Repository node (the first node). To ensure that the CDR records write to flat files, you must enable the following Cisco CallManager service parameters:

- CDREnabled

✎
Note   Enable this parameter on all servers in the cluster.

- CallDiagnosticsEnabled

✎
Note   Because the default values for the service parameters CDREnabled and CallDiagnosticsEnabled are disabled, you must enable these service parameters to make CDR records available to CAR.

For information on configuring service parameters, refer to the *Cisco Unified CallManager Administration Guide*.

Configuring CAR Administrators, Managers, and Users

Any user can act as a CAR administrator; however, you must add the end user to the Cisco CAR Administrators User Group in Cisco Unified CallManager Administration (Standard CAR Admin Users). End users who have been identified as CAR administrators have full control over the CAR system. The administrator can modify all the parameters that relate to the system and the reports. End users who have not been identified as CAR administrators can access only designated CAR reports.

Tip   To use CAR, ensure at least one CAR administrator exists in the Cisco Unified CallManager database.

Before you log in to CAR, you must configure at least one CAR user that has administrative privileges in CAR. To configure CAR administrators, managers, and users, perform the following procedure:

Procedure

Step 1   In Cisco Unified CallManager Administration, add an end user by choosing **User Management > End User**. For information on how to perform this task, refer to the *Cisco Unified CallManager Administration Guide*. To create a manager, make sure that you enter a value in the Manager User ID field.

Tip   Cisco recommends that you configure at least one CAR user that has administrative privileges in CAR before you start using CAR. If you have not configured a CAR administrator or want to configure another CAR administrator, continue with this procedure.

Step 2   Choose **User Management > User Group**.

The Find and List User Groups window displays.

Step 3   Click **Standard CAR Admin Users**.

The CAR User Group window displays.

Step 4   Click the **Add Users to Group** button.

Step 5   Check the check box(es) for the users that you want to add to the group and click **Add Selected**.

The user displays in the Users in Group group box.

Tip   To revoke CAR administrative privileges, check the check box of the user in Users in Group group box and click **Delete Selected**. When the warning message displays, click **OK**. The system revokes the privileges immediately.

Additional Information

See the "Related Topics" section on page 2-5.

Logging On to CAR

To log on to CAR, perform the following procedure:

Before you Begin

Perform the following tasks:

- Before you can log in to CAR, verify that the Cisco CAR Web Service and the Cisco CAR Scheduler service run on the first node. After you activate the services, the option CDR Analysis and Reporting displays under the Tools menu in Cisco Unified CallManager Serviceability. For information on how to activate services, refer to the "Activating CAR" section on page 2-1.

- Configure CAR administrators, managers, and users as described in "Configuring CAR Administrators, Managers, and Users" section on page 2-3.

Procedure

Step 1	To log on to CAR, perform one of the following tasks:

- For CAR system administrators only—From Cisco Unified CallManager Serviceability, choose **Tools > CDR Analysis and Reporting**.

- For CAR users or administrators—From the web browser, enter **https://<Server-ip/name>:8443/car/Logon.jsp**.

Step 2   After the CAR logon window displays, enter your user ID in the User Name field.

Step 3   In the Password field, enter your password.

If the user ID or password are invalid, CAR displays the message, "Invalid Logon. Either the User Name or Password entered is invalid. Click here to try again." Click the link, enter your user ID and password again and click **OK**.

The CAR window displays.

Additional Information

See the "Related Topics" section on page 2-5.

Logging Out of CAR

This section describes how to log out of CAR.

Procedure

Step 1   At the CAR window, choose **Logout**.

Step 2   A prompt message "For security reasons, it is advisable to close the browser window on Logout. Do you want to close the browser window?" displays. To close the CAR window (browser), click **OK**; clicking Cancel displays the CAR Logon window.

Additional Information

See the "Related Topics" section on page 2-5.

Accessing CAR Documentation Online Help

To access CAR documentation online help, choose **Help > Contents and Index** (for a list of contents) or **Help > For this page** (for information that is specific to the page that displays.)

Additional Information

See the "Related Topics" section on page 2-5.

Related Topics