



All About Call Detail Records (CDRs) in CUCM

Kevin Koeper
Instructor/Consultant
CCIE #38155

November 2023

Our Agenda

- ✓ What Are Call Detail Records
- ✓ Enabling the CDR Service Parameters
- ✓ Setting the CDR Enterprise Parameters
- ✓ Enabling the CDR Service
- ✓ Viewing Call Detail Records
- ✓ Exporting Call Detail Records
- ✓ Sending CDRs to a 3rd Party Billing Server

What Are Call Detail Records (CDRs)?

Records that contain information about each call that was processed by CUCM, including:

- Call originator
- Call destination
- Length of call
- Date and time of call



CDR files are saved by CUCM for 30 days by default





Enabling the Service Parameters


Service Parameters

The screenshot displays the Cisco Unified CM Administration web interface. At the top, the Cisco logo and the text "Cisco Unified CM Administration For Cisco Unified Communications Solutions" are visible. A navigation bar contains several menu items: "System", "Call Routing", "Media Resources", "Advanced Features", "Device", "Application", "User Management", and "Bulk Administration". The "System" menu is highlighted with a red box, and its dropdown list is open, showing various system-related options. The "Service Parameters" option at the bottom of this list is also highlighted with a red box. The main content area of the page features a prominent warning message in bold black text: "Warning: The system is currently unregistered and running in Evaluation mode. To avoid losing the ability to provide support, the system is currently unregistered and running in Evaluation mode. To avoid losing the ability to provide support, the system is currently unregistered and running in Evaluation mode. To avoid losing the ability to provide support, the system is currently unregistered and running in Evaluation mode." Below the warning, there is a blue header section with the word "Administration" in white. The page also contains technical specifications such as "Intel(R) Xeon(R) Gold 6126 CPU @ 2.60GHz, disk 1: 80Gbytes, 6144Mbytes RAM, Part" and a timestamp "cluster on Friday, June 23, 2023 5:50:20 AM PDT, to node 10.1.5.5, from 10.10.18.10 using HTTPS".

Service Parameters (Cont.)

Service Parameter Configuration

Status

 Status: Ready


Select Server and Service


Server* 10.1.5.15--CUCM Voice/Video (Active)

Service* -- Not Selected --

All parameters -- Not Selected --

- Cisco AMC Service (Active)
- Cisco Audit Event Service (Active)
- Cisco Bulk Provisioning Service (Inactive)
- Cisco CTIManager (Active)
- Cisco CTL Provider (Inactive)
- Cisco CallManager (Active)**
- Cisco CallManager SNMP Service (Inactive)
- Cisco Certificate Authority Proxy Function (Inactive)
- Cisco DRF Local (Active)
- Cisco DRF Master (Active)
- Cisco Database Layer Monitor (Active)
- Cisco DirSync (Inactive)
- Cisco Directory Number Alias Lookup (Inactive)
- Cisco Directory Number Alias Sync (Inactive)
- Cisco Extended Functions (Inactive)
- Cisco Extension Mobility (Active)
- Cisco IP Manager Assistant (Inactive)
- Cisco IP Voice Media Streaming App (Inactive)
- Cisco Intercluster Lookup Service (Active)

 *- indicate

 **The Se




are in the cluster-wide group(s).

for this service.

en modified to their original default

Service Parameters Page

Service Parameter Configuration Related Links: []

 Save  Set to Default  Advanced

Cisco CallManager (Active) Parameters on server 10.1.5.5--CUCM Voice/Video (Active)

Parameter Name	Parameter Value	Suggested Value
Call Throttling		
Code Yellow Entry Latency *	<input type="text" value="20"/>	20
Code Yellow Exit Latency Calculation *	<input type="text" value="40"/>	40
Code Yellow Duration *	<input type="text" value="5"/>	5
Max Events Allowed *	<input type="text" value="2000"/>	2000
System		
CDR Enabled Flag *	<input type="text" value="False"/>	False
CDR Log Calls with Zero Duration Flag *	<input type="text" value="False"/>	False
Digit Analysis Complexity *	<input type="text" value="StandardAnalysis"/>	StandardAnalysis
Database Debounce Timer *	<input type="text" value="0"/>	0
Maximum Phone Fallback Queue Depth *	<input type="text" value="10"/>	10
Maximum Number of Registered Devices *	<input type="text" value="5000"/>	5000
System Initialization Timer *	<input type="text" value="60"/>	60
There are hidden parameters in this group. Click on Advanced button to see hidden parameters.		
SDL Trace		
SDL Trace Data Flags *	<input type="text" value="0x00000111"/>	0x00000111
SDL Trace Flush Immediately *	<input type="text" value="False"/>	False



CDR Enabled Flag

Enables the collection of Call Detail Records

Cisco CallManager (Active) Parameters on server 10.1.5.5--CUCM Voice/Video (Active)

Parameter Name	Parameter Value	Suggested Value
Call Throttling		
Code Yellow Entry Latency *	20	20
Code Yellow Exit Latency Calculation *	40	40
Code Yellow Duration *	5	5
Max Events Allowed *	2000	2000
System Throttle Sample Size *	10	10
Memory Throttling		
Enable Memory Throttling *	True	True
There are hidden parameters in this group. Click on Advanced button to see hidden parameters.		
System		
CDR Enabled Flag *	True	False
CDR Log Calls with Zero Duration Flag *	False	False
Digit Analysis Complexity *	StandardAnalysis	StandardAnalysis

Log Calls With Zero Duration

Enables calls that are not answered to be added to the CDRs

System		
CDR Enabled Flag_*	<input type="text" value="True"/>	<input type="text" value="False"/>
CDR Log Calls with Zero Duration Flag_*	<input type="text" value="True"/>	<input type="text" value="False"/>
Digit Analysis Complexity_*	<input type="text" value="StandardAnalysis"/>	<input type="text" value="StandardAnalysis"/>
Database Debounce Timer_*	<input type="text" value="0"/>	<input type="text" value="0"/>
Maximum Phone Fallback Queue Depth_*	<input type="text" value="10"/>	<input type="text" value="10"/>
Maximum Number of Registered Devices_*	<input type="text" value="5000"/>	<input type="text" value="5000"/>
System Initialization Timer_*	<input type="text" value="60"/>	<input type="text" value="60"/>

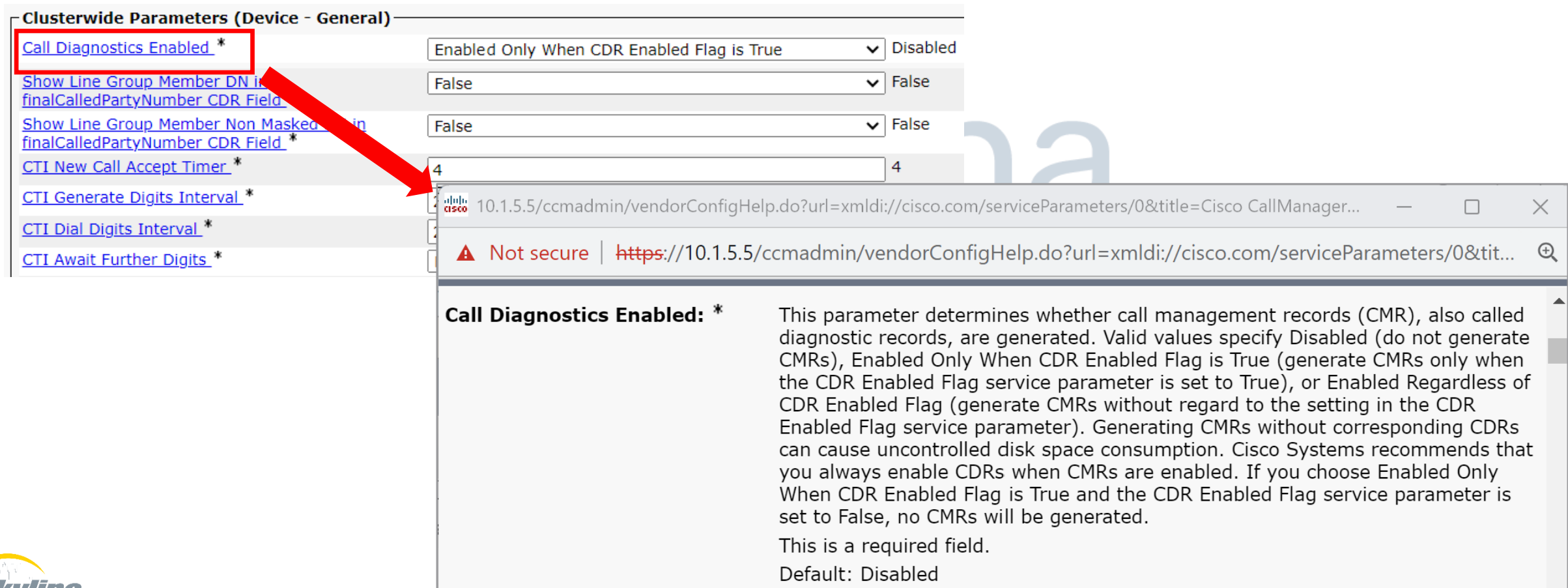
Enable Cluster Diagnostics

Enables CMR (Call Management Records) to be collected providing QoS information about individual calls

Clusterwide Parameters (Device - General)			
Call Diagnostics Enabled *	Enabled Only When CDR Enabled Flag is True	▼	Disabled
Show Line Group Member DN in finalCalledPartyNumber CDR Field *	False	▼	False
Show Line Group Member Non Masked DN in finalCalledPartyNumber CDR Field *	False	▼	False
CTI New Call Accept Timer *	4		4
CTI Generate Digits Interval *	250		250
CTI Dial Digits Interval *	250		250
CTI Await Further Digits *	False	▼	False

Service Parameter Details

See details of any parameter by clicking on the name



The screenshot displays the 'Clusterwide Parameters (Device - General)' configuration page. A red box highlights the 'Call Diagnostics Enabled' parameter, which is currently set to 'Enabled Only When CDR Enabled Flag is True'. A red arrow points from this parameter to a detailed help window. The help window shows the following information:

Call Diagnostics Enabled: *

This parameter determines whether call management records (CMR), also called diagnostic records, are generated. Valid values specify Disabled (do not generate CMRs), Enabled Only When CDR Enabled Flag is True (generate CMRs only when the CDR Enabled Flag service parameter is set to True), or Enabled Regardless of CDR Enabled Flag (generate CMRs without regard to the setting in the CDR Enabled Flag service parameter). Generating CMRs without corresponding CDRs can cause uncontrolled disk space consumption. Cisco Systems recommends that you always enable CDRs when CMRs are enabled. If you choose Enabled Only When CDR Enabled Flag is True and the CDR Enabled Flag service parameter is set to False, no CMRs will be generated.

This is a required field.
Default: Disabled

Service Parameters

CDR Service Parameters must be enabled on every server in the cluster

Service Parameter Configuration

Save Set to Default Advanced

Status

Status: Ready

Select Server and Service

Server*
Service*
All parameters

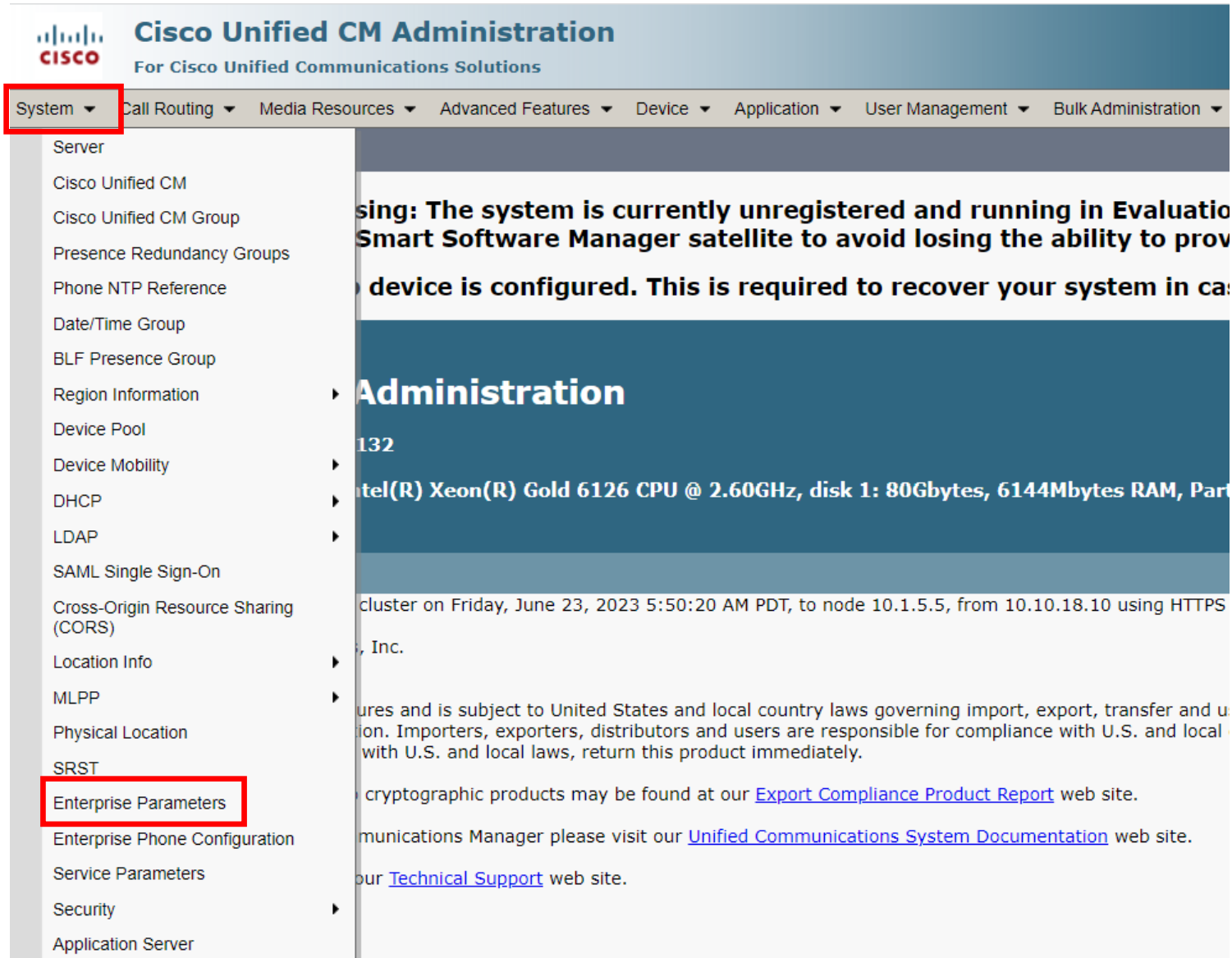
10.1.5.6--CUCM Voice/Video (Active) ✓
10.1.5.10--CUCM Voice/Video (Active)
10.1.5.11--CUCM Voice/Video (Active)
10.1.5.5--CUCM Voice/Video (Active)
10.1.5.6--CUCM Voice/Video (Active)
10.1.5.7--CUCM IM and Presence (Active)
10.1.5.9--CUCM Voice/Video (Active)

are in the cluster-wide group(s).



Enterprise Parameters

Enterprise Parameters



The screenshot displays the Cisco Unified CM Administration web interface. The top navigation bar includes the Cisco logo and the title "Cisco Unified CM Administration For Cisco Unified Communications Solutions". A secondary navigation bar contains several menu items: System, Call Routing, Media Resources, Advanced Features, Device, Application, User Management, and Bulk Administration. The "System" menu is expanded, showing a list of sub-items. The "Enterprise Parameters" option is highlighted with a red box. The main content area shows a warning message: "Warning: The system is currently unregistered and running in Evaluation mode. To avoid losing the ability to provide support, you must register the system with a Smart Software Manager satellite to avoid losing the ability to provide support when the device is configured. This is required to recover your system in case of a disaster." Below this, there is a section titled "Administration" with a sub-section for "System Parameters". The hardware specifications are listed as "Intel(R) Xeon(R) Gold 6126 CPU @ 2.60GHz, disk 1: 80Gbytes, 6144Mbytes RAM, Part". A log entry indicates a cluster operation on Friday, June 23, 2023. The bottom of the page contains links to "Export Compliance Product Report", "Unified Communications System Documentation", and "Technical Support".



Enterprise Parameters (Cont.)

Enterprise Parameters Configuration

Save Set to Default Reset Apply Config

Show Conferencing Scheduler *	True	True
Show Video Conferencing Scheduler *	Show in Conferencing tab	Show in
Show Downloads *	True	True
Show Display Name *	True	True
Show Phones Ready to Activate *	True	True

End User Parameters

Directory URI Alias Partition	< None >
---	----------

CDR Parameters

CDR File Time Interval	1
--	---

Localization Parameters

Default Network Locale *	United States
--	---------------

10.1.5.5/ccadmin/vendorConfigHelp.do?url=xmldi://cisco.com/serviceParameters/11&title=Enterprise#CDRFlatFile...

Not secure | https://10.1.5.5/ccadmin/vendorConfigHelp.do?url=xmldi://cisco.com/serviceParameters/11&title=...

CDR File Time Interval: *

This parameter specifies the time interval for collecting CDR data. For example, if this value is set to 1, each file will contain 1 minute of CDR data (CDRs and CMRs, if enabled). The CDR database will not receive the data in each file until the interval has expired, so consider how quickly you want access to the CDR data when you decide what interval to set in this parameter. For example, setting this parameter to 60 means that each file will contain 60 minutes worth of data, but that data will not be available until the 60-minute period has elapsed and the records are written to the CDR database.

This is a required field.

Default: 1
Minimum: 1
Maximum: 1440
Unit: min



Enabling the CDR Service

Enabling the CDR Web Service

The screenshot displays the Cisco Unified Serviceability web interface. At the top left is the Cisco logo and the text "Cisco Unified Serviceability For Cisco Unified Communications Solutions". On the top right, there is a "Navigation" dropdown menu with "Cisco Unified Serviceability" selected, and a "Go" button. Below this, the user "ccmadmin" is logged in, with links for "About" and "Logout". A secondary navigation bar contains "Alarm", "Trace", "Tools", "Snmp", "CallHome", and "Help", with "Tools" highlighted. A dropdown menu for "Tools" is open, showing options: "Service Activation", "Control Center - Feature Services", "Control Center - Network Services", "Serviceability Reports Archive", "Audit Log Configuration", "Locations", "Dialed Number Analyzer", "CDR Analysis and Reporting", and "CDR Management". The "Service Activation" option is highlighted with a red box. The main content area shows system information: "System version", "VMware Install 2.50GHz, disk", and hardware details: "(R) Xeon(R) CPU E5-2670 v2 @ Mbytes RAM, Partitions aligned". A log entry shows a request on Wednesday, February 24, 2016. A legal disclaimer is visible at the bottom, mentioning U.S. laws and an "Export Compliance Product Report" link.

Enabling CDR Analysis and Reporting Web Service

Must activate the CAR Web Service to view the CDRs

CM Services		
	Service Name	Activation Status
<input checked="" type="checkbox"/>	Cisco CallManager	Activated
<input type="checkbox"/>	Cisco Unified Mobile Voice Access Service	Deactivated
<input type="checkbox"/>	Cisco IP Voice Media Streaming App	Deactivated
<input checked="" type="checkbox"/>	Cisco CTIManager	Activated
<input type="checkbox"/>	Cisco Extension Mobility	Deactivated
<input type="checkbox"/>	Cisco Extended Functions	Deactivated
<input type="checkbox"/>	Cisco DHCP Monitor Service	Deactivated
<input type="checkbox"/>	Cisco Intercluster Lookup Service	Deactivated
<input type="checkbox"/>	Cisco Location Bandwidth Manager	Deactivated

CTI Services		
	Service Name	Activation Status
<input type="checkbox"/>	Cisco IP Manager Assistant	Deactivated
<input type="checkbox"/>	Cisco WebDialer Web Service	Deactivated
<input type="checkbox"/>	Self Provisioning IVR	Deactivated

CDR Services		
	Service Name	Activation Status
<input type="checkbox"/>	Cisco SOAP - CDRonDemand Service	Deactivated
<input checked="" type="checkbox"/>	Cisco CAR Web Service	Activated



Viewing Call Detail Records

Viewing Call Detail Records

The screenshot displays the Cisco Unified Serviceability web interface. At the top left is the Cisco logo and the text "Cisco Unified Serviceability For Cisco Unified Communications Solutions". On the top right, there is a navigation dropdown menu set to "Cisco Unified Serviceability" and a "Go" button. Below this, a user menu shows "ccmadmin" with links for "About" and "Logout". A secondary navigation bar contains "Alarm", "Trace", "Tools", "Snmp", "CallHome", and "Help". The "Tools" menu is expanded, showing options like "Service Activation", "Control Center - Feature Services", "Control Center - Network Services", "Serviceability Reports Archive", "Audit Log Configuration", "Locations", "Dialed Number Analyzer", "CDR Analysis and Reporting", and "CDR Management". The "CDR Analysis and Reporting" option is highlighted with a red box. The main content area shows system information: "System version", "VMware Install 2.50GHz, disk", and hardware details: "(R) Xeon(R) CPU E5-2670 v2 @ Mbytes RAM, Partitions aligned". A log entry is visible: "on Wednesday, February 24, 2016 7:49:39 AM PST, to node 10.1.5.15, from 10.1.5.200 using HTTPS". A legal disclaimer is also present at the bottom.

Viewing Call Detail Records (Cont.)

Cisco Unified CM CDR Analysis and Reporting
For Cisco Unified Communications Solutions

Navigation Cisco Unified CM Administration
Logged in | Administrator

User Reports System Reports Device Reports **CDR** System Report Config Help

Search
Export CDR/CMR

By User/Phone Number/SIP URL
By Gateway
By Cause for Call Termination
By Call Precedence Level
Malicious Calls
Call Types

Cisco Unified CM CDR Analysis and Reporting



Viewing Call Detail Records (Cont.)

Viewing inbound and outbound calls by extension

Select Phone Number/SIP URL(s)

Type or Search Internal Phone Number/SIP URL(s) based on User(s) [Search Internal Phone Number/SIP URL based User](#)

Phone Number/SIP URL

Selected Phone Number/SIP URL(s)

Note: The Phone Numbers can have wildcards "!" and or "X" for a generic search. The consecutive use of the wildcard "!" is not a valid Phone Number. Multiple entries can be added by providing ";" separated values.

Current Time UTC: Sep 5, 2023 19:44:08. Local: Sep 05, 2023 12:44:08

Select TimeZone

From Date* Hr Min Sec

To Date* Hr Min Sec

Viewing Call Detail Records (Cont.)

Outbound call to 911

Inbound call from PSTN to 6002001

Outbound call to the PSTN from 6002001

Internal call to 6002001

Report Criteria
From Time: Sep 5, 2023 03:57:46 **To Time:** Sep 5, 2023 2:07:46

SI No	Call Type	GCID CMIId GCID CallId	Orig Node Id Dest Node Id	Orig Leg Id Dest Leg Id	Calling No Calling No Partition	Called No Called No Partition	Dest No Dest No Partition	Last Rd No Last Rd No Partition	Orig Rcd Orig Lost
1	Simple	1 15	1 1	28856999 28857000	6002001 Internal_pt	911 Emergency_pt	911 Emergency_pt	911 Emergency_pt	null null
2	Simple	1 17	1 1	28857003 28857004	2012012555 null	6002001 Internal_pt	6002001 Internal_pt	6002001 Internal_pt	null null
3	Simple	1 18	1 1	28857005 28857006	6002001 Internal_pt	14085552222 null	14085552222 null	14085552222 null	null null
4	Simple	1 24	1 1	28857020 28857021	6002002 Internal_pt	6002001 Internal_pt	6002001 Internal_pt	6002001 Internal_pt	null null

Status: Ready

Page 1 of 1

Viewing Call Detail Records (Cont.)

Type or Search Internal Phone Number/SIP URL(s) based on User(s) [Search Internal Phone Number/SIP URL based User](#)

Phone Number/SIP URL

Selected Phone Number/SIP URL(s)

Note: The Phone Numbers can have wildcards "!" and or "X" for a generic search. The consecutive use of the wildcard "!" is not a valid Phone Number. Multiple entries can be added by providing ";" separated values.

Current Time UTC: Aug 29, 2023 15:56:22, Local: Aug 29, 2023 08:56:22

Select TimeZone

From Date* Hr Min Sec

To Date* Hr Min Sec

Viewing Call Detail Records (Cont.)

Report Criteria

From Time: Sep 5, 2023 03:57:46 To Time: Sep 5, 2023 23:57:46

SI No	Call Type	GCID CMI GCID CallId	Orig Node Id Dest Node Id	Orig Leg Id Dest Leg Id	Calling No	Called No	Dest No Dest No Partition	Last Rd No Last Rd No Partition	Media Info			CDR - CMR Dump
					Calling No Partition	Called No Partition			Orig Pkts Rcd	Dest Pkts Rcd	Dest Pkts Lost	
1	Simple	1 15	1 1	28856999 28857000	6002001 Internal_pt	911 Emergency_pt	911 Emergency_pt	911 Emergency_pt	null null	null null	Others	View
2	Simple	1 16	1 1	28857001 28857002	6002002 Emergency_pt	911 Emergency_pt	911 Emergency_pt	911 Emergency_pt	null null	null null	Others	View

Status: Ready

Page 1 of 1

Viewing Call Detail Records (Cont.)

Call from 6002001 to 911 (not answered)

CDR		Close	Help
cdrRecordType	globalCallID_callManagerId	globalCallID_callId	
1	1	15	
origLegcallIdentifier	dateTimeOrigination	origNodeId	
28856999	Sep 05, 2023 07:01:22 PM	1	
origSpan	origIpAddr	callingPartyNumber	
0	10.1.110.52	6002001	
callingPartyUnicodeLoginUserID	origCause_location	origCause_value	
null	0	16	
origPrecedenceLevel	origMediaTransportAddress_IP	origMediaTransportAddress_Port	
4	0.0.0.0	0	
origMediaCap_payloadCapability	origMediaCap_maxFramesPerPacket	origMediaCap_g723BitRate	
0	0	0	
origVideoCap_Codec	origVideoCap_Bandwidth	origVideoCap_Resolution	
0	0	0	
origVideoTransportAddress_IP	origVideoTransportAddress_Port	origRSVPAudioStat	
0.0.0.0	0	0	
origRSVPVideoStat	destLegIdentifier	destNodeId	
0	28857000	1	
destSpan	destIpAddr	originalCalledPartyNumber	
28857000	10.1.99.5	911	
dateTimeDisconnect	astRedirectDn	pkid	
Sep 05, 2023 07:01:33 PM	911	3a13a1a2-2d6d-4f97-b626-637a90ffce17	
originalCalledPartyNumberPartition	callingPartyNumberPartition	finalCalledPartyNumberPartition	
Emergency_pt	Internal_pt	Emergency_pt	
lastRedirectDnPartition	duration	origDeviceName	
Emergency_pt	0	SEP6C410EDE6EFC	
destDeviceName	origCallTerminationOnBehalfOf	destCallTerminationOnBehalfOf	
HQ_PSTN_trk	12	0	

Viewing Call Detail Records (Cont.)

Report Criteria
From Time: Sep 5, 2023 03:57:46 **To Time:** Sep 5, 2023 23:57:46

SI No	Call Type	GCID CMI GCID CallId	Orig Node Id Dest Node Id	Orig Leg Id Dest Leg Id	Calling No Calling No Partition	Called No Called No Partition	Dest No Dest No Partition	Last Rd No Last Rd No Partition	Media Info			CDR - CMR Dump
									Orig Pkts Rcd	Dest Pkts Rcd	Dest Pkts Lost	
1	Simple	1 15	1 1	28856999 28857000	6002001 Internal_pt	911 Emergency_pt	911 Emergency_pt	911 Emergency_pt	null null	null null	Others	View
2	Simple	1 16	1 1	28857001 28857002	6002002 Emergency_pt	911 Emergency_pt	911 Emergency_pt	911 Emergency_pt	null null	null null	Others	View

Status: Ready

Page 1 of 1

Viewing Call Detail Records (Cont.)

Call from 6002002 to 911 (call is answered)

CDR		Close	Help
cdrRecordType	globalCallID_callManagerId	globalCallID_callId	
1	1	16	
origLegcallIdentifier	dateTimeOrigination	origNodeId	
28857001	Sep 05, 2023 07:01:37 PM	1	
origSpan	origIpAddr	callingPartyNumber	
0	10.1.110.51	6002002	
callingPartyUnicodeLoginUserID	origCause_location	origCause_value	
	0	16	
origPrecedenceLevel	origMediaTransportAddress_IP	origMediaTransportAddress_Port	
4	10.1.110.51	16498	
origMediaCap_payloadCapability	origMediaCap_maxFramesPerPacket	origMediaCap_g723BitRate	
6	20	0	
origVideoCap_Codec	origVideoCap_Bandwidth	origVideoCap_Resolution	
0	0	0	
origVideoTransportAddress_IP	origVideoTransportAddress_Port	origRSVPAudioStat	
0.0.0.0	0	0	
origRSVPVideoStat	destLegIdentifier	destNodeId	
0	28857002	1	
destSpan	destIpAddr	originalCalledPartyNumber	
28857002	10.1.99.5	911	
dateTimeDisconnect	lastRedirectDn	pkid	
Sep 05, 2023 07:02:12 PM	911	05130e8f-6d47-46a1-8c02-caddaa79f59a	
originalCalledPartyNumberPartition	callingPartyNumberPartition	finalCalledPartyNumberPartition	
Emergency_pt	Emergency_pt	Emergency_pt	
lastRedirectDnPartition	duration	origDeviceName	
Emergency_pt	32	SEP0C75BD9AB666	
destDeviceName	origCallTerminationOnBehalfOf	destCallTerminationOnBehalfOf	
HQ_PSTN_trk	12	0	

Viewing Call Management Records (CMRs)

Origination CMR		
cdrRecordType	globalCallID_callManagerId	globalCallID_callId
1	1	16
nodeId	directoryNum (callingPartyNumber)	directoryNum (finalCalledPartyNumber)
1	6002002	911
callIdentifier	numberPacketsSent	numberOctetsSent
28857001	null	null
numberPacketsReceived	numberOctetsReceived	numberPacketsLost
null	null	null
jitter	latency	pkid
null	null	05130e8f-6d47-46a1-8c02-caddaa79f59a
directoryNumPartition (callingPartyNumberPartition)	globalCallId_ClusterID	deviceName
Emergency_pt	StandAloneCluster	SEP0C75BD9AB666
varVQMetrics		
null		
Destination CMR		
cdrRecordType	globalCallID_callManagerId	globalCallID_callId
1	1	16
nodeId	directoryNum (callingPartyNumber)	directoryNum (finalCalledPartyNumber)
1	6002002	911
callIdentifier	numberPacketsSent	numberOctetsSent
28857002	null	null
numberPacketsReceived	numberOctetsReceived	numberPacketsLost
null	null	null
jitter	latency	pkid
null	null	05130e8f-6d47-46a1-8c02-caddaa79f59a
directoryNumPartition (finalCalledPartyNumberPartition)	globalCallId_ClusterID	deviceName
Emergency_pt	StandAloneCluster	HQ_PSTN_trk



Exporting Call Detail Records

Exporting Call Detail Records

The screenshot displays the Cisco Unified CM CDR Analysis and Reporting interface. The top navigation bar includes 'User Reports', 'System Reports', 'Device Reports', 'CDR', 'System', 'Report Config', and 'Help'. The 'CDR' menu item is highlighted with a red box. Below the navigation bar, the 'Export CDR/CMR records' section is visible. A search bar is present, and the 'Export CDR/CMR' button is highlighted with a red box. The date selection area is also highlighted with a red box, showing 'From Date*' as Sep 1, 2023 and 'To Date*' as Sep 5, 2023. Below the date selection, there are checkboxes for 'Select records*' with 'CDR records' and 'CMR records' both checked. The status is 'Ready'. At the bottom, the 'Export to File' button is highlighted with a red box.

Cisco Unified CM CDR Analysis and Reporting
For Cisco Unified Communications Solutions

User Reports System Reports Device Reports **CDR** System Report Config Help

Export CDR/CMR records

Search

From Date* Sep ▼ 1 2023 ▼

To Date* Sep ▼ 5 2023 ▼

Select records* CDR records CMR records

Status: Ready

Exporting Call Detail Records (Cont.)

User Reports System Reports Device Reports CDR System Report

Export CDR/CMR records Result

File(Right Click on the link and use save as option to download the dump)	Size	Delete File*
CDR Dump	8.305 KB	<input checked="" type="checkbox"/> Delete File
CMR Dump	2.205 KB	<input checked="" type="checkbox"/> Delete File

Status: Ready

Back

*The Files will be d... and either Back or Close button is

- Open link in new tab
- Open link in new window
- Open link in incognito window
- Save link as...
- Copy link address
- Inspect

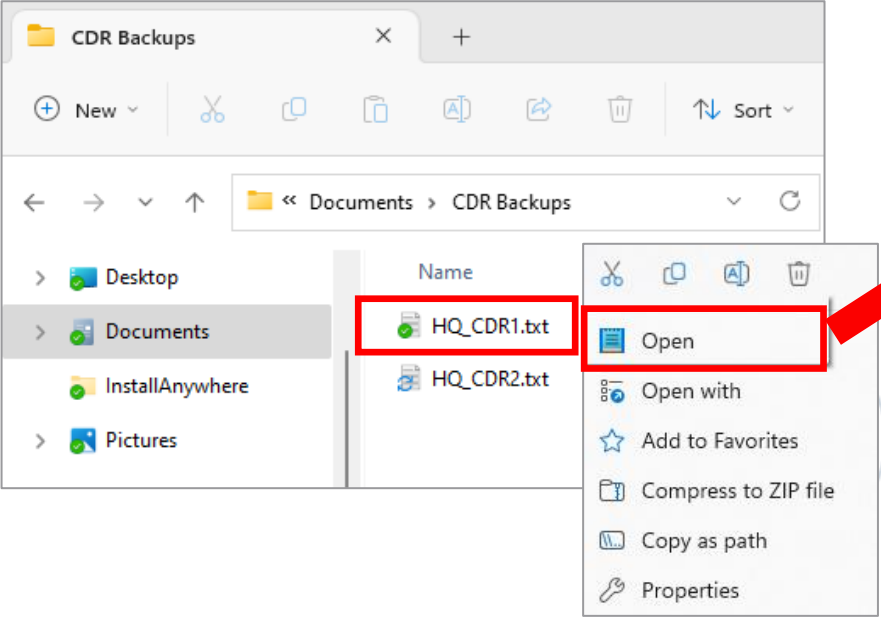
File Explorer: CDR Backups

File name: HQ_CDR.txt

Save as type: TXT File (*.txt)

Buttons: Save, Cancel

Viewing Exported Call Detail Records

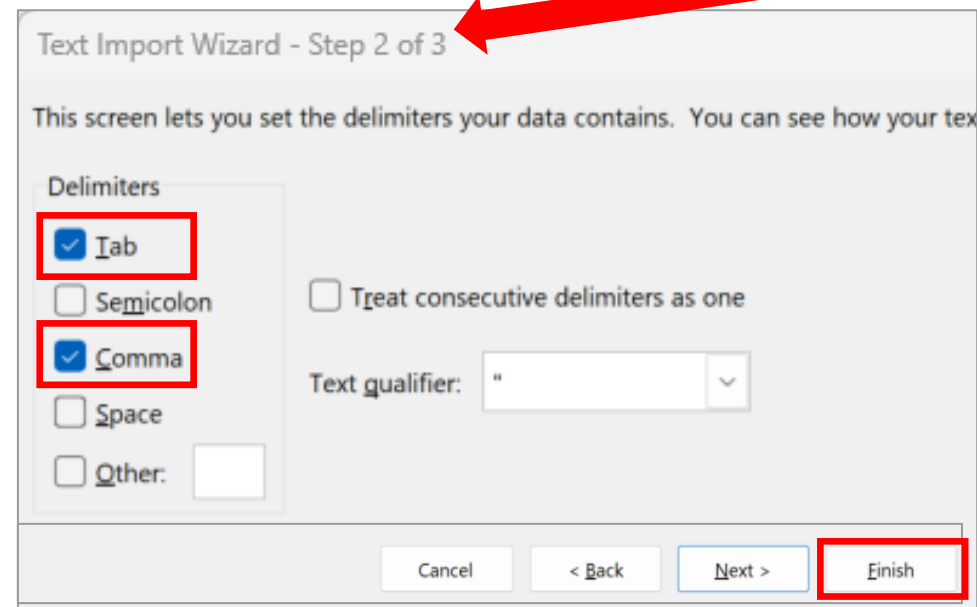
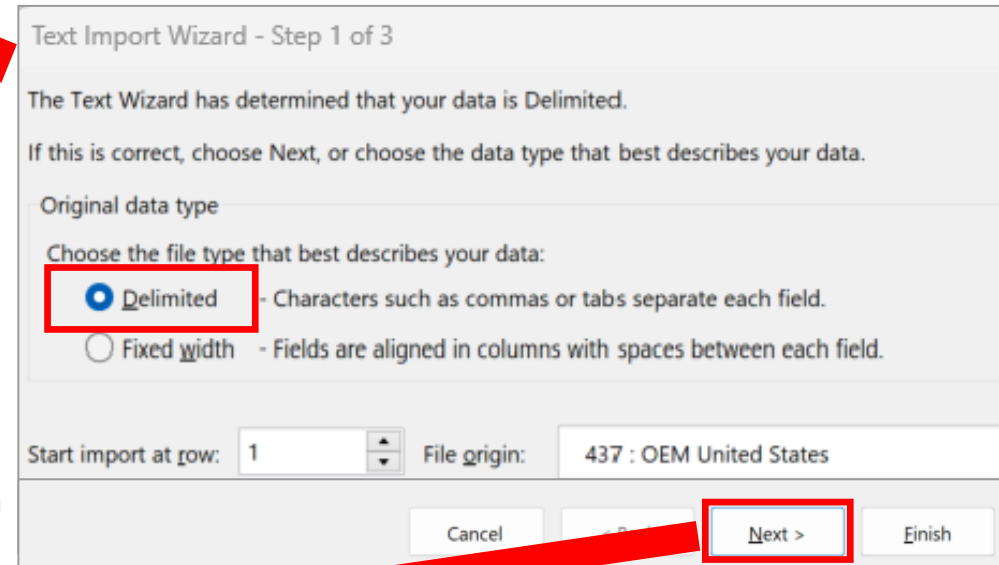
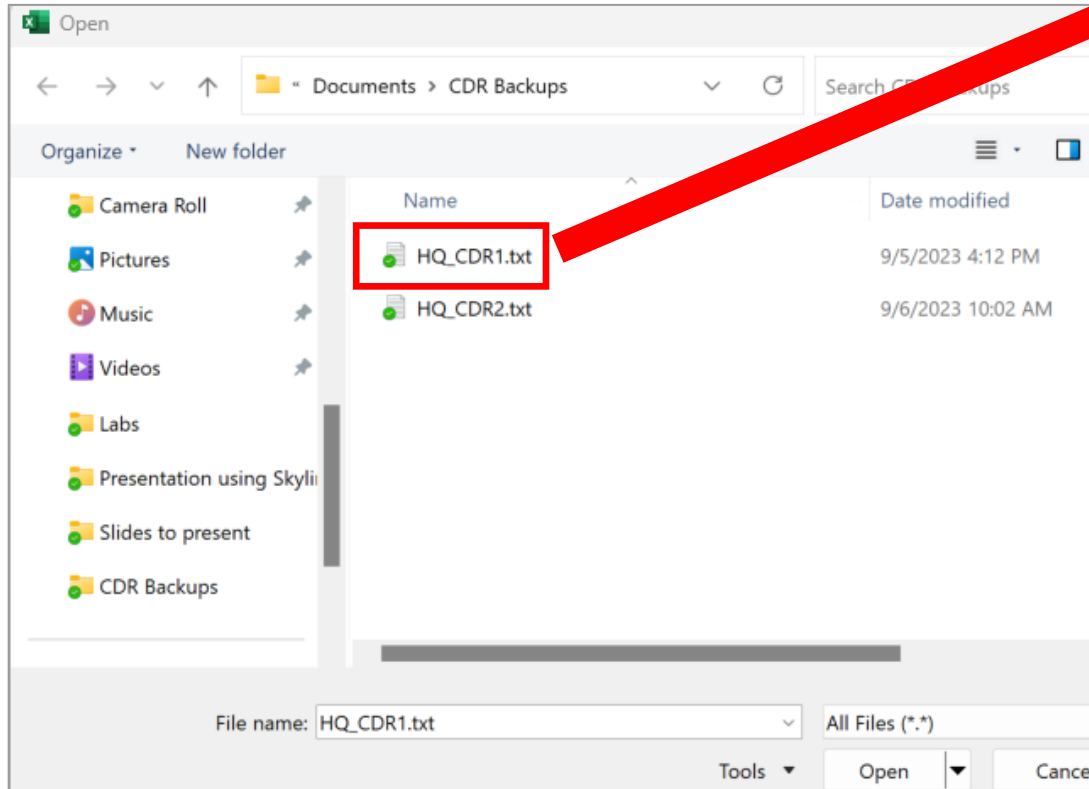


```
cdRecordType,globalCallID_callManagerId,globalCallID_callId,origLegCallIdentifier,dateTimeOrigination,origNodeId,origSpan,origIpAddr,callingPartyNumber,callingPartyUnicodeLoginUserID,origCause_location,origCause_value,origPrecedenceLevel,origMediaTransportAddress_IP,origMediaTransportAddress_Port,origMediaCap_payloadCapability,origMediaCap_maxFramesPerPacket,origMediaCap_g723BitRate,origVideoCap_Codec,origVideoCap_Bandwidth,origVideoCap_Resolution,origVideoTransportAddress_IP,origVideoTransportAddress_Port,origRSVPAudioStat,origRSVPVideoStat,destLegIdentifier,destNodeId,destSpan,destIpAddr,originalCalledPartyNumber,finalCalledPartyNumber,finalCalledPartyUnicodeLoginUserID,destCause_location,destCause_value,destPrecedenceLevel,destMediaTransportAddress_IP,destMediaTransportAddress_Port,destMediaCap_payloadCapability,destMediaCap_maxFramesPerPacket,destMediaCap_g723BitRate,destVideoCap_Codec,destVideoCap_Bandwidth,destVideoCap_Resolution,destVideoTransportAddress_IP,destVideoTransportAddress_Port,destRSVPAudioStat,destRSVPVideoStat,dateTimeConnect,dateTimeDisconnect,lastRedirectDn,pkid,originalCalledPartyNumberPartition,callingPartyNumberPartition,finalCalledPartyNumberPartition,lastRedirectDnPartition,duration,origDeviceName,destDeviceName,origCallTerminationOnBehalfOf,destCallTerminationOnBehalfOf,origCalledPartyRedirectOnBehalfOf,lastRedirectRedirectOnBehalfOf,origCalledPartyRedirectReason,lastRedirectRedirectReason,destConversationId,globalCallId_ClusterID,joinOnBehalfOf,comment,authCodeDescription,authorizationLevel,clientMatterCode,origDTMFMethod,destDTMFMethod,callSecuredStatus,origConversationId,origMediaCap_Bandwidth,destMediaCap_Bandwidth,authorizationCodeValue,outputPulsedCallingPartyNumber,outputPulsedCalledPartyNumber,origIpv4v6Addr,destIpv4v6Addr,origVideoCap_Codec_Channel2,origVideoCap_Bandwidth_Channel2,origVideoCap_Resolution_Channel2,origVideoTransportAddress_IP_Channel2,origVideoTransportAddress_Port_Channel2,origVideoChannel_Role_Channel2,destVideoCap_Bandwidth_Channel2,destVideoCap_Resolution_Channel2,destVideoTransportAddress_IP_Channel2,destVideoTransportAddress_Port_Channel2,destVideoChannel_Role_Channel2,incomingProtocolID,incomingProtocolCallRef,outgoingProtocolID,outgoingProtocolCallRef,currentRoutingReason,origRoutingReason,lastRedirectingRoutingReason,huntPilotDN,huntPilotPartition,calledPartyPatternUsage,outputPulsedOriginalCalledPartyNumber,outputPulsedLastRedirectingNumber,wasCallQueued,totalWaitTimeInQueue,callingPartyNumber_uri,originalCalledPartyNumber_uri,finalCalledPartyNumber_uri,lastRedirectDn_uri,mobileCallingPartyNumber,finalMobileCalledPartyNumber,origMobileDeviceName,destMobileDeviceName,origMobileCallDuration,destMobileCallDuration,mobileCallType,originalCalledPartyPattern,finalCalledPartyPattern,lastRedirectingPartyPattern,huntPilotPattern1,1,16,28857001,1693940497,1,0,862847242,6002002,\ ,0,16,4,862847242,16498,6,20,0,0,0,0,0,0,0,28857002,1,28857002,90374410,911,911,\ ,0,0,4,-939196150,24592,6,20,0,0,0,0,0,0,0,1693940500,1693940532,911,05130e8f-6d47-46a1-8c02-caddaa79f59a,Emergency_pt,Emergency_pt,Emergency_pt,Emergency_pt,32,SEP0C75BD9AB666,HQ_PSTN_trk,12,0,0,0,0,0,0,StandAloneCluster,0,,0,,3,2,0,0,64,64,,10.1.110.51,10.1.5.200,0,0,0,0,0,0,0,0,0,0,0,0,3,000000000000001001B852A900000000,1,A23AC4000001000000000000A0505010A,0,0,0,,5,,0,0,,,,,,0,0,0,911,911,911,1,1,17,28857003,1693940516,1,28857003,90374410,2012012555,\ ,0,0,4,-939196150,24594,6,20,0,0,0,0,0,0,0,28857004,1,0,879624458,6002001,6002001,\ ,0,16,4,879624458,32456,6,20,0,0,0,0,0,0,0,1693940520,1693940537,6002001,739608b9-d569-4eca-b041-7bc119f2d4c,Internal_pt,Internal_pt,17,HQ_PSTN_trk,SEP6C410EDE6EFC,0,12,0,0,0,0,StandAloneCluster,0,,0,,3,3,0,0,64,64,,10.1.5.200,10.1.110.52,0,0,0,0,0,0,0,0,0,0,0,1,AD8DEF80000100000000050563010A,3,00000000000001101B852AC00000000.0.0.0...2...0.0.....0.0.0.6002001.6002001.6002001.
```



Viewing Exported Call Detail Records (Cont.)

Open downloaded file in Excel



Viewing Exported Call Detail Records (Cont.)

File Home Insert Page Layout Formulas Data Review View Automate Help														
BD21 : X ✓ fx														
	A	B	C	I	J	Y	AD	AE	AS	BA	BD	BE	BF	BG
1	cdrFglob	globa	callingPartyNum	call	orig	originalCalledParty	finalCalledParty	destV	callingPartyNum	duration	origDeviceName	destDeviceName	origCallTer	dest
2	1	1	16	6002002	\	0	911	911	0	Emergency_pt	32	SEP0C75BD9AB666	HQ_PSTN_trk	12
3	1	1	17	2012012555	\	0	6002001	6002001	0		17	HQ_PSTN_trk	SEP6C410EDE6EFC	0
4	1	1	18	6002001	\	0	14085552222	14085552222	0	Internal_pt	11	SEP6C410EDE6EFC	HQ_PSTN_trk	0
5	1	1	19	6002002	\	0	16043332222	16043332222	0	Internal_pt	19	SEP0C75BD9AB666	HQ_PSTN_trk	12
6	1	1	21	6002002	\	0	16052224444	16052224444	0	Internal_pt	5	SEP0C75BD9AB666	HQ_PSTN_trk	12
7	1	1	22	6002002	\	0	16052223333	16052223333	0	Internal_pt	58	SEP0C75BD9AB666	HQ_PSTN_trk	12
8	1	1	23	6002002	\	0	15552221111	15552221111	0	Internal_pt	63	SEP0C75BD9AB666	HQ_PSTN_trk	12
9	1	1	24	6002002	\	0	6002001	6002001	0	Internal_pt	16	SEP0C75BD9AB666	SEP6C410EDE6EFC	0
10	1	1	15	6002001		0	911	911	0	Internal_pt	0	SEP6C410EDE6EFC	HQ_PSTN_trk	12
11	1	1	20	6002002		0	608	608	0	Internal_pt	0	SEP0C75BD9AB666		13



Sending CDRs to 3rd Party Billing Servers

Sending CDRs to 3rd Party Billing Servers

Must activate the Cisco SOAP – CDRonDemand Service

CM Services		
	Service Name	Activation Status
<input checked="" type="checkbox"/>	Cisco CallManager	Activated
<input type="checkbox"/>	Cisco Unified Mobile Voice Access Service	Deactivated
<input type="checkbox"/>	Cisco IP Voice Media Streaming App	Deactivated
<input checked="" type="checkbox"/>	Cisco CTIManager	Activated
<input type="checkbox"/>	Cisco Extension Mobility	Deactivated
<input type="checkbox"/>	Cisco Extended Functions	Deactivated
<input type="checkbox"/>	Cisco DHCP Monitor Service	Deactivated
<input type="checkbox"/>	Cisco Intercluster Lookup Service	Deactivated
<input type="checkbox"/>	Cisco Location Bandwidth Manager	Deactivated
CTI Services		
	Service Name	Activation Status
<input type="checkbox"/>	Cisco IP Manager Assistant	Deactivated
<input type="checkbox"/>	Cisco WebDialer Web Service	Deactivated
<input type="checkbox"/>	Self Provisioning IVR	Deactivated
CDR Services		
	Service Name	Activation Status
<input checked="" type="checkbox"/>	Cisco SOAP - CDRonDemand Service	Activated
<input checked="" type="checkbox"/>	Cisco CAR Web Service	Activated



Sending CDRs to 3rd Party Billing Servers

Go to the CDR Management page

The screenshot displays the Cisco Unified Serviceability administrator interface. At the top, the Cisco logo and the text "Cisco Unified Serviceability For Cisco Unified Communications Solutions" are visible. The navigation bar includes "Navigation" and "Cisco Unified Serviceability" (highlighted with a red box), and the user role "Administrator" is shown on the right. Below the navigation bar, a menu bar contains "Alarm", "Trace", "Tools" (highlighted with a red box), "Snmp", "CallHome", and "Help". A dropdown menu is open under "Tools", listing several options: "Service Activation", "Control Center - Feature Services", "Control Center - Network Services", "Serviceability Reports Archive", "Audit Log Configuration", "Locations", "CDR Analysis and Reporting", and "CDR Management" (highlighted with a red box). The background of the interface shows system information, including "System version", "VMware Install", and "2.50GHz, disk :".

Sending CDRs to 3rd Party Billing Servers

The screenshot displays the Cisco Unified Serviceability Administrator interface. The main page shows the 'CDR Management' section with a table of parameters and a modal dialog for 'Billing Application Server Parameters'.

Cisco Unified Serviceability
For Cisco Unified Communications Solutions
Administrator | About | Log

Alarm ▾ Trace ▾ Tools ▾ Snmp ▾ CallHome ▾ Help ▾

CDR Management
+ Add new ✕ Delete Selected

General Parameters

Disk Allocation (MB)	High Water Mark (%)	Low Water Mark (%)	CDR / CMR Files Preservation Duration (Days)	Disable CDR/CMR File Deletion Based on HWM	CDR Repository Manager Host Name
3000	80	40	30	<input type="checkbox"/>	cucm-pub.cll-collab.internal

Click on any of the above parameters to update the General Parameters

Billing Application Server Parameters

Server Number	Host Name / IP Address*	User Name*	Protocol*	Directory Path*	Resend on Failure
					<input type="checkbox"/>

Billing Application Server Parameters

Host Name / IP Address*

User Name*

Password*

Protocol*

Directory Path*

Resend on Failure

Add Cancel

CDR Management
Alarm ▾ Trace ▾ Tools ▾ Snmp ▾ CallHome ▾ Help ▾

+ Add new ✕ Delete Selected

Billing Application Server Parameters

Host Name / IP Address*

User Name*

Password*

Protocol*

Directory Path*

Resend on Failure

Add Cancel

Summary

- ✓ Enabling the CDR Service Parameters
- ✓ Setting the CDR Enterprise Parameters
- ✓ Enabling the CAR Web Service
- ✓ Viewing Call Detail Records
- ✓ Exporting Call Detail Records
- ✓ Sending CDRs to a 3rd Party Billing Server

Questions



Thank you for attending.

If you have any additional questions, or would like to learn more about our Athena program, please email...

pka@skyline-ats.com





www.skyline-ats.com

