

## **Cisco Unified Communication Manager Administration and Serviceability**

### Enabling CDR, Intervals, and Billing (FTP/SFTP) Server

You will need to configure your Cisco UCM to send the CDR data to an FTP Server. Note that the UCM can be configured with cluster wide or server specific settings, depending on how the system maintainer has installed it. Please also note that, by default, CDR records are turned off.

- 1. Log in to Cisco UCM Administration and from the left-hand menu click on the *System tab | Service Parameters*.
- 2. Choose your UCM node from the Server drop-down list.
- 3. Select Cisco Call Manager from the Service drop-down list.
- 4. In the System section, change the "CDR Enabled Flag" to **True**. Enable this parameter on all servers within the cluster you want to log calls for.
- 5. Change the "CDR Log Calls with Zero Duration Flag" to **True**. This parameter enables or disables the logging of CDRs for calls which did not connect.
- 6. Go to *Clusterwide Parameters (Device General)* and *Disable "Call Diagnostics Enabled"*. Then, set "Show Line Group Member DN in finalCalledPartyNumber CDR Field" and "Show Line Group Member Non Masked DN in finalCalledPartyNumber CDR Field" to *True*.
- 7. Click on the Save button.

aludu Cisco Unified CM Administration	Navigation Gisco Unified CM Administration		
CISCO For Cisco Unified Communications Solutions	administrator Search Documentation	bost L to	
ystem • Call Routing • Media Resources • Advanced Features • Device • Applicat	on • User Management • Bulk Administration • H	leip +	
ervice Parameter Configuration	Related Links: Parameters for All	Servers 🗸	
🔒 Save 🤣 Set to Default 🍳 Advanced			
- Memory Throttling			
There are hidden parameters in this group. Click on Advanced button to see hidden para	neters.	•	
- System			
CDR Enabled Flag.	True	~	
CDR Log Cafe with Zero Duration Flag.*	True	~	
Deat Analysis Complexity.	StandardAnalysis	~	
Database Debounce Timer.*	0	]	
Maximum Phone Fallback Queue Death.	10		
Maximum Number of Registered Devices.*	5000		
System Initialization Timer.*	60	1	
There are hidden parameters in this group. Click on Advanced button to see hidden para	meters.		
- SDL Trace			
201 Trate Elizabilitati	0x00000111	201	
EDI Trans Data San	False	~	
DOL THE ORD DUT	0		
SUL Trace Flog.	True	~	
SOL TraceType Flags.*	0x8000EB15	0x8000EB15	
There are hidden parameters in this group. Click on Advanced button to see hidden parameters	neters.		
- Clusterwide Parameters (Device - General)	Seeking		
Show Line Group Mancher DN in EasthalladOart-thumber CDD East *	Disaction		
Show Line Group Member Non Masked DN in final Called Party Number COP Field *	True	č	
TTI New Call Access Times	True	~	
CT2 Concerning Distances of Concerning	4	4	
LTI Generate Digna (http://dl	250	250	
CTL Dial Diota Interval	250	250	



## **Cisco Unified Communication Serviceability**

The following document provides setup assistance for communications between Cisco CallManager PBX systems with Metropolis Call Accounting applications. A third-party FTP/SFTP server\* will need to be employed and configured to pull the CDR files from the CUCM to a local folder (*C:\CDRFiles\*) in the server hosting the software before adding the Billing Application Server Parameters.

#### CUCM – FTP/SFTP Settings

- 1. Select *Cisco Unified Serviceability* from the Navigation drop-down list.
- 2. Then, select *Tools | CDR Management*. From **Billing Application Server Parameters**, click "Add New" and complete the form:

erver Parameters	
10.10.20.100	IP Address of the Metropolis Server
metropolis	→ FTP User
••••••	→ FTP User's password
FTP ¥	FTP Protocol
/	→ FTP Path *
	erver Parameters         10.10.20.100         metropolis         ••••••         FTP         /         ✓

\* - Some FTP/SFTP servers will place all received CDR files into a predefined folder. In this event, you may simply enter a forward-slash character (/) for the directory path.

If everything is working properly, you should see cdr files populating the *CDRFiles* folder created in the server hosting the software upon completion of every call. Make sure you are able to see cdr files populating this folder **before** scheduling the installation process with *Metropolis Support Team*.

#### Notes:

- Metropolis Corp. makes no recommendation of FTP server. Cisco allows you to use any SFTP/FTP server, however, they recommend products that have been certified through their Cisco Technology Developer Partner Program (CTDP), such as *GlobalSCAPE*.
- If you receive a **Connection Time Out Error** when saving the Billing Server, make sure you have a valid FTP user and the Firewall/Antivirus software is not blocking the communication between both systems.



# Troubleshooting CDR collection process

Issue	Solution
"Connection Time Out Error" when saving the Billing Server from the Cisco Unified Serviceability	Make sure you have a valid FTP user and the Firewall/Antivirus software is not blocking the communication between both systems. Make sure the FTP/SFTP server is running.
Only a single cdr file is received when restarting the FTP Server	The Firewall/Antivirus is blocking the communication. Update accordingly.
FTP/SFTP Server is running properly but no cdr files are being received	<ul> <li>The CDR Repository Manager service has to be restarted.</li> <li>Go to Navigation   Cisco Unified Serviceability</li> <li>Select the active server</li> <li>Tools   Control Center - Network Services</li> <li>Find the section CDR Services and restart the CDR Repository Manager Service</li> <li>Check the CDRFiles folder from the server hosting the software again</li> </ul>
CDRFiles folder has cdr files but Metropolis software is not taking it	<ul> <li>From the main menu of the Metropolis Software go to PBX / Data Spy. If the call records received are from previous dates, the software will add them directly to the database but those won't be shown in the dashboard (dashboard only shows current call records)</li> <li>If the Data Spy is not showing data, go to PBX / PBX Communication and confirm the CDR Path folder is correct. By default it should look like "C:\CDRFiles\cdr*.*"</li> <li>If everything looks correct and the software is still not processing records, please contact Metropolis Technical Support Team.</li> </ul>