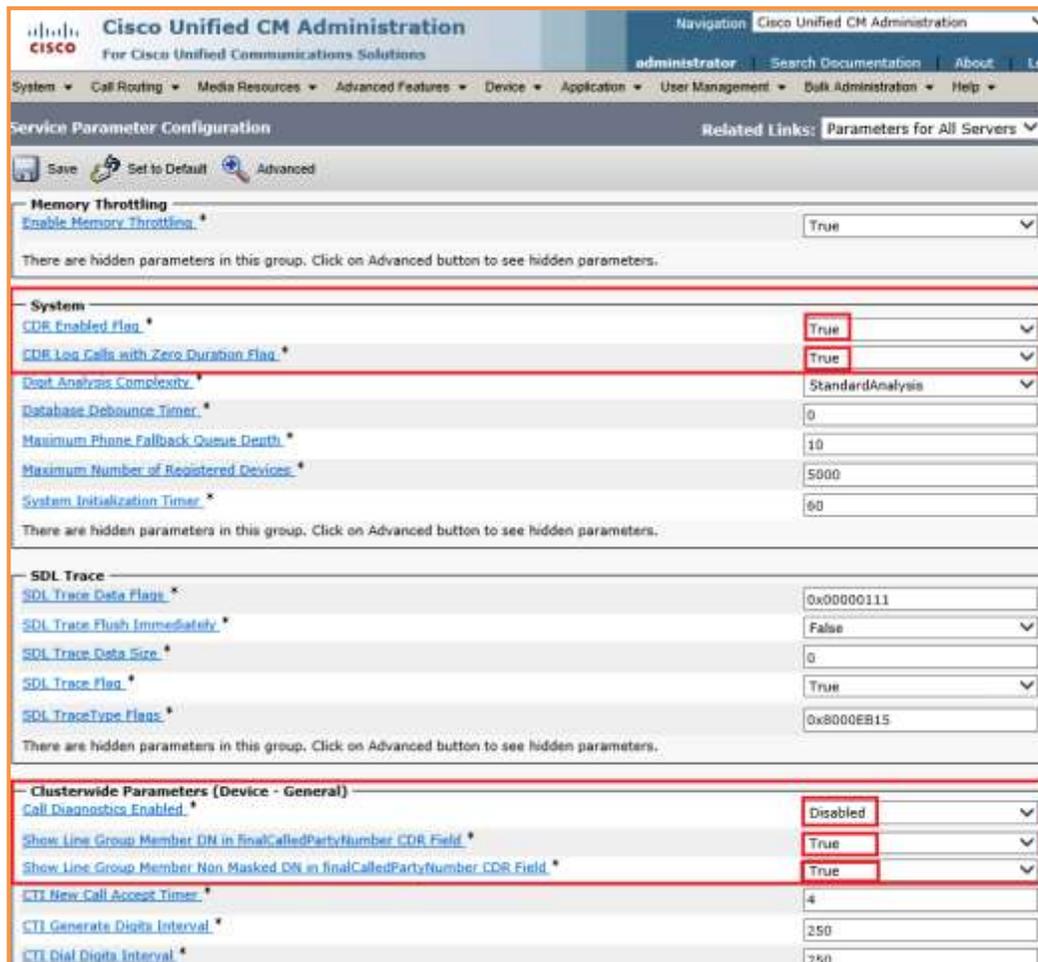


# Cisco Unified Communication Manager Administration and Serviceability

## 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.



# 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:

\* - 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
<p><i>"Connection Time Out Error"</i> when saving the Billing Server from the Cisco Unified Serviceability</p>	<p>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.</p>
<p>Only a single cdr file is received when restarting the FTP Server</p>	<p>The Firewall/Antivirus is blocking the communication. Update accordingly.</p>
<p>FTP/SFTP Server is running properly but no cdr files are being received</p>	<p>The CDR Repository Manager service has to be restarted.</p> <ul style="list-style-type: none"> <li>- Go to <i>Navigation   Cisco Unified Serviceability</i></li> <li>- Select the active server</li> <li>- <i>Tools   Control Center – Network Services</i></li> <li>- Find the section <i>CDR Services</i> and restart the <i>CDR Repository Manager Service</i></li> <li>- Check the CDRFiles folder from the server hosting the software again</li> </ul>
<p>CDRFiles folder has cdr files but Metropolis software is not taking it</p>	<ul style="list-style-type: none"> <li>- From the main menu of the Metropolis Software go to <i>PBX   Data Spy</i>. 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 <i>Data Spy</i> is not showing data, go to <i>PBX   PBX Communication</i> and confirm the <i>CDR Path folder</i> is correct. By default it should look like <i>"C:\CDRFiles\cdr*.*"</i></li> <li>- If everything looks correct and the software is still not processing records, please contact Metropolis Technical Support Team.</li> </ul>