



Establishing Cisco CDR Push to HA-SFTP CDR Server

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This document will outline the steps required to push CDR to ISI's SFTP server. All activities are performed from the web-based Cisco Unified Communications Manager Administration Console.

Enable CDR for all nodes in the Communications Manager Cluster

1. Log into the web-based Cisco Unified CM Administration Console.
2. Choose System → Service Parameters from the Menu.
3. Choose the publisher that will send CDR records to Infotel Select.
4. Choose the Cisco CallManager (Active) service.
5. In the System section, change the CDR Enabled Flag to "True".
6. Set the CDR Log Calls with Zero Duration Flag to "True".
 - Setting this parameter to "True" will significantly increase call volumes by sending records on incomplete calls. If you do not desire to collect Zero Duration calls, set this value to "False".

System		
CDR Enabled Flag *	True	False
CDR Log Calls with Zero Duration Flag *	True	False
Digit Analysis Complexity *	StandardAnalysis	StandardAnalysis
Database Debounce Timer *	0	0
Maximum Phone Fallback Queue Depth *	10	10
Maximum Number of Registered Devices *	5000	5000
System Initialization Timer *	60	60

There are hidden parameters in this group. Click on Advanced button to see hidden parameters.

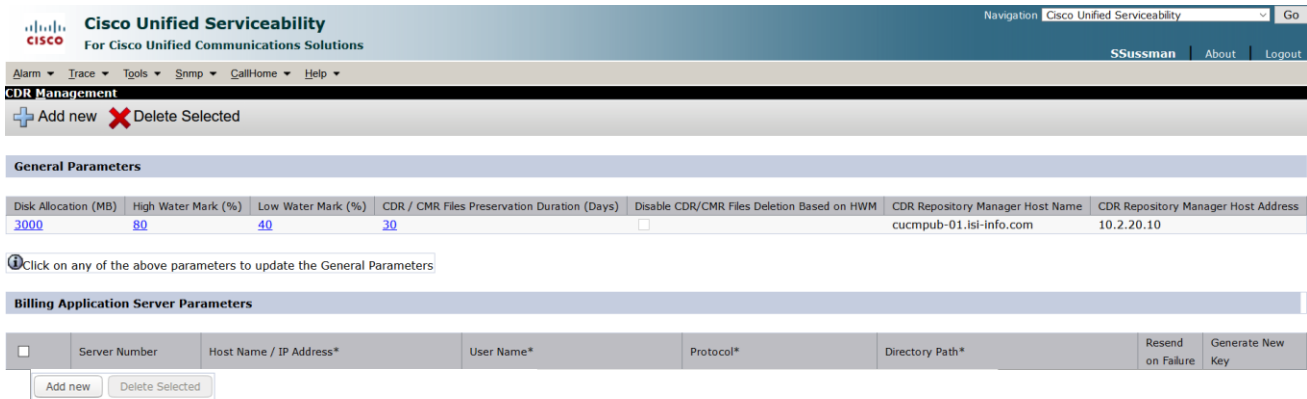
7. If you need to report on K-Factor and QoS statistics, under Clusterwide Parameters (Device General), change the Call Diagnostics Enabled flag to "Enabled Only When CDR Flag is True".
8. Set the "Show Line Group Member DN in finalCalledPartyNumber CDR Field" to True. If using Hunt Groups, this will allow you to see the Line Group Member extension in the CDR instead of just the Hunt Pilot number.
9. Set the "Show Line Group Member Non-Masked DN in finalCalledPartyNumber CDR Field" to True. If using Hunt Groups, this will allow you to see the Non-Masked version of a Line Group Member extension in the CDR.
10. Click Save to save the changes.

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

11. Repeat these steps for all subscribers within the cluster.

Configuring CDR Push - *Note: Port 22 outbound must be opened for transfer.isi-info.com*

1. In the Navigation drop down at the top of the screen, choose Cisco Unified Serviceability and click Go.
2. Choose Tools → CDR Management from the menu.
3. Typically, there will be no need to change the General Parameters. If changes are needed, please consult your CUCM documentation.



The screenshot shows the Cisco Unified Serviceability interface for CDR Management. The top navigation bar includes 'Cisco Unified Serviceability' and 'Go'. Below the navigation bar, there are tabs for 'Alarm', 'Trace', 'Tools', 'Snmp', 'CallHome', and 'Help'. The main content area is titled 'CDR Management' and includes buttons for 'Add new' and 'Delete Selected'. Below this, there are two sections: 'General Parameters' and 'Billing Application Server Parameters'. The 'General Parameters' section contains a table with columns for Disk Allocation (MB), High Water Mark (%), Low Water Mark (%), CDR / CMR Files Preservation Duration (Days), Disable CDR/CMR Files Deletion Based on HWM, CDR Repository Manager Host Name, and CDR Repository Manager Host Address. The 'Billing Application Server Parameters' section contains a table with columns for Server Number, Host Name / IP Address*, User Name*, Protocol*, Directory Path*, Resend on Failure, and Generate New Key. There are 'Add new' and 'Delete Selected' buttons below the table.

4. In the Billing Application Server section, you will add the Infotel Select SFTP server that will be receiving the call detail records:
 - Click on “Add new” to add a new FTP or SFTP Server.
 - Host Name / IP Address: transfer.isi-info.com Enter the SFTP server Username and Password, which will be provided with this document.
 - Choose SFTP as the Protocol.
 - Enter ‘/<Cloud ID>_1/’ as the Directory Path e.g., /ABCCorp_1/
 - Directory path should be incremented for each additional CUCM e.g., /ABCCorp_1/, /ABCCorp_2/
 - Cloud ID will be provided by ISI with this document.
 - Click on Add to add the entry, CUCM will attempt to contact the SFTP server and confirm successful connection.

Billing Application Server Parameters

Host Name / IP Address*	<input type="text" value="transfer.isi-info.com"/>
User Name*	<input type="text"/>
Password*	<input type="text"/>
Protocol*	<input type="text" value="SFTP"/>
Directory Path*	<input type="text" value="/"/>
Resend on Failure	<input checked="" type="checkbox"/>