

CallManager Cluster: No Call Detailed Records Created

Document ID: 68690

Contents

Introduction

Prerequisites

- Requirements

- Components Used

- Conventions

Problem 1

Solution 1

Problem 2

Solution 2

Related Information

Introduction

This document describes one reason why the Cisco CallManager cluster fails to create Call Detailed Records (CDRs) and provides a solution in a Cisco CallManager environment.

Prerequisites

Requirements

Cisco recommends that you have knowledge of this topic:

- Cisco CallManager

Components Used

The information in this document is based on these software versions:

- Cisco CallManager versions 3.0 and later

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

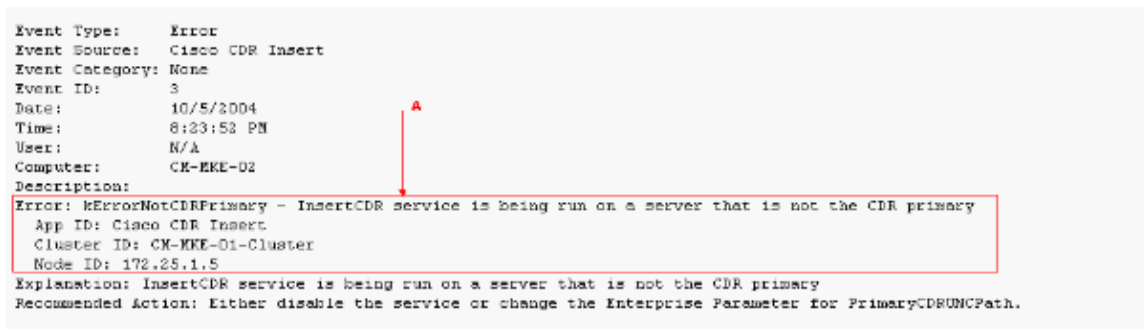
Refer to Cisco Technical Tips Conventions for more information on document conventions.

Problem 1

The Cisco CallManager cluster fails to create CDRs. In some cases, together with the symptom of missing CDRs, this error message appears in the Event Viewer on the Cisco CallManager subscriber server (see arrow A in Figure 1):

InsertCDR service is being run on a server that is not the CDR primary

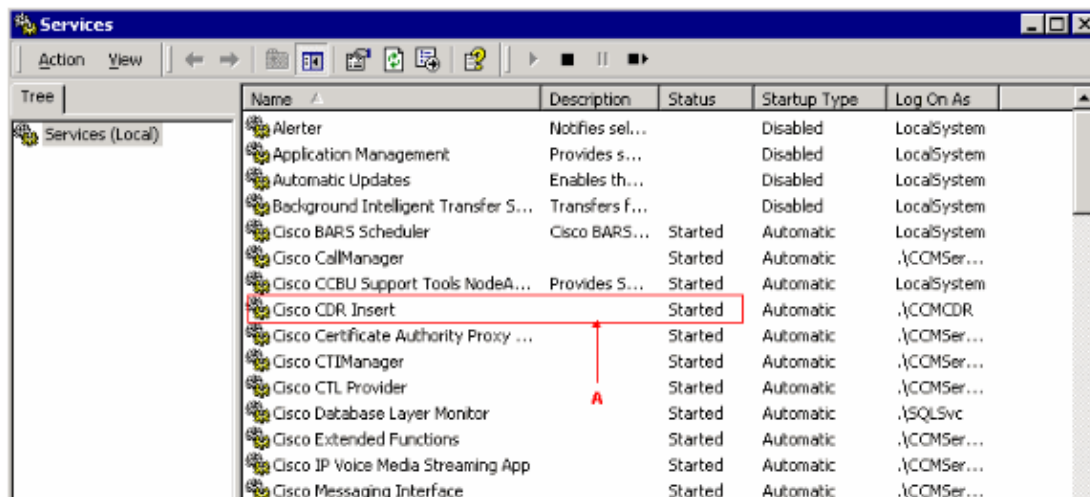
Figure 1 InsertCDR Service Not Running on Cisco CallManager Publisher



Solution 1

The CDR Insert service (see arrow A in Figure 2) should only run on a Cisco CallManager publisher in each Cisco CallManager cluster. This service takes the CDR files and inserts them into the primary CDR database which resides only on the Cisco CallManager publisher.

Figure 2 Services – Cisco CDR Insert



The root cause of missing CDRs is that the Cisco CDR Insert process is not started on the Cisco CallManager publisher. If the Cisco CDR process is mistakenly started on a Cisco CallManager subscriber, the error message in Figure 1 appears.

Stop the Cisco CDR process on a Cisco CallManager subscriber to eliminate the error message as Figure 1 shows. Start the Cisco CDR process on the Cisco CallManager publisher to solve the issue of missing CDRs.

Complete these steps:

1. Stop the Cisco CDR Insert process on the Cisco CallManager subscriber if it runs. Complete these steps:
 - a. Select **Start > Programs > Administrative Tools > Services**.
 - b. Right click **Cisco CDR Insert**.
 - c. Click **Stop** in the pop-up window.
2. Start the Cisco CDR Insert process on the Cisco CallManager publisher. Complete these steps to start

the Cisco CDR Insert:

- a. Select **Start > Programs > Administrative Tools > Services**.
- b. Right click **Cisco CDR Insert**.
- c. Click **Start** in the pop-up window.

Problem 2

In the Cisco CallManager Serviceability Service activation page, the Cisco CDR Insert Service does not show as activated and receives the Cisco CDR Insert - Error:1061 error message.

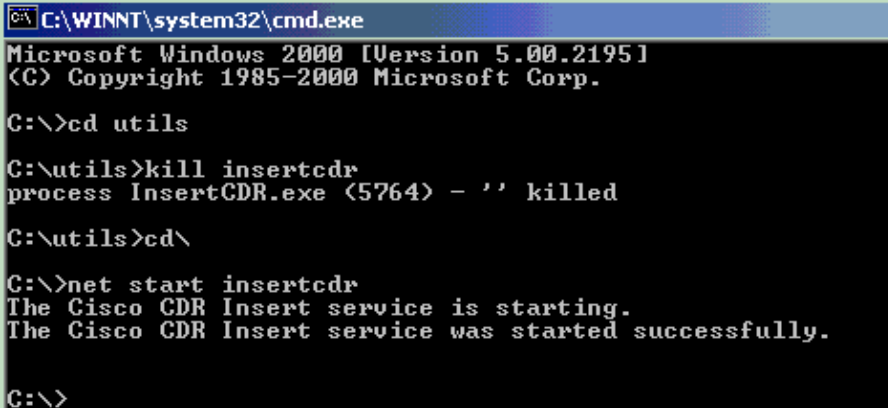
Solution 2

Forcefully restart the CDR Insert Service to solve this problem. Sometimes it is not possible to restart from the Service Activation page.

As an alternative solution, complete these steps to stop the service and restart from the command prompt.

1. Select **Start > Run**.
2. Type **cmd** to open a command prompt.
3. Type **cd utils** to get into the utils directory.
4. Type **kill cdrinsert** to stop the insertcdr service.
5. Issue the **net start insertcdr** command to start the service again.

Figure 3



```
C:\WINNT\system32\cmd.exe
Microsoft Windows 2000 [Version 5.00.2195]
(C) Copyright 1985-2000 Microsoft Corp.

C:\>cd utils

C:\utils>kill insertcdr
process InsertCDR.exe (5764) - '' killed

C:\utils>cd\

C:\>net start insertcdr
The Cisco CDR Insert service is starting.
The Cisco CDR Insert service was started successfully.

C:\>
```

Related Information

- [Voice Technology Support](#)
- [Voice and IP Communications Product Support](#)
- [Troubleshooting Cisco IP Telephony](#) 
- [Technical Support & Documentation – Cisco Systems](#)

[Contacts & Feedback](#) | [Help](#) | [Site Map](#)

© 2013 – 2014 Cisco Systems, Inc. All rights reserved. [Terms & Conditions](#) | [Privacy Statement](#) | [Cookie Policy](#) | [Trademarks of Cisco Systems, Inc.](#)