

# Recreate the CDR Database in a Cisco CallManager Server

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## Introduction

This document explains how to recreate the Call Data Records (CDR) database on a Cisco CallManager server when the CDR database is deleted. When you try to run the CDR plug-in while the CDR database is deleted, you receive a message that says that the database does not exist.

## Prerequisites

### Requirements

Cisco recommends that readers of this document should have knowledge of these topics:

- CDR Analysis and Reporting
- Cisco CallManager Administration
- SQL database management

### Components Used

The information in this document is based on Cisco CallManager 3.3 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 the Cisco Technical Tips Conventions for more information on document conventions.

## Background Information

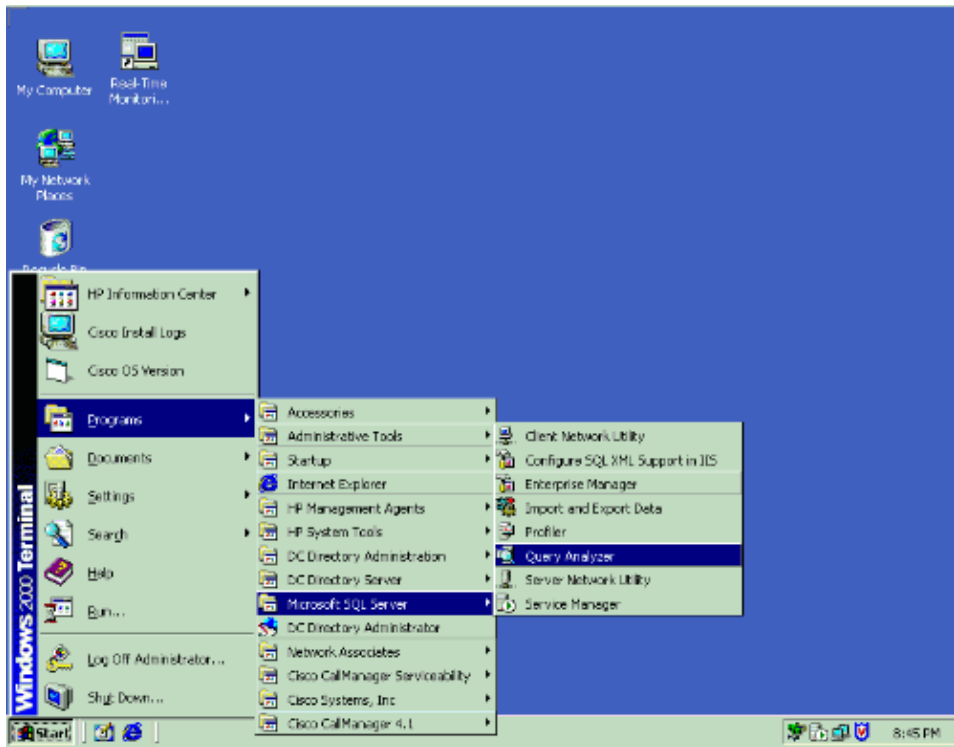
When CDR collection is enabled through the CDR Enabled Flag (Cisco CallManager service parameter), Cisco CallManager writes CDRs to flat files on the subscriber servers as calls are completed. The Cisco

Database Layer Monitor service periodically moves the CDR files from the subscriber to the publisher server (or configured server), and the Cisco CDR Insert Service inserts the records into the configured CDR database. If the CDR database is deleted, then you need to recreate the database using the procedure in this document.

## Recreate the CDR Database in a Cisco CallManager Server

Complete these steps to recreate the CDR database in a Cisco CallManager server.

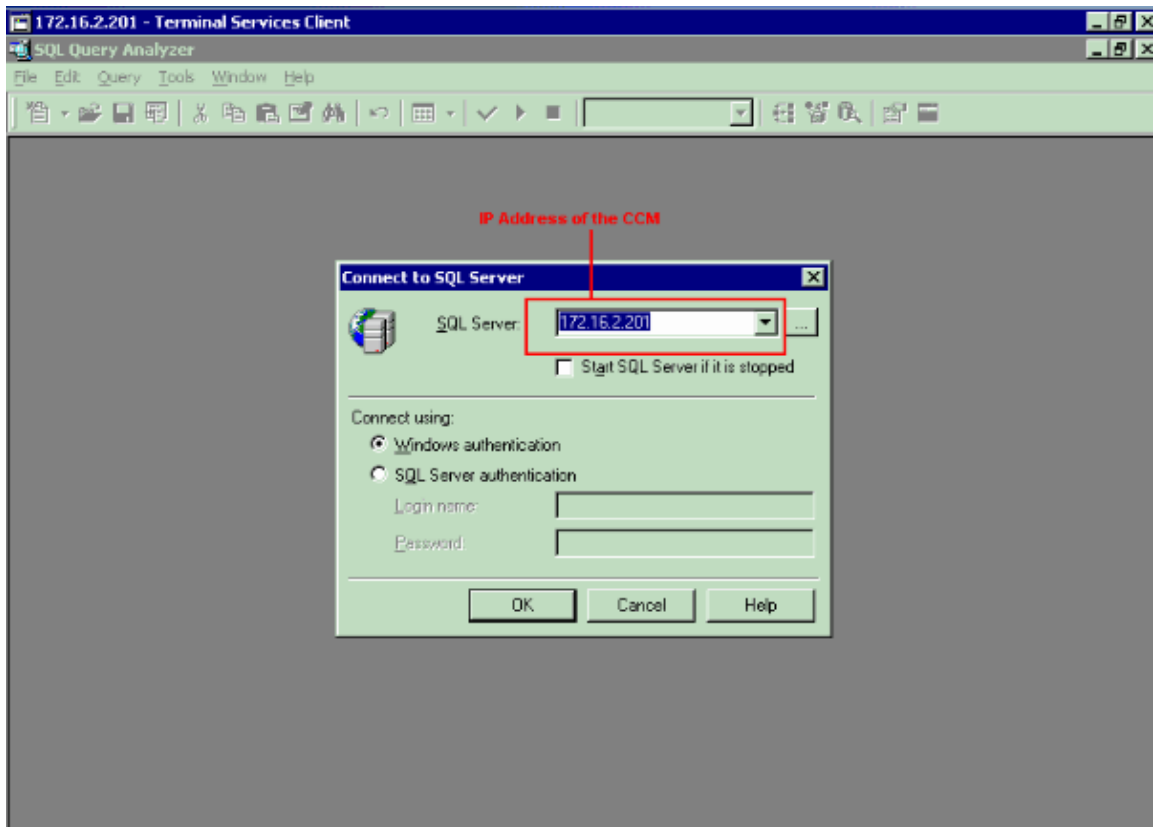
1. Select **Start > Programs > Microsoft SQL Server > Query Analyzer**.



2. Log into the Cisco CallManager server (your local server). Make sure you run the Query Analyzer from the right database server.

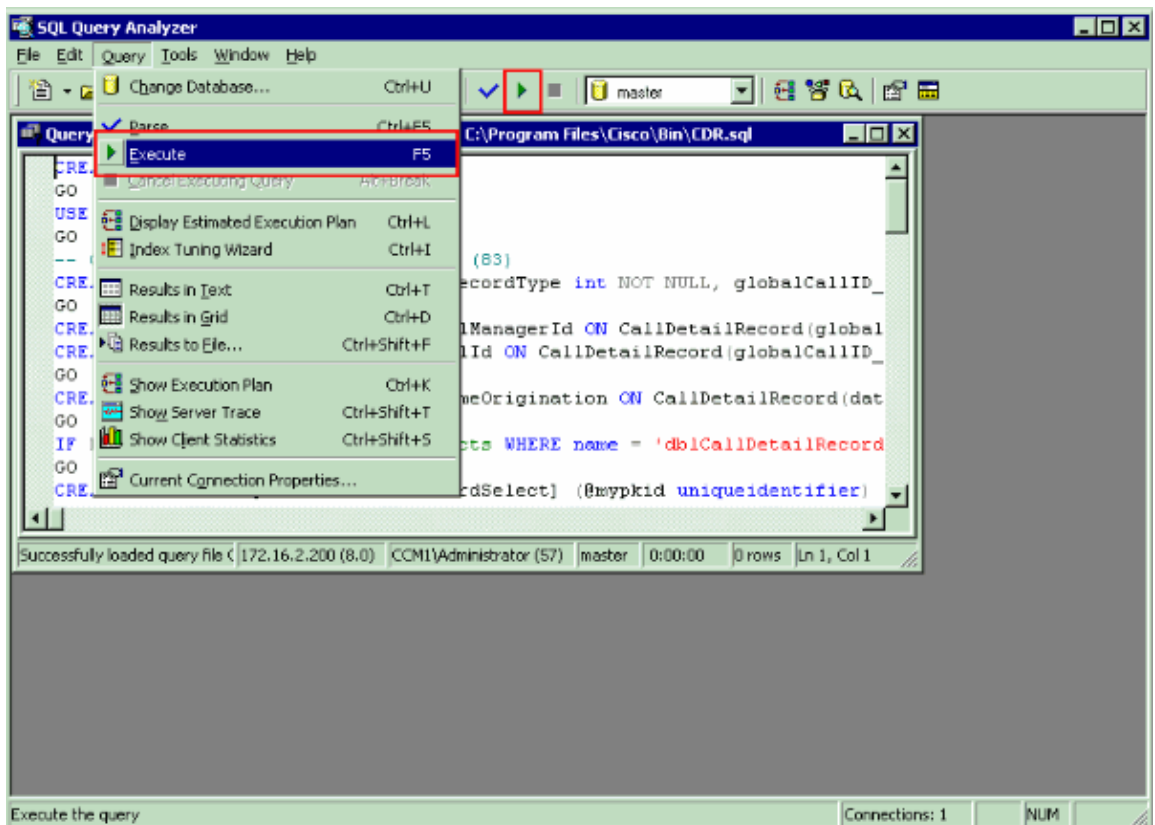
**Note:** For Cisco CallManager 3.x, select **SQL Server authentication** and enter your username and password.

**Note:** For Cisco CallManager 4.0 and later, select **Windows NT authentication**. Windows NT Authentication is recommended, although the system supports SQL Authentication. Setting Cisco CallManager for mixed mode authentication in release 4.0 and later is not supported. Cisco CallManager 4.x servers upgraded from the earlier versions fail with SQL Server authentication and the system needs to be changed back to Windows NT authentication. Refer to [User Unable to Log into SQL Query Analyzer After Upgrading from Cisco CallManager 3.x to 4.x](#) for more information.

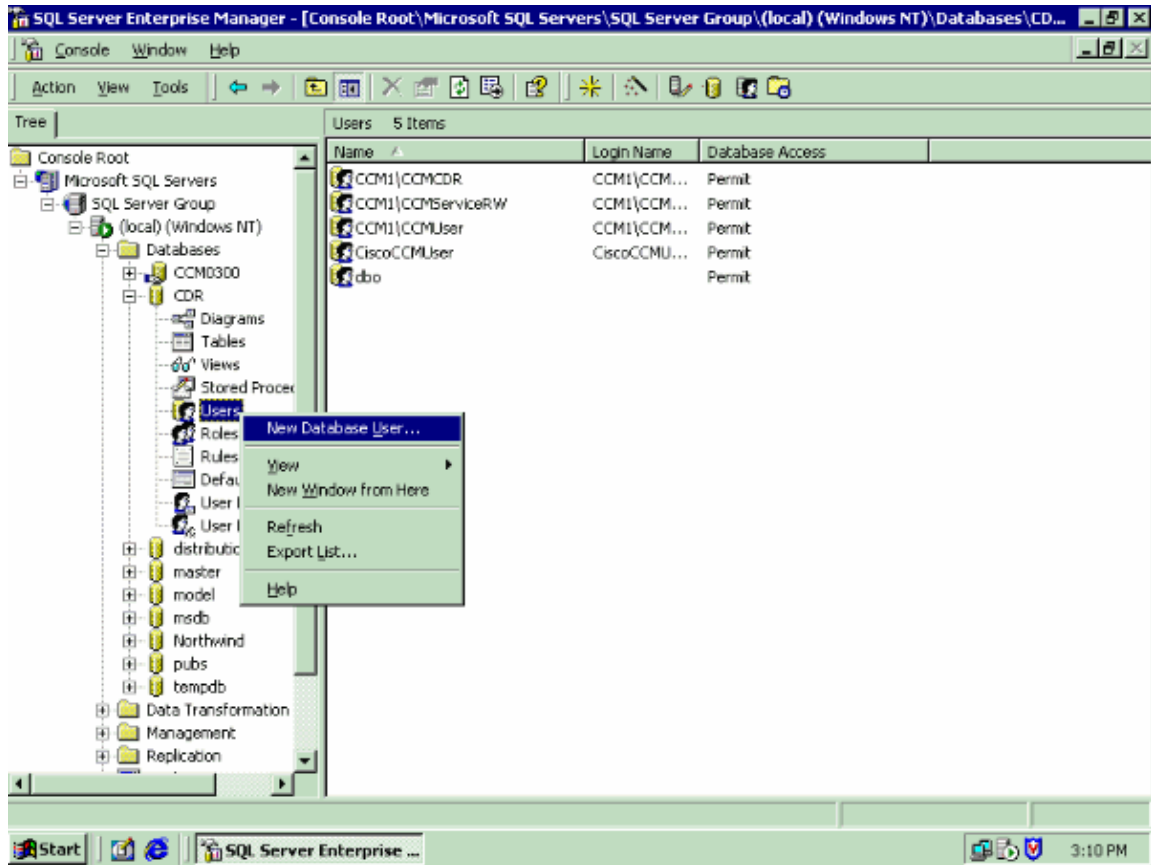


3. From the Query Analyzer window, go to the main SQL Query Analyzer window and select **File > Open**.

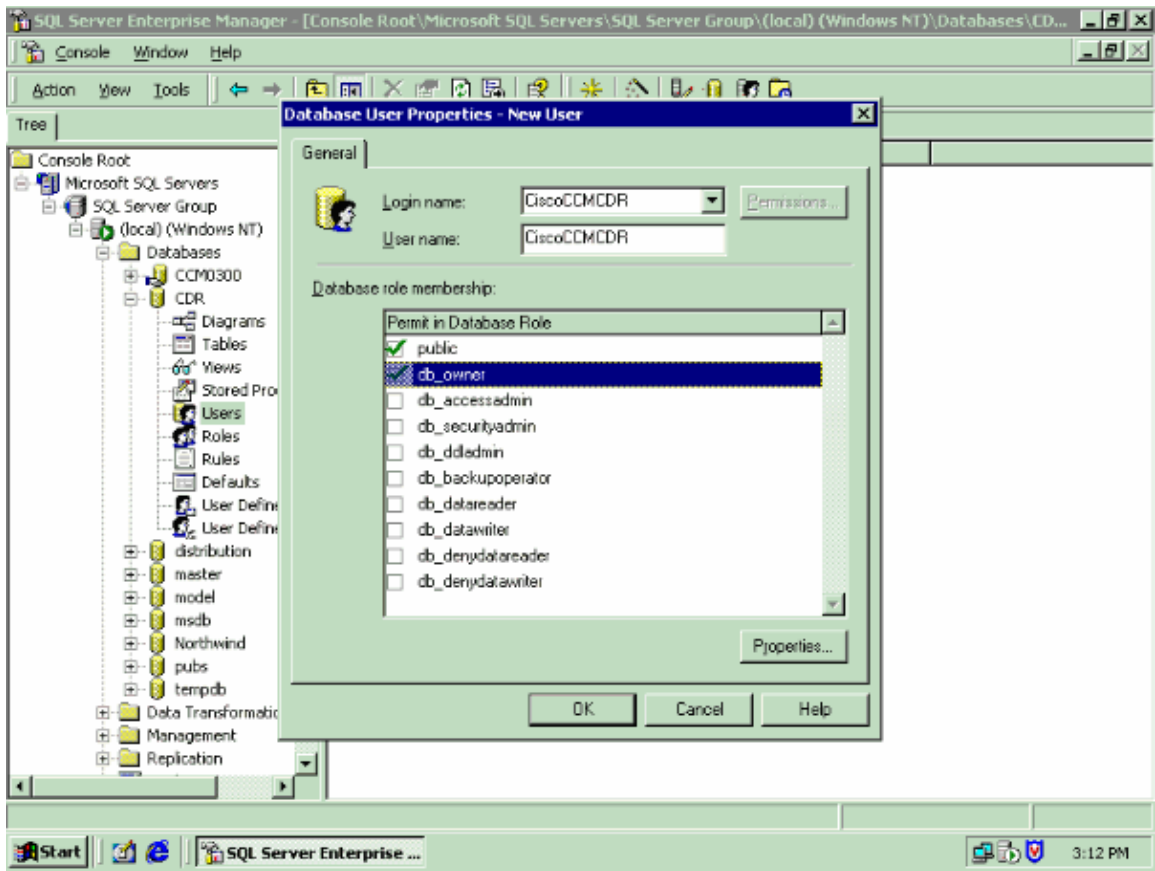
Open **C:\Program Files\Cisco\Bin\CDR.sql** and select **Query > Execute** to run the query. You can also click the green arrow on the toolbar or press **F5** to run the query. This creates the CDR database.



- Go to the SQL Enterprise Manager and select **Microsoft SQL Servers > SQL Server Group > local > Databases > CDR > Users**. Then right-click and select **New Database User**.



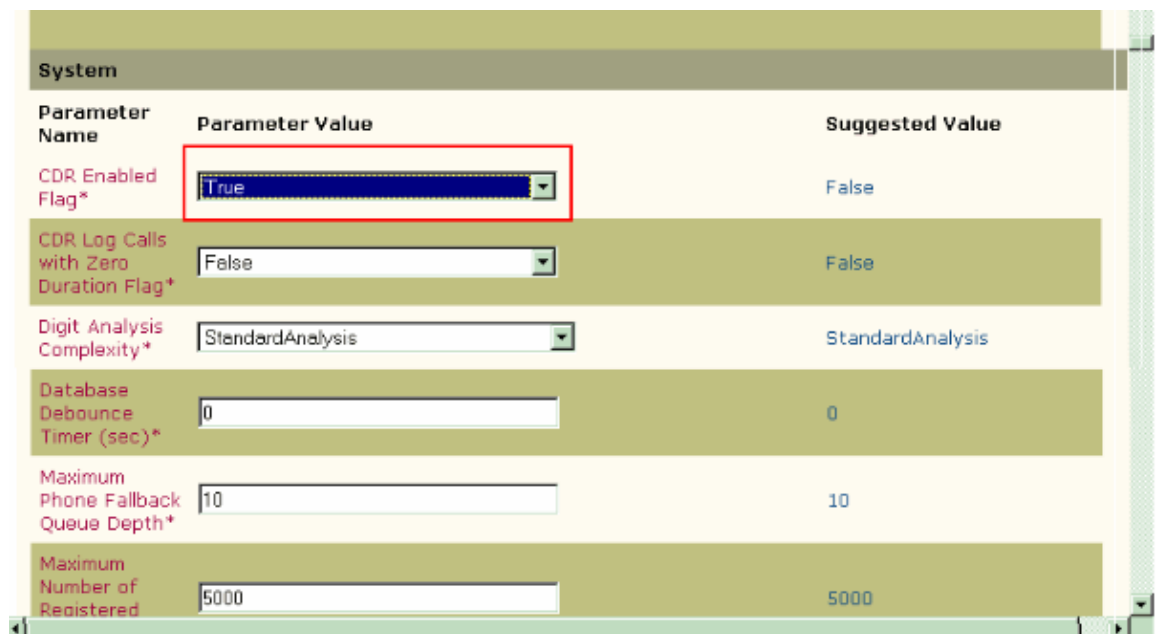
- From the Login name pull-down menu, click **CiscoCCMCDR** (only if CiscoCCMCDR not already there) and make sure that **public** and **db\_owner** are checked.



6. Restart the Cisco CallManager server.

7. Complete these steps to ensure that the **CDR Enabled** flag is enabled:

- a. Select **Service > Service parameters** in the Cisco CallManager Administration window.
- b. Choose your CallManager as the Server and **Cisco CallManager** as the Service.
- c. In the Service Parameters window, select **System > CDR Enabled Flag** and set this parameter to **True**.
- d. Click **Update**.

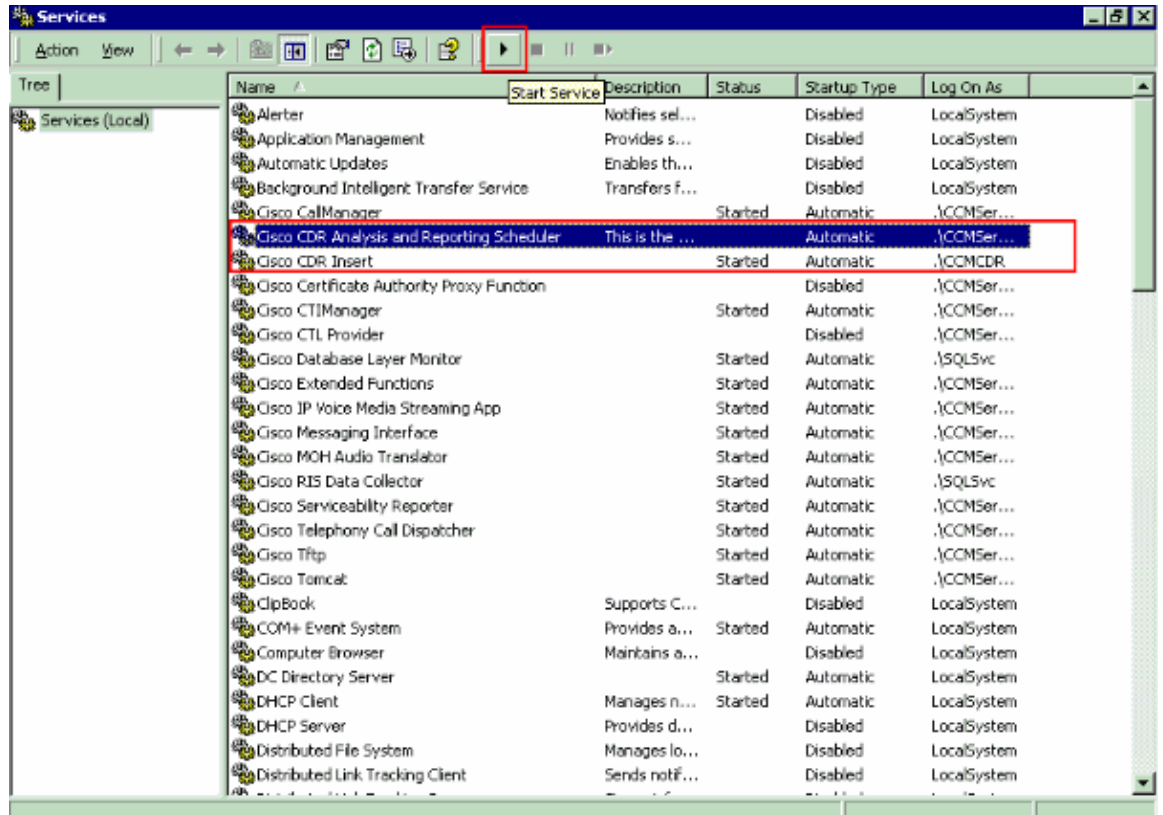


Refer to [Configuring CDR Service Parameters](#) for more information.

8. Complete these steps to ensure that all the Cisco CDR services are running on the publisher and subscriber servers.

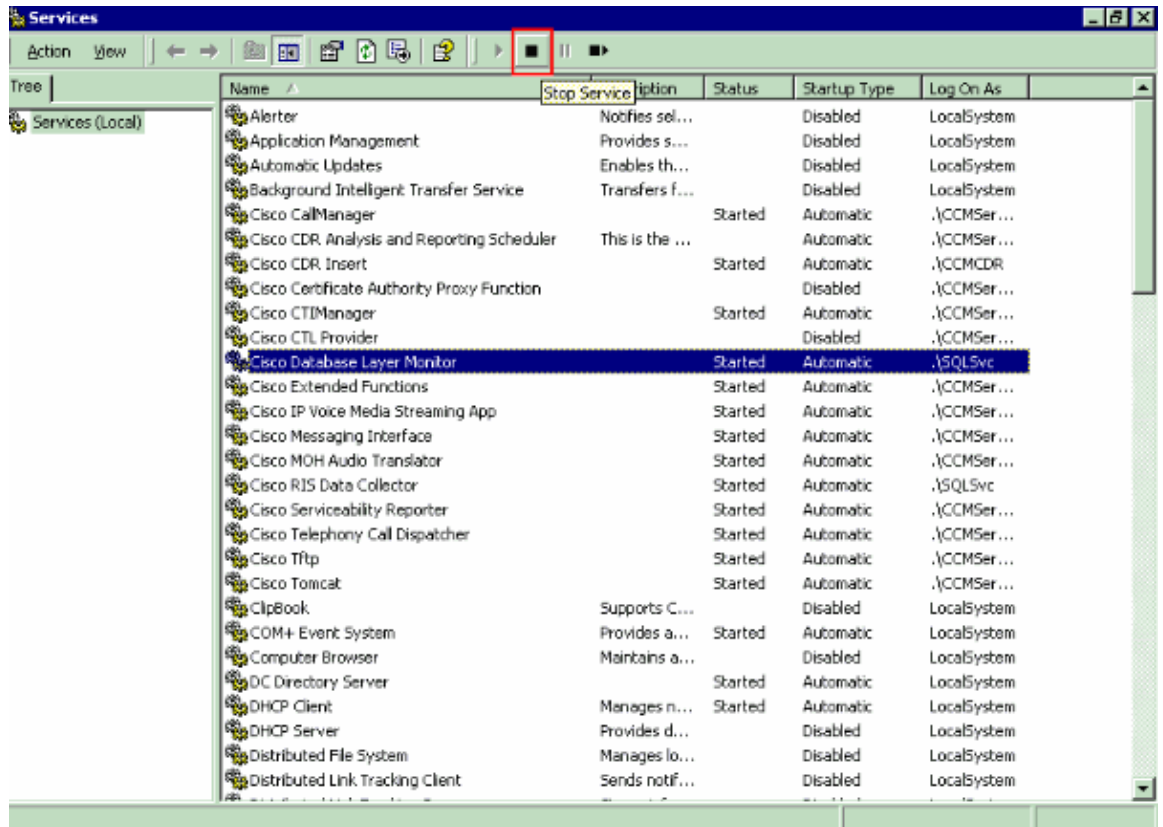
- a. Select **Start > Programs > Administrative tools > Services**.
- b. Verify that the services **Cisco CDR Analysis and Reporting Scheduler** and **Cisco CDR insert** are started.

If not, select these services and click **Start Service** to start these services.



9. Complete these steps to re-start the Cisco Database Layer Monitor service and see if you get replication between the publisher and subscriber.

- a. Select **Start > Programs > Administrative tools > Services**.
- b. Select the **Cisco Database Layer Monitor Service**.
- c. Click **Stop Service** to stop this service.
- d. Click **Start Service** to start the service again.



## Verify

You should be able to run the CDR plug-in without running into any error messages.

## Troubleshoot

There is currently no specific troubleshooting information available for this configuration.

## Related Information

- [Using SQL Queries to Search the Call Detail Record with Cisco CallManager](#)
- [Using SQL Query Analyzer to Find Devices Associated with a Location](#)
- [CallManager Issue Resolution with CDR and ART FAQ](#)
- [CDR Analysis and Reporting](#)
- [Voice Technology Support](#)
- [Voice and IP Communications Product Support](#)
- [Troubleshooting Cisco IP Telephony](#)
- [Technical Support & Documentation – Cisco Systems](#)