



# CHAPTER 26

## Configuring the Export of CDR/CMR Records

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This chapter describes how to export CDR/CMR records and how to view the exported records.

Use Export CDR/CMR in the CDR menu in Cisco Unified Communications Manager CDR Analysis and Reporting to export CDR/CMR dump information to the location of your choice on your computer. The CDR/CMR dump exists in the CSV format. You can also view the dump of the exported records.

This chapter contains the following topics:

- [Exporting CDR/CMR Records, page 26-1](#)
- [Viewing Export CDR/CMR Records Results, page 26-2](#)
- [Related Topics, page 26-2](#)
- [Additional Cisco Documentation, page 26-3](#)

## Exporting CDR/CMR Records

The following procedure describes how to export CDR/CMR record results.

### Procedure

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- Step 1** From CDR Analysis and Reporting, choose **CDR > Export CDR/CMR**.  
The Export CDR/CMR records window displays.
- Step 2** In the From Date and To Date drop-down list boxes, choose a date range for the CDR/CMR dump.
- Step 3** In Select records, check the CDR records and/or CMR records check box.
- Step 4** Click **Export to File**.  
The Export CDR/CMR records Result window displays. See the [“Viewing Export CDR/CMR Records Results”](#) section on page 26-2.
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### Additional Information

See the [“Related Topics”](#) section on page 26-2.

# Viewing Export CDR/CMR Records Results

The following procedure describes how to view Export CDR/CMR record results.

## Before You Begin

Before you begin the following procedure, perform all the steps in the [“Exporting CDR/CMR Records” section on page 26-1](#).

## Procedure

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- Step 1** From the Export CDR/CMR Record Results window, right-click either the **CDR Dump** or **CMR Dump** link.
- A popup window that comprises the following options displays:
- **Open**—This option allows you to open the window that contains the CDR/CMR dump in the same window.
  - **Open in a New Window**—This option allows you to open the window that contains the CDR/CMR dump in a new window.
  - **Save Target As...**—This option allows you to save the CDR/CMR dump to a location on your computer.
  - **Print Target**—This option allows you to print the CDR/CMR dump information.
  - **Copy Shortcut**—This option allows you to copy the window shortcut to paste in another file.
  - **Add to Favorites**—This option allows you to add the CDR/CMR dump to your Favorites folder.
  - **Properties**—This option provides the properties of the CDR/CMR dump file.
- Step 2** From the popup window, choose one of the options.
- Step 3** If you chose to save the CDR/CMR dump to your computer, choose a location in which to save the dump and click **Save**. After the download is complete, you can locate the file wherever you download it to open it.
- Step 4** To delete the CDR and/or CMR dump, check the **Delete File** check box and click either **Back** or **Close**. The files get deleted.




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**Note** If you do not check the Delete File check box(es) (for example, if the CDR or CMR dump files get left undeleted), the background process deletes the files on a daily basis. Because the CDR and CMR dump files are large in size, Cisco recommends that you download the file to a local disk and delete them from the server to avoid disk usage on the server side.

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## Additional Information

See the [“Related Topics” section on page 26-2](#).

## Related Topics

- [CDR Analysis and Reporting Configuration Checklist, page 2-1](#)

- [Chapter 24, “Understanding CDRs”](#)
- [Chapter 25, “Configuring CDR Search”](#)
- [Chapter 27, “Reviewing CDR Search Results”](#)

## Additional Cisco Documentation

- *Cisco Unified Communications Operating System Administration Guide*
- *Cisco Unified Serviceability Administration Guide*
- *Cisco Unified Communications Manager Call Detail Records Administration Guide*

