



Grandstream Networks, Inc.

UCM6300 Series IP PBX

CDR Tool Guide



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CHANGE LOG

This section documents significant changes from previous versions of CDR Tool Guide. Only major new features or major document updates are listed here. Minor updates for corrections or editing are not documented here.

Version 1.0.0.2

- This is the initial version.



WELCOME

Overview

CDR Assistant Tool is an assistant tool developed based on UCM platform with trend network UCM630x series. The tool provides users with convenient and fast CDR backup data analysis, query and filtering operations, so as to prevent users from inconvenient use of CDR data packets, which causes difficulty in data search, CSV file format affects reading, and easy data loss. Users only need to download the CDR View Assistant tool to import and query CDR data, which greatly improves the work efficiency of operation and maintain its easy management.

Feature Highlights

- The software can be used without logging in/registering.
- Support parsing CDR data.
- Support decrypting recording files.
- Support CDR data retention on the tool side and can still be viewed next time if it is opened.
- Support simultaneous import of multiple CDR backup files of the same UCM device. The number of files is not limited.
- The software interface text supports Chinese and English.

Table 1: Technical Specifications

Features	Description
Encryption and Decryption algorithm	AES-256
Audio Encoding	WAV
Multi-language support	Support English and Chinese Simplified.
Login Method	No sign-in required
Download/Upgrade	Grandstream official website

Please visit our website for more information and product documentations: <http://www.grandstream.com>



INSTALLATION OF THE TOOL

After downloading the installation program, the user can double-click to open the program and understand the copyright statement. Click on the "**Accept**" button to proceed to the next step.

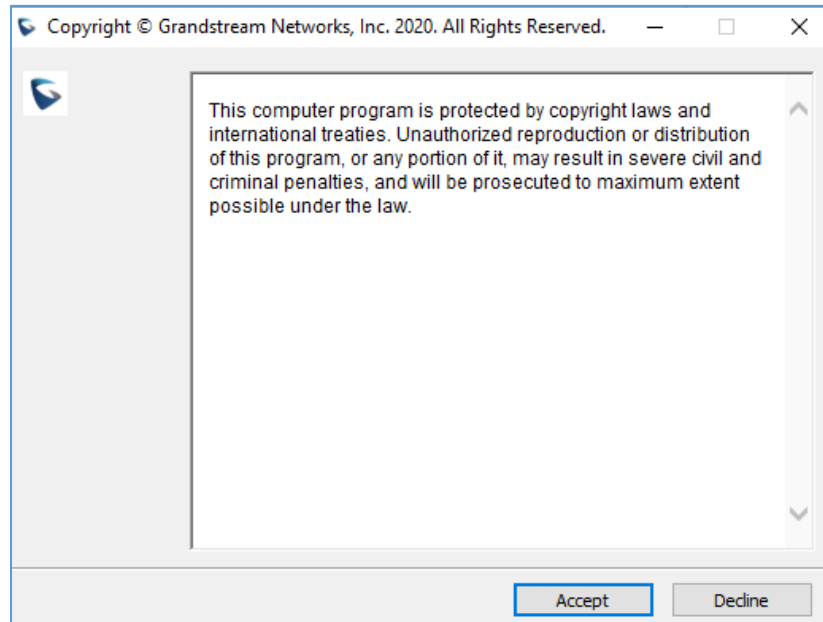


Figure 1: CDR Assistant Tool installation interface

Click "**Browse**" to select the tool installation path, and when you are done, click "**Extract**". Once the operation is complete, the CDR Assistant tool is installed under that chosen directory.

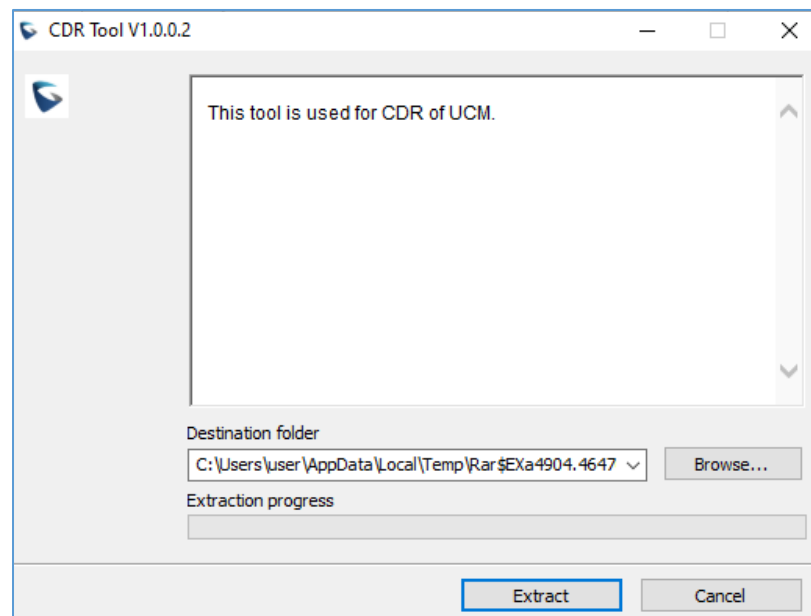


Figure 2: CDR assistant tool extraction interface



After opening the folder, you can see the cdrtool file, open the cdrtools.exe application under that folder. Wait a few seconds to enter the CDR View Assistant interface.

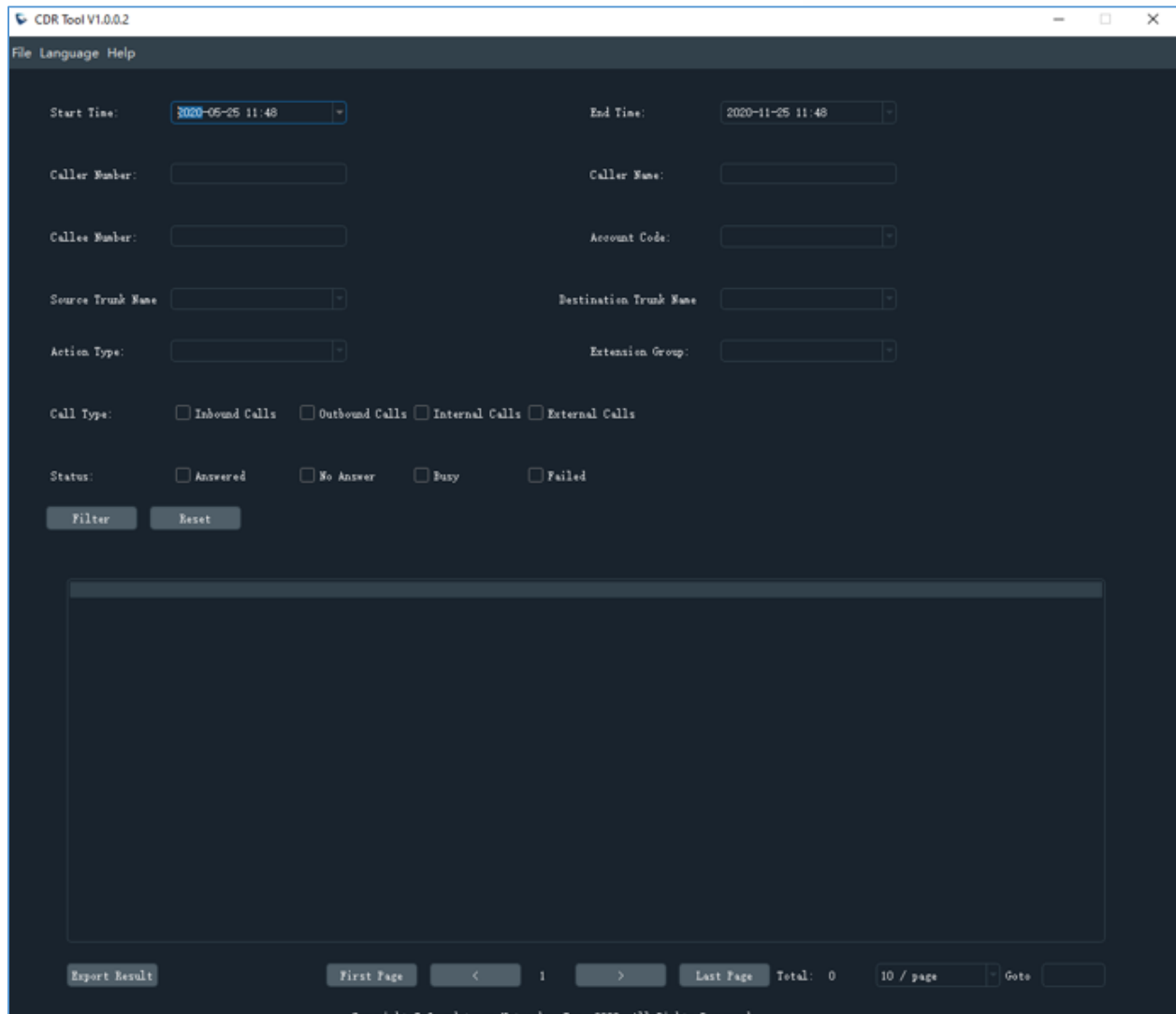


Figure 3: CDR Assistant Tool interface



FILE IMPORT/EXPORT

File import

Click on "Import File" under "File" in the upper left corner of the interface to select the CDR file (.cenc) that needs to be parsed backed up by the GDMS server.

- Must upload .cenc format file.
- In the case of file encryption, the user needs to enter the file password for verification. After the password is correct, the file will be parsed and uploaded to the CDR list.
- The file password is the initial password of the UCM device, which can be viewed on the LCD screen of the device.
- The tool supports simultaneous import of multiple CDR backup files of the same UCM device.



Note: If the password is entered incorrectly for more than three times, it will prompt that the database has failed to load. The user must upload the file again and enter the correct password.

File export

There are two ways to export CDR backup package files:

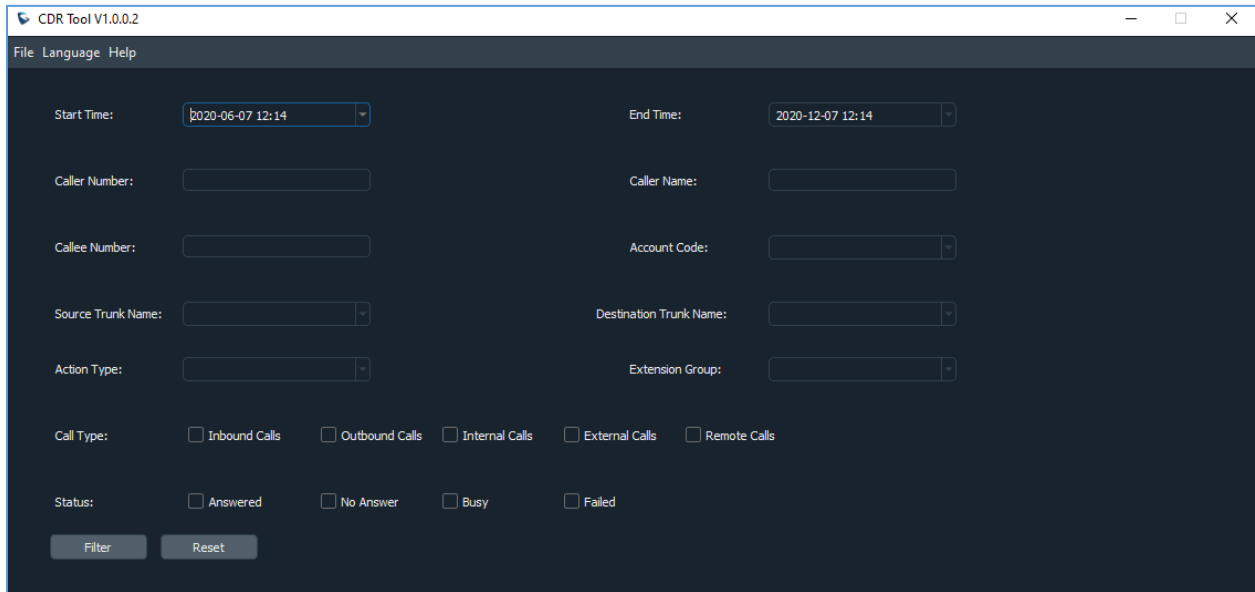
- Click "Export to CSV" under "File" at the top left corner of the interface to export all data.
- Click "Export Search Results" in the lower left corner of the interface and export the required data according to the filter results.

The exported file formats are all CSV.



FILE FILTERING

Users can select specified conditions in the filters mentioned above the CDR list to obtain the target CDR data they are looking for.



The screenshot shows the 'CDR Tool V1.0.0.2' application window. It features a dark-themed interface with a menu bar (File, Language, Help) and a main area containing various filter fields:

- Start Time:** A date-time picker set to 2020-06-07 12:14.
- End Time:** A date-time picker set to 2020-12-07 12:14.
- Caller Number:** A text input field.
- Caller Name:** A text input field.
- Callee Number:** A text input field.
- Account Code:** A dropdown menu.
- Source Trunk Name:** A dropdown menu.
- Destination Trunk Name:** A dropdown menu.
- Action Type:** A dropdown menu.
- Extension Group:** A dropdown menu.
- Call Type:** A group of checkboxes for Inbound Calls, Outbound Calls, Internal Calls, External Calls, and Remote Calls.
- Status:** A group of checkboxes for Answered, No Answer, Busy, and Failed.

At the bottom left, there are two buttons: 'Filter' and 'Reset'.

Figure 4: Filter Options

Table 2: Filter Options

Start time	Specify the start time to filter the CDR report. Click on the arrow on the right and the calendar will show for users to select the exact date and time.
End time	Specify the end time to filter the CDR report. Click on the arrow on the right and the calendar will show for users to select the exact date and time.
Caller Number	<p>Enter the caller number to filter the CDR report. CDR with the matching caller number will be filtered out. User could specify a particular caller number or enter a pattern. '.' matches zero or more characters, only appears in the end. 'X' matches any digit from 0 to 9, case-insensitive, repeatable, only appears in the end.</p> <p><u>For example:</u></p> <p>3XXX: It will filter out CDR that having caller number with leading digit 3 and of 4 digits' length.</p>



		3.: It will filter out CDR that having caller number with leading digit 3 and of any length.
Caller Name		Enter the caller name to filter the CDR report. CDR with the matching caller name will be filtered out. Note: Numbers, letters, special characters, and special symbols are not allowed.
Callee Number		Enter the Callee number to filter the CDR report. CDR with the matching Callee number will be filtered out.
Account Code		Select the account Code to filter with. If pin group CDR is enabled, the call with pin group information will be displayed as part of the CDR under Account Code Field.
Source Trunk Name		Select source trunk(s) and the CDR of calls going through inbound the trunk(s) will be filtered out.
Destination Trunk Name		Select destination trunk(s) and the CDR of calls going outbound through the trunk(s) will be filtered out.
Action Type		Filter calls using the Action Type, the following actions are available: Announcement, Announcement Paging, Announcement Center, Call Return, Call Forward, Audio Conference, Basic Call, DISA, Emergency Calls, Emergency Notify, Fax, Follow me, IVR, Paging/Intercom, Parking Lot, Presence Status, Queues, Ring Group, SCA, Transfer,VFAX, Video Conference, Voicemail, Voicemail Groups, Virtual Queue CallBack, Wakeup Service.
Extension Group		Specify the Extension Group name to filter with.
Call Type		Groups the following: <ul style="list-style-type: none"> • Inbound calls: Inbound calls are calls originated from a non-internal source (like a VoIP trunk) and sent to an internal extension. • Outbound calls: Outbound calls are calls sent to a non-internal source (like a VoIP trunk) from an internal extension. • Internal calls: Internal calls are calls from one internal extension to another extension, which are not sent over a trunk. • External calls: External calls are calls sent from one trunk to another trunk, which are not sent to any internal extension



Status	Filter with the call status, the available statuses are the following: <ul style="list-style-type: none">• Answered• No Answer• Busy• Failed
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DECRYPT RECORDING FILES

To decrypt the recording file, the user can click on "File" in the upper left corner of the interface, and click "Record Decrypt" to add the recording backup .venc file to be analyzed, as shown in the figure below.

- Files in .venc format must be uploaded, and files in other formats do not need to be decrypted.
- After adding files, choose to export to a local directory. Click "Start Decryption" to decrypt the recording file. The decrypted file will be saved in the specified directory in WAV format.
- The file password is the default password of the UCM device, which can be viewed on the LCD screen of the device.

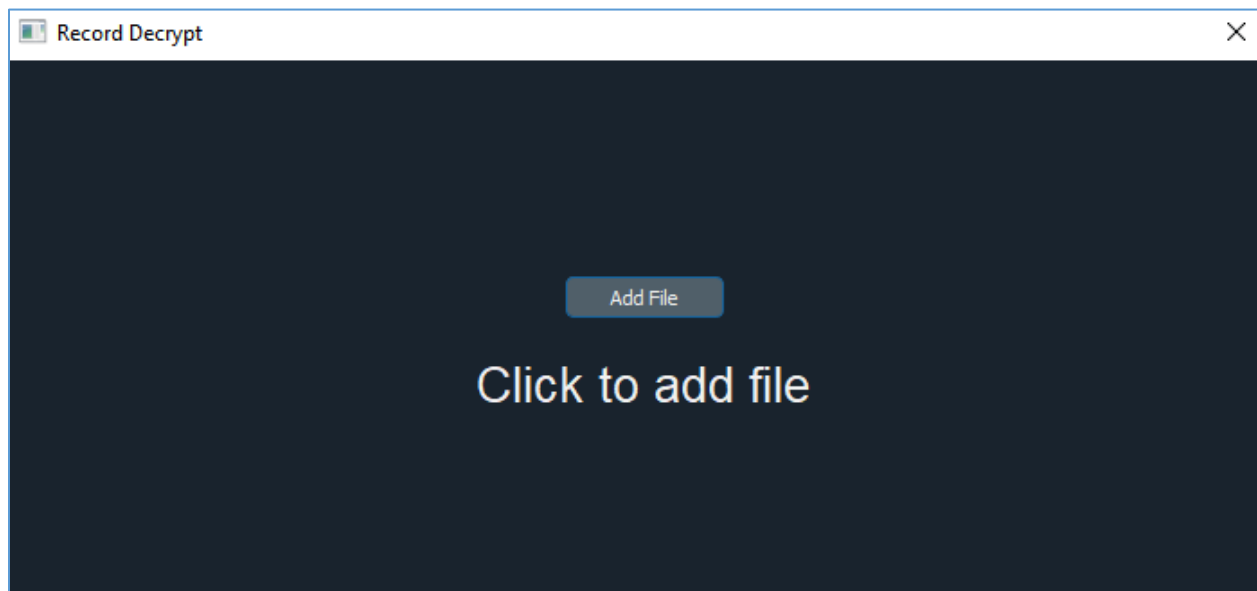


Figure 5: Recording Decryption



Note: If the password is entered incorrectly for more than three times, it will prompt that the decryption of the recording file has failed. The user must upload the file again and enter the correct password.



SET-UP

File

By Clicking on the "File" button in the upper left corner of the tool, users get to perform some important operations related to the CDR tool including: Import file, Export to CSV File, Clear Database, Decrypt recordings and exit.

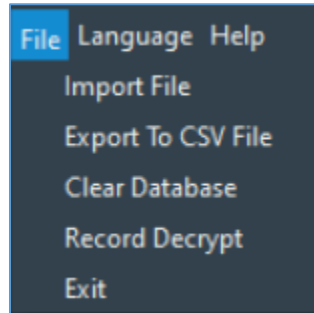


Figure 6: File Menu

Table 3: File Menu

Features	Description
Import File	Import CDR backup package files.
Export to CSV File	Export all data from the CDR list to generate a CSV file.
Clear Database	This will empty all current data. Without clearing the database, CDR list data under the same UCM device is continuously superimposed, affecting usage.
Record Decrypt	Add a recording file and the WAV file will be generated when the operation is complete.
Exit	Exit the CDR assistant tool.

Language

The CDR Assistant tool currently supports only Chinese and English.

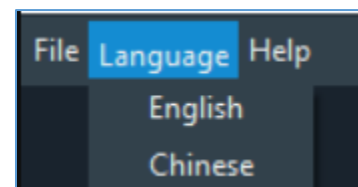


Figure 7: Language Menu



Help

- **About CDR Tools:** This computer program is protected by copyright law and international treaties. Unauthorized reproduction or distribution of this program, or any portion of it, may result in severe civil and criminal penalties and will be prosecuted to the maximum extent possible under the law.
- **FAQ:** The link jumps to the user manual interface of the software to browse the contents of this user manual.

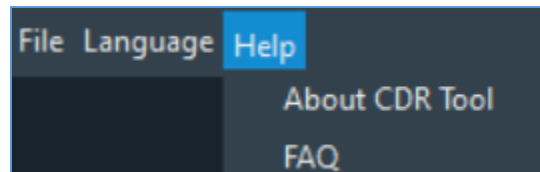


Figure 8: Help Menu

