

## Scheduled CDR Exports – Quick Guide

This VOIPx3 guide explains how to configure, manage, and understand Scheduled Call Detail Record (CDR) Exports within the PBX Portal.

**Scheduled CDR Exports** are found within the **Reporting Tabs** above the **CDR** and by default are available to Office Managers.

**Schedule New Export**

Basic Options

Enter basic settings to schedule a call records export.

Name

Enabled

Type ☒ Monthly ☐ Weekly ☐ Daily ☐ Custom

☐ Also run this export immediately  
Useful for sampling output from an export

After Completion

Email Notification ☐ Send an email when the export completes

Email

Cancel Next Add

### Creating a Scheduled Export

Navigate to **Reporting** → **Scheduled CDR Exports**.

Click **New Export**.

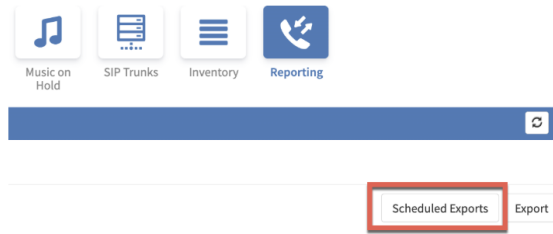
Enter a descriptive export name.

Select export frequency: Monthly, Weekly, Daily, or Custom.

Choose post-export action: Download Only, Email Attachment, or FTP/SFTP Upload.

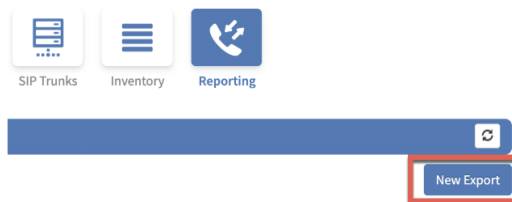
Optional: Enable email notification upon completion.

## Scheduling Exports



Clicking on the Scheduled Exports will show you a list of exports that are currently set up on your account, in accordance with where you are viewing the page. On this page, you can add new scheduled exports, edit currently scheduled exports, and download previous exports.

## Create a new Export



1. Click on the **'New Export'** button found at the right side of the page.
2. Create a Descriptive Name for the Export.
3. Select the Frequency of the Export (**Monthly, Weekly, Daily, or Custom**). When selecting an option other than 'custom' the user's time-zone is used. With weekly and Daily reports, you can also choose to run the report immediately, which is a great way to test.
4. Select what to do after completion.
  - Do Nothing allows you to download from the portal after the export is complete
  - Email Attachment emails the attachment (using the Voicemail to Email Address)
  - Upload via FTP or SFTP can upload to your publicly accessible FTP or SFTP folder.
  - Choose whether or not to send an email upon completion of the Export
5. In the Options tab, Filter based on **User, Inbound Calls, Outbound Calls or Off-net calls** only. After the Scheduled Export is created, it may take a few seconds for the export to show up.

## Scheduled CDR Exports File Format (Advanced)

Please note that the **Scheduled CDR Export** format includes “Advanced” fields, which are different fields from the Standard CDR Export format. Please review the fields and “**Release Cause Reason Codes**” section below for more information.

Field Name	Field Description	Example Entry
Call Type	Confirms if the call was On-Net Outbound, Inbound, or Missed.	Outbound
Domain	The name of the domain.	Domainname.12345.service
User	The user ID (extension)	1234
BTN	The Billing Telephone Number.	12143825000
Call Begin	The time the call was initiated.	3/25/2024 15:34
Time Answer	The time the receiving party connected to the call (if applicable).	3/25/2024 15:34
Duration	The elapsed time of the call (seconds).	25
Remote Number	The actual number that the caller is trying to reach, as determined by the phone system or network. This number may or may not be the same as 'Dialed Number.'	12143825000
Dialed Number	The number that the user physically dials or enters into their phone/device when initiating a call.	12145551212
CallID	A unique identifier to reference the call.	001234AA12BB00345CD12EFG1234
Orig IP	The source IP address that initiated the call.	47.161.140.44
Term IP	The destination IP address.	192.168.2.123
Release Cause	The reason the call ended (More information can be found in the "Release Cause" section below).	Orig: BYE
Orig Device	The number or extension for the device/system where the communication session started/originated.	1234m
Term Device	The number or extension for the device/system where the communication session ends/terminates.	11234567890

## Release Cause Reason Codes


Please note that the **Scheduled CDR Export** format includes “Advanced” fields, which are different fields from the Standard CDR Export format. Please review the fields and “**Release Cause Reason Codes**” section below

When a call terminates, the "call cancel" reason is listed in the “release cause” column mentioned above.


Below is a list of some of the most common termination/release reason codes.

- **Cancel Connect** - The connection was cancelled.
- **Connect** - The call was connected to another destination; e.g caller was answered by the auto attendant and then connected to an extension.
- **Dispatched** - Call dispatched from Call Queue.
- **Domain Limit** - The call was blocked because its associated account has exceeded the provisioned limit.
- **Incompatible Media** - There is no compatible codec to support this call.
- **Invalid PIN** - An invalid PIN was entered.
- **Max Recording** - The call was disconnected by reaching the maximum allowed recording duration.
- **Message Sent** - The recorded message was sent.
- **302 Moved** - The terminating destination is temporarily moved. The terminating destination may have forwarding enabled on the phone.
- **No ACK Timeout** - The call was disconnected because the answer (i.e. 200 OK) was not acknowledged.
- **No Answer** - There was no answer from the termination side.
- **No Audio File** - An audio file needed to be played out cannot be found.
- **No Dial Rule** - The dialing cannot be matched by any dial rule associated with the caller.
- **No digit** - Digit Collection timed-out before any digit was received.
- **No Orig Match** - Origination does not match any defined Registrar or Connection entry.
- **No Response** - No Response received from the forward leg.
- **No Route** - No defined route can be found for this call.
- **No Subscriber** - Requested Subscriber does not exist.
- **Not Found** - The intended termination cannot be found.
- **Orig: Bye** - The call was ended by a BYE from the origination side.
- **Orig: Cancel** - Call was canceled by the origination side while the termination side was being rung but not yet answered.
- **Restart** - The system restarted during the call.
- **Term Locked** - The termination was disabled from service by the system administrator.
- **Term: 403** - The termination side forbids this call.
- **Term: 404** - The termination side reports Not Found.
- **Term: 480** - The termination side temporarily Unavailable.
- **Term: 481** - The termination side reports Call/Transaction Does Not Exist.
- **Term: 486** - The termination side is busy.
- **Term: 487** - The termination side reports Request Terminated.
- **Term: 503** - The termination side reports Service Unavailable.
- **Term: 603** - The call has been declined by the termination side.
- **Term: Bye** - Call was ended by a BYE from the termination side.
- **Term: Reg Expired** - Registration is Expired on the termination side.
- **Time Limit** - The call exceeded the Time Limit.
- **Transferred** - The call was transferred.
- **Wrong Orig IP** - Origination IP is Wrong.


## Edit a Scheduled Export

It is possible to edit the settings of a Scheduled Export as long as it has not been Completed. To edit the settings click on the **Edit**  icon at the right of the Scheduled Export entry.



































## Delete a Scheduled Export


If you want to remove a Scheduled Export simply find the one you want and click on the **Delete**  icon found to the right of the entry.

## Accessing Previous Exports

You can access previous exports for up to 100 days, by clicking on the **Download**  icon at the right of the Scheduled Export entry. From the page that appears, you can download individual exports.

It is not possible to resend exports if they failed due to an FTP/SFTP error, but a new custom export could be created if you need to export a specific range. We always recommend testing upon creation.

Standard Exports			
Date	Period	CDR Count	
12/12/2024 10:31 am	1 Day	279	 
12/13/2024 12:00 am	1 Day	286	 
12/14/2024 12:00 am	1 Day	336	 
12/15/2024 12:00 am	1 Day	17	 
12/16/2024 12:00 am	1 Day	7	 
12/17/2024 12:00 am	1 Day	289	 
12/18/2024 12:00 am	1 Day	747	 
12/19/2024 12:00 am	1 Day	312	 
12/20/2024 12:00 am	1 Day	451	 
12/21/2024 12:00 am	1 Day	329	 
12/22/2024 12:00 am	1 Day	32	 
12/23/2024 12:00 am	1 Day	2	 
12/24/2024 12:00 am	1 Day	162	 
12/25/2024 12:00 am	1 Day	112	 
12/26/2024 12:00 am	1 Day	6	 
12/27/2024 12:00 am	1 Day	155	 
12/28/2024 12:00 am	1 Day	114	 
			Exports older than 100 days are automatically deleted. <span>Close</span>

Clicking the Download  icon for a Scheduled Export with a Completed status will download the last export it sent.