



# GRANDSTREAM UCM6300 IP PBX High End Unified Communications Solution User Guide

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GRANDSTREAM UCM6300 IP PBX High End Unified Communications Solution



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## WELCOME

### Overview

CDR Assistant Tool is an assistant tool developed based on the UCM platform with trend network UCM630x series. The tool provides users with convenient and fast CDR backup data analysis, query, and filtering operations, 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 operation's work efficiency and maintains 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.

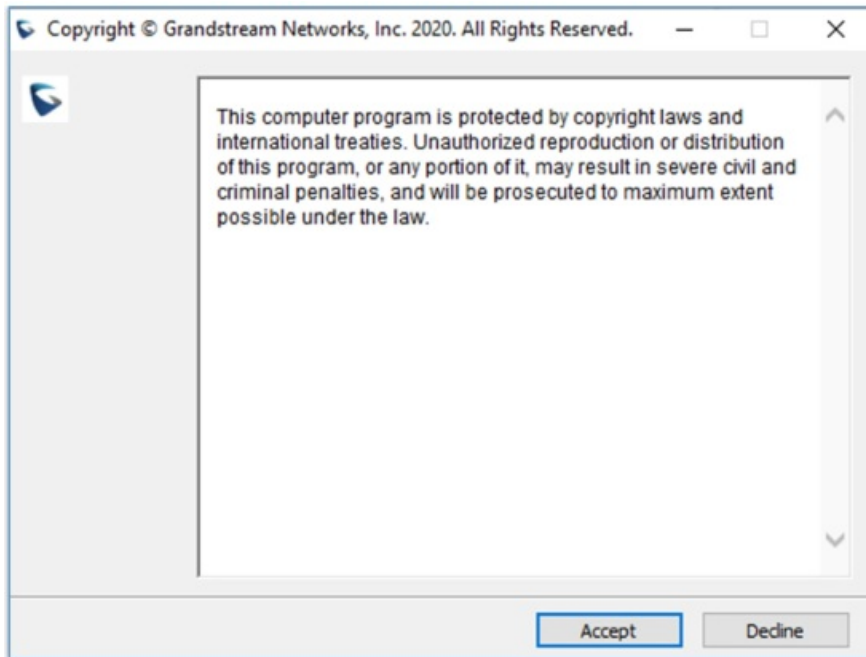
Features	Description
Encryption and Decryption algorithm	AES-256
Audio Encoding	WAV
Multi-language support	Support English and Chinese Simplified.
Login Method	No sign-in required
Download/Upgrade	Grand stream official website

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

## INSTALLATION OF THE TOOL

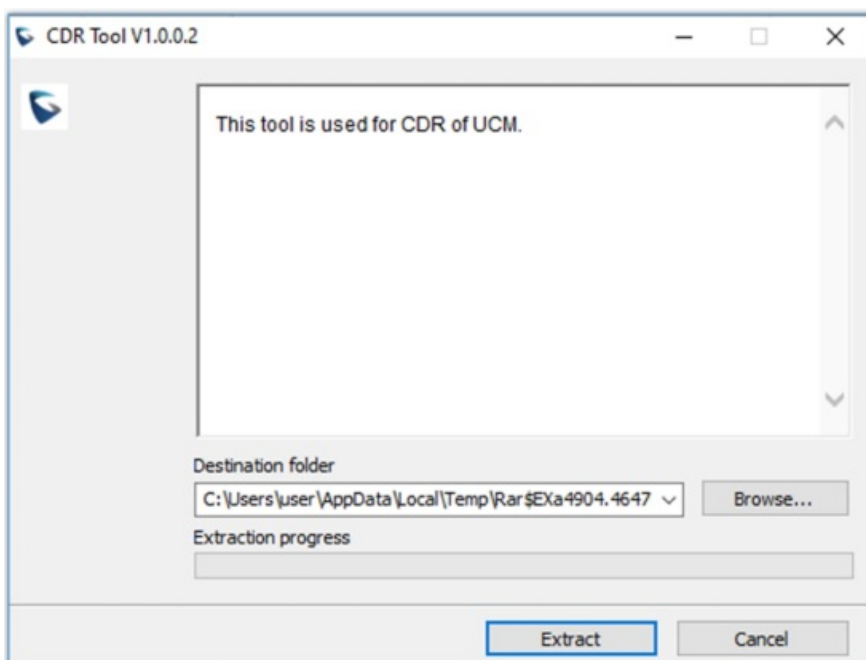
After downloading the installation program, the user can double-click to open the program and understand the copyright statement. Click on the “Accept” button to proceed to the next step.

- CDR Assistant Tool installation interface



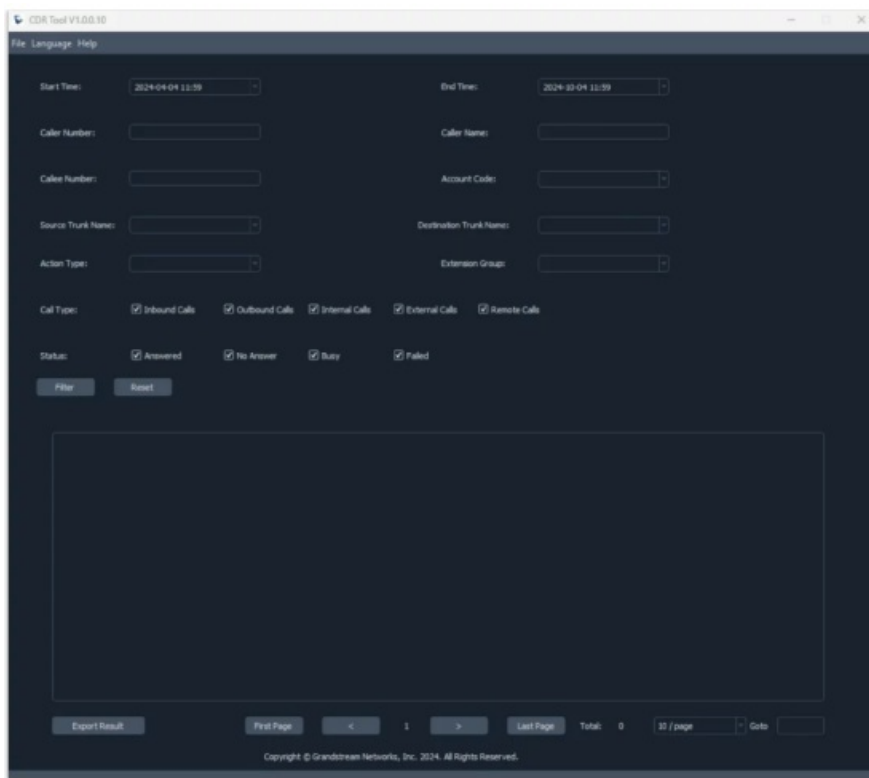
Click “Browse” to select the tool installation path, and when you are done, click “Extract”. Once the operation is complete, the CDR Assistant tool is installed under that chosen directory.

- 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.

- 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 and 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 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.

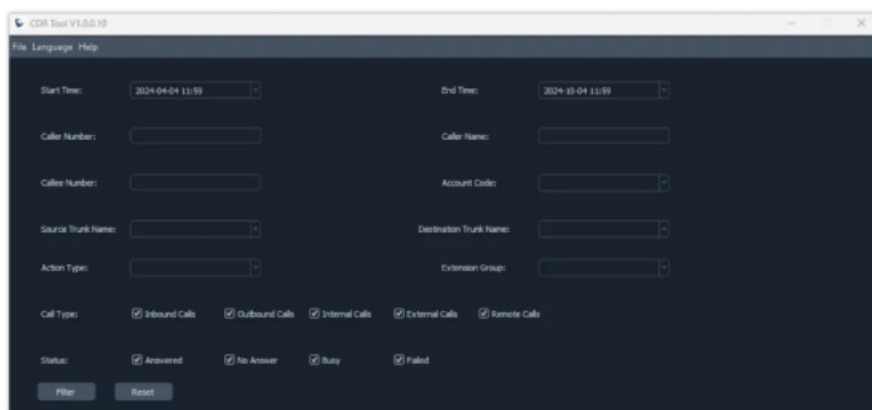
The exported file formats are all CSV.

## 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.

- Filter Options

The image shows a screenshot of a software application window titled "CDR Tool V1.0.0.10". The window has a menu bar with "File", "Language", and "Help". Below the menu bar, there are several input fields and checkboxes for filtering CDR data. The fields include "Start Time" (set to 2024-04-04 11:59), "End Time" (set to 2024-10-04 11:59), "Caller Number", "Caller Name", "Callee Number", "Account Code", "Source Trunk Name", "Destination Trunk Name", "Action Type", and "Extension Group". Below these fields, there are checkboxes for "Call Type" (Inbound Calls, Outbound Calls, Internal Calls, External Calls, Remote Calls) and "Status" (Answered, No Answer, Busy, Failed). At the bottom, there are "Filter" and "Reset" buttons.

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><b>For example:</b></p> <ul style="list-style-type: none"><li>"3XXX" It will filter out CDR that having caller number with leading digit 3 and of 4 digits' length.</li><li>"3." It will filter out CDR that having caller number with leading digit 3 and of any length.</li></ul>
Caller Name	<p>Enter the caller name to filter the CDR report. CDR with the matching caller name will be filtered out.</p> <p><b>Note:</b> Numbers, letters, special characters, and special symbols are not allowed.</p>
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:

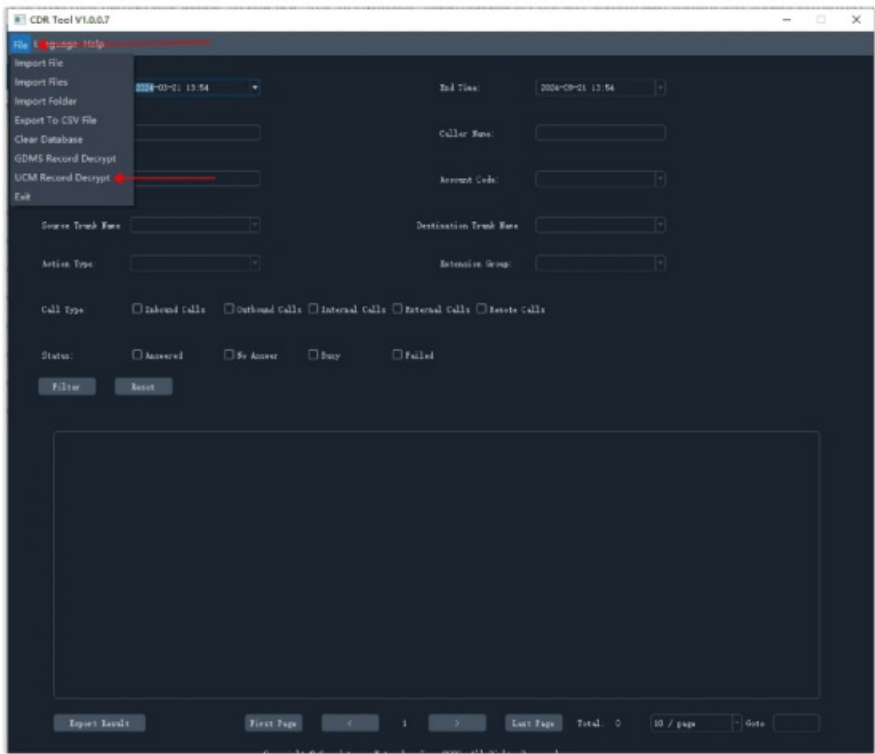
Extension Group	<p>Specify the Extension Group name to filter with</p> <ul style="list-style-type: none"> <li>• Announcement</li> <li>• Announcement Paging</li> <li>• Announcement Center</li> <li>• Call Return</li> <li>• Call Forward</li> <li>• Audio Conference</li> <li>• Basic Call</li> <li>• DISA</li> <li>• Emergency Calls</li> <li>• Emergency Notify</li> <li>• Fax</li> <li>• Follow me</li> <li>• IVR</li> <li>• Paging/Intercom</li> <li>• Parking Lot</li> <li>• Presence Status</li> <li>• Queues</li> <li>• Ring Group</li> <li>• SCA</li> <li>• Transfer</li> <li>• VFAX</li> <li>• Video Conference</li> <li>• Voicemail</li> <li>• Voicemail Groups</li> <li>• Virtual Queue Callback</li> <li>• Wakeup Service</li> </ul>
Call Type	<p><b>Groups the following:</b></p> <ul style="list-style-type: none"> <li>• <b>Inbound calls:</b> Inbound calls are calls originated from a non- internal source (like a VoIP trunk) and sent to an internal extension.</li> <li>• <b>Outbound calls:</b> Outbound calls are calls sent to a non- internal source (like a VoIP trunk) from an internal extension.</li> <li>• <b>Internal calls:</b> Internal calls are calls from one internal extension to another extension, which are not sent over a trunk.</li> <li>• <b>External calls:</b> External calls are calls sent from one trunk to another trunk, which are not sent to any internal extension</li> </ul>

Status	<p><b>Filter with the call status, the available statuses are the following:</b></p> <ul style="list-style-type: none"><li>• Answered</li><li>• No Answer</li><li>• Busy</li><li>• Failed</li></ul>
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**FILE DECRYPTION**

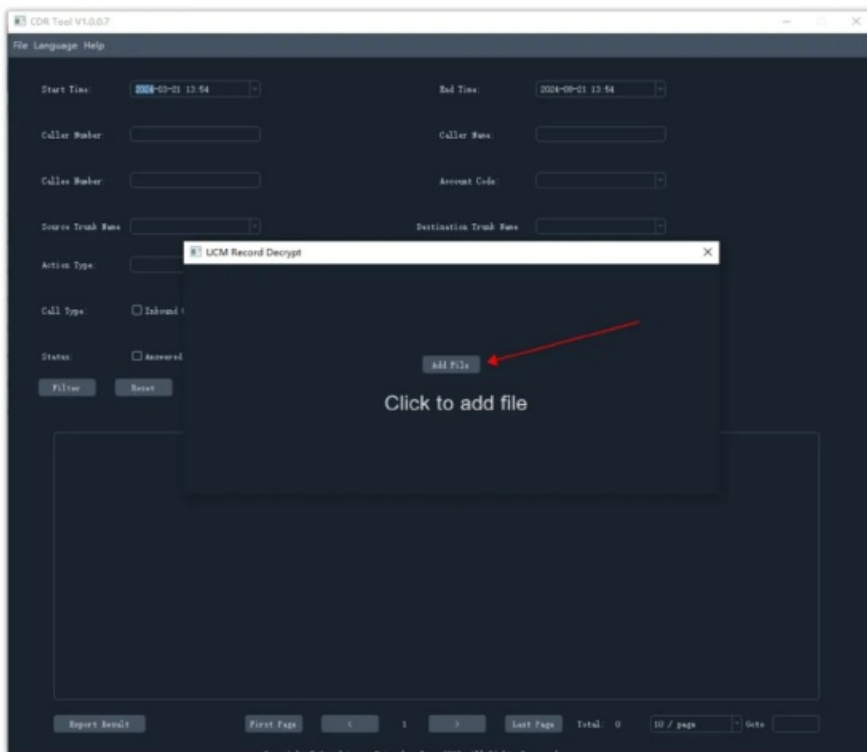
1. Open the UCM63xx CDR Tool (cdrtools.exe). Once opened, click on File>UCM Record Decrypt to bring up the file upload window.

CDR Tool Toolbar



2. Click on the Add File button.

UCM Record Decrypt add file window



Navigate to and select the folder containing the recording files as illustrated in the example images below.

#### Recording File's Parent Folder Example 1

Name	Type	Size	Date modified
all_cdr_record_files	File folder		10/4/2024 9:36 AM

#### Recording File's Parent Folder Example 2

Name	Type	Size	Date modified
2024-10	File folder		10/4/2024 9:08 AM

- Once uploaded, you will see the name of the uploaded folder above the Start Decrypt button. Next, click on the Upload Key File button. This key file is the encryption key downloaded from the UCM management portal and must be the one that was in use when the CDR and recordings were downloaded.

#### Upload Key File



- Once uploaded, the key file's name will appear above the Upload Key File button. Next, select the path in which to store the decrypted file.
  - Source path: The same folder that the encrypted recordings are in.



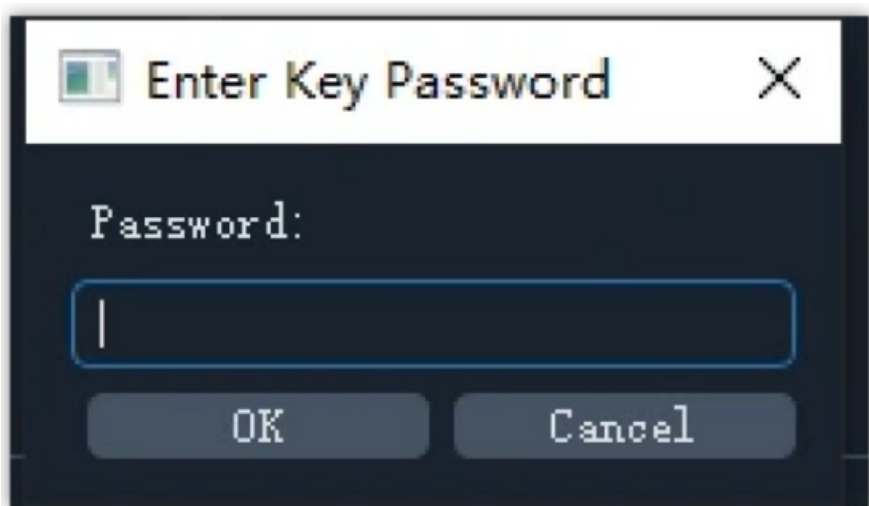
- Customize path: A user-specified path. The current path will be displayed right next to this option.

Decryption file path selection



1. After clicking the Start Decrypt button, the tool will prompt for the Key Password, which is the password that was set during the key file export from the UCM. Once entered, click OK to submit the password and begin the decryption process.

Key Password



**Note:**

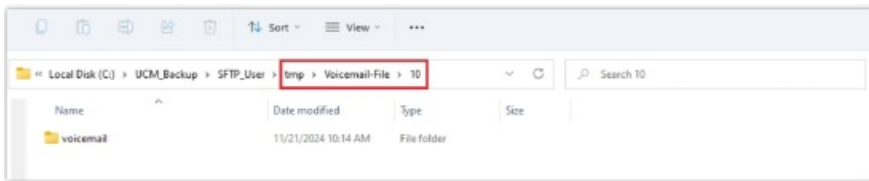
This tool also supports the decryption of voice message files, which follows the same process as decrypting recording files

**Decrypting Voicemail**

In order to decrypt voicemail, users need to follow the same steps in the Decrypting Recording Files section and instead upload a file labeled "voicemail". This file must be uploaded directly from the UCM backup or SFTP Data Sync.

The screenshot below shows the path of the voicemail file. Once the file is uploaded, please continue with the rest of the steps mentioned before.

- Voicemail File Path

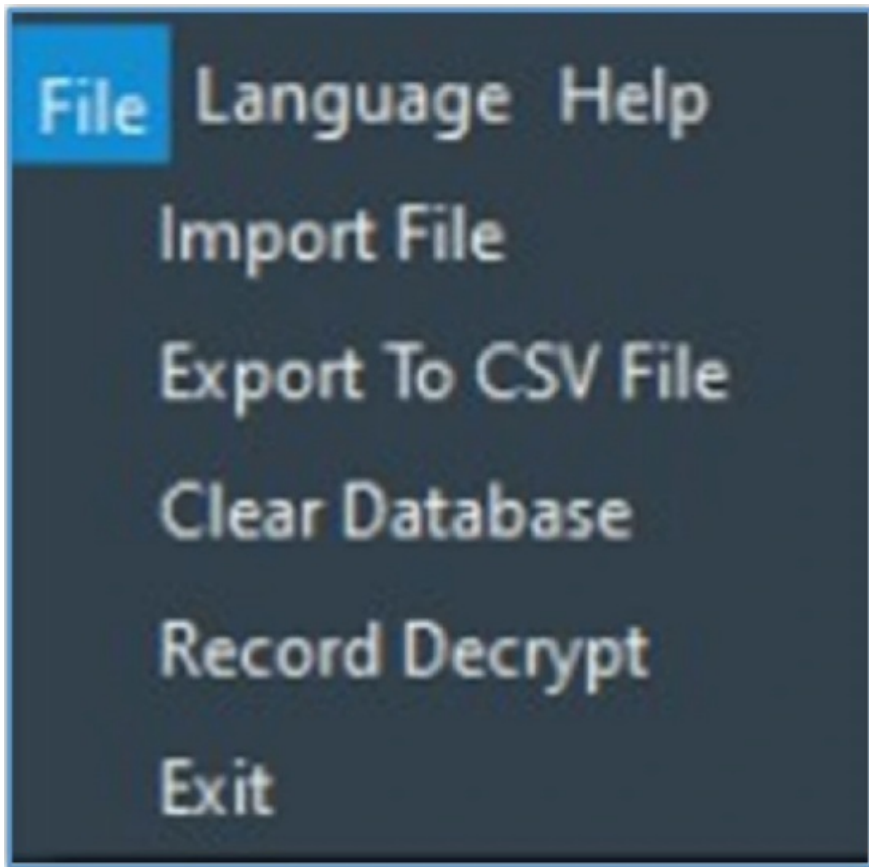


## SET-UP

### 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/files/folder, Export to CSV File, Clear Database, GDMS Record Decrypt, UCM Record Decrypt and exit.

- File Menu



Features	Description
Import File	Import CDR backup package file
Import Files	Import CDR backup package files.
Import Folder	Import CDR backup package folder.
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.
GDMS Record Decrypt	Add an encrypted GDMS recording file/folder and the decrypted file will be generated when the operation is complete.
UCM Record Decrypt	Add an encrypted UCM recording folder and the decrypted 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.

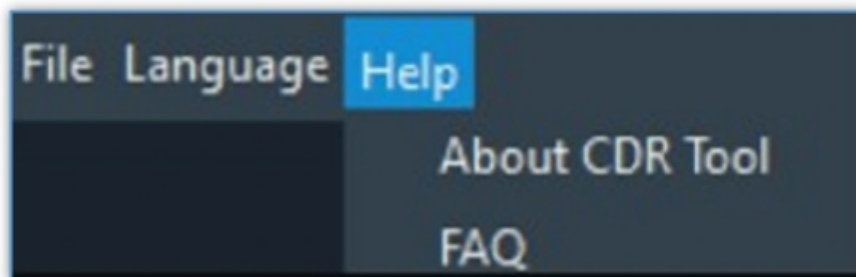
- Language Menu



## 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.

Help Menu



## CAUTION

Changes or modifications to this product not expressly approved by Grand stream, or operation of this product in any way other than as detailed by this guide, could void your manufacturer warranty.

## CHANGE LOG

This section documents significant changes from previous versions of the 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 1.0.0.11

- Added support to upload voicemail file directly from UCM export.

### Version 1.0.0.10

- Added UCM Record Decrypt.
- Added GDMS Record Decrypt.

### Version 1.0.0.2

- This is the initial version.

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## Documents / Resources

  <small>Grandstream Networks, Inc. UCM6300 Series IP PBX CDR Tool Guide</small>  	<p><b><a href="#">GRANDSTREAM UCM6300 IP PBX High End Unified Communications Solution</a></b> [pdf] User Guide</p> <p>UCM6300 IP PBX High End Unified Communications Solution, UCM6300, IP PBX High End Unified Communications Solution, Unified Communications Solution, Communications Solution</p>
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## References

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- [Support- Grandstream Networks](#)
- [documentation.grandstream.com/knowledge-base/ucm6300-series-ip-pbx-cdr-tool-guide/?hkb-redirect&nonce=4f7108e7d0&check=7mplc&redirect=helpdesk.grandstream.com&otype=ht\\_kb\\_article&oir](https://documentation.grandstream.com/knowledge-base/ucm6300-series-ip-pbx-cdr-tool-guide/?hkb-redirect&nonce=4f7108e7d0&check=7mplc&redirect=helpdesk.grandstream.com&otype=ht_kb_article&oir)
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