



No. 11-2/2010-CDR/IT/Vol.II/c

9th Aug'10

To,
CGMs
All Telecom Circles/Metro District

SUBJECT: Remedial action for minimizing the problems being faced in CDR collection by CDR Data Center from CDOT Switches and subsequent processing, instruction regarding

1. During last CDR project review meeting, concerns were raised regarding problems being faced in proper CDR collections from CDOT switches in a timely manner and thereafter difficulties being experienced in processing. After examining following are some of the reasons emerged for problems in getting the CDR file pulled by the CDR Mediation and thereafter processing of CDRs from CDOT switches, along with the remedial action to be ensured by Circle/Switch-in-charges:

S. No.	Reasons for difficulties faced in timely collection of CDRs from CDOT switches	Remedial action to be ensured by Switch-In-charge
1	IOP password changes every 15 days and the same is not replicated in the CES box by the exchange in-charges resulting in non availability of files	CDOT switch in-charge has to ensure that whenever he/she is changing the password in IOP, the changed password has to be necessarily replicated in the CES Box at the same time.
2	IOP gets formatted	Switch-In-charge has to look into the reasons for IOP getting formatted on its own and take all necessary remedial action to minimize the occurrences of IOP getting formatted.
3	The port of the IOP hangs all of a sudden and the CES is not able to communicate with the IOP	Switch-In-charge is to put in place a mechanism to check the status of port of IOP at a regular frequency.
4	Owing to some reason, the CES box power is switched off.	Switch-In-charge should instruct staff for not resorting to this practice of switching off the power of CES, unless and until it is a must.
5	Connectivity of CES to CDR Data Center is lost somewhere in the network.	As per design there is redundancy in the CDR Intranet therefore all the CES (through Exchange routers) can reach to CDR Data center through a redundant path. However Exchange-in-charges have

		to ensure that both the links are up all the time and should watch for up-time of both the links.
6	<p>In CDOT switches STD codes are not coming with A (calling)-numbers, Mediation has to prefix STD codes in the "Calling numbers" of CDOT switch.</p> <p>For this CDR system has to maintain STD codes & working levels for all CDOT switches, in a reference Table.</p> <p>The data provided for populating this reference table is sometimes incorrect and also incomplete and some working levels are left which leads to operational errors like CDR rejection in billing system.</p>	<p>Switch-in-charge shall ensure that correct and complete information (covering all working levels of their CDOT switch and their STD code) is provided to CDR system at the time of migration.</p>

2. This is for information and necessary action by all concerned.


 9.8.10
 Deepak Garg
 DGM (IT.CFA)

Copy to:

1. CGM ITPC Pune for information and n/a
2. All CDR Circle-Coordinators for n/a
3. GM ITPC DC Hyderabad/Kolkata/Pune/Chandigarh for information and n/a