

ALM0079 - Twenty-four Hour Time Reporting

DESCRIPTION

Twenty-four Hour Time Reporting is set to "No" on the PBX.

Select "Yes" if all time entries in the SMDR reports are to be in 24-hour notation. Enter "No" to obtain time reporting in 12-hour notation.

SEVERITY

Minor

IMPACT

This option must be set to "Yes" on the PBX for accurate duration reporting.

TROUBLESHOOTING STEPS

1. Open the **3300 ESM**.
2. On the left, click on **System Properties => System Feature Settings => SMDR Options**.
3. Click **Change**.
4. Set **Twenty-four Hour Time Reporting** to **Yes**.
5. Click **Save**.

NOTE: This alarm will need to be cleared manually by going to **YourSite Explorer** and clicking on Alarms. Select the alarm in question and click the **Snooze** button.

APPLIES TO

CCM 6.0 SP1

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