

KB38917: Trunk Group Accounting Trace reports do not include call start time as secondary sort order

PROBLEM

Trunk Group Accounting Trace reports do not include call start time as a secondary sort order, when sorting by reporting number.

SYMPTOMS

If you choose to sort by reporting number when running a Trunk Group Accounting Trace report, the call records are not also sorted by Call Start Time as they would be in an Employee Group Accounting Trace report.

CAUSE

The stored procedure for this report only sorts based on the criteria selected by the user when submitting the report. It should instead be adding CallStartTime as a secondary sort order.

WORKAROUND

None.

RESOLUTION

This hotfix, along with all other CCM version 5.7 sp1 hotfixes created before January 2010, have been rolled up into one single hotfix.

The 5.7 sp1 Rollup of Hotfixes is available at the following link: [KB41351](#)

The original hotfix for this specific issue is no longer available and you must install the rollup.

APPLIES TO

CCM version 5.7 SP1

NOTE: For the 5.7 GA hotfix, click the following link: [KnowledgebaseArticle50947](#)

Keywords: 38917 trunk reports not sorting secondary column

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