

## SMDR Inspector rounding phone numbers when exporting results to Excel

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### PROBLEM

You are exporting results from the SMDR Inspector to Excel, and find that the phone numbers appear to be rounded.

### SYMPTOMS

Phone numbers are rounded off. eg: 918002998597 is exported to Excel as 918003000000.

You have Microsoft Office 2010 Pro Plus 64-bit installed on the Enterprise Server.

### CAUSE

Microsoft Office 2010 Pro Plus 64-bit requires the removal of a required pre-requisite for MiContact Center; the *Microsoft Data Access Engine 2007*.

### WORKAROUND

Uninstall Microsoft Office 2010 Pro Plus 64-bit, and replace it with another supported version of Office (2007, or the 32-bit version of 2010).

### APPLIES TO

CCM 6.0.X.X

**Keywords:** office excel 2010 64-bit 64bit 64 bit SMDR inspector export

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