

## ALM0108 - Extensions not costed

### DESCRIPTION

Extensions which are not licensed (aka uncosted) making outbound calls from a media server with Call Accounting or Business Reporter.

### SEVERITY

Minor

### IMPACT

Reports run against these unlicensed extensions may return **No data**.

### TROUBLESHOOTING STEPS

To resolve this issue, you license the extension(s).

1. In **YourSite Explorer**, **YourSite** => **Devices** => **Extensions**, select the extension you want to license.
2. Select the check box beside **License this extension**.
3. Click **Save**.

**Keywords:** ALM0108 costed uncosted extension outbound

Last Modified By: dfontaine, Friday, November 02, 2018  
<http://micc.mitel.com/kb/KnowledgebaseArticle51672.aspx>

Tuesday, August 16, 2022