

ALM0085 - SMDR Extended Reporting Level 1

DESCRIPTION

SMDR Extended Reporting Level 1 is set to "No" on the PBX.

Select "Yes" to produce SMDR records in Extended Reporting Level 1 format.

The following options must also be enabled: Extended Digit Length, Extended Time to Answer, Standardized Network OLI, and Standardized Call ID Format.

SEVERITY

Minor

IMPACT

This option must be set to "Yes" to enable accurate 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 **SMDR Extended Reporting Level 1** 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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<http://micc.mitel.com/kb/KnowledgebaseArticle51532.aspx>

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