

ALM0117 - Duplicate reporting numbers present

DESCRIPTION

The media server is licensed for Call Accounting and there are real-time agent reporting numbers that are also programmed as real-time, costed extensions.

SEVERITY

Minor

IMPACT

This results in incorrect Call Accounting reporting for the extension.

TROUBLESHOOTING STEPS

In **YourSite Explorer**, ensure agents and extensions do not have the same reporting numbers.

If you need to use the same reporting numbers, you can try selecting the **Disable Real-Time Reporting** check box in the agent or the extension configuration window in YourSite Explorer. You must ensure that the extension is not licensed for call accounting or business reported when using this solution. If the extension is still costed, it will still trigger the alarm. If this does not work for you, you can disable the alarm in YourSite Explorer.

APPLIES TO

CCM 6.0.2 and newer

Keywords: ALM0117 duplicate reporting numbers agent extension

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