

ALM0076 - SMDR Record Transfer

DESCRIPTION

SMDR Record Transfer is set to "No" on the PBX.

Select "Yes" if an SMDR record is to be generated after each outgoing call transfer, stating the duration and number of meter pulses for that user's portion of the call.

SEVERITY

Minor

IMPACT

This setting must be set to "Yes" for accurate reporting on Outbound Call Transfers.

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 Record Transfer** 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

Keywords: SMDR Record Transfer ALM0076

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