

TS-1001: Error: No Records Found

Comm One LLC - Technical Support Documentation

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11:31 PM

The information in this article applies to:

LITE, JR and PRO

DESCRIPTION OF THE PROBLEM

You know you have call records captured, but when you try to run reports, you get the message "No Records Found..."

SOLUTION TO THE PROBLEM

There is one the following is usually the cause of this error:

- A. the Call Accounting Reporting was left open
- B. your windows password has expired
- C. The Call Capture Utility was closed and you are not capturing call data.

STEPS TO FOLLOW

1. Check and make sure the Call Capture Utility is running. If it isn't, start it from the Comm One Software folder. This is why you don't have call records, and you don't need to go any further with these instructions.

If Call Capture is running and you still get this message, then continue with step 2.

2. Make sure that the Call Accounting Reporting is closed.

3. From the Comm One Software Folder, select the SCHEDULED TASKS icon. If it isn't there, you can find it in the Control Panel, or from START, ACCESSORIES, SYSTEM TOOLS depending on you version of Windows.

4. From Scheduled Tasks, locate the call processing scheduled event. We normally name the event CALL PROCESSING.

5. Make sure you are in the details view of the scheduled tasks so you can see the name, the last run time, the next run time and the status. If you don't see this, right click on white space in the scheduled tasks, then select VIEW, then DETAILS.

6. If it says COULD NOT START, or indicates that the task couldn't run because of a password problem, then you are going to need to reset the password on the scheduled event. If the status line shows blank, then the password is fine.

7. Right click on the event and then select RUN to run the processing. Any call logs that have not been processed will be added to your database. You can then start the Call Accounting and run reports.

See Also:

[TS-1011:How to do a manually download and processing using a Memory Buffer](#)

[TS-1032:How do I set the minimum call length to record in Comm One Call Accounting](#)

[TS-1035:What is the easiest way to make sure I have call logs from each day?](#)

[TS-1039:Do extensions need to be set up in Call Accounting before you do Call Processing?](#)

[TS-1046:How do I modify the default Log File Path?](#)

[TS-1048:How to use ignore.dbf to ignore certain extensions when calls are processed.](#)

[TS-1049:What does the error "Exceeded the number of licensed stations" mean?](#)

[TS-1053:How do I delete all call records and reprocess them?](#)

[TS-1118 - Why do I have a few calls with very long duration?](#)

[TS-1127 - What does the error "Variable NUMLOGS not found" mean?](#)

[TS-1129 - Why do my processed call records show each call twice but the first call has zero duration \(ring record is enabled in PBX\)?](#)

[TS-1136 - A few call records are showing as Unknown Calling Patterns. What does this mean and how do I correct it?](#)

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