

TS-1047: Detail Does Not Match Summary

Active vs. Inactive Stations

Comm One LLC - Technical Support Documentation

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Friday, March 19, 2010

2:40 AM

The information in this article applies to:

LITE, JR and PRO

QUESTION

The call totals on my detail reports doesn't match the call totals on my summary and traffic reports. Why is that?

ANSWER

The situation where your Call Detail Totals do not match your Summary Report Totals usually occurs because of the STATUS field in the station file. Each extension has a status field that can be set to ACTIVE or INACTIVE. By design, all extensions will show on the detail reports regardless of the status setting. On most of the Summary, Traffic, and Month End Reports however, the stations will not show unless they are listed in the Station File and set to ACTIVE.

There is a wizard for making all stations active. You can find it under the TOOLS MENU - CALL ACCOUNTING WIZARDS.

See Also:

[TS-1030:
How do
I make
all
stations
ACTIVE?](#)

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