

FAQ: 31002 EMAIL MODULE SELECTS NO RECORDS

The information in this article applies to:

Comm One Call Accounting
Automated Email Utility

SYMPTOMS

1. When running a test run in the Email Module, No Records are found even though you know there are records in the database.

RESOLUTION

1. CURRENT FILE: Verify that there actually are records in the current database. The email utility only runs off the current file (plm_ca.dbf)
2. STATIONS ACTIVE: Records will not show up on the query if the stations are set to inactive. Check in the station administration file to make sure the stations are active. You can use the utility in the Station File to force all stations to active if needed.
3. CHECK REPORTING OPTIONS: Verify your reporting options to make sure that calls exist for the date range you specify, check the ALL / YESTERDAY / THIS WEEK flag and the other options to make sure that you are selecting valid options

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