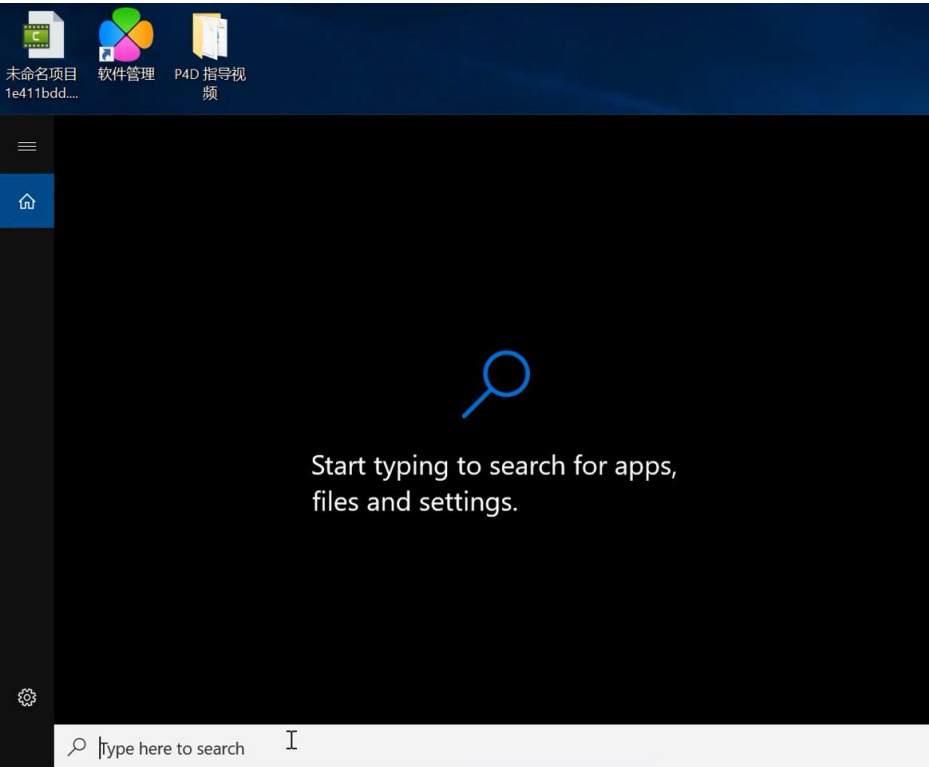# Solutions

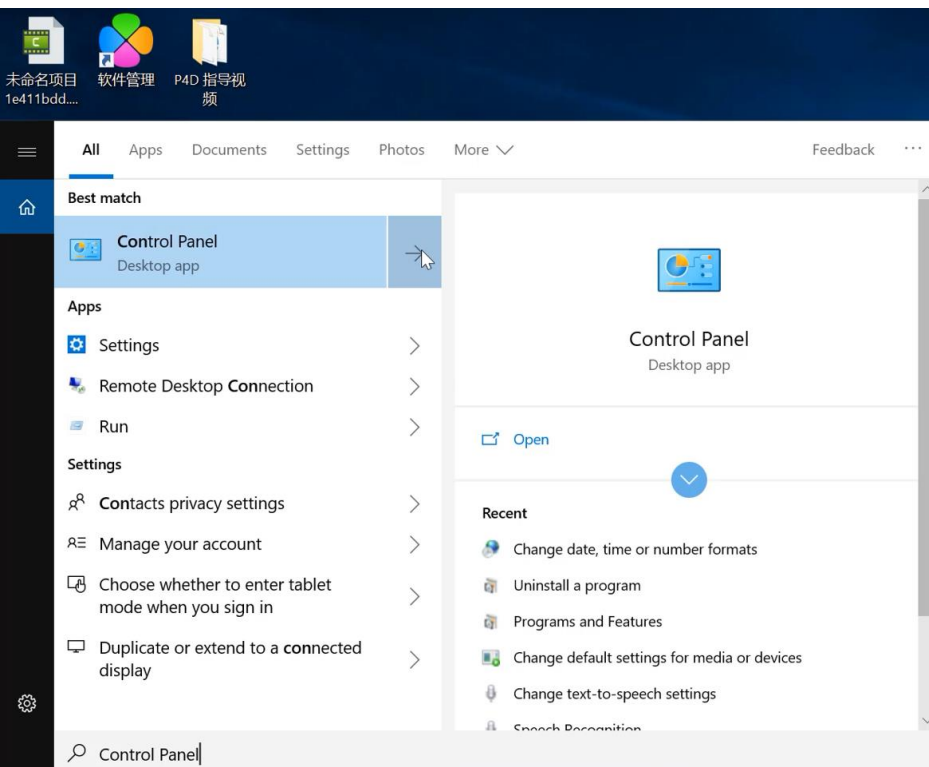**1. Reason**: Wrong Time Format
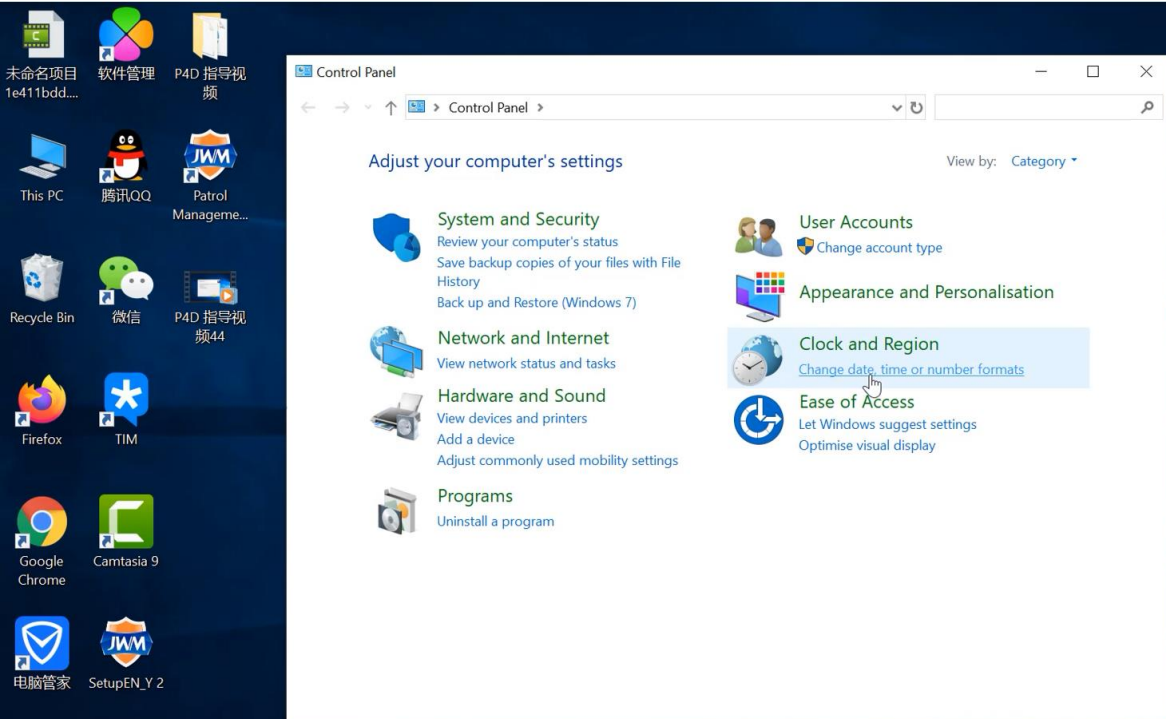**Solution**:
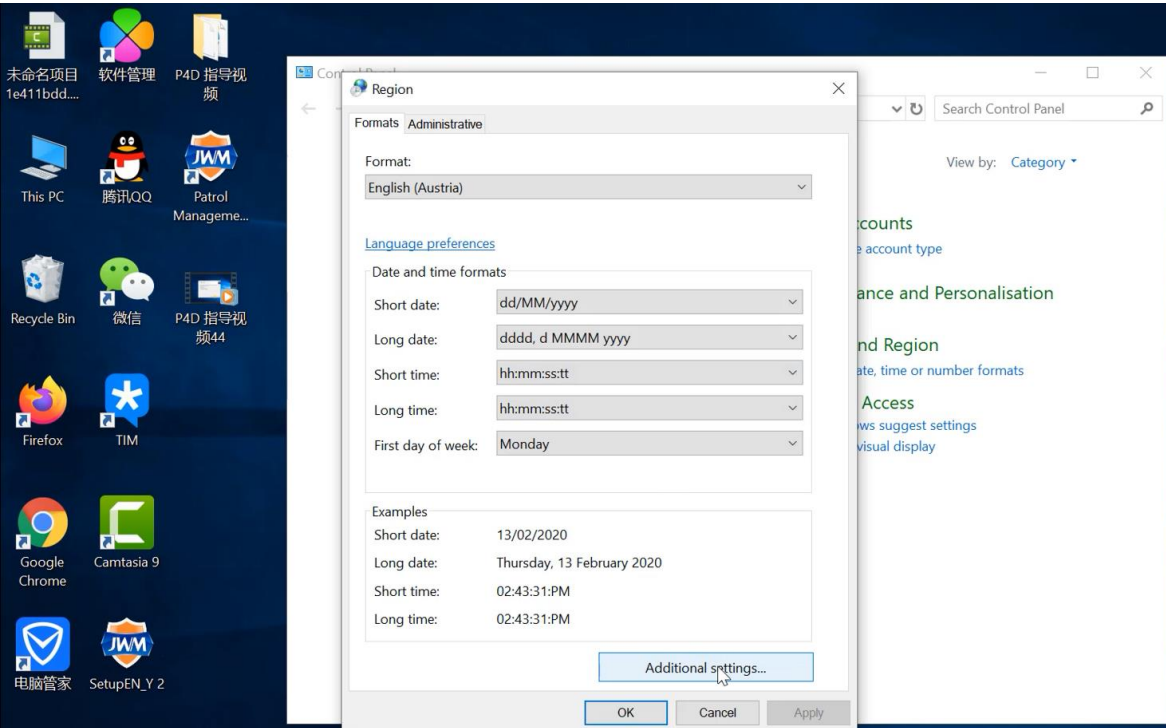**Step 1** (Attention: before do the steps, close the software first)

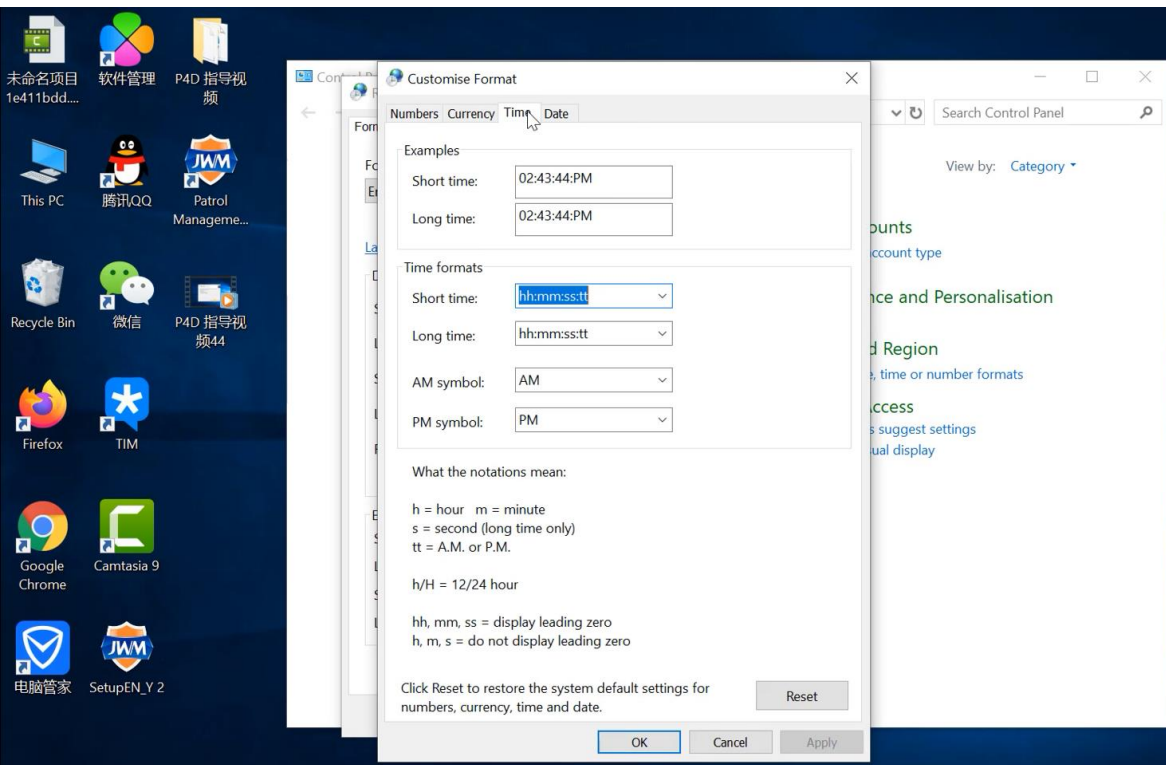Click "Windows", type and research Control Panel, then click in
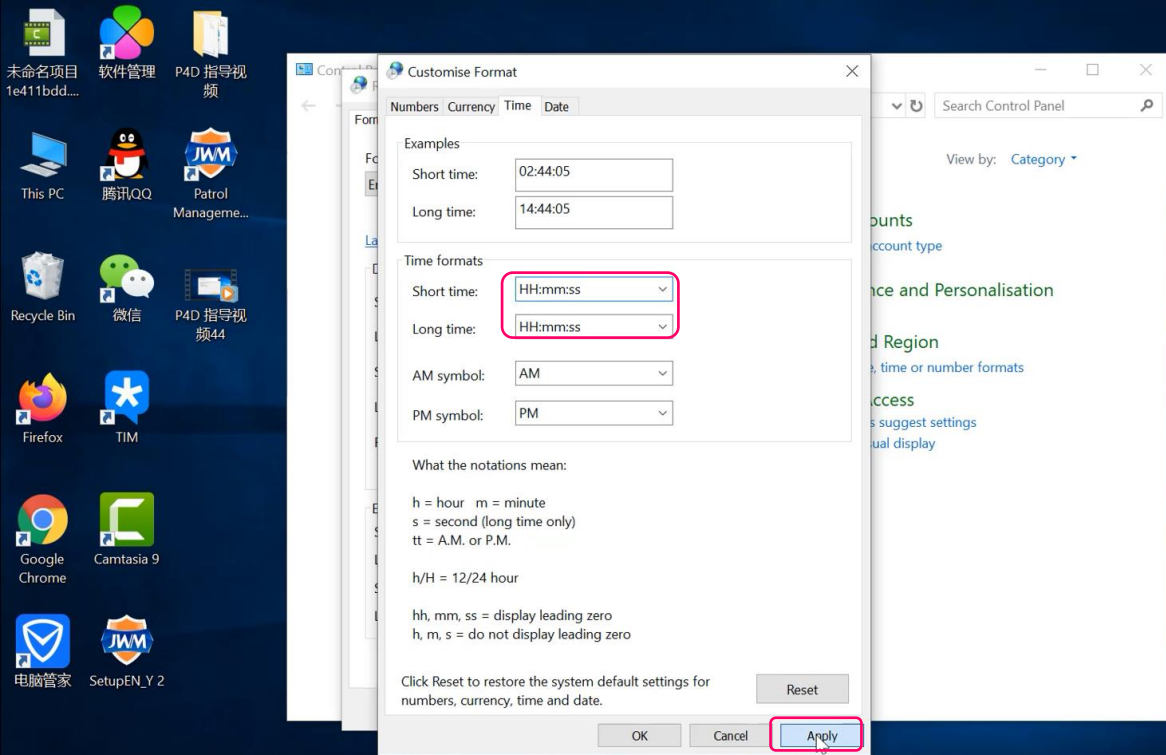
Find Clock and Region and click in

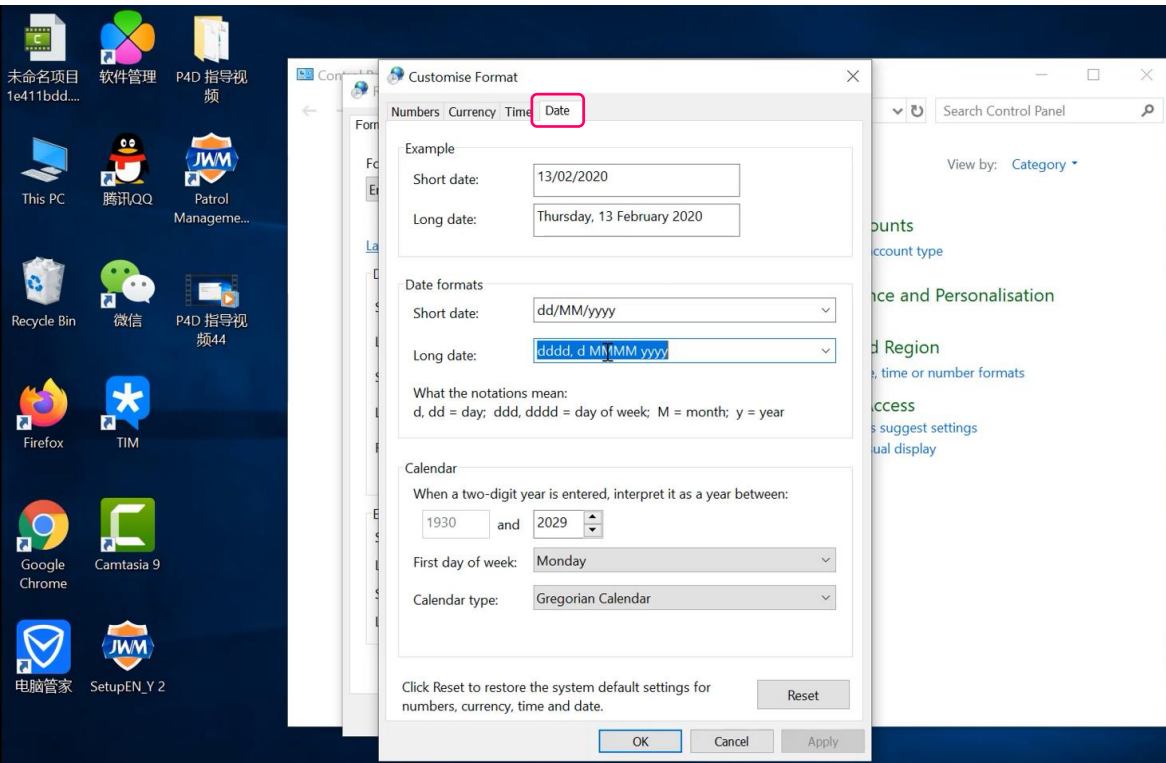# Find Additional settings and click in

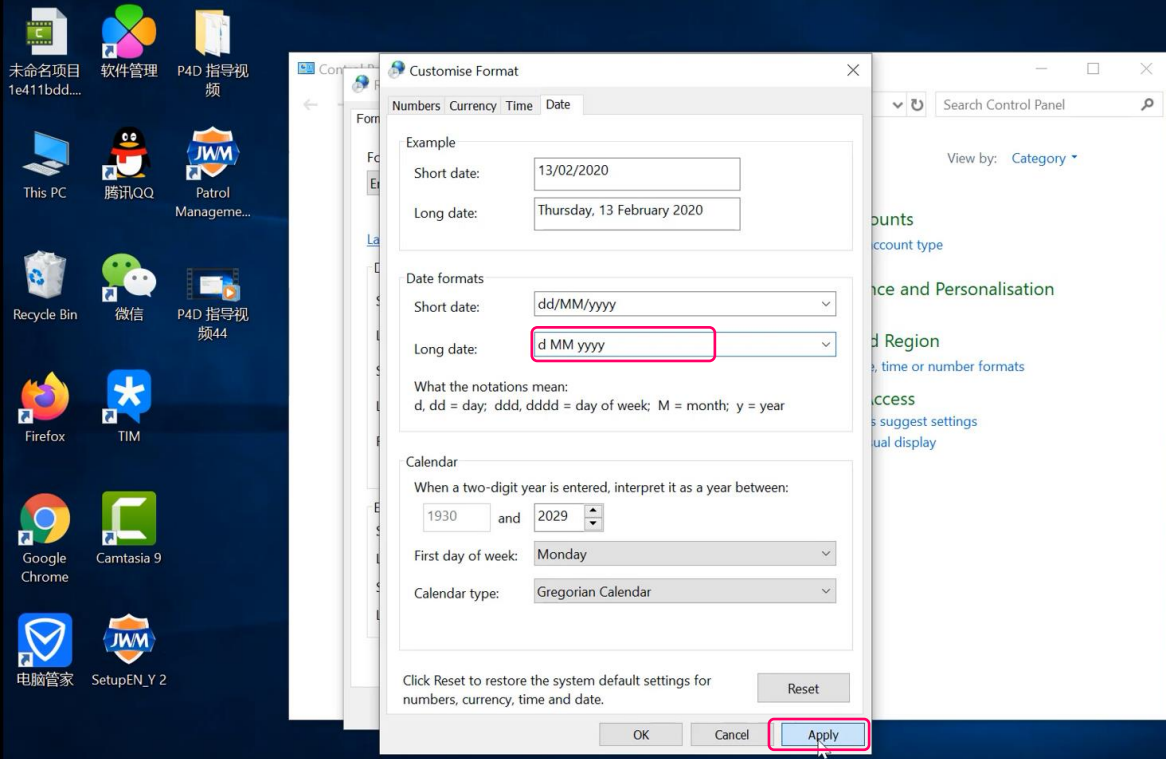# Find "Time" and modify "Short time" and "Long time"
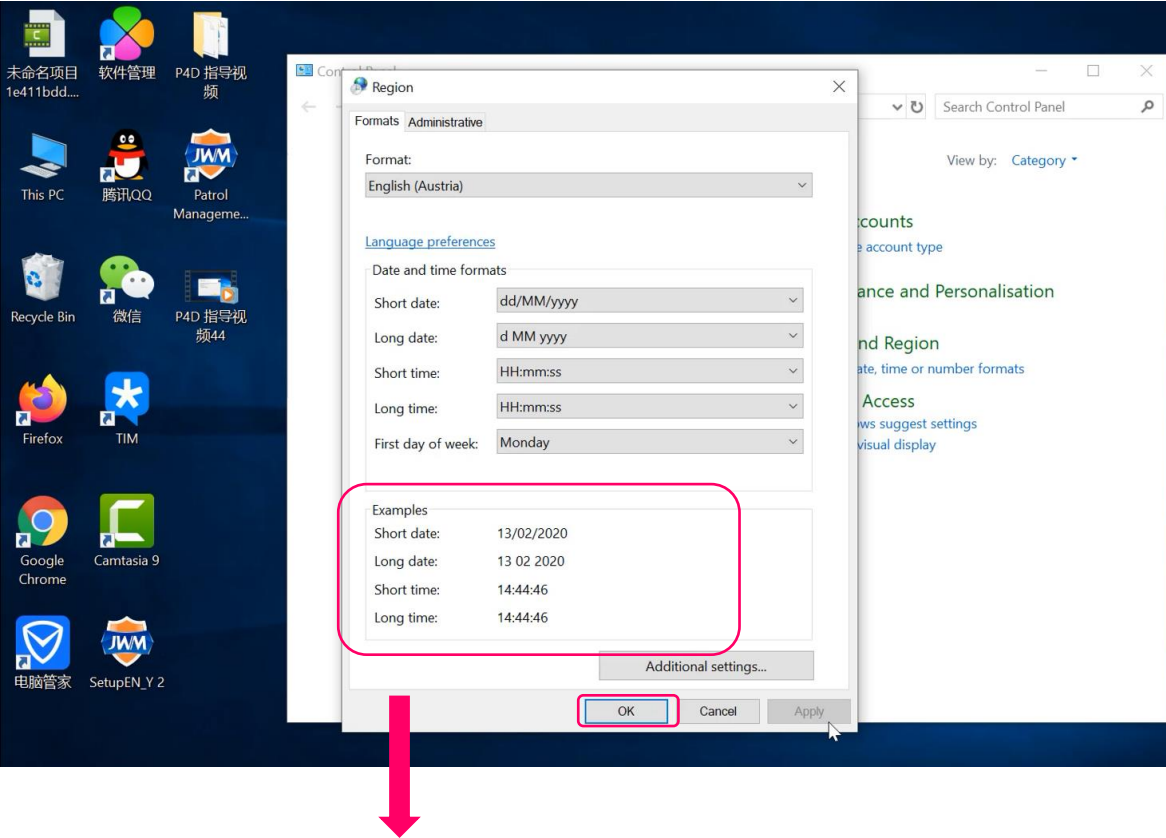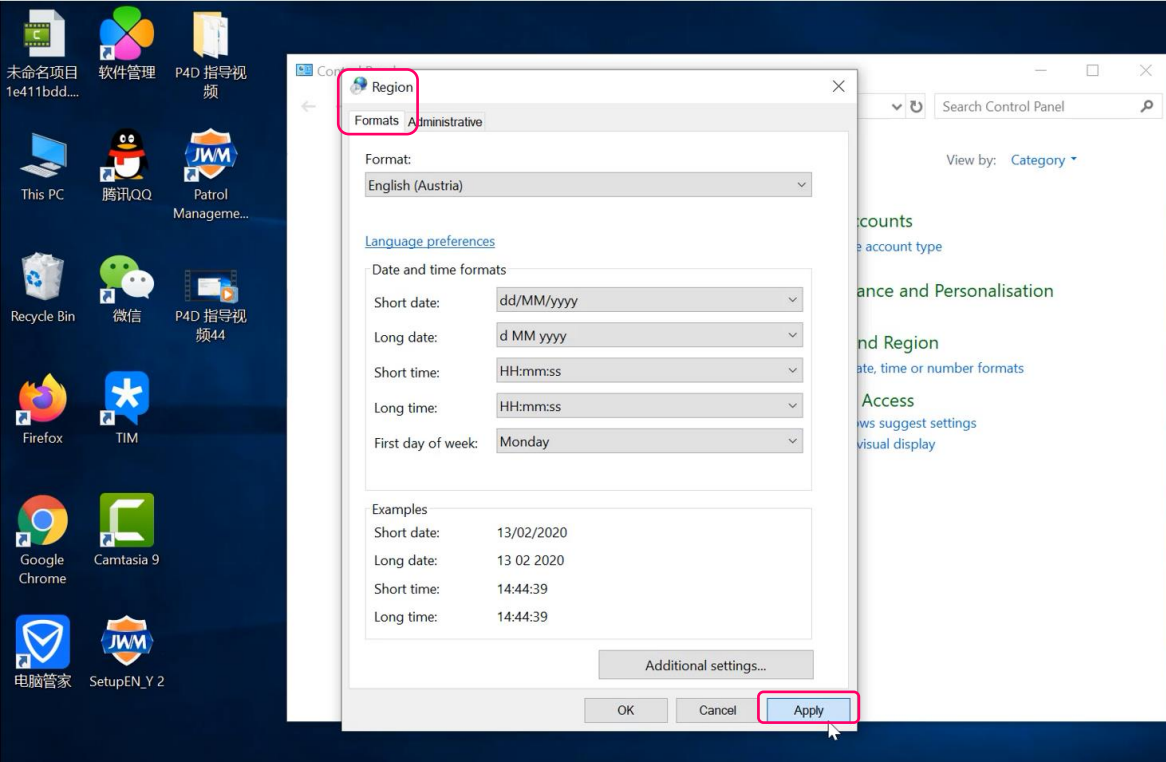

Modify it like this, then Apply it.

Find "Date" and modify "Long date"

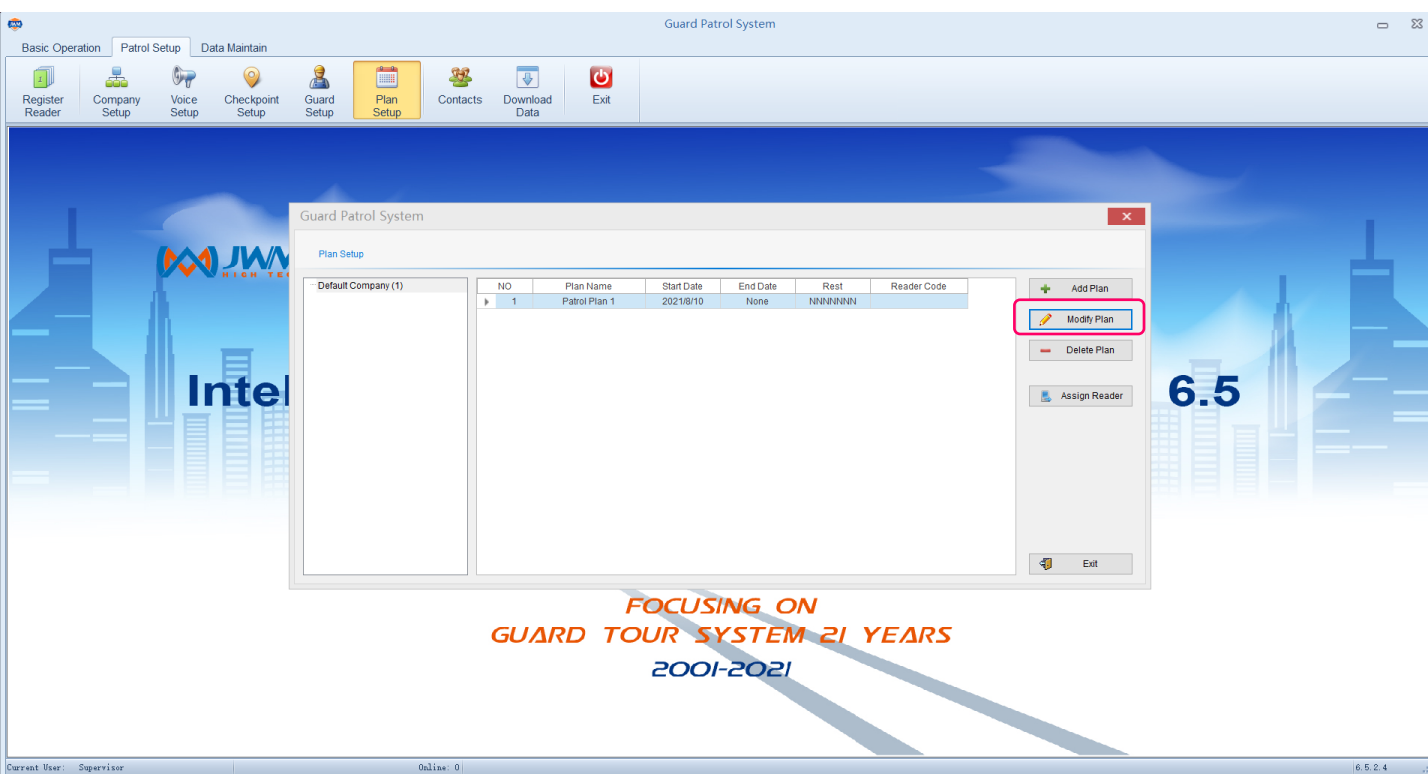## Modify it like this, then Apply it, click Ok.

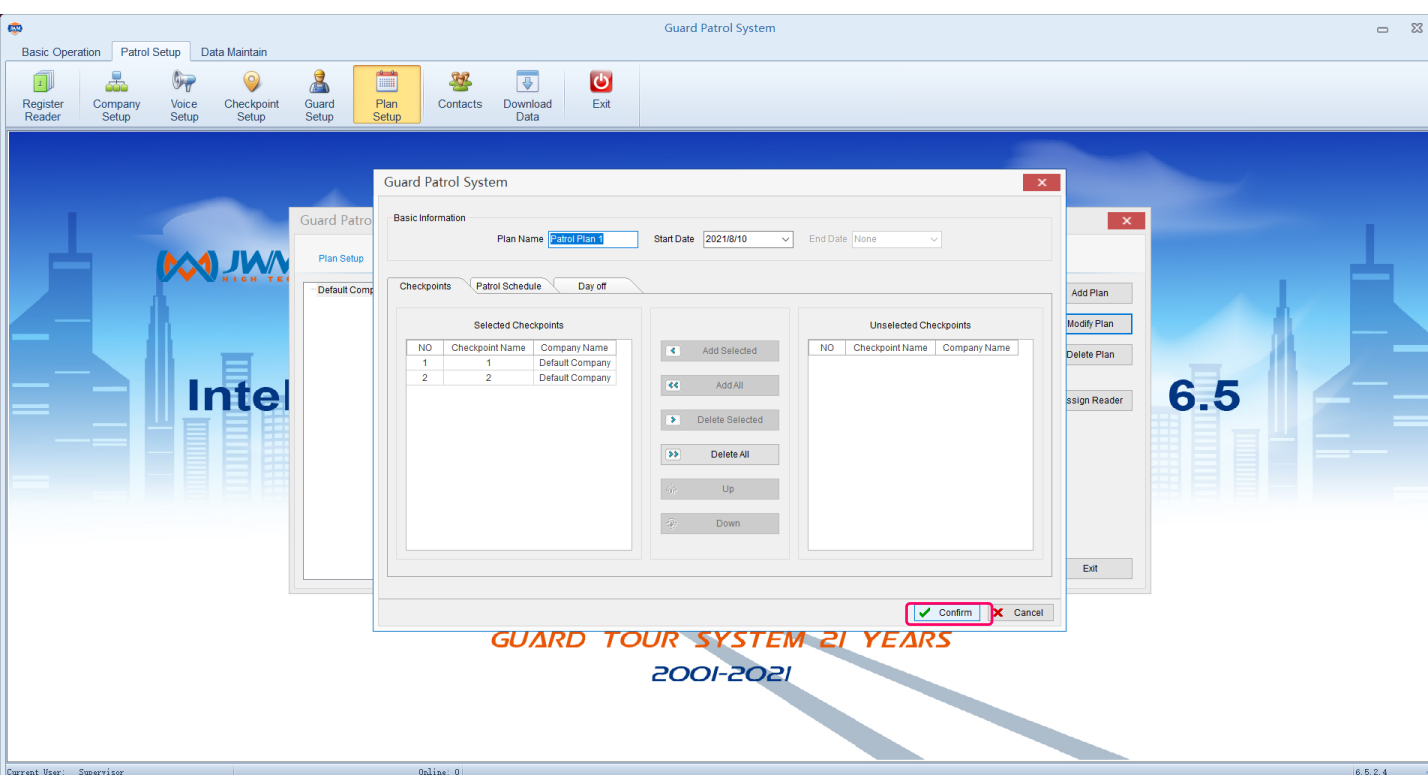Then back to "Format" in "Region" and Apply it.

After setting, the "week" is not shown here (like Monday, Tuesday, Sunday….), then click Ok

Step 2

Open the software and modify the plan, click in.

Just need to save it, click Confirm.

Step 3

At first, Click the history data and Inquiry.
After that you will see the data.

And then please click the re-analyzing data.

Please click OK. And then please check your patrol report again.

2. Reason: Read Data at first, then create schedule
Solution:
Step 1   Open the software and modify the plan, click in.

Just need to save it, click Confirm.

Step 2

At first, Click the history data and Inquiry.
After that you will see the data.
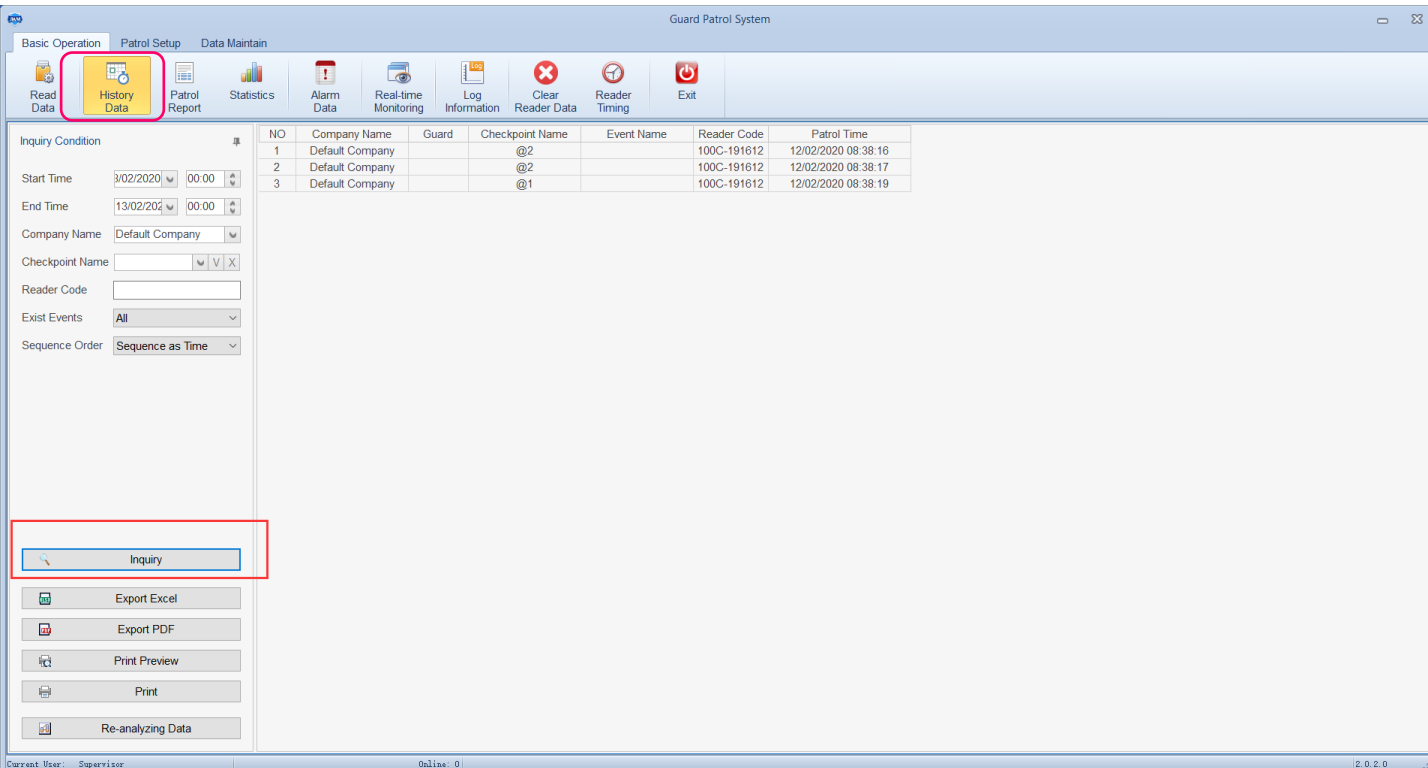
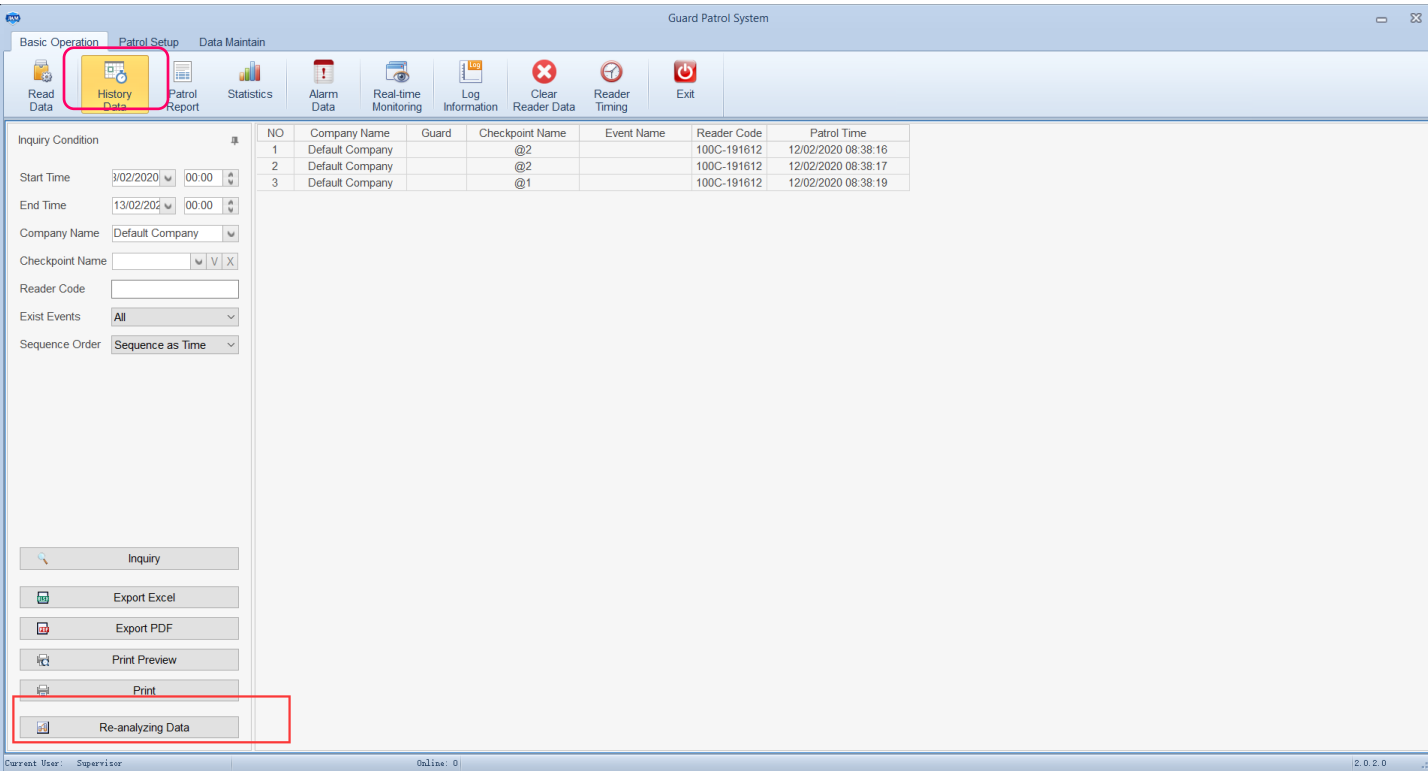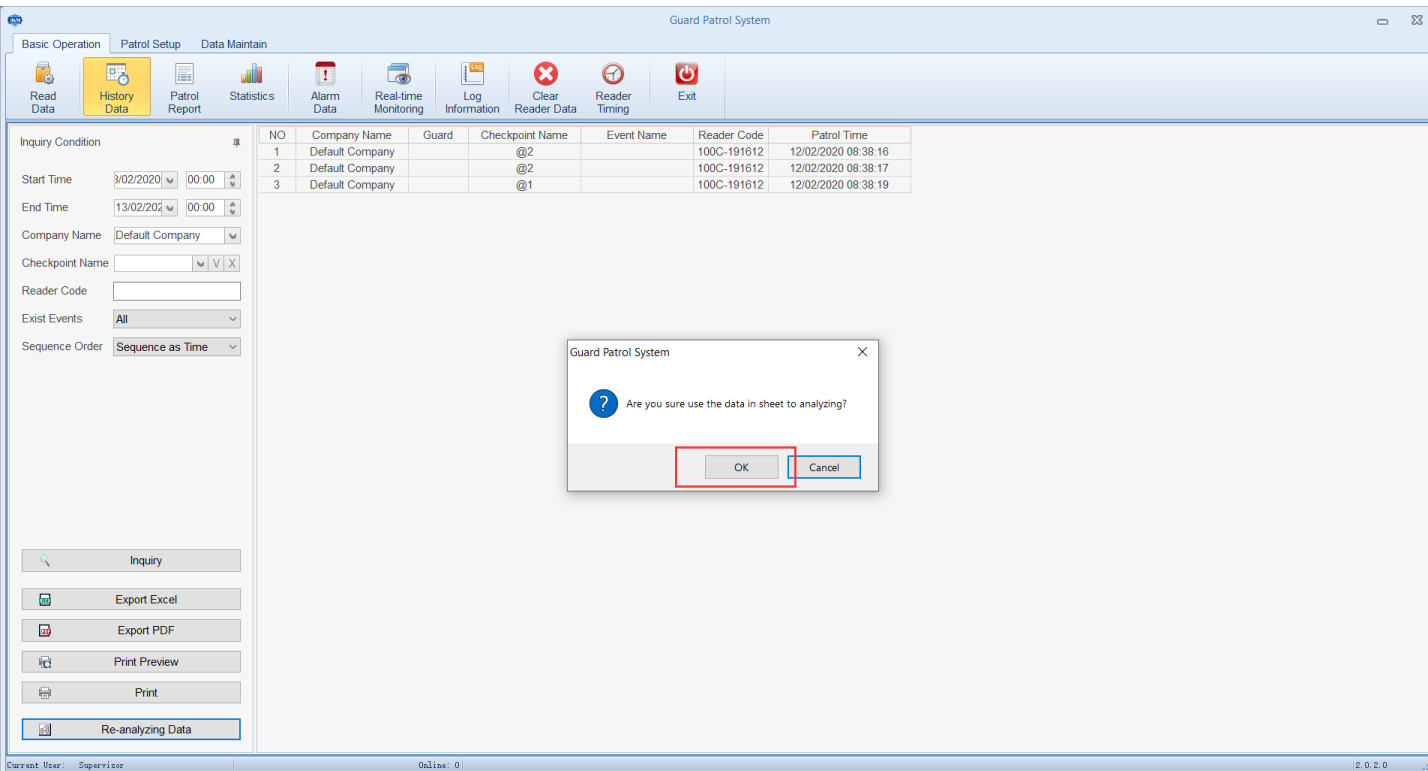And then please click the re-analyzing data.

Please click OK. And then please check your patrol report again.

3. Reason: The software is processing the data

Solution: Wait the software to operate