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

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Find Clock and Region and click in



Find Additional settings and click in

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\bigcirc				Examples Short date:	13/02/2020				
Google	Camtasia 9			Long date:	Thursday, 13 February 2020				
Chrome				Short time:	02:43:31:PM				
				Long time:	02:43:31:PM				
电脑管家	SetupEN_Y 2				Additional sptt	tings			
					OK Cance	el Apply			

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

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Googla	Camtaria 9		E	h = hour m = minute s = second (long time only) tt = A.M. or P.M.			
Chrome	Carnasia 9			h/H = 12/24 hour			
				hh, mm, ss = display leading zero h, m, s = do not display leading zero			
电脑管家	SetupEN_Y 2			Click Reset to restore the system default settings for numbers, currency, time and date.	Reset		
				OK Cance	el Apply		

Modify it like this, then Apply it.

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				numbers, currency,	time and date.	Cancel Apply				

Find "Date" and modify "Long date"

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Firefox			What the notations mean: d, dd = day; ddd, dddd = day of week; M = month; y = year Calendar	s suggest settings ual display
Google Chrome	Camtasia 9	E	When a two-digit year is entered, interpret it as a year between: 1930 and 2029 • First day of week: Monday Calendar type: Gregorian Calendar	
电脑管家	SetupEN_Y 2		Click Reset to restore the system default settings for Reset numbers, currency, time and date. OK Cancel Apply	

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

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Google Chrome	Camtasia 9		Ē	Calendar When a two-digit year is entered, interpret it as a year between: 1930 and 2029 - First day of week: Monday Calendar type: Gregorian Calendar	~	
电脑管家	SetupEN_Y 2			Click Reset to restore the system default settings for Resenumbers, currency, time and date.	t pply	

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

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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.

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And then please click the re-analyzing data.

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

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2. Reason: Read Data at first, then create schedule Solution:

Step 1 Open the software and modify the plan, click in.

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Just need to save it, click Confirm.

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Step 2

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

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Inquiry Image: Export Excel Image: Export PDF Image: Export PDF Image: Print Preview Image: Print Print Image: Re-analyzing Data		
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And then please click the re-analyzing data.

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

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3. Reason: The software is processing the data **Solution:** Wait the software to operate