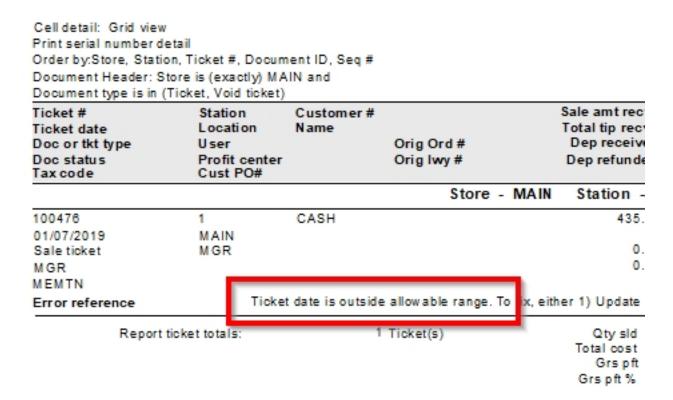
# Ticket date is outside allowable range error when posting tickets

## **Summary:**

Ticket posting fails and the message "Ticket date is outside the allowable range [...]" is displayed on the Ticket Edit List



#### Cause:

The Current Calendar setting is set to the wrong year.

#### **Solution:**

From the Counterpoint Main Menu browse to Setup > System > Company.

In the **Current calendar** field near the top right in the **Dates section**, enter or lookup and select the current year's calendar.\*

### Click Save in the toolbar.

If the current year calendar is not available, you will first need to browse to Setup / System / Calendar and create it. Please see the Counterpoint Online Help for information on how to configure this.

Online URL: <a href="https://counterpoint.knowledgebase.co/article.php?id=1191">https://counterpoint.knowledgebase.co/article.php?id=1191</a>