



Invalid Argument to Time Encode

PM Support Runbook

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AUDIENCE	All
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RUNBOOK

Invalid Argument to Time Encode

Scheduler Error — DentiMax Practice Management

Applies To DentiMax Workstation	Severity High	Est. Time 1–5 Minutes	Audience All
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Overview

The **"Invalid Argument to Time Encode"** error occurs when opening the **Scheduler** for a day that has an appointment scheduled outside of office hours. Because the appointment is set to an invalid time, and because the Scheduler attempts to load all appointments for the selected day when opened, the error will continue to appear for that day until the appointment time is corrected.

 NOTE

"Invalid Argument to Time Encode" and "Invalid Argument to Date Encode" are similarly named but completely different errors. Confirm the error message reads exactly **"Invalid argument to time encode"** before proceeding with this runbook. **If the error instead reads "Invalid Argument to Date Encode," this runbook does not apply — refer the ticket to a senior support technician for assistance instead.**

Before You Begin

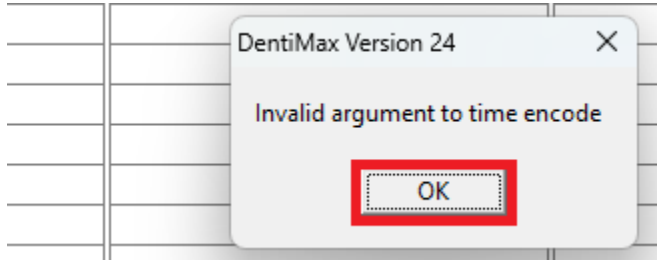
Confirm the following before proceeding:

1. Open the Scheduler to the date of the invalid appointment and confirm the error message reads exactly **"Invalid argument to time encode"**. "Invalid Argument to Date Encode" is a similarly named but completely different error — do not use this runbook for that error. Refer to a senior support technician instead if you encounter it.
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Procedure

Step 1 — Dismiss the Error and Navigate to the Home Screen

- a. If the error dialog is still open, click **OK** to dismiss it.

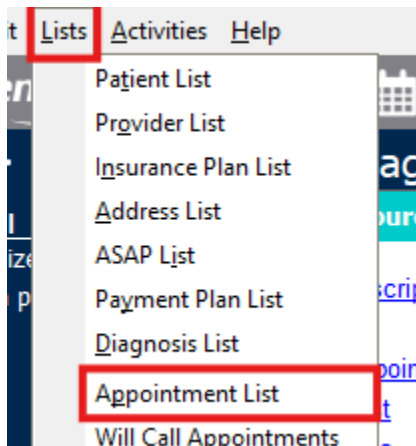


- b. Immediately after dismissing the error, click the **Home** button (the house icon) in the top-left navigation bar to return to the home screen before the Scheduler can reload and trigger the error again.



Step 2 — Open the Appointment List

- a. From the home screen, click **Lists** in the menu bar, then click **Appointment List**.



Step 3 — Filter to the Date of the Error

- In the Appointment List, set both the **Date From** and **Date To** fields to the date the error occurred. This filters the list to show only appointments for that day.

Patient: Provider:
 Last Name: First Name:
 Status: Lab Case: Show All

Search: Search by: Date View: Appointment List

Date From: 4/14/2026 To: 4/14/2026

Date	Time	Lab Case	Length	Status	ASAP	Chart Number	Last Name	First Name	Phone Number	Mobile Phone	Resource	Provider	Amount
4/14/2026	12:00 am		10	Unconfirmed		COOTE000	Cooper	Test			OPT2	TES00	

- Review the filtered results. The invalid appointment will appear with a time of **12:00 am** (midnight) or another time that falls outside of office hours.

Step 4 — Correct the Appointment Time

- Double-click the invalid appointment to open it in the **Appointment Entry** screen.
- Change the **Time** field to a valid time that falls within the office's normal operating hours.

Patient: COOTE000 Cooper, Test

Last Name: Cooper Resource: OPT2 Operatory 2

First Name: Test Provider: TES00

Home Phone: Date: 4/14/2026

Work Phone: Time: 12:00 PM

Mobile Phone: Length: 10 Provider Time

Color: Money Green E-mail:

- Click **Save Changes** in the left-hand panel to save the updated appointment.

Step 5 — Verify the Fix

- Return to the **Scheduler** and navigate to the date of the original error.
- Confirm the error no longer appears and the Scheduler loads the day's appointments correctly.

Additional Troubleshooting

Symptom	Resolution
The error still appears after saving the appointment time change	The changes may not have been saved. Return to the Appointment List, filter to the same date, and verify the time shown is no longer 12:00 am. If the time is still incorrect, double-click the appointment and repeat Step 4.

The error reappears immediately after dismissing it

There may be more than one appointment scheduled at an invalid time for that date. Filter the Appointment List to the affected date and check all appointments for a 12:00 am or otherwise out-of-hours time. Correct each one and save before returning to the Scheduler.

For issues not covered by this runbook, or if you are unsure about any step, contact DentiMax Practice Management Support at **1 (800) 704-8494 Ext. 805** or **Support@DentiMax.com**.