

## "Select\_Project"\_wizard\_in\_Call\_Studio\_does\_not\_work\_on\_Windows\_7

"Select Project" wizard in Call Studio does not work in Windows 7

<b>Problem Summary</b>	Call Studio is installed on Windows 7 (or possible any 64-bit OS). Go to File > New > Project (or Other), it opens the "Select a Wizard" screen. This screen can not be controlled by the mouse and nothing can be selected. There is normally a "Filter" box, however this does not appear.
<b>Error Message</b>	No Error messages. Mouse and Keyboard do not work properly inside the Select Project Wizard
<b>Possible Cause</b>	There is some conflicting application/service/feature that is running , which is causing this Call Studio GUI problem.
<b>Recommended Action</b>	Check for any Video Driver related features/application that are running like NVIDIA NView Desktop Manager, Logitech Setpoint,Hydravision, UltraMon, , PolyVision ENO boards desktop manager etc.  Disable any/all of these processes/applications. Restart Call Studio.
<b>Release</b>	Unified Call Studio 8.5 , Unified Call Studio 9.0(1)
<b>Associated CDETS #</b>	NA