


## Historical Reporting Client window shows nothing in the user drop-down menu

<b>Problem Summary</b>	When selecting <b>Tools &gt; Historical Reporting</b> from the Cisco Unified CCX Administration menu, nothing appears in the user drop-down menu.
<b>Error Message</b>	None.
<b>Possible Cause</b>	Privileges have not been assigned to the Cisco Unified CM user.
<b>Recommended Action</b>	<p>Assign privileges to the Cisco Unified CM user who needs historical reporting privileges.</p> <ol style="list-style-type: none"> <li>1. Log in to the Historical Reporting Client with the user name of the Cisco Unified CM user. A dialog box with a message asking if you want to set the privileges for that user in Cisco Unified CCX Administration appears.</li> <li>2. Click <b>Yes</b>. The Historical Reporting Privileges page appears.</li> <li>3. Assign historical reporting privileges to the user. The proper logLevel (3) is required.</li> </ol> <p> <b>Note:</b> The User Maintenance and Historical Users pages use the same underlying directory API.</p>
<b>Release</b>	Release 7.0(1)
<b>Associated CDETS #</b>	None.