


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

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| <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.  |