Pre-Requisites

Problem Summary	Pre-Requisites
Error Message	NA
Possible Cause	NA
Recommended Action	I am assuming that you have gone through the following links before working on HRDM issues/escalatio 1. Historical Reporting PPT (RT feature) - http://wwwin-eng.cisco.com/Eng/CCBU/Dact 2. Historical Reporting VoD (RT feature) - http://wwwin-cvision.cisco.com/vision/me 3. RT FFS - http://wwwin-eng.cisco.com/Eng/CCBU/Dactyl/SW_Specs/UCCX_Dactyl_Roundta
Release	Release 8.0(1)
Associated CDETS #	