

## Pre-Requisites

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<b>Problem Summary</b>	Pre-Requisites
<b>Error Message</b>	NA
<b>Possible Cause</b>	NA
<b>Recommended Action</b>	I am assuming that you have gone through the following links before working on HRDM issues/escalations <ol style="list-style-type: none"><li>1. Historical Reporting PPT (RT feature) - <a href="http://wwwin-eng.cisco.com/Eng/CCBU/Dactyl/RT_PPT">http://wwwin-eng.cisco.com/Eng/CCBU/Dactyl/RT_PPT</a></li><li>2. Historical Reporting VoD (RT feature) - <a href="http://wwwin-cvision.cisco.com/vision/me">http://wwwin-cvision.cisco.com/vision/me</a></li><li>3. RT FFS - <a href="http://wwwin-eng.cisco.com/Eng/CCBU/Dactyl/SW_Specs/UCCX_Dactyl_Roundtable">http://wwwin-eng.cisco.com/Eng/CCBU/Dactyl/SW_Specs/UCCX_Dactyl_Roundtable</a></li></ol>
<b>Release</b>	Release 8.0(1)
<b>Associated CDETS #</b>	