

**RTMT does not come up or behaves strangely**

<b>Problem Summary</b>	Before or after logging into Real Time Monitoring Tool, it fails to come up or behavior is strange after logging in
<b>Error Message</b>	None.
<b>Possible Cause</b>	Two instances of RTMT might have been installed on the same client box - one against CUCM and another for UCCX.
<b>Recommended Action</b>	Since installing two instances of RTMT is not allowed on the same client box, please uninstall one of them.
<b>Release</b>	Release 8.0(1)
<b>Associated CDETS #</b>	None