

## Scheduler fails to start after HRC installation

<b>Problem Summary</b>	During generation of an Agent Detail Report or an Abandoned Call Detail Activity Report, an error message might appear indicating that the connection with the database has been broken.
<b>Error Message</b>	The process Scheduler/ReportScheduler.exe failed to start. The exe file 'ReportScheduler.exe' is not present on '.\Program Files\Cisco UCCX Historical Reports\Scheduler' folder.
<b>Possible Cause</b>	During HRC installation, installer failed to install 'ReportScheduler.exe'.
<b>Recommended Action</b>	<ol style="list-style-type: none"> <li>1. Uninstall HRC</li> <li>2. Click <b>Start &gt; Run</b> and type <i>%TEMP%</i> and click <b>OK</b>. This will open Windows Explorer at the Windows Temp Folder location.</li> <li>3. Select all files through <b>CTRL+A</b> and delete them.</li> <li>4. If you find a few files are locked, deselect them and continue with deleting the remaining files.</li> <li>5. Once you complete deleting them (leaving the locked files), start the HRC installer and continue with the installation.</li> </ol>
<b>Release</b>	Release 7.0(1)
<b>Associated CDETS #</b>	None.