

## Scheduler fails to start after HRC installation

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| <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.   |