

Scheduler fails to start after HRC installation

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| Problem Summary | 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. |
| Error Message | 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. |
| Possible Cause | During HRC installation, installer failed to install 'ReportScheduler.exe'. |
| Recommended Action | <ol style="list-style-type: none"> 1. Uninstall HRC 2. Click Start > Run and type <i>%TEMP%</i> and click OK. This will open Windows Explorer at the Windows Temp Folder location. 3. Select all files through CTRL+A and delete them. 4. If you find a few files are locked, deselect them and continue with deleting the remaining files. 5. Once you complete deleting them (leaving the locked files), start the HRC installer and continue with the installation. |
| Release | Release 7.0(1) |
| Associated CDETS # | None. |