

## Cannot upgrade to Call Studio 7.0(2) if Call Studio 7.0 was installed on an unsupported OS

<b>Problem Summary</b>	An error message is displayed when attempting to upgrade to Call Studio 7.0(2)
<b>Error Message</b>	The product or version of the installed product does not match this patch. This patch can only be installed on Microsoft Windows XP or Vista. See the installer log for more detail
<b>Possible Cause</b>	Call Studio 7.0 is installed on an unsupported OS
<b>Recommended Action</b>	Upgrade to Call Studio 8.0(1)
<b>Release</b>	Call Studio 7.0
<b>Associated CDETS #</b>	CSCtb73238