

Error occurs when a user launches HRC for first time on Windows 7

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| Problem Summary | Error occurs when a user tries to uninstall HRC on Windows 7 |
| Error Message | NA |
| Possible Cause | Following can be possibilities - <ul style="list-style-type: none"> • This is a limitation of HRC on Windows 7". |
| Recommended Action | <ul style="list-style-type: none"> • Right click on 'Start->Programs->Cisco CCX Historical Reports->Uninstall CCX Historical Reports'. • Click 'Run As Administrator' option • Proceed with uninstallation |
| Release | Release 8.0(2), Release 8.5(1) |
| Associated CDETS # | |