

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

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