1. **First contact Questions**

Could you please provide the following information for further investigation on issue -

1. I believe RFT version used is 9.5. Could you please navigate to C:\ProgramData\IBM\Installation Manager and open installed.xml file in a web browser and share a screenshot of the same.

2. Are you using Rational Functional Tester Perspective or Web UI perspective in RFT

3. The system architecture in machine (OS version including the Service Pack and bit details -32 bit or 64 bit).

4. AUT domain in use along with version (i.e. platform of your application which you are automating. eg. Java, .NET, HTML, Siebel etc.)

5. Are you using any web browsers? If yes, version of web browser with bit details

6. Were you able to enable the web browser in RFT?

7. Go to Control Panel > Programs and Features, take a screenshot of the JREs available on the test machine.

8.Launch RFT IDE. Navigate to Configure > Enable Environments for Testing

  Take a screen shot of the Web Browsers tab

  Take a screen shot of the Java Environments tab

9. Are you able to record actions from the application without the verification point capture

10. Are you facing this issue on other machines as well (wanted to know whether this issue is machine dependent)

11. Are you facing this issue for the first time (wanted to know whether this was working fine earlier)

12. Could you please Generate System Report in RFT and share the same

1. **Clean uninstallation of HOT UI**

I'm sharing the clean uninstallation procedures here for your reference  
  
1. To uninstall the packages, you must log in to the system using the same user account that you used to install the product packages.  
2. Uninstall HCL OneTest UI using the IBM Installation Manager.  
3. Click Start > Run and type regedit to open the registry editor. Expand HKEY\_LOCAL\_MACHINE > SOFTWARE > HCL Technologies > HCL OneTest UI > and delete the HCL FT JRE folder.  
4. Delete all the files and folders in the product installation directory if they still exist. For example, C:\Program Files\HCL\HCLOneTest.  
5. To delete the configuration and customization files, delete the HOTUI folder that is available by default at C:\ProgramData\HCL location.  
6. To delete the user preference settings of HCL OneTest UI, delete the HOTUI folder that is available by default at C:\Users\<user name>\AppData\Roaming\HCL location.

1. **Clean uninstallation of RFT**

  For the clean uninstallation please follow the below steps

1. Launch "IBM installation Manager(IM)" with Run as Administrator
2. Click Uninstall and select RFT older version
3. After uninstalling from IM, Navigate to [C:\Program](file:///C:\Program) Files
4. Delete "SDP" folder
5. Navigate to " [C:\User\loggedinuser\](file:///C:\User\loggedinuser\)" and delete IBM folder
6. Navigate to "[C:\Program](file:///C:\Program) Data\IBM" and delete RFT folder
7. Navigate to "[C:\Users\loggedinuser\AppData\Roaming\IBM](file:///C:\Users\loggedinuser\AppData\Roaming\IBM)" and delete RFT folder
8. Restart the machine
9. Launch IM and configure RFT repository.config file in the repository.
10. Finish the installation procedure