

Attempt to log in to the Cisco Unified CCX Server from the Historical Reporting client fails and an error message is returned

Problem Summary	The Cisco Unified CCX servlet service or web server is not reachable from the client machine.
Error Message	<i>Request timed out.</i>
Possible Cause	An authentication request timeout has occurred. The client log indicates Request timed out error.
Recommended Action	<p>Complete the following steps:</p> <ol style="list-style-type: none"> 1. On the Cisco Unified CCX server, check to be sure the web server and servlet service are running. On the client, check your browser Internet options for the connection setting. 2. Make sure you are able to connect to the Cisco Unified CCX Administration web page from the client machine. Refresh the page to make sure it is not cached. 3. If the error persists after doing the above, modify your client hrcConfig.ini file by updating AuthReqTimeout to a larger value than the current one (default is 15 seconds). 4. Restart your client and attempt to log in again.
Release	Release 7.0(1)
Associated CDETS #	None.