

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

<b>Problem Summary</b>	The Cisco Unified CCX servlet service or web server is not reachable from the client machine.
<b>Error Message</b>	<i>Request timed out.</i>
<b>Possible Cause</b>	An authentication request timeout has occurred. The client log indicates Request timed out error.
<b>Recommended Action</b>	<p>Complete the following steps:</p> <ol style="list-style-type: none"> <li>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.</li> <li>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.</li> <li>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).</li> <li>4. Restart your client and attempt to log in again.</li> </ol>
<b>Release</b>	Release 7.0(1)
<b>Associated CDETS #</b>	None.