

Attempting to run a real-time report causes an error

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| Problem Summary | The following message appears when you try to run any real-time report from the Cisco Unified CCX Administration web page. |
| Error Message | <i>Unable to connect to the server.</i> |
| Possible Cause | The proxy server setting on the Browser impedes underlying RMI communication, or the RTR subsystem is not running. |
| Recommended Action | Complete the following steps: <ol style="list-style-type: none"> 1. From Internet Explorer, choose Tools > Internet Options > Connections > LAN settings and then clear the Use a proxy server check box. 2. Make sure that the RTR subsystem is running. |
| Release | Release 7.0(1) |
| Associated CDETS # | None. |