

## Attempting to run a real-time report causes an error

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