

HRC Scheduler fails to generate reports

Problem Summary	When trying to run the Cisco Unified CCX Historical Reports Client Scheduler the reports fail to generate.
Error Message	Description=EIX000: (-27001) Read error occurred during connection attempt. Note: This error is thrown in CiscoSchPrintExport.log
Possible Cause	This scenario is generally seen when the DNS settings are enabled for UCCX. However, the appropriate reverse look up zone entries in the DNS server are not configured.
Recommended Action	It is required to configure the appropriate reverse look up zone entries in the DNS server.
Release	Release 8.0(x), Release 8.5(x)
Associated CDETS #	"None"