

**HRC Scheduler fails to generate reports**

<b>Problem Summary</b>	When trying to run the Cisco Unified CCX Historical Reports Client Scheduler the reports fail to generate.
<b>Error Message</b>	Description=EIX000: (-27001) Read error occurred during connection attempt.  Note: This error is thrown in CiscoSchPrintExport.log
<b>Possible Cause</b>	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.
<b>Recommended Action</b>	It is required to configure the appropriate reverse look up zone entries in the DNS server.
<b>Release</b>	Release 8.0(x), Release 8.5(x)
<b>Associated CDETS #</b>	"None"