

## Historical Reporting Client stops working; attempt to log in again results in error messages

<b>Problem Summary</b>	Although no changes were made to the server or network, the Cisco Unified CCX Historical Reporting Client suddenly stops working. When attempting to log in again, the user receives a series of error messages.
<b>Error Message</b>	A series of messages appear.
<b>Possible Cause</b>	The client authentication request timed out.
<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 that your web server and servlet service is running. On the client, check you 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 be sure it is not cached.</li> <li>3. If after successfully connecting to the Cisco Unified CCX Administration web page the client error persists, modify your client hrcConfig.ini file by updating AuthReqTimeOut in the General section to a larger value than the current one (default value is 15 seconds).</li> <li>4. Restart your Cisco Unified CCX Historical Reports client and attempt to log in again.</li> </ol>
<b>Release</b>	Release 7.0(1)
<b>Associated CDETS #</b>	None.