

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

Problem Summary	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.
Error Message	A series of messages appear.
Possible Cause	The client authentication request timed out.
Recommended Action	<p>Complete the following steps:</p> <ol style="list-style-type: none"> 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. 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. 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). 4. Restart your Cisco Unified CCX Historical Reports client and attempt to log in again.
Release	Release 7.0(1)
Associated CDETS #	None.