

**Reporting Server: Failure to Receive Messages from the Message Bus**

<b>Problem Summary</b>	The reporting server does not receive the messages from the message bus, and there is no error indication in the Error log.
<b>Error Message</b>	None
<b>Possible Cause</b>	The Reporting Server was added with OAMP after the Call Server run.
<b>Recommended Action</b>	<ol style="list-style-type: none"> <li>1. Determine what port the reporting server uses. The port is listed in the %CVP_HOME%\conf\messageAdapter.properties file on the reporting server.</li> <li>2. Check the Call Server properties file to see if it lists two reporting servers. This file can be found in %CVP_HOME%\conf\messageadapter.properties. If there are two reporting servers listed, comment out the incorrect reporting server by preceding the line with a pound sign (#). The incorrect server will be the reporting server that does not match what was listed in step 1 above.</li> <li>3. Restart the call server and the reporting server.</li> <li>4. Run the "netstat" command at the Call Server to determine how many listeners this port has.</li> <li>5. Check that no other reporting server listens on that same port. If one does, stop it.</li> <li>6. Restart the call server and the reporting server if there was an additional reporting server listening on the port.</li> </ol>
<b>Release</b>	Release 7.0(2)
<b>Associated CDETS #</b>	None