

Reporting Server: Failure to Receive Messages from the Message Bus

Problem Summary	The reporting server does not receive the messages from the message bus, and there is no error indication in the Error log.
Error Message	None
Possible Cause	The Reporting Server was added with OAMP after the Call Server run.
Recommended Action	<ol style="list-style-type: none"> 1. Determine what port the reporting server uses. The port is listed in the %CVP_HOME%\conf\messageAdapter.properties file on the reporting server. 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. 3. Restart the call server and the reporting server. 4. Run the "netstat" command at the Call Server to determine how many listeners this port has. 5. Check that no other reporting server listens on that same port. If one does, stop it. 6. Restart the call server and the reporting server if there was an additional reporting server listening on the port.
Release	Release 7.0(2)
Associated CDETS #	None