

## Reporting Server Is Unreachable

<b>Problem Summary</b>	The Reporting Server is Unreachable.
<b>Error Message</b>	UNREACHABLE
<b>Possible Cause</b>	<p>Reporting server is <b>UNREACHABLE</b> in any one of the following three conditions:</p> <ul style="list-style-type: none"> <li>• Operations Console is unable to connect to the Operations Console Resource Manager that is co-located with the Call Server. For example, the Operations Console Resource Manager is down.</li> <li>• The Operations Console Resource Manager on the Call Server has not received a state event from the central controller for the Reporting Service.</li> <li>• The Operations Console Resource Manager is unable to connect to the Call Server and it is not receiving state events from the central controller. For example, the Call Server is down.</li> </ul> <p>The state of the Reporting Server is obtained from the Operations Console Resource Manager that is co-located with the Call Server to which the Reporting Server is connected. If Call Server1 and Reporting Server1 are two different machines and both have Operations Console Resource Managers running on them, Operations Console talks to the Operations Console Resource Manager on Call Server1 to get status of the Reporting Server because that is where the central controller reports the status of the Reporting Server.</p>
<b>Recommended Action</b>	Configure the Reporting Server if the Operations Console Resource Manager on the Reporting Server is running, but Operations Console shows the status as unreachable.
<b>Release</b>	Release 7.0(2)
<b>Associated CDETS #</b>	None.