

## Reporting Server Not Receiving Messages From Message Bus

<b>Problem Summary</b>	Reporting server does not receive the messages from the message bus. There is no indication of an error in the error log.
<b>Error Message</b>	None.
<b>Possible Cause</b>	Check if there are other Reporting Servers that are listening on the same port.
<b>Recommended Action</b>	Open a command prompt and type: netstat -a  Stop the offending Reporting Server that is listening on the same port. Once that server is stopped, restart the Reporting Server that was not receiving the messages.
<b>Release</b>	Release 7.0(2)
<b>Associated CDETS #</b>	None.
<b>Possible Cause</b>	Another possibility is that the Reporting Server was added from the Operations Console after the Call Server was started.
<b>Recommended Action</b>	Restart the Call Server and the Reporting Server.
<b>Release</b>	Release 7.0(2)
<b>Associated CDETS #</b>	None.