

## Scheduled Historical Reports do not run and message appears in CiscoSch.log file

<b>Problem Summary</b>	If you are using a proxy service in Internet Explorer on the Cisco Unified CCX Historical Reports client system, scheduled historical reports might not run and you might see a message in the CiscoSch.log file.
<b>Error Message</b>	<i>[CRS_DATABASE] entry not found in the properties file. Failed to validate user or get MaxConnections of database value.</i>
<b>Possible Cause</b>	You are attempting to run the reports from a proxy service.
<b>Recommended Action</b>	<p>If this situation occurs but you can run the report directly from the Cisco Unified CCX Historical Reports client system, follow these steps:</p> <ol style="list-style-type: none"> <li>1. From Internet Explorer on the Historical Reports client system, choose <b>Tools &gt; Internet Options</b>.</li> <li>2. Click <b>Connections</b>.</li> <li>3. Click <b>LAN Settings</b>.</li> <li>4. The <b>Use a Proxy Service</b> check box will be checked if you are using a proxy server.</li> <li>5. Click <b>Advanced</b>.</li> <li>6. In the <b>Do not use proxy server for addresses beginning with</b> field, enter the IP address of the Cisco Unified CCX server to which the Historical Reports client system logs in.</li> <li>7. Click <b>OK</b> as needed to save your changes.</li> </ol>
<b>Release</b>	Release 7.0(1)
<b>Associated CDETS #</b>	None.