

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

Problem Summary	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.
Error Message	<i>[CRS_DATABASE] entry not found in the properties file. Failed to validate user or get MaxConnections of database value.</i>
Possible Cause	You are attempting to run the reports from a proxy service.
Recommended Action	<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"> 1. From Internet Explorer on the Historical Reports client system, choose Tools > Internet Options. 2. Click Connections. 3. Click LAN Settings. 4. The Use a Proxy Service check box will be checked if you are using a proxy server. 5. Click Advanced. 6. In the Do not use proxy server for addresses beginning with field, enter the IP address of the Cisco Unified CCX server to which the Historical Reports client system logs in. 7. Click OK as needed to save your changes.
Release	Release 7.0(1)
Associated CDETS #	None.