

## Unable to Get Scheduled Email Reports

<b>Problem Summary</b>	Scheduled report succeeds report execution but fails to send an e-mail
<b>Error Message</b>	The status on the scheduler page shows e-mail status as failed.
<b>Possible Cause</b>	The e-mail settings could have been misconfigured or not configured at all in the SMTP Configuration page for Cisco Unified Intelligence Center [Appadmin > Tools > Historical Reporting > SMTP Configuration].
<b>Recommended Action</b>	<ul style="list-style-type: none"> <li>• Check the status of the last schedule from scheduler page. <ul style="list-style-type: none"> <li>◆ If the status is shown as failed, check the Cisco Unified Intelligence Center logs on the publisher node for the failure.</li> </ul> </li> <li>• If the report execution succeeded but but an e-mail was not sent, check the SMTP configuration for Cisco Unified Intelligence Center.</li> <li>• If the configuration is correct, check the Cisco Unified Intelligence Center logs on the publisher node for the failure.</li> <li>• If no errors display, restart the Cisco Unified Intelligence Center service on the publisher node.</li> </ul>
<b>Release</b>	Release 9.0(1)
<b>Associated CDETS #</b>	None