

Unable to Get Scheduled Email Reports

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