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CRS Historical Reports – Schedule and Session Establishment

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Introduction

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Introduction

This document describes some schedule and session establishment issues for the Historical Report client with respect to the Cisco Customer Response Solutions (CRS) server that generates historical reports.

Prerequisites

Requirements

Readers of this document should have knowledge of these topics:

- Cisco CallManager
- Cisco CRS
- Cisco CRS Historical Reporting client

Components Used

The information in this document is based on these software and hardware versions:

- Cisco CallManager version 3.x and later
- Cisco CRS version 3.x and later

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

For more information on document conventions, refer to the Cisco Technical Tips Conventions.

Background

As CRS runs, it stores call activity data in databases on the CRS server or the Historical Reports Database Server, if one is set up. The Cisco Historical Reports client is used to create historical reports based on this data.

To schedule a historical report means the Cisco CRS Historical Reports client needs to be instructed to automatically generate the report in the future.

Schedule Historical Reports

When you check the schedule for historical reports, watch these common issues:

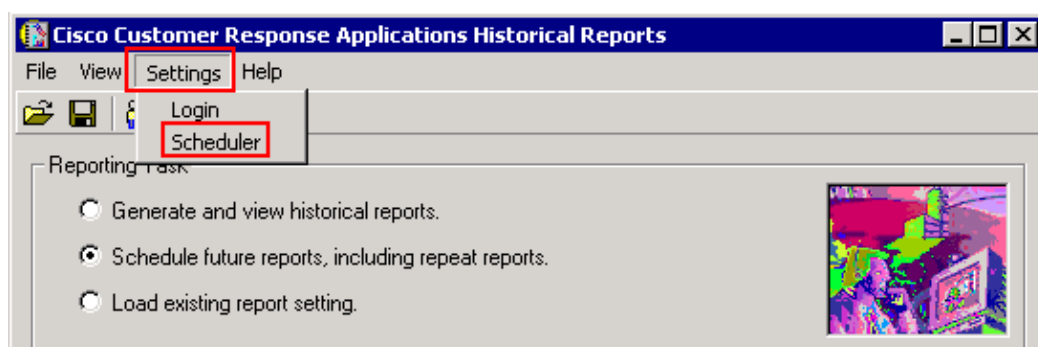
- the report you need is not scheduled
- the report you need daily is configured incorrectly

Report Not Scheduled

Complete this procedure to resolve these issues:

- Verify the schedule(s) for the report you plan to run is listed in the Historical Report client. The verification procedure follows:
 1. Select **Start > Programs > Cisco CRA Historical Reports > Cisco CRA Historical Reports**, to launch the Historical Report client.
 2. Click **Settings** from the menu bar.
 3. Select **Scheduler** in the drop-down box, as shown in Figure 1. The **Scheduled Reports** window appears.

Figure 1: Historical Report Client – Scheduler



4. Verify the scheduled report is in the list, as shown in Figure 2.

Figure 2: Historical Report Client – Scheduled Reports

| Report Name | Date Created | Recurrence Type | Export Type | Apps Server | Schedule Description |
|--------------------------------|------------------------|-----------------|----------------------|---------------|--|
| Abandoned Call Detail Activity | 11/22/2004 11:20:55 AM | Daily | Export To File (PDF) | 10.99.226.113 | Occurs Daily (Every 1 days) Start Date: 11/22/2004 12:00:00 PM No end date |

Daily Report Configured Incorrectly

For daily reports, verify these possible issues:

- Check the Daily radio button in the **Occurs** section, indicated by the A arrow in Figure 3.
- Check the **Every** radio button and enter **1** on the blank field next to **Every** in the **Occurs** section, as shown by the B arrow in Figure 3.
- Check the **No End Date** radio button in the **Range of recurrence** section, as indicated by the C arrow in Figure 3.

If a specific report only prints once, then quits, the most likely reason is the **No End Date** radio button is not selected. This radio button means the report will print indefinitely.

Figure 3: Schedule CRS Historical Reports

The screenshot shows a dialog box titled "Schedule - Cisco CRA Historical Reports". It is divided into two main sections: "Occurs" and "Range of recurrence".

Occurs section:

- Radio buttons: Daily (indicated by red arrow A), Every, Weekly, Monthly, Once.
- Field: A text box containing "1" followed by "day(s)" (indicated by red arrow B).
- Radio button: Every weekday.

Range of recurrence section:

- Start Date: 11/22/2004 (dropdown menu).
- Start Time: 6:00:00 PM (dropdown menu).
- Radio buttons: No end date (indicated by red arrow C), End after, End by.
- Field: A text box containing "1" followed by "occurrence(s)" (next to "End after").
- Field: A dropdown menu containing "11/22/2004" (next to "End by").

Buttons: OK, Cancel, Help.

Session Connection for Scheduled Historical Reports Fail to Run

When scheduled historical reports fail to run, there are two common issues:

- HTTP proxy server
- TCP port 6293 is blocked

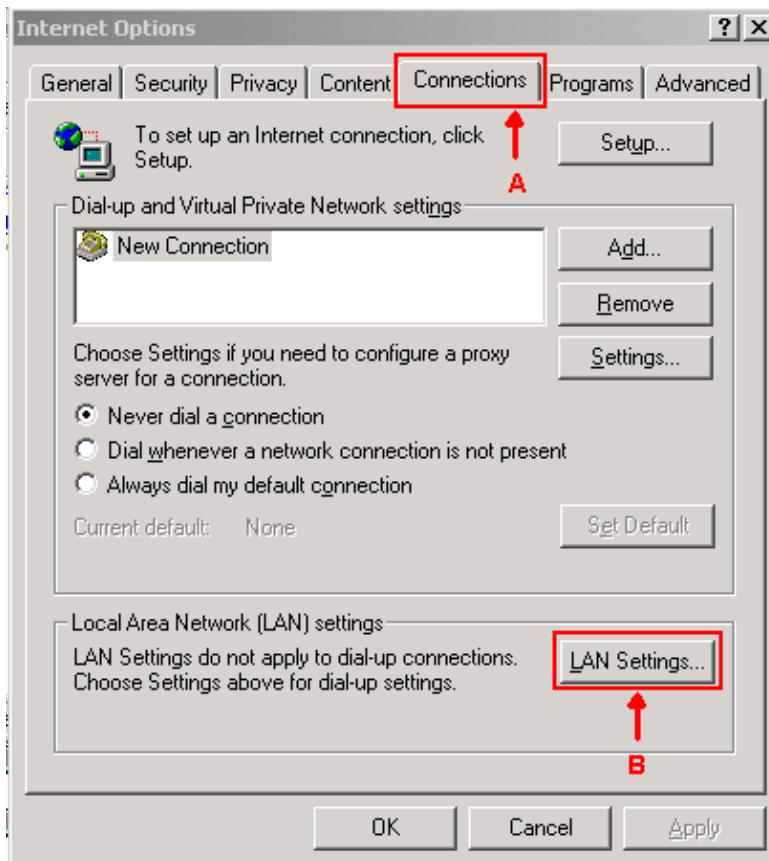
HTTP Proxy Server

The most common of the two issues is the HTTP proxy server. The HTTP proxy server is not supported by the CRS server. The Historical Report client must communicate with the CRS server directly. In such an environment, the CRS server has to be excluded from the HTTP proxy server. The procedure follows:

1. Start the Internet Explorer browser.
2. Select **Tools** from the menu options.
3. Click **Internet Options ...**.
4. Select the **Connections** tab, indicated by the A arrow in Figure 4.

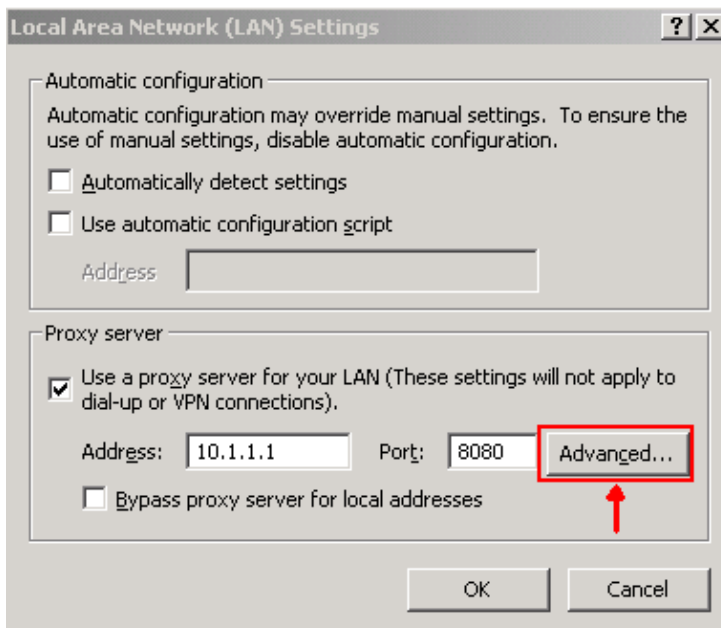
5. Click **LAN Settings**, indicated by the B arrow in Figure 4.

Figure 4: Internet Options



6. Select the **Use a proxy server for your LAN**.
7. Click **Advanced...**, as shown in Figure 5.

Figure 5: Local Area Network (LAN) Settings



8. Enter the IP address or the fully qualified domain name of the CRS server in the **Do not use proxy server for addresses beginning with** field in the **Exceptions** section, as shown in Figure 6.

Figure 6: Proxy Setting



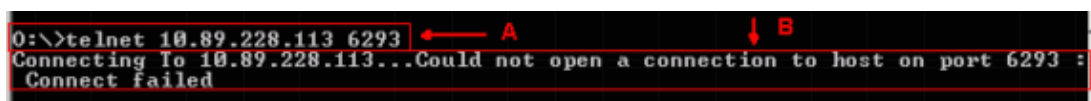
TCP Port 6293 is Blocked

The TCP port number used between the CRS server and the Historical Report client can be either TCP port 80 or 6293, this depends on the report generation method. If historical reports are generated through the Historical Report client, the TCP port 80 on the CRS server has to be open and available by default. However, when scheduled historical reports run, the TCP port 6293 has to be open and available. If a firewall exists between the CRS server and the Historical Report client, a conduit for TCP port 80 or 6293 on the firewall must be established.

You can test the TCP port availability, run **telnet**. To test the TCP port 6293, complete this procedure:

1. Select **Start > Run**.
2. Type **cmd**.
3. Run **telnet < IP address or Fully Qualified Domain Name of the CRS server > 6293** to check the TCP port 6293 availability, as shown by the A arrow in Figure 7.

Figure 7: Checking the Availability of TCP Port 6293



4. If **telnet** fails with **Connect failed**, as shown by B in Figure 7, identify the reason and correct it, see Using the Trace Route Utility.

NetPro Discussion Forums – Featured Conversations

Networking Professionals Connection is a forum for networking professionals to share questions, suggestions, and information about networking solutions, products, and technologies. The featured links are some of the most recent conversations available in this technology.

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| IP Communications and Video: Contact Center |
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Related Information

- [Cannot Login to Historical Reports for IPCC Express](#)
- [Using the Trace Route Utility](#)
- [Technical Support – Cisco Systems](#)

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