

# Troubleshoot CUIC Schedulers Stuck in IN-PROGRESS State

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## Introduction

This document describes how to troubleshoot Cisco Unified Intelligent Center (CUIC) schedulers stuck in IN-PROGRESS state.

## Prerequisites

## Requirements

Cisco recommends that you have knowledge of these topics:

- CUIC
- Unified Contact Center Enterprise (UCCE)

## Components Used

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

- CUIC 11.X
- UCCE 11.X

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, ensure that you understand the potential impact of any command.

## CUIC Scheduler Stuck in IN-PROGRESS State

Schedulers can stuck in IN-PROGRESS state because of:

- a. Multiple schedulers configured at one single time E.g: Hourly reports that configured at the start of the hour itself.
- b. Long execution time report (Stuck until the report execution completes).

c. If the scheduled report runs the report query on Informix database server and network connection is broken during report query execution and connection remains unavailable for the Informix server to return the result back to CUIC.

d. If the scheduled report runs the report query on database residing on MSSQL server and network connection is broken during report query execution and connection remains unavailable for the MSSQL server to return the result back to CUIC. In this case JDBC connection from CUIC side waits for 5 minutes before an error is shown.

e. Stuck to get SMTP connection

f. Wait for SFTP connection

g. CUIC restarted while the current scheduled report execution is in progress; In this condition post restart, until the next scheduled report execution last run status stuck InProgress

These defects helps to reduce the impact because of cause **c** & **e** respectively:

[CSCvo64420](#) DB disconnection at Scheduler Report execution may result in Scheduler Report to get stuck forever

[CSCvo95897](#) Scheduled report emails are missing as schedules get stuck in running state

## General Practices

a. Configure schedulers to trigger at different frequencies, so that many schedulers are not queued at a same time.

b. Ensure that schedulers filters (either default or specifically configured one), are configured such a way that they do not pull large number of records.

c & d: Ensure that there are no network connection issues between CUIC and Database servers.

e. Ensure that network connection between SMTP server and CUIC is reliable, and SMTP delivers all the emails queued to it by scheduled reports without any delay or drops.

f. Use reliable SFTP servers and better to use Linux based SFTP servers which are the one CUIC is qualified for SFTP connections.