

目录

[简介](#)

[先决条件](#)

[问题](#)

[解决方案](#)

简介

本文描述进程解决问题，当历史报告的客户端(HRC)时报告没有在目标位置生成。Unified Contact Center Express (UCCX) HRC配置生成根据日程的报告配置在HRC调度器。在某些状况下，报告在目标位置从未生成。

先决条件

要求

本文档没有任何特定的要求。

问题

HRC Scheduled Reports没有生成。然而，报告可以手工生成，不用问题。这发生在所有 Scheduled Reports。

解决方案

收集CiscoSchPrintExport.log，并且您也许发现这些错误：

```
[VERSION=8.5(1.217)]  
[SeqID]      [Type]      [TimeStamp]      [Description]  
0    ERROR    Oct 02 2013|12:57:36    Writer FileMapping = 000000C8, GlobalAddress =  
002A0000
```

```
[VERSION=8.5(1.217)]  
[SeqID]      [Type]      [TimeStamp]      [Description]  
0    INFO_VERBOSE    Oct 04 2013|14:11:23    CCrystalReportExport 0 object creation threadID =  
1708  
1    ERROR    Oct 04 2013|14:11:23    1708:Initial setup of event handlers failed
```

2 INFO_VERBOSE Oct 04 2013|14:11:23 StopReportExport - called

[VERSION=8.5(1.217)]

[SeqID]	[Type]	[TimeStamp]	[Description]
0	INFO_VERBOSE	Oct 04 2013 14:14:12	CCrystalReportExport 0 object creation threadID = 2464
1	INFO_VERBOSE	Oct 04 2013 14:14:12	@@@@ CreateFileMapping OK
2	INFO_VERBOSE	Oct 04 2013 14:14:12	@@@@ MapViewOfFile OK
3	ERROR	Oct 04 2013 14:14:12	Writer FileMapping = 0000012C, GlobalAddress = 00240000
4	INFO_VERBOSE	Oct 04 2013 14:14:12	@@@@ InitFileMapping success
5	INFO_VERBOSE	Oct 04 2013 14:14:12	@@@@ SharedMemInitialize success
6	INFO_VERBOSE	Oct 04 2013 14:14:12	StopReportExport - called

[VERSION=8.5(1.217)]

[SeqID]	[Type]	[TimeStamp]	[Description]
0	INFO_VERBOSE	Oct 07 2013 07:10:44	CCrystalReportExport 0 object creation threadID = 3836
1	INFO_VERBOSE	Oct 07 2013 07:10:44	@@@@ CreateFileMapping OK
2	INFO_VERBOSE	Oct 07 2013 07:10:44	@@@@ MapViewOfFile OK
3	ERROR	Oct 07 2013 07:10:44	Writer FileMapping = 0000012C, GlobalAddress = 00250000
4	INFO_VERBOSE	Oct 07 2013 07:10:44	@@@@ InitFileMapping success
5	INFO_VERBOSE	Oct 07 2013 07:10:44	@@@@ SharedMemInitialize success
6	INFORMATIONAL	Oct 07 2013 07:10:44	

3036:ReportName=ICD_Contact_Service_Queue_Activity_by_Interval_Chart_en_US

7 INFORMATIONAL Oct 07 2013|07:10:44 3036:Recurrence=DAILY

8 INFO_VERBOSE Oct 07 2013|07:10:44

3036:[Connect database using TCP/IP - dbmsocn library]

9 ERROR Oct 07 2013|07:11:00

3036:Exception occurred while creating HistoricalDBConn - using dbmsocn library.

10 ERROR Oct 07 2013|07:11:00 3036:PrintDBConnectionString:pwd not found in Connection String

11 ERROR Oct 07 2013|07:11:00

3036:LogComError: the error is = Code= 80004005, Code Meaning = Unspecified error

12 ERROR Oct 07 2013|07:11:00 3036:Source=Ifxoledbc

13 ERROR Oct 07 2013|07:11:00

3036:Description=EIX000: (-27001) Read error occurred during connection attempt.

14 ERROR Oct 07 2013|07:11:00 3036:LogProviderError:Dumping ADO Error 1 of 1

15 ERROR Oct 07 2013|07:11:00 3036: Number = -2147467259

16 ERROR Oct 07 2013|07:11:00 3036: Source = Ifxoledbc

17 ERROR Oct 07 2013|07:11:00 3036:

Description = EIX000: (-27001) Read error occurred during connection attempt.

18 ERROR Oct 07 2013|07:11:00 3036: HelpFile

= C:\Program Files\Cisco UCCX Historical Reports\Driver\Client-SDK/msg/en_us/04E4/errmess.hlp

19 ERROR Oct 07 2013|07:11:00 3036: HelpContext = -27001

20 ERROR Oct 07 2013|07:11:00 3036: SQLState = (null)

21 ERROR Oct 07 2013|07:11:00 3036: HelpContext = -27001

22 ERROR Oct 07 2013|07:11:00 3036: NativeError = -27001

23 INFORMATIONAL Oct 07 2013|07:11:00

3036:[Try connecting database using dbnmpntw - Named Pipes library]

24 INFO_VERBOSE Oct 07 2013|07:11:00 3036:Connection String = Network=dbnmpntw

25 ERROR Oct 07 2013|07:11:00 3036:PrintDBConnectionString:pwd not found in Connection String

26 ERROR Oct 07 2013|07:11:00

3036:Exception occurred while creating HistoricalDBConn, for checking user privileges

27 ERROR Oct 07 2013|07:11:00

3036:LogComError: the error is = Code= 80004005, Code Meaning = Unspecified error

28 ERROR Oct 07 2013|07:11:00 3036:Source=Provider

29 ERROR Oct 07 2013|07:11:00 3036:Description=Unspecified error

30 ERROR Oct 07 2013|07:11:00 3036:LogProviderError:Dumping ADO Error 1 of 1

31 ERROR Oct 07 2013|07:11:00 3036: Number = -2147467259

```

32  ERROR      Oct 07 2013|07:11:00  3036:      Source      = Provider
33  ERROR      Oct 07 2013|07:11:00  3036:      Description = Unspecified error
34  ERROR      Oct 07 2013|07:11:00  3036:      HelpFile    = (null)
35  ERROR      Oct 07 2013|07:11:00  3036:      HelpContext = 1240640
36  ERROR      Oct 07 2013|07:11:00  3036:      SQLState    = (null)
37  ERROR      Oct 07 2013|07:11:00  3036:      HelpContext = 1240640
38  ERROR      Oct 07 2013|07:11:00  3036:      NativeError = -2147467259
39  ERROR      Oct 07 2013|07:11:00  3036:-----
-----
40  ERROR      Oct 07 2013|07:11:00  3036:==> Exporting/Printing Report
ICD_Contact_Service_Queue_Activity_by_Interval_Chart_en_US, Created On 10042013143717, Type=DAILY
by user crs_report FAILED.
41  ERROR      Oct 07 2013|07:11:00  3036:-----
-----

```

此日志显示调度器不可能建立对UCCX的连接，并且错误发生在对UCCX的读的连接。所以，调度器没有创建报告。

为了解决此问题，请保证转发和反向域名系统(DNS)查找工作在PC和UCCX服务器之间。他们应该能由主机名与联系。否则，请相似配置它。重要的是非常转发和反向查找正确地作用。