

UCCX HRC调度程序不生成报告

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Introduction

本文描述进程解决问题，当历史报告客户端(HRC)时报告没有在目标位置生成。配置统一的Contact Center Express (UCCX) HRC生成根据日程表的报告配置在HRC调度程序。在某些状况下，报告在目标位置从未生成。

Prerequisites

Requirements

There are no specific requirements for this document.

[问题](#)

HRC定期报告没有生成。然而，报告可以手工生成，不用问题。这发生在所有定期报告。

[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 - dbmssocn library]
9 ERROR Oct 07 2013|07:11:00
3036:**Exception occurred while creating HistoricalDBConn - using dbmssocn 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 dbnmptw - Named Pipes library]
24 INFO_VERBOSE Oct 07 2013|07:11:00 3036:Connection String = Network=dbnmptw
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:-----
-----

```

此日志表示调度程序不可能建立与UCCX的连接，并且，错误发生在与UCCX的读的连接。所以，调度程序没有创建报告。

为了解决此问题，请保证向前和反向域名系统(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。重要的是非常向前和反向查找正确地作用。