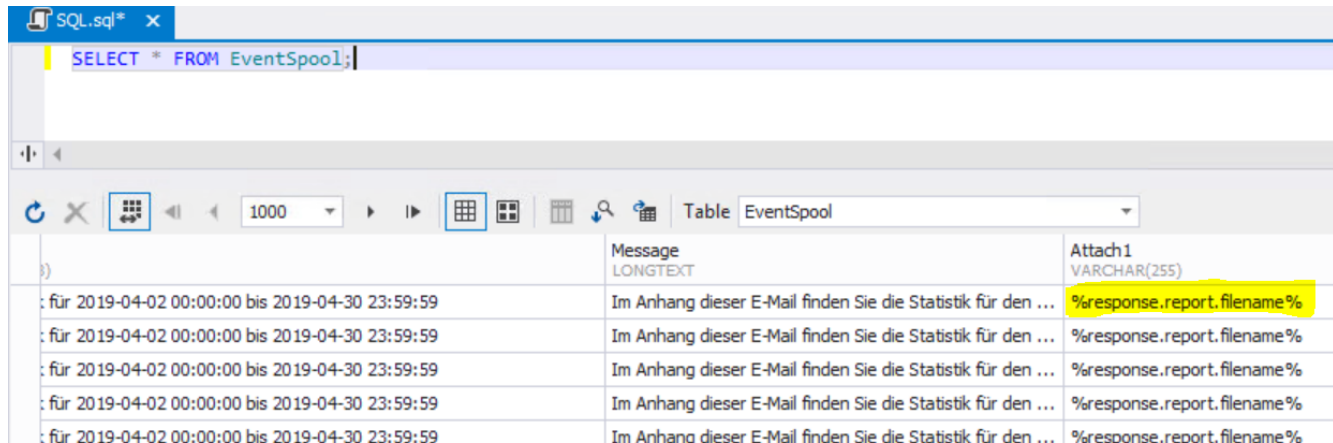


# Report Subscription https

## Symptom

Report subscriptions are not sent.

Report jobs are created with the filename %response.report.filename% as Attach 1, see screenshot:



Message	Attach1
Im Anhang dieser E-Mail finden Sie die Statistik für den ...	%response.report.filename%
Im Anhang dieser E-Mail finden Sie die Statistik für den ...	%response.report.filename%
Im Anhang dieser E-Mail finden Sie die Statistik für den ...	%response.report.filename%
Im Anhang dieser E-Mail finden Sie die Statistik für den ...	%response.report.filename%
Im Anhang dieser E-Mail finden Sie die Statistik für den ...	%response.report.filename%

## Cause 1

The URL used for generating reports is incorrect, check the configuration of the system parameter **Portal.Webservice.StatisticsServlet.URL**.

If the load balancer is configured with https, and forces redirection from http to https, then the following parameter must be changed to https, so that report subscriptions are generated correctly.



Name	Value	Standard Value	Role	Description
Portal.Webservice.StatisticsServlet.Command	c:/cygwin/bin/curl.exe -X POST -k -d 'ReportSubscriptions_ID=<id>' \$url	c:/cygwin/bin/curl.exe -X POST -k -d 'ReportSubscriptions_ID=<id>' \$url	System	The command the daemon process which processes report subscriptions uses to retrieve the report. For CURL, the -k command can be used to ignore https certificates.
Portal.Webservice.StatisticsServlet.MaxWaitTime	600000	600000	System	The maximum time in milliseconds used by the daemon process which processes report subscriptions to wait for a subscribed report to complete before timing out.
Portal.Webservice.StatisticsServlet.URL	https://ac9-lb/CarrierPortal/StatisticsReportsServlet	http://STORE/CarrierPortal/StatisticsReportsServlet	System	The Path of the WebService Statistics Servlet used by the daemon process which processes report subscriptions.

## Cause 2

The server is not correctly configured with an SMTP account, either in the client account [Client Master Data](#), or at the system level under Parameters.