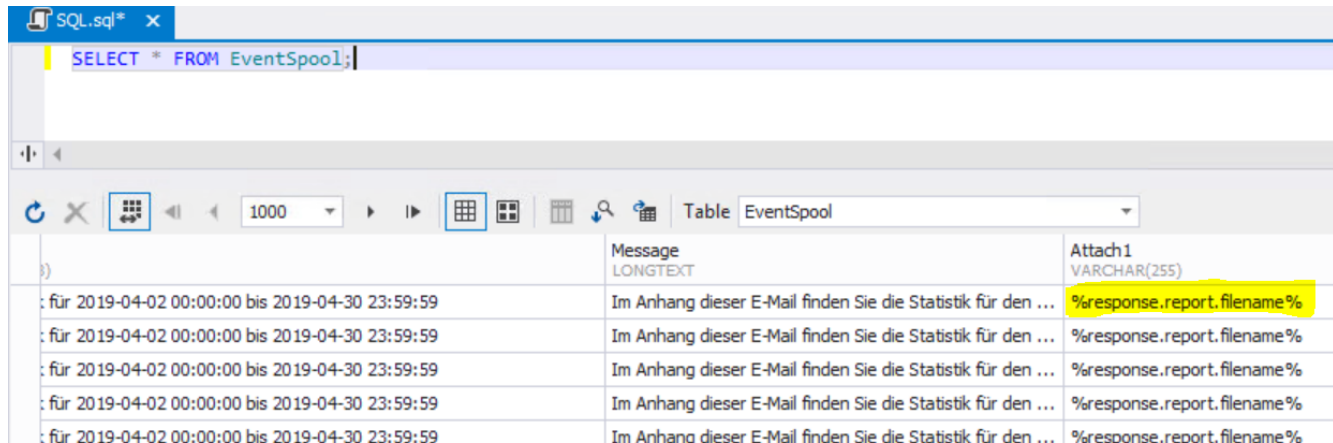# Report Subscription https

Symptom

Report subscriptions are not sent.

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

Cause 1

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

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.