

A Database Connection Error 5051 error appears

Problem Summary	When you try to log into the Cisco Unified CCX Historical Reporting client software on the client computer, a Database Connection Error 5051 is displayed.
Error Message	Error 5051.
Possible Cause	Network connectivity is down or the client connection setting is incorrect.
Recommended Action	<p>Complete the following steps:</p> <ol style="list-style-type: none"> 1. From the Windows Control Panel on the Cisco Unified CCX Historical reports client computer, choose Data Sources (ODBC). 2. Create a DSN to the db_cra database on the Cisco Unified CCX server to which the client computer is attempting to connect. Make sure the client computer and the Cisco Unified CCX server have the same Administrator password. While pointing the ODBC data source to the Cisco Unified CCX server, <i>use<crsServerNameOrIP>\CRSSQL</i> where <i>crsServerNameOrIP</i> is the named instance. For example, if your Cisco Unified CCX server name is CiscoUCCXserver1, in the Server input box, type <i>CiscoUCCXserver1\CRSSQL</i>. Cisco Unified CCX uses NT authentication, so choose the Windows NT authentication radio button. 3. If the DSN cannot be created, verify that network connectivity exists between the Cisco Unified CCX Historical Reports client computer and the Cisco Unified CCX server. 4. If you are able to connect successfully using the DSN, update the hrcConfig.ini file on the client computer with the appropriate network library.
Release	Release 7.0(1)
Associated CDETS #	None.