

A Database Connection Error 5051 error appears in HRC 8.0 or 8.5

Problem Summary	A Database Connection Error 5051 error appears in HRC 8.0 or 8.5 when a user tries to login to HRC
Error Message	Unable to establish connection to database.Check the log file for error 5051.
Possible Cause	<p>Following can be possibilities -</p> <ul style="list-style-type: none"> • The password for the Informix DB user account 'uccxhrc' has been changed • 'Informix Driver' is deleted from 'C:\Program files\Cisco Unified CCX Historical Reports' at the client machine • 'Informix server' is down
Recommended Action	<ul style="list-style-type: none"> • If you change the password for the Informix DB user account 'uccxhrc', please contact DE to set back the password to the actual one. • Ensure that 'Client-SDK' is present under 'C:\Program files\Cisco Unified CCX Historical Reports\Driver' folder of the client machine • Ensure that 'Informix Server' is up and accessible at the UCCX machine.
Release	Release 8.0, Release 8.5,
Associated CDETS #	