

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

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