

## Database\_Connection\_Error\_5051\_while\_Starting\_the\_Reporting\_Client

<b>Problem Summary</b>	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.
<b>Error Message</b>	Error 5051
<b>Possible Cause</b>	Network connectivity is down or access to needed ports are blocked.
<b>Recommended Action</b>	<p>Do the following:</p> <ol style="list-style-type: none"> <li>1. Confirm connectivity to the network.</li> <li>2. Test connectivity to the CCX server web page.</li> <li>3. Create an ODBC data source from the client machine to the Unified CCX server and test the connectivity. See Chapter 4 of 'Cisco Unified CCX Historical Reporting: Administration and Developer Guide' for detailed instructions.</li> <li>4. Check with your network administrator to see if ports are blocked between the client and the Unified CCX server if the server is behind a firewall.</li> </ol>
<b>Release</b>	Release 8.0(1), Release 8.5(1)
<b>Associated CDETS #</b>	None.