

Database_Connection_Error_5051_while_Starting_the_Reporting_Client

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 access to needed ports are blocked.
Recommended Action	<p>Do the following:</p> <ol style="list-style-type: none"> 1. Confirm connectivity to the network. 2. Test connectivity to the CCX server web page. 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. 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.
Release	Release 8.0(1), Release 8.5(1)
Associated CDETS #	None.