

Database Subsystem fails to connect to MS SQL server

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| Problem Summary | Database subsystem fails to connect to MS SQL Server with an error message as "Access denied or Server not available" |
| Problem description | For the external database - SQL Server 2005, if there are OS updates applied on the UCCX server, the ODBC connections created to this external database from Unified CCX fails with an error message as "Access denied or Server not available" (SQL error of 1326) rendering the Database subsystem (EDBS) to run in partial service |
| Possible Cause | Invalid configuration in SQL Server Client Network Utility |
| Recommended Action | <p>Approach 1</p> <p>a) In Unified CCX SQL Server 2000/2005 - Start the Client Network Utility. b) On the General tab, add TCP/IP in the list under Enabled protocols by order. (ensure that it is listed as the first item) c) Click the Alias tab, and then click Add. Under Network libraries, select TCP/IP. d) In the Server name text box, type the IP address of the server that is running SQL Server 2000/2005. Note: If port other that 1433 is being used Click the check box to clear the Dynamically determine port option, and then type the port number of the instance of SQL Server 2000/2005 in the Port number text box.</p> <hr/> <p>Approach 2</p> <p>Run the command *cliconfg.exe* it will launch SQL Server Client Network Utility. Click on Aliases tab, if there is an alias with IP address modify it to use host name and ensure it is using TCP/IP. If you see authentication issues in the SQL Agent log, instead of connecting using TCP/IP, try using Named Pipes. Go to General tab, add Named pipes and move it up the order and modify the alias to use Named Pipes. For additional information on this issue, refer: http://support.microsoft.com/kb/328306</p> |
| Release | Release 7.0(1) |
| Associated CDETS # | CSCtd19548 |