

## Error when choosing an option from the Historical Reporting web page

<b>Problem Summary</b>	An error message appears when you choose an option from a web page in Cisco Historical Reporting.
<b>Error Message</b>	Not defined.
<b>Possible Cause</b>	The Cisco Unified CCX Node Manager service or the MSSQLServer service might not be running, or there might be a problem connecting to the Cisco Unified CCX database.
<b>Recommended Action</b>	<p>Complete the following steps:</p> <ol style="list-style-type: none"> <li>1. Make sure that the Cisco Unified CCX Node Manager service is running on the Cisco Unified CCX server.</li> <li>2. Make sure that the MSSQLServer service is running on the Cisco Unified CCX server.</li> <li>3. On the Cisco Unified CCX server, choose <b>Start &gt; Settings &gt; Control Panel &gt; Administrative Tools &gt; Data Sources (ODBC)</b> and make sure that ODBC System DSNs dsn_cra and DSN_SCH_DB are properly configured.</li> </ol>
<b>Release</b>	Release 7.0(1)
<b>Associated CDETS #</b>	None.