

Error when choosing an option from the Historical Reporting web page

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