

Report Execution Fails with Database Error

Problem Summary	Report execution fails with Error message on UI : <u>Dataset status is Failed (Database error)</u> .
Error Message	com.cisco.ccbu.cuic.businesslogic.datasources.CuicDbException: DbException: For database host?.
Possible Cause	This may be due to connectivity issues with Unified CCX Datasource.
Recommended Action	<ul style="list-style-type: none"> • Go to the Data Source page in Cisco Unified Intelligence Center. • Check the status of the Unified CCX datasource. • If it is offline, validate it with the CCX Database service status as shown in CCX Serviceability. • If DB service is running but the datasource appears offline, log in to Cisco Unified Intelligence Center as the Application Administrator, click Edit Datasource and verify the datasource configuration. • Do not update any parameter in the Edit Datasource page. Instead, to reconfigure the datasource to point to the proper values, go to AppAdmin > Tools > Historical Reporting > Reporting Configuration, and then click Update without changing any configuration. This resets the datasource with proper configuration.
Release	Release 9.0(1)
Associated CDETS #	None