

Reports do not run after restoring DB backup data - collation conflict seen in logs

Problem Summary	Once data has been restored from a backup onto a new system, cannot generate historical reports.
Error Message	<p>Look for the following error messages:</p> <p>"could not obtain information from database: the syntax of SQL command contains errors. check the log file for error 5048"</p> <p>The log file will report collation conflicts:</p> <pre>21/07/2010 15:15:54 %CHC-LOG_SUBFAC-3-UNK:TraceDBError #1:(ADO Error# -2147217900 Description [Microsoft][ODBC SQL Server Driver][SQL Server]Cannot resolve collation conflict for equal to operation. Source Microsoft OLE DB Provider for ODBC Drivers SQLState 37000 NativeError 446) <code></pre>
Possible Cause	The data backup is from a system which was on locale A and is being restored on a system with locale B.
Recommended Action	Ensure that the new system on which the DB backup is being restored has the same locale as the source system. Ex. If the backup is from a system with UK locale, then it must get restored onto another system which also has UK locale. If the destination system has US locale, then this causes problems when trying to generate reports.
Release	Release 7.x
Associated CDETS #	None.