

## The Historical Reports client computer cannot connect to the Cisco Unified CCX server

<b>Problem Summary</b>	The Cisco Unified CCX Historical Reports client computer is unable to connect to the Cisco Unified CCX server. The Historical Reports Client log file shows the following message.
<b>Error Message</b>	<i>Not associated with a trusted connection.</i>
<b>Possible Cause</b>	SQL server is not being accessed with the proper authentication.
<b>Recommended Action</b>	<p>Perform the following steps on the Cisco Unified CCX Historical Reporting client computer:</p> <ol style="list-style-type: none"> <li>1. Choose <b>Start &gt; Programs &gt; Microsoft SQL Server n &gt; Enterprise Manager</b>, where <i>n</i> is a version number.</li> <li>2. Double-click <b>Microsoft SQL Servers</b>.</li> <li>3. Double-click <b>SQL Server Group</b>.</li> <li>4. From the SQL Server group, right-click the name of the server on which the Cisco Unified CCX databases reside.</li> <li>5. Choose <b>Properties</b>.</li> <li>6. Choose the <b>Security</b> tab.</li> <li>7. Click the <b>Windows only</b> radio button.</li> <li>8. Click <b>OK</b>.</li> </ol>
<b>Release</b>	Release 7.0(1)
<b>Associated CDETS #</b>	None.