

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

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