

# DBWorker Process Unable to Login to the Microsoft SQL Server 2005 Database

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## Introduction

The DBWorker process is used to communicate with the Microsoft SQL Server database that Cisco Intelligent Contact Management (ICM) uses. The DBWorker process is responsible for login and data retrieval from that database. For information on setting up external database for DBWorker, refer to [How to Set Up an External Database to be Accessed by DBWorker](#).

This document explains how to troubleshoot the issue of DBWorker process not communicating with the Microsoft SQL Server 2005 database.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Intelligent Contact Management (ICM) databases
- Microsoft SQL Query Utilities

### Components Used

This document is not restricted to specific software and hardware versions.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

### Conventions

Refer to [Cisco Technical Tips Conventions](#) for more information on document conventions.

## Problem

DBWorker process is not authenticating with the external Microsoft SQL Server 2005 database.

# Solution

SQL 2005 was not tested with ICM/IPCC versions other than 8.0, which is not yet released. All ICM versions prior to 8.0 must use an SQL 2000 database when they utilize an application gateway or **dblookup** commands.

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## Related Information

- [Cisco ICM Software Configuration Guide](#) 
  - [Technical Support & Documentation – Cisco Systems](#)
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