

Reset Cisco Unified Customer Voice Portal (CVP) Reporting Users Password

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Introduction

This document describes the procedure on how to reset the Informix Database User, `cvp_dbuser`, and `cvp_dbadmin` passwords on a Cisco Unified Customer Voice Portal (CVP) Reporting Server.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- CVP Server
- Cisco Unified Intelligent Contact Management (ICM), Cisco Unified Contact Center Enterprise (UCCE)

Components Used

The information in this document is based on these software versions:

- CVP Reporting Server 8.5 and above
- CVP Operations Console (OAMP)

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.

Problem

These are the most common symptoms of a bad username and password combination or a locked out account for the CVP Reporting users - `cvp_dbadmin` and `cvp_dbuser` and `informix` database user.

- CVP OAMP lists the CVP Reporting Server in a partial state

- Informix log file located **%INFORMIXDIR%%INFORMIXSERVER%.log** contains multiple log lines indicating "Error -951 - Incorrect password or user cvp_dbadmin@<server-name> is not known on the database server"
- CVP Reporting Server logs contain Purge errors related to Informix error 951

Solution

Step 1. Open a Remote Desktop Session to the Reporting Server.

Step 2. Log in to the server with a user who has administrator rights.

Step 3. Ensure that the CVP Reporting users **Informix**, **cvp_dbadmin**, **cvp_dbuser** exist on CVP Reporting Server.

Step 4. CVP Reporting users must be members of local Administrators and Informix admin groups.

Step 5. Ensure the CVP Reporting user accounts are not locked out.

Step 6. Ensure the Reporting Server is STOPPED via CVP OPS console before the Windows Password is changed. If the Reporting Server is not stopped, it will attempt to connect with the bad username/password combination and lock the **cvp_dbuser** account.

Step 7. Ensure the Cisco CVP Resource Manager service is started and running on the CVP Reporting Server.

Step 8. Navigate to Computer **Management > Local Users and Groups > Users**.

Step 9. Reset the password for **informix**, **cvp_dbadmin**, **cvp_dbuser** to a temporary password.

Step 10. Navigate to **OAMP console webpage > CVP Reporting Server > Select/Edit CVP Reporting Server Configuration > Database Administration > Change User Passwords**.

Step 11. Enter the temporary password in step 9 as the old password, and then enter your new permanent password.

Step 12. Ensure the accounts are not locked out through Windows Users & Groups.

Step 13. Restart the CVP Reporting Server service.