CUIC Import of UCCE Stock Reports Fails with the SELECT Permission Denied on the Object

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Introduction

This document describes the problem when the import of standard Unified Contact Center Enterprise (UCCE) reports fails on a new Cisco Unified Intelligence Center (CUIC) installation. The problem is usually outside CUIC, very likely on the Structured Query Language (SQL) database on the Administrative Workstation (AW) where the datasource points. Although it might seem that the import process should not be affected by the SQL configuration on the far end, it does seem to process some checks through the datasource and on SQL.

Problem

If permissions for a user specified in the datasource configuration are not correctly set in SQL, the import might fail with this error:

```
Import could not be completed: 13 reports failed to import.
For details check the log files.
```

The logs might show a message similar to this:

```
Failed to import report '[...]' : The SELECT permission was denied on the
object '...', database 'col_hds', schema 'dbo'. <- XMLTransformerImpl.java:2871".
```

Solution

1. Run 'Microsoft SQL Server Management Studio' on the AW to which the CUIC datasource points. If this program is not installed on the AW, you can run it from another machine and simply connect to the AW SQL.
2. In the 'object explorer', expand the *Security* folder. Go to logins and determine if the user to be used for the datasource exists. If yes, go to step 4.
3. Right−click the 'logins' folder and choose *new login...*. In the new window, search for the account which you want and add it.
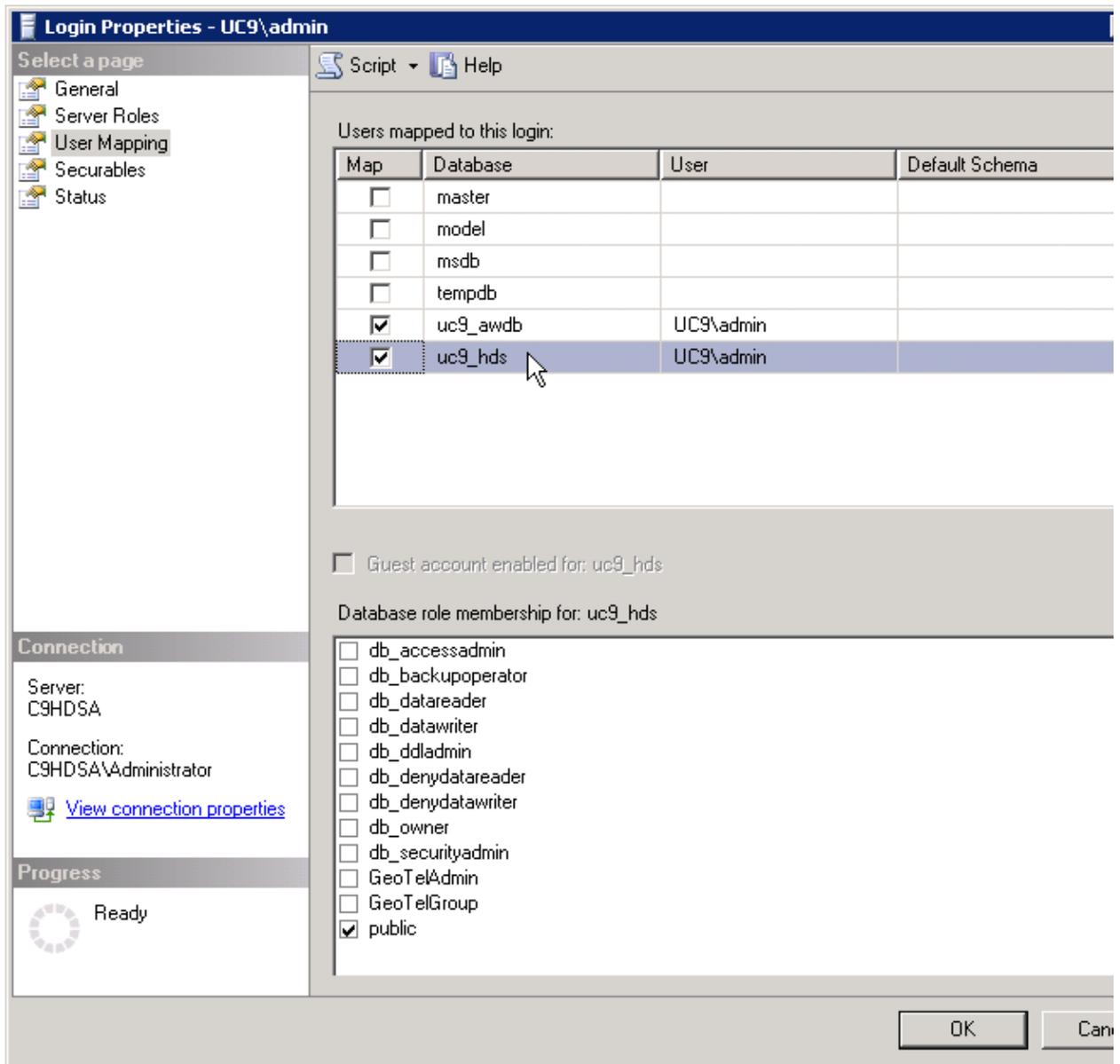
4. Assign the necessary mappings to the login.
5. Choose the Administrative Workstation Database (AWDB) /Historical Data Server (HDS) database and go to the *Security* folder.
6. Under the user folder, add a new user and then search for the user just added. Assign the user the appropriate permissions on both the AWDB and HDS databases.

This should fix the issue with permissions and import should now work.