

# Historical Reporting Client (HRC) User Login Fails

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## Introduction

This document discusses how to troubleshoot the Historical Reporting Client (HRC) user login failure issues.

## Prerequisites

## Requirements

There are no specific requirements for this document.

## 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.

## Error: Not associated with a trusted SQL Server connection

The Historical Reporting Client (HRC) user login fails with one of these error message in the log:  
<hostname>CiscoAppReports<number>.log which is available in the location .\Program

files\Cisco UCCX Historical Reports\Logs.

Not associated with a trusted SQL Server connection

Or

Database connection to 'CRA\_DATABASE' failed due to  
([Microsoft][ODBC SQL Server Driver]  
[SQL Server]Login failed for user 'db\_cra'.)

Or

Database connection to 'CRA\_DATABASE' failed due to  
([Microsoft][ODBC SQL Server Driver]  
[SQL Server]Cannot open database requested in login

Or

) Database Connection Error | Failed to login to database.  
Ask your administrator to check the database user id and password  
that is dynamically obtained from the application server.

Or

%CHC-LOG\_SUBFAC-3-UNK:Login Error  
| An Error occurred while attempting  
to communicate with web server.  
Check your user id and password and try again.  
(NO\_HISTORICAL\_REPORTING\_CAPABILITY)

Or

Database Connection Error.  
All available connections to database server are in use by other client  
machines. Please try again later and check the log file for error 5054

This issue can happen because of either of these reasons:

- The user might have started the Historical Reporting Client directly with the .exe file: .\Program files\Cisco UCCX Historical Reports.
- The SQL server authentication is set to **Mixed mode**. From CRS 5.0 and onwards, the only supported mode for the SQL server authentication is **Windows mode**.

## Solution

Perform these steps in order to resolve the issue:

1. Start HRC from either the shortcut available on the desktop or **Start > Programs > Cisco CRS Historical Reports**.
2. Make sure to enable the secondary logon service on the workstation under **Start > Settings > Control Panel > Administrative Tools > Services**.

**Note:** The HRC uses the Windows secondary logon service. It uses this to run the software with the **CiscoHistRptUsr** when the agent or supervisor is logged into the PC with their own account. This is the service that gives you the **Run As** option when you right-click on executables.

3. If the SQL server authentication is set to **Mixed mode**, change it to **Windows mode**:

- a. Login to the Server Operating System. Choose **Start > Programs > Microsoft SQL Server > Enterprise Manager**.
- b. Choose **Microsoft SQL Servers > SQL Server Group**.
- c. Right-click the **CRSSQL** server, and click **Properties**.
- d. Go to the **Security** tab, and choose **Windows Only** under **Authentication**. Click **OK**.

**Note:** You can change the Authentication mode to **Windows Only** by changing the LoginMode to *1* under HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Microsoft SQL Server\CRSSQL\MSSQLServer\LoginMode.

**Note:** For a High Availability (HA) setup, you need to change the authentication for both SQL servers under the **SQL Server Group** in the **Enterprise Manager**.

4. If you use MSDE, refer to Microsoft Knowledge Base Article [4433](#) for the procedure to change the authentication mode.
5. In order to open TCP port 4433 on the agent PC, either try to disable antivirus on any firewall or add an exception for this port. Refer to Cisco Customer Response Solutions (CRS) Port Utilization Guide for more information.

## Error Message: An error occurred while attempting to communicate with web server

The HRC user login fails with this error message:

```
Login Error An error occurred while attempting to communicate with web server.  
Check your userid and password and try again.
```

### Solution 1

Complete these steps in order to resolve the issue:

1. Go to the AppAdmin page and choose **Tools > Historical Reporting > User Configuration**.
2. Select your first Historical Reporting user from the drop-down list, then click **Next**.
3. Choose **IVR** from the **Installed** (left) column and move it to the **Selected** (right) column. Select **ICD Enhanced** from the **Installed** (left) column and move it to the **Selected** (right) column.
4. Click **Update**.
5. Restart the Cisco Tomcat service.

### Solution 2

This issue can happen if the username/password of the user for which the login failed contain any special character like underscore (`_`), tilde (`~`), etc. If so, remove the special character from the username/password in order to resolve the issue.

### Solution 3

This issue can also be caused by the proxy server settings in the Web browser. If the proxy server is configured on the PC's Web browser, you need to disable the same in order to resolve the issue.

## Error 5022 when launching the Historical Reports Client

After a fresh installation of UCCX 4.0(4), this error is received when launching the Historical Reports Client:

An Exception Error occurred. Application exiting. Check the log file for error 5022

## Solution

Perform these steps in order to resolve this error:

1. Uninstall the HRC from the client's machine.
2. Perform these steps in order to manually unregister the DLLs:
  - a. Click **Start > Run > cmd**.
  - b. Type **C:\Windows\System32**.
  - c. Issue these commands:

```
◇ regsvr32 /u craxdrt.dll
◇ regsvr32 /u crviewer.dll
```
  - d. Exit the command prompt.
  - e. Delete the **craxdrt.dll** and **crviewer.dll** files from **C:\Windows\System32**.
3. Log in to the **AppAdmin** page. Go to **Tools > Plug-in** and install the HRC.
4. Perform these steps in order to manually register the DLLs:
  - a. Click **Start > Run > cmd**.
  - b. Type **C:\Windows\System32**.
  - c. Issue these commands:

```
◇ regsvr32 craxdrt.dll
◇ regsvr32 crviewer.dll
```

## Unable to Launch HRC

HRC users are not able to launch HRC without admin privileges on the PC. When an HRC user attempts to login to HRC, it does not launch and the `Unable to start` error message is received.

## Solution

Refer to either Cisco bug ID CSCto17789 (registered customers only) or CSCtn53212 (registered customers only) for a possible fix.

## Unable to Log in to HRC Client

When trying to log in to the HRC client, this error message is received:

```
Unable to establish connection to database with the error 5051
```

## Solution

Log in as the user of the PC, and complete these steps in order to resolve the issue:

1. In order to install the HRC, right-click the executable, select **Run As**, and select a Domain Administrator account (this is not necessary if logged in as the domain admin).
2. Complete the steps through the installer, and reboot the PC.
3. Log in as a domain admin, and set the user as a **Power User** through Windows Management.
4. Log out, and log in as the PC user.

5. Manually create two shortcuts on the desktop (one for the HRC and one for the HRC Scheduler):
  - a. The HRC executable is located in the **c:\Program Files\Cisco UCCX Historical Reports** directory. Right-click **CiscoAppReports.exe**, and send to the desktop.
  - b. The HRC Scheduler executable is located in the **c:\Program Files\Cisco UCCX Historical Reports\Scheduler** directory. Right-click **ReportScheduler.exe**, and send to the desktop.
  - c. Once the scheduler starts automatically, you can add it to the Start Up folder (**c:\Documents and Settings\<username>\Start Menu\Programs\Startup**) or just drag and drop to **Start > All Programs > StartUp**.

## Related Information

- [Voice Technology Support](#)
- [Voice and Unified Communications Product Support](#)
- [Technical Support & Documentation – Cisco Systems](#)

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