

I have been trying to setup the CCE ODBC connection to CMS. I have installed the OpenLink 5.2 version of the ODBC software, and I am able to use the ODBC connection. As per the IDS user guide I have d a File DSN with the name CMS. When I start the IDS MM process I get an error saying that the DSN can not be found. When I have tested the connection, the test comes back successful. Any ideas on what I have done wrong would be appreciated. Thanks, Josh [IDS MMAE CM

#### **Question**

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#### **Response**

As at April 2008 there is a known issue with the OpenLink 5.2 driver for CMS. Once this issue is resolved we will then investigate any outstanding problems as the resolution to this problem is unclear, whether it will be an updated driver or a different method of connection to CMS.

#### **Update**

The Open Link Driver is to be no longer used for connectivity to CMS. Instead the Informix client driver is to be used however this requires CMS itself to be modified. Please contact your local Avaya support to arrange this. Note CCE 3.0.3 is the minimum version required to support File DSN.

#### **Applicable to**

Avaya Contact Center Express 3.x

Last Modified By: Simon Fitz-Gerald, Thursday, June 11, 2009  
<http://support.avayacce.com/KnowledgebaseArticle13528.aspx>

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