

## A Component Manager goes into partial service when uploading a zip file

<b>Problem Summary</b>	When uploading a file or zip file from Prompt Management, Grammar Management, or Document Management in Cisco Unified CCX Administration, the Cisco Unified CCX Engine component Prompt Manager (or Grammar Manager or Document Manager) is shown in PARTIAL_SERVICE state.
<b>Error Message</b>	<i>PARTIAL_SERVICE</i>
<b>Possible Cause</b>	The Prompt Manager, Grammar Manager, or Document Manager are put in PARTIAL_SERVICE by File Manager while it synchronizes the uploaded files from the Repository datastore to the local disk. Once the synchronization is complete, they are put back into INSERVICE state.
<b>Recommended Action</b>	None.
<b>Release</b>	Release 7.0(1)
<b>Associated CDETS #</b>	None.