

## Finesse Admin fails to save or reset system settings configuration

<b>Problem Summary</b>	When saving or resetting system configuration through the Finesse Administration Console, you see an error indicating that the operation failed.
<b>Error Message</b>	<p>You may see either of the following error messages:</p> <ul style="list-style-type: none"> <li>• "An error occurred. Contact your administrator"</li> <li>• "An error occurred while retrieving server settings. Refresh the page or click the Reset button to try again."</li> </ul>
<b>Possible Cause</b>	This issue can occur if the database on the Finesse server has stopped functioning.
<b>Recommended Action</b>	Use the CLI command to restart the "A Cisco DB" service.
<b>Release</b>	Release 8.5(3)
<b>Associated CDETS #</b>	None.