

Finesse Admin fails to save or reset system settings configuration

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