

Administration: Tabs in the administration console do not load

Problem Summary	In the Finesse administration console, you can navigate to the different tabs but the records on each tab do not load.
Error Message	An error occurred while retrieving settings. To try again, refresh the page.
Possible Cause	If refreshing the page does not resolve the error, the Finesse database (A Cisco DB service) may be down.
Recommended Action	Use the CLI command utils service list to check the status of the A Cisco DB service. This command returns a list of Finesse services and their status. If the following appears in the list, the database is out of service: A Cisco DB[STOPPED] Commanded Out of Service If the database is out of service, use the following CLI command to restart it: utils restart A Cisco DB
Release	Release 9.1(1), Release 10.0(1), Release 10.5(1), Release 10.6(1)
Associated CDETS #	None