

Administration: Tabs in the administration console do not load

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| 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), Release 11.0(1) |
| Associated CDETS # | None |