

Agent Desktop displays a Partial Service or No Service message in the status bar

Problem Summary	The agent sees the message 'Partial Service' or 'No Service' in the Agent Desktop status bar.
Error Message	None.
Possible Cause	Agent Desktop has detected that it is unable to communicate with a service (generally within three minutes of the service failure), and displays the 'Partial Service' or 'No Service' message to indicate that some or all of the services have failed.
Recommended Action	Double-click the message in the status bar to display the Server Status popup window. This window lists Agent Desktop features and indicates which features are affected by the service failure. When Agent Desktop detects that the failed service is available again (usually within one minute of the service recovery) the status bar displays 'In Service' to indicate that the service has recovered.
Release	CAD Unified CCX 8.5
Associated CDETS #	None.