

## You are unable to save a reskilling change in the Agent Re-skilling Web Tool

<b>Problem Summary</b>	You get an "Unable to establish database connection for update operations" error when trying to save a reskilling change in the Agent Reskilling Web Tool.
<b>Log Message</b>	"Unable to establish database connection for update operations."
<b>Possible Cause</b>	The Distributor service may not be running.  Or you may not have restarted (cycled) the Distributor service after enabling reskilling in the Administration & Data Server.
<b>Recommended Action</b>	Go to Service Management and start or cycle the Distributor service for the applicable Instance.
<b>Release</b>	Release 8.0(1)
<b>Associated CDETS #</b>	N/A