

**Database Subsystem goes into partial service**

<b>Problem Summary</b>	The Database subsystem is in partial service when the Cisco Unified CCX system is configured to use a Sybase database.
<b>Error Message</b>	None.
<b>Possible Cause</b>	If the Sybase datasource name that you enter in the Cisco Unified CCX Administration Enterprise Database Subsystem Configuration web page does not match exactly the datasource name in the Windows ODBC DSN configuration window, the database connection will fail and the database will go into partial service.
<b>Recommended Action</b>	Be sure the Sybase datasource name on the Administration Enterprise Database Subsystem Configuration web page matches the Windows ODBC datasource name.
<b>Release</b>	Release 7.0(1)
<b>Associated CDETS #</b>	None.