

Database Subsystem goes into partial service

Problem Summary	The Database subsystem is in partial service when the Cisco Unified CCX system is configured to use a Sybase database.
Error Message	None.
Possible Cause	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.
Recommended Action	Be sure the Sybase datasource name on the Administration Enterprise Database Subsystem Configuration web page matches the Windows ODBC datasource name.
Release	Release 7.0(1)
Associated CDETS #	None.