

## **SystemInfo GET API returns an empty value for primary and secondary Finesse hosts when the Database goes down and Tomcat restarts**

<b>Problem Summary</b>	When the database goes down and Tomcat restarts, Finesse will go OUT_OF_SERVICE and the SystemInfo -Get API returns empty values for the primary and secondary Finesse hosts in the response.
<b>Error Message</b>	None.
<b>Possible Cause</b>	This may occur the if database is down and Tomcat restarts.
<b>Recommended Action</b>	Make sure that the Database service is running. To check the staus of services, enter the command: <b>utils service list</b> in the Finesse server CLI. If it is not running, use the appropriate CLI command to restart the "A Cisco DB" service.
<b>Release</b>	Release 8.5(3)
<b>Associated CDETS #</b>	None.