

Error dialog: Unable to retrieve list of wrap-up reasons

Problem Summary	While on a call, an agent sees an error message in the wrap-up control that states Finesse is unable to retrieve a list of wrap-up reasons.
Error Message	<p>Unable to retrieve your list of wrap-up reasons. To try again, refresh the page.</p> <p>Errors similar to the following will appear in the webservice logs:</p> <pre>0000019182: 192.168.1.1: Oct 20 2011 09:30:34.160 -0400: %CCBU_http-8080-31-4-DB_RUNTIME_EXCEPTION: %[hibernate_error_message=DB Runtime Exception thrown from Hibernate Layer][hibernate_exception=org.hibernate.exception.GenericJDBCException: Cannot open connection]: DataBase not available 2011-10-20 09:30:34,160 ERROR [http-8080-42] util.JDBCExceptionReporter - Connections could not be acquired from the underlying database! 0000019183: 192.168.1.1: Oct 20 2011 09:30:34.161 -0400: %CCBU_http-8080-42-4-DB_RUNTIME_EXCEPTION: %[hibernate_error_message=DB Runtime Exception thrown from Hibernate Layer][hibernate_exception=org.hibernate.exception.GenericJDBCException: Cannot open connection]: DataBase not available</pre>
Possible Cause	The database where Finesse stores the wrap-up reasons is down.
Recommended Action	<ol style="list-style-type: none"> 1. Check to see if the database is running by initiating the following VOS command: <i>utils service list</i>. 2. If the service "A Cisco DB" is not listed as started, use the following command to start the service: <i>utils service start "A Cisco DB"</i>. 3. If the service is listed as started or does not start, contact TAC.
Release	Release 8.5(3), Release 9.0(1), Release 9.1(1), Release 10.0(1), Release 10.5(1), Release 10.6(1), Release 11.0(1)
Associated CDETS #	None