

Error dialog: Unable to retrieve not ready reason codes

Problem Summary	After signing in, the agent sees an error message that states Finesse is unable to retrieve not ready reason codes from the server.
Error Message	<p>Unable to retrieve Not Ready reason codes from the server. Please try again and if condition persists contact your administrator.</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 not ready reason codes 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