

Error message appears indicating connection with database is broken

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| Problem Summary | During generation of an Agent Detail Report or an Abandoned Call Detail Activity Report, an error message might appear indicating that the connection with the database has been broken. |
| Error Message | <i>Connection with database is broken.</i> |
| Possible Cause | This message might appear if the system is under a heavy load when either of these reports is generated. A heavy load can include tens of thousands of calls during the report period or the maximum number of skills configured in the system. |
| Recommended Action | To work around this problem, reduce the length of the report period or reconfigure CSQs so that there are more CSQs with fewer skills each. |
| Release | Release 7.0(1) |
| Associated CDETS # | None. |