

## Error message appears indicating connection with database is broken

<b>Problem Summary</b>	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.
<b>Error Message</b>	<i>Connection with database is broken.</i>
<b>Possible Cause</b>	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.
<b>Recommended Action</b>	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.
<b>Release</b>	Release 7.0(1)
<b>Associated CDETS #</b>	None.