

Error message appears indicating connection with database is broken

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.