

**UCM Telephony SS Out Of Service - DB\_ACCESS\_ERROR**

<b>Problem Summary</b>	UCM Telephony SS Out Of Service - DB_ACCESS_ERROR
<b>Error Message</b>	2505: Mar 08 23:21:35.162 IST %MIVR-SS_TEL-3-ModuleRunTimeFailure:Run-time Failure: Module Name=Unified CM Telephony Subsystem,Module Run-time Failure Cause=8,Module Failure Name=ALL_JTAPI_TRIGGERS,Module Failure Message=com.cisco.config.ConfigException: DB_ACCESS_ERROR; nested exception is:
<b>Possible Cause</b>	JTAPI Subsystem had issues during DB access while reading config objects.
<b>Recommended Action</b>	If you find JTAPI SS out of service and also see DB_ACCESS_ERROR when JTAPI SS attempts to read a config object then please escalate to UCCX DB team.
<b>Release</b>	Release 8.0(1) and Release 7.0(1)
<b>Associated CDETS #</b>	None