

## Attempting to start the Cisco Unified CCX Node Manager service causes an error 1069

<b>Problem Summary</b>	You attempt to start the Cisco Unified CCX Node Manager service in the Windows Services window and the following message appears.
<b>Error Message</b>	<i>Could not start the Cisco Unified CCX Node Manager service on local computer. Error 1069: The service did not start due to a logon failure.</i>
<b>Possible Cause</b>	When you install Cisco Unified CM or Cisco Unified CCX, the Windows 2003 administrator password that you enter overwrites the existing Windows 2003 administrator password. Also, if you enter a password that includes spaces, it may not be recorded properly.
<b>Recommended Action</b>	<p>Perform the following steps to change the password for the Cisco Unified CCX Node Manager service:</p> <ol style="list-style-type: none"> <li>1. On the Cisco Unified CCX Server, choose Start &gt; Settings &gt; Control Panel &gt; Administrative Tools &gt; Services.</li> <li>2. Double-click Cisco Unified CCX Node Manager.</li> <li>3. Choose the Log On tab.</li> <li>4. Enter and confirm the Windows 2003 administrator password and click Apply. Do not include spaces in the password.</li> </ol>
<b>Release</b>	Release 7.0(1)
<b>Associated CDETS #</b>	None.