

## Cannot configure Application or System parameters from their pages in Cisco Unified CCX Administration

<b>Problem Summary</b>	Cannot configure Application or System parameters from their pages in Cisco Unified CCX Administration. Error: "ConfigException* occurred"
<b>Error Message</b>	Error: "ConfigException* occurred"
<b>Possible Cause</b>	This can happen if Cisco Unified CCX Config datastore service is OOS when SQL Services or MSDTC are not running.
<b>Recommended Action</b>	Check in the control center that the Microsoft Distributed Transaction coordinator, Microsoft SQL Agent services are running and the Cisco Unified CCX Config datastore is in INSERVICE. If it is an HA setup, ensure that both nodes have the above services up and running. If not, start the service.
<b>Release</b>	Release 7.0, Release 5.0
<b>Associated CDETS #</b>	None