

## Cisco Unified CCX Engine is running but calls are not answered

<b>Problem Summary</b>	The Cisco Unified CCX Engine is running but the Cisco Unified CCX system does not answer calls.
<b>Error Message</b>	None.
<b>Possible Cause</b>	The JTAPI subsystem is out of service, the trigger is disabled, the application is disabled, the maximum number of sessions or maximum number of tasks were exceeded, or no CTI ports or media channels are available for the trigger.
<b>Recommended Action</b>	<p>Complete the following steps:</p> <ol style="list-style-type: none"> <li>1. From the Cisco Unified CCX Administration web page, choose System &gt; Control Center, pick up the servers on the left panel, and expand the Cisco Unified CCX Engine to verify that the JTAPI subsystem is in service. If the JTAPI subsystem is in partial service, see the ?JTAPI subsystem is in partial service? troubleshooting tip in this guide. If the JTAPI subsystem out of service, refer to the ?Cisco Unified CCX Provisioning for Cisco Unified Communications Manager? section in the <i>Cisco Unified Contact Center Express Administration Guide</i> for information about configuration.</li> <li>2. From the Cisco Unified CCX Administration web page, choose <b>Subsystems &gt; JTAPI</b> and <b>click the JTAPI Triggers</b> hyperlink. If <b>False</b> appears in the <b>Enabled</b> column for the trigger, double-click the trigger, click the <b>Enabled Yes</b> radio button, and then click <b>Update</b>.</li> <li>3. From the Cisco Unified CCX Administration web page, choose <b>Applications &gt; Configure Applications</b>. If <b>No</b> appears in the <b>Enabled</b> column for the application, double-click the application, click the <b>Enabled Yes</b> radio button, and then click <b>Update</b>.</li> <li>4. In the Cisco Unified CCX trace files, verify that the calls do not exceed the maximum number of allowed sessions.</li> <li>5. In the Cisco Unified CCX trace files, verify that the calls do not exceed the maximum number of allowed tasks.</li> <li>6. In the Cisco Unified CCX trace files, make sure that there are no messages regarding insufficient free CTI ports or media channels.</li> </ol>
<b>Release</b>	Release 7.0(1)
<b>Associated CDETS #</b>	None.