

Cisco Unified CCX Server and Active Directory integration results in some services being unregistered

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| Problem Summary | Installing Cisco Unified CCX Server into a corporate Active Directory to take advantage of a single logon to access the DESKTOP_CFG share, instead of creating local logon account and local permissions on the Cisco Unified CCX Server, results in some services not being registered. For example, when installing new product features, such as MRCP TTS, or VoIP Monitor Server, some services might not register. |
| Error Message | None. |
| Possible Cause | Domain security policies can affect the installation, and some services might not get registered. The installation appears to complete without problems. |
| Recommended Action | To correct this problem, complete the following steps: <ol style="list-style-type: none"> 1. Remove the Cisco Unified CCX server from Active Directory back into a local workgroup and then reboot. 2. Log on as the local Administrator, and then run the necessary installer CD. 3. Reboot and complete any new setup and configuration. 4. Re-add the Cisco Unified CCX server back into the Active Directory. |
| Release | Release 7.0(1) |
| Associated CDETS # | None. |