

Cisco Unified CCX does not accept a call or function properly

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| Problem Summary | The Cisco Unified CCX system does not accept a call or function properly. |
| Error Message | From the Cisco Unified CCX Administration Control Center, under a specific server link, there is neither Cisco Unified CCX Engine nor Cisco Unified CCX SQL Server (Config/Historical/Repository/Agent). |
| Possible Cause | One possible cause could be that the component is not activated. |
| Recommended Action | Go to the Cisco Unified CCX Administration web page to activate the appropriate component. |
| Release | Release 7.0(1) |
| Associated CDETS # | None. |