

Cisco Unified CCX does not accept a call or function properly

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.