

## Cisco Unified CCX does not accept a call or function properly

<b>Problem Summary</b>	The Cisco Unified CCX system does not accept a call or function properly.
<b>Error Message</b>	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).
<b>Possible Cause</b>	One possible cause could be that the component is not activated.
<b>Recommended Action</b>	Go to the Cisco Unified CCX Administration web page to activate the appropriate component.
<b>Release</b>	Release 7.0(1)
<b>Associated CDETS #</b>	None.