

Cisco Unified CCX server keeps rebooting due to Cisco Unified CCX Node Manager failure

| | |
|---------------------------|--|
| Problem Summary | The Cisco Unified CCX server keeps rebooting due to the Cisco Unified CCX Node Manager service failure. |
| Error Message | A Microsoft Windows message shows a server reboot in 60 seconds due to the service failure. |
| Possible Cause | The problem might result from a variety of reasons, such as from failures of the Cisco Unified CCX Engine, Cisco Unified CCX Administration, datastore, and Desktop services. |
| Recommended Action | <p>Complete the following steps:</p> <ol style="list-style-type: none"> 1. Go to the Windows Services Control Panel. Under the Recovery tab, change First/Second/Subsequent failures action to Take No Action. 2. Look at the Cisco MCVD log first to identify the failure service; then go to the log of that service to find the reason. 3. After you correct the failure, restore the failure recovery action back to First failure: Restart the Service; Second failure: Reboot the Computer; Subsequent failures: Reboot the Computer. |
| Release | Release 7.0(1) |
| Associated CDETS # | None. |