

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

<b>Problem Summary</b>	The Cisco Unified CCX server keeps rebooting due to the Cisco Unified CCX Node Manager service failure.
<b>Error Message</b>	A Microsoft Windows message shows a server reboot in 60 seconds due to the service failure.
<b>Possible Cause</b>	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.
<b>Recommended Action</b>	<p>Complete the following steps:</p> <ol style="list-style-type: none"> <li>1. Go to the Windows Services Control Panel. Under the Recovery tab, change First/Second/Subsequent failures action to Take No Action.</li> <li>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.</li> <li>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.</li> </ol>
<b>Release</b>	Release 7.0(1)
<b>Associated CDETS #</b>	None.