

Unified Expert Advisor runtime stays in partial service on startup

| | |
|---------------------------|--|
| Problem Summary | Unified Expert Advisor runtime stays in partial service on startup. The logs show that RDA is unable to go into partial service as MPI receives a '404' response (not found) from Cisco Unified Presence. |
| Error Message | None. |
| Possible Cause | The Cisco Unified Presence users configured as the Unified Expert Advisor Runtime users may not be different for each runtime server. |
| Recommended Action | Verify that the Cisco Unified Presence users configured as the Unified Expert Advisor runtime users are different for each runtime server. Also verify that those users have Cisco Unified Personal Communicator (CUPC) privileges granted in the end user configuration on the Cisco Unified Communications Manager (Unified CM). One way to verify this is to shutdown the Unified Expert Advisor runtime servers, start Cisco Unified Personal Communicator and login as the users configured for the Unified Expert Advisor runtime server. Verify that users can login and send messages to each other. |
| Release | Release 7.6(1). |
| Associated CDETS # | None. |