VoIP Monitor Subsystem on Unified CCX in partial service

Problem Summary	The VoIP Monitor Subsystem remains in partial service, even after restarting the Unified CCX Engine and rebooting the machine.
Error Message	None.
Possible Cause	The IPCC Express Gateway PG is installed on the Unified CCX Server. As part of the installation process, the Unified CCX Server is added to Unified ICME's Active Directory Domain. This means that the host name changes—as the domain name becomes part of the host name—and VoIP becomes partial service. For more information, see the Cisco Desktop Administrator User's Guide, Release 6.1(1).
Recommended Action	Complete the following steps: 1. In Cisco Desktop Administrator's VoIP Monitor window, click **Remove VoIP, Recording/Playback Server** on the toolbar. The Remove VoIP/Recording & Playback Server dialog box appears. 2. In the VoIP Monitor Servers drop-down list, select the service you want to remove from Directory Services. 3. Click **Remove**. The selected service is removed from Directory Services and unregistered from the LRM service. 4. Click **Close**.
Release	Release 7.5(1) and 8.0
Associated CDETS #	None.