

**JTAPI OOS on one of the nodes in HA over WAN deployment**

<b>Problem Summary</b>	A Port group has been created but JTAPI is OOS on one of the nodes
<b>Error Message</b>	JTAPI Sub system is OOS when we look at the "Cisco Unified CCX Engine Service" status on a node.
<b>Possible Cause</b>	IN HA over WAN deployment, ports for a port group have to be separately created for both the nodes. They are not automatically done as in LAN deployment
<b>Recommended Action</b>	For the port group in question, make sure ports are created for both the nodes by selecting the Node individually and updating the CTI Port group configuration page
<b>Release</b>	Unified CCX, Release 8.0
<b>Associated CDETS #</b>	The DDTS/CDETS should be visible on Bug Tool Kit. If it not visible, state "None." <b>Do not list internal bugs in this field.</b>