

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

Problem Summary	A Port group has been created but JTAPI is OOS on one of the nodes
Error Message	JTAPI Sub system is OOS when we look at the "Cisco Unified CCX Engine Service" status on a node.
Possible Cause	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
Recommended Action	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
Release	Unified CCX, Release 8.0
Associated CDETS #	The DDTS/CDETS should be visible on Bug Tool Kit. If it not visible, state "None." Do not list internal bugs in this field.