

Management pages display error message when selected

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| Problem Summary | The Prompt Management, Grammar Management, or Document Management pages show an error message when selected. |
| Error Message | <i>com.cisco.file.FileException: Unable to list files; Repository Data Store not initialized.</i> |
| Possible Cause | <p>This error occurs when there is no master selected for the Repository datastore component. This can happen due to one of the following reasons:</p> <ul style="list-style-type: none"> • Repository datastore component is not activated at all in the cluster. • Repository datastore component activated node is not up or SQL Services are not running on this node. • In the case of high availability, the Repository datastore component is activated, but the Publisher activation has not yet completed from the Datacontrol Center page of Cisco Unified CCX Administration. |
| Recommended Action | <p>To resolve the problem, do one of the following:</p> <ul style="list-style-type: none"> • To activate the Repository datastore component, from Cisco Unified CCX Administration select Control Center > Component Activation page. Check to be sure the nodes with Repository datastore components are up and running. If the nodes are up, check that all the SQL Services, including Microsoft SQL Server and Microsoft SQL Agent services are up and running. • In the case of high availability, from Cisco Unified CCX Administration, go to Datacontrol Center > Publisher Activation page to check that the Publisher is activated. If active, you see the Publication Snapshot Agent in STOPPED state and the Subscription Agent in RUNNING state. |
| Release | Release 7.0(1) |
| Associated CDETS # | None. |