

## Prompt Exception in Cisco Unified CCX Engine log file

<b>Problem Summary</b>	A prompt exception appears in the Cisco Unified CCX Engine log file.
<b>Error Message</b>	The exception contains the words <i>open port failed</i> .
<b>Possible Cause</b>	This error is generally caused when the Cisco Unified CCX Engine is incorrectly shut down; for example, from the Windows Task Manager while there are RTP ports in use.
<b>Recommended Action</b>	If this prompt exception appears, reboot your Cisco Unified CCX Server. To prevent this problem, stop the Cisco Unified CCX Engine. Choose <b>System &gt; Engine</b> from the Cisco Unified CCX Administration menu bar and then click <b>Stop Engine</b> . Alternatively you can use the Windows services console to stop the Cisco Unified CCX Engine.
<b>Release</b>	Release 7.0(1)
<b>Associated CDETS #</b>	None.