

**Recordings not getting played after upgrade**

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|---------------------------|---|
| <b>Problem Summary</b>    | Recordings not getting played after upgrade to Unified CCX 8.0(1).                                |
| <b>Error Message</b>      | None.   |
| <b>Possible Cause</b>     | <b>Cisco Desktop Recording Statistics</b> may not be running on Unified CCX 8.0(1).               |
| <b>Recommended Action</b> | Restart <b>Cisco Desktop Recording Statistic</b> service from CLI and try playing the recordings. |
| <b>Release</b>            | Release 8.0(1)  |
| <b>Associated CDETS #</b> | None.   |