

**Recordings not getting played after upgrade**

<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.