

## SNMP-based network management tools cannot monitor Cisco Unified CCX components

<b>Problem Summary</b>	You are unable to monitor Cisco Unified CCX components with SNMP-based network management tools, such as CiscoWorks.
<b>Error Message</b>	None.
<b>Possible Cause</b>	The SNMP subagents that monitor Cisco Unified CCX components are not loaded or configured properly, or the SNMP service is not running.
<b>Recommended Action</b>	<p>Complete the following steps:</p> <ol style="list-style-type: none"> <li>1. Make sure that each subagent has a key under the following SNMP service registry: HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\SNMP\Parameters\Extensions</li> <li>2. Make sure that the subagent DLL exists under the directory specified in the registry. For example, expect the subagent SnmpSysAppAgent to have a registry under <b>HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc.\SnmpSysAppAgent\CurrentVersion</b> and a path name that points to the location of the SnmpSysApp subagent SnmpSysAppImpl.dll.</li> <li>3. Make sure that the SNMP service is running on the Cisco Unified CCX server. If it is not, start the SNMP service.</li> </ol>
<b>Release</b>	Release 7.0(1)
<b>Associated CDETS #</b>	None.