

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

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