

## Service Master/Slave status is not shown on Cisco Unified CCX Administration Control Center

<b>Problem Summary</b>	There is no Master or Slave status for a service on the Cisco Unified CCX Administration Control Center web page.
<b>Error Message</b>	There is no Master or Slave icon next to a service.
<b>Possible Cause</b>	<p>The problem could be caused by one of the following:</p> <ul style="list-style-type: none"> <li>• The service is not started.</li> <li>• A dependent service is not started. For example, the Cisco Desktop Service does not show Master/Slave status unless the Cisco Unified CCX Engine is running, and the Cisco SQL Server (Config/Historical/Repository/Agent) does not show Master/Slave status unless the Microsoft Distributed Transaction Coordinator or the Microsoft SQL Agent is running.</li> </ul>
<b>Recommended Action</b>	Start the dependent service.
<b>Release</b>	Release 7.0(1)
<b>Associated CDETS #</b>	None.