

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

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| Problem Summary | There is no Master or Slave status for a service on the Cisco Unified CCX Administration Control Center web page. |
| Error Message | There is no Master or Slave icon next to a service. |
| Possible Cause | <p>The problem could be caused by one of the following:</p> <ul style="list-style-type: none"> • The service is not started. • 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. |
| Recommended Action | Start the dependent service. |
| Release | Release 7.0(1) |
| Associated CDETS # | None. |