

## The Cisco Unified CCX Admin Utility fails due to data corruption

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|---------------------------|---|
| <b>Problem Summary</b>    | The Cisco Unified CCX Administration Utility fails due to data corruption.  |
| <b>Error Message</b>      | None.   |
| <b>Possible Cause</b>     | The Cisco Unified CCX Admin Utility fails when there is data corruption in the bootstrap data store. Any process running on the node on which the Admin Utility is running and that has access to the bootstrap data store can cause data corruption. For example, the Admin Utility, the Cisco Unified CCX engine, CONFING API, and so on, many cause data corruption. |
| <b>Recommended Action</b> | When the Admin Utility fails on one node due to data corruption, try to run it from another bootstrap server node. If the Admin Utility fails again, contact your support provider.   |
| <b>Release</b>            | Release 7.0(1)  |
| <b>Associated CDETS #</b> | None.   |