

The Cisco Unified CCX Administration Authentication web page is not available

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| Problem Summary | You cannot browse to the Cisco Unified CCX Administration URL and a Page Cannot be Displayed error appears. |
| Error Message | None. |
| Possible Cause | <p>The system cannot access the Cisco Unified CCX Administration web page. A required service may not be running or required files may be missing.</p> <p>Make sure the following services are running:</p> <ul style="list-style-type: none"> • Check that the CiscoUnifiedCCXAdmin.exe is running (in Windows Task Manager). • IIS Admin service • World Wide Web Publishing service |
| Recommended Action | <p>If these services are running, verify that files exist in the install_directory\tomcat_appadmin\webapps\appadmin\ directory, where install_directory is the folder in which the Cisco Unified CCX system is installed. (By default, the Cisco Unified CCX system is installed in the c:\Program Files\wfvavvid folder.)</p> <p>If no files exist in this directory, perform the following steps:</p> <ol style="list-style-type: none"> 1. Stop the Cisco Unified CCX Node Manager service. 2. Delete the appadmin folder from the tomcat_appadmin\webapps folder in the folder in which you installed the Cisco Unified CCX system. (By default, the Cisco Unified CCX system is installed in the c:\Program Files\wfvavvid folder.) 3. Start the Cisco Unified CCX Node Manager service. 4. Wait for a few minutes and try to browse to the URL again. |
| Release | Release 7.0(1) |
| Associated CDETS # | None. |