

## The Cisco Unified CCX Administration Authentication web page is not available

<b>Problem Summary</b>	You cannot browse to the Cisco Unified CCX Administration URL and a Page Cannot be Displayed error appears.
<b>Error Message</b>	None.
<b>Possible Cause</b>	<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"> <li>• Check that the CiscoUnifiedCCXAdmin.exe is running (in Windows Task Manager).</li> <li>• IIS Admin service</li> <li>• World Wide Web Publishing service</li> </ul>
<b>Recommended Action</b>	<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"> <li>1. Stop the Cisco Unified CCX Node Manager service.</li> <li>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.)</li> <li>3. Start the Cisco Unified CCX Node Manager service.</li> <li>4. Wait for a few minutes and try to browse to the URL again.</li> </ol>
<b>Release</b>	Release 7.0(1)
<b>Associated CDETS #</b>	None.