

Transaction Manager cannot start

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| Problem Summary | Cisco Unified CCX cannot be started since the Transaction Manager failed to start. |
| Error Message | The "BOOTSTRAP_START_ERROR" and "transaction manager is not started" error messages are in the same log statement. |
| Possible Cause | The third-party Transaction Manager (Mahalo) log in wfavvid\TxnMgrPersistence\ may be corrupted. |
| Recommended Action | Manually clean TxnMgrPersistence? directory. <ol style="list-style-type: none"> 1. Shut down the Node Manager. 2. Copy everything in the wfavvid\TxnMgrPersistence\ directory to a backup directory. Then delete all the files in the wfavvid\TxnMgrPersistence\ directory. 3. Restart the Node Manager. |
| Release | Release 7.0(1) |
| Associated CDETS # | None. |