

## Unable to Browse to Cisco Unified Serviceability from Cisco Unified CCX Administration

<b>Problem Summary</b>	The user is unable to navigate to Cisco Unified Serviceability from Cisco Unified CCX Administration.
<b>Error Message</b>	No specific error message appears. The login screen for Cisco Unified Serviceability appears.
<b>Possible Cause</b>	The user has logged in to Cisco Unified CCX Administration using the End user credentials configured on the Unified CM with administrator capability in Unified CCX.
<b>Recommended Action</b>	Only the Application user configured during the installation of Unified CCX having administrator capability by default can seamlessly traverse between the Cisco Unified CCX Administration, Cisco Unified Serviceability, Cisco Unified CCX Serviceability, and Cisco Desktop Administrator.
<b>Release</b>	Release 9.0(1)
<b>Associated CDETS #</b>	None