

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

Problem Summary	The user is unable to navigate to Cisco Unified Serviceability from Cisco Unified CCX Administration.
Error Message	No specific error message appears. The login screen for Cisco Unified Serviceability appears.
Possible Cause	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.
Recommended Action	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.
Release	Release 9.0(1)
Associated CDETS #	None