

Unable to Collect data for the second node from RTMT when the Primary Node is down

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| Problem Summary | Not able to Collect data for the second node from the RTMT when the Primary Unified CCX Server is down. |
| Error Message | None. |
| Possible Cause | The secondary server is not configured as the failover collector in Cisco Unified CCX Serviceability. |
| Recommended Action | <p>For configuring the failover Collector,</p> <ul style="list-style-type: none"> • login to Cisco Unified CCX Serviceability, and go to Tools -> Service Parameters • Select the Primary Node and then ?Cisco AMC Service? • Select the Failover Collector as the Second Node in the cluster. • Save the settings. <p>Log out from the current RTMT session, and Login back to the Secondary Server.</p> <p>If the issue is still seen,</p> <ul style="list-style-type: none"> • Set the Trace Settings for the RTMT to debug from Edit -> Trace Settings. • Try to access the data for the Secondary Node. • Collect the RTMT Client logs located at C:\Documents and Settings\<userid>\.jrtmt\log.</userid> |
| Release | Release 8.0(1) |
| Associated CDETS # | None |