

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

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