

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

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