

## Unable to make any Cisco Unified CCX configuration changes

<b>Problem Summary</b>	When trying to save Cisco Unified CCX configuration changes, Cisco Unified CCX Administration shows an error message.
<b>Error Message</b>	<i>There was an error reading/updating the database. Please contact your administrator.</i>
<b>Possible Cause</b>	All "Cisco Unified CCX SQL Server - Config" services need to be IN-SERVICE in order to make Cisco Unified CCX configuration changes. If one or more services are down, no Cisco Unified CCX configuration update is allowed.
<b>Recommended Action</b>	Check the state of all "Cisco Unified CCX SQL Server - Config" services in the cluster. If a service is stopped, start it. Make sure the "Cisco Unified CCX Config datastore" component is activated.
<b>Release</b>	Release 7.0(1)
<b>Associated CDETS #</b>	None.