

## Unified CCX stops working after Unified CME is rebuilt after crash

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| <p><b>Problem Summary</b></p>    | <p>*You have integrated Unified CME with Unified CCX.</p> <ul style="list-style-type: none"> <li>• You have created the Session Server, Voice Register DN, Voice Register Pool while integrating Unified CCX with Unified CME and everything is up and running.</li> <li>• Unified CME crashes for some reason and you bring up Unified CME fresh and perform all necessary configurations.</li> </ul> <p><b>Note:</b> Unified CCX is intact and has all original configurations (such as triggers/RP, Applications, etc.) retained.</p> <ul style="list-style-type: none"> <li>• In this case, the new Unified CME will not have the Session Server, Voice Register DN, Voice Register Pool configurations and there will be orphan data in Unified CCX.</li> <li>• Now when you log in to Unified CCX and try to create a new outbound trigger DN, Outbound Trigger DN creation fails because Unified CCX already has some triggers registered to some device pool and that device pool is not present on the freshly configured Unified CME.</li> <li>• It is a problem since any necessary information will neither be available on the Unified CCX Administration page nor it can be found in any logs.</li> </ul> |
| <p><b>Error Message</b></p>      | <p>None.</p>  |
| <p><b>Possible Cause</b></p>     | <p>Unknown.</p>   |
| <p><b>Recommended Action</b></p> | <p>In order to create a new Outbound Trigger DN, user has to delete all the Orphan entries [like Triggers/RP] from Unified CCX manually and then the creation of Outbound Trigger DN will happen successfully.</p>  |
| <p><b>Release</b></p>            | <p>Release 7.0(1)</p>   |
| <p><b>Associated CDETS #</b></p> | <p>None.</p>  |