

Updating a NIC driver disables silent monitoring and recording

Problem Summary	After updating a network interface card (NIC) driver, the Cisco Supervisor Desktop and Cisco Agent Desktop Silent Monitoring and Recording features do not work.
Error Message	None.
Possible Cause	This problem can occur if you have updated a NIC driver on a server on which you checked the VoIP Monitor Server check box during the installation of Cisco Unified CCX.
Recommended Action	Reinstall Cisco Unified CCX. Make sure to check the VoIP Monitor Server check box in the Component Distribution pane.
Release	Release 7.0(1)
Associated CDETS #	None.