

## Updating a NIC driver disables silent monitoring and recording

<b>Problem Summary</b>	After updating a network interface card (NIC) driver, the Cisco Supervisor Desktop and Cisco Agent Desktop Silent Monitoring and Recording features do not work.
<b>Error Message</b>	None.
<b>Possible Cause</b>	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.
<b>Recommended Action</b>	Reinstall Cisco Unified CCX. Make sure to check the VoIP Monitor Server check box in the Component Distribution pane.
<b>Release</b>	Release 7.0(1)
<b>Associated CDETS #</b>	None.