

# CRS Process Appears Disabled with a Red X Mark

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## Introduction

This document describes one reason why the Customer Response Solutions (CRS) process appears disabled with a red X mark in the Control Center status page. This document also provides a solution to the problem in an IP Contact Center (IPCC) Express Edition environment.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco CallManager
- Cisco CRS

### Components Used

The information in this document is based on these software and hardware versions:

- Cisco CallManager version 4.x
- Cisco IPCC Express Edition version 4.x

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

### Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

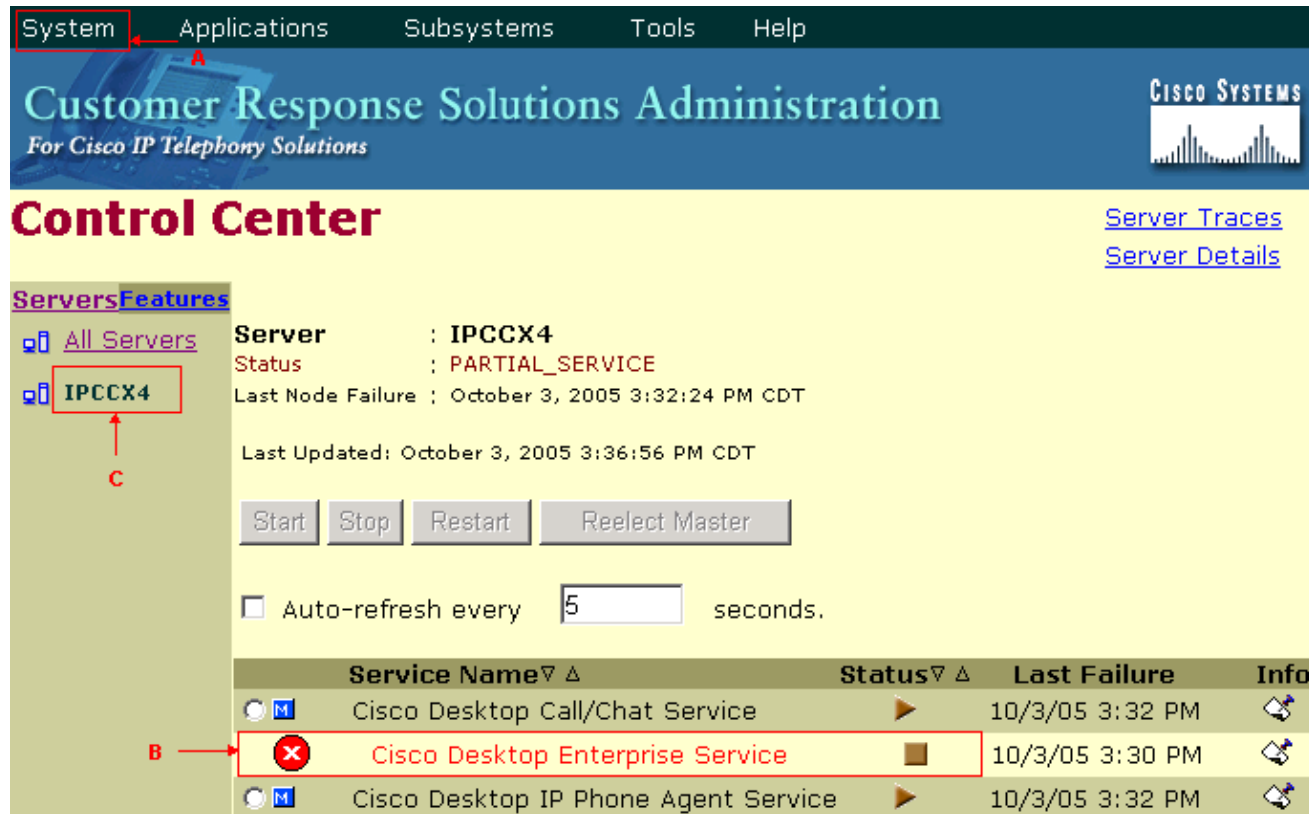
## Problem

A red X mark that appears next to the Cisco Desktop Enterprise Service indicates that the CRS process is disabled (see arrow B in Figure 1).

Complete these steps in order to reproduce the problem:

1. Log into the Customer Response Solutions Administration page.
2. Click **System** in the menu bar (see arrow A in Figure 1).
3. Select **Control Center** from the drop-down menu.

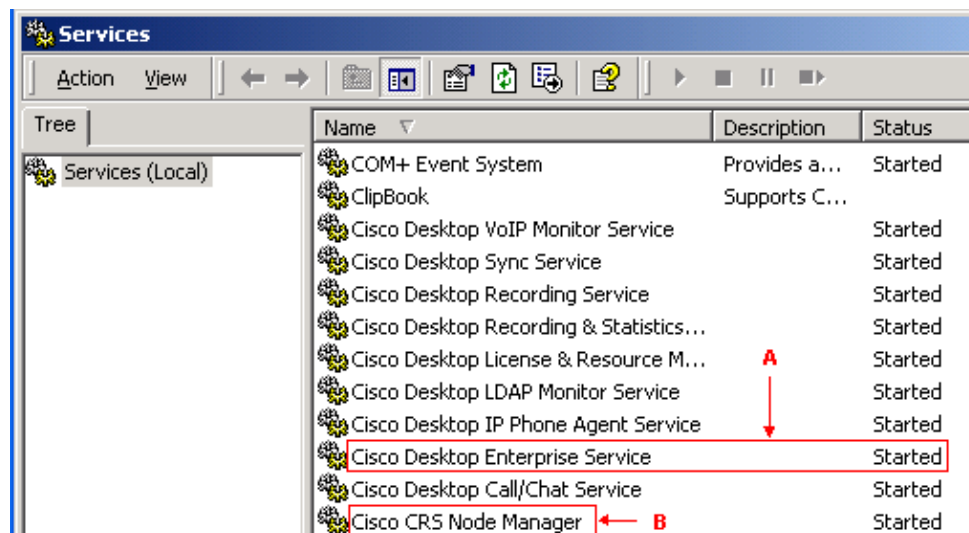
**Figure 1 Customer Response Solutions Administration: Control Center Status Page**



4. Click the target server in the Servers Features section (see arrow C in Figure 1).

Observe the red X mark that appears next to the Cisco Desktop Enterprise Service. The Status column indicates that the service is disabled. However, the Services administrative tool displays the status of the same process as "Started" (see arrow A in Figure 2).

**Figure 2 Services**

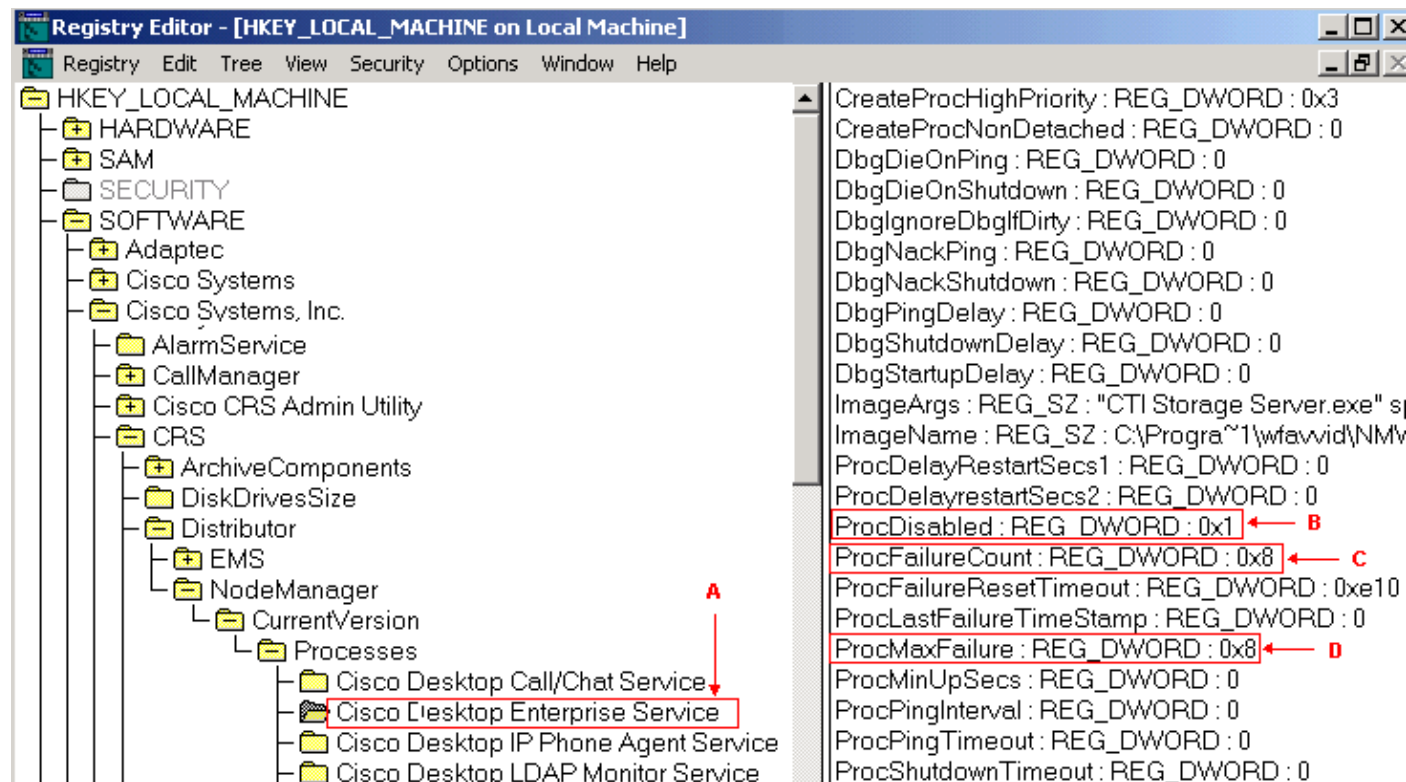


## Cause

Here is the navigation path to the registry key of the disabled process (see arrow A in Figure 3):

```
HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc.\CRS\Distributor\  
NodeManager\CurrentVersion\Processes\<Disabled process name>
```

**Figure 3 Registry Key for the Disabled Process**



Identify these registry keys:

- ProcDisabled

The value for the ProcDisabled key is set to 1 (see arrow B in Figure 3).

- ProcFailureCount

The value for the ProcFailureCount key is set to 8 (see arrow C in Figure 3).

- ProcMaxFailure

The value for the ProcMaxFailure key is set to 8 (see arrow D in Figure 3).

These registry values indicate that the CRS Node Manager tries to start a specific process eight times, but fails. For example, the CRS Node Manager is unable to start the Cisco Destop Enterprise Service after eight attempts. The ProcFailureCount key indicates the number of failures. In this example, the number of failures equals the maximum failures allowed, which the ProcMaxFailure key represents. Therefore, the process is disabled, and the value for ProcDisabled is set to 1.

## Solution

Complete these steps in order to solve this problem:

1. Reset the value of the ProcDisabled key to 0 in order to enable the specific process.
2. Reset the value of the ProcFailureCount key to 0.
3. Restart the Cisco CRS Node Manager (see arrow B in Figure 2).

This problem no longer occurs after you complete these steps.

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IP Communications and Video: Contact Center
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## Related Information

- **Technical Support & Documentation – Cisco Systems**

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