

# Unified Contact Center Express (UCCX) Server: Troubleshoot NTP Issues

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## Contents

### Introduction

#### Prerequisites

- Requirements

- Components Used

- Conventions

#### Problem

- Solution

#### Related Information

## Introduction

This document describes how to troubleshoot an error that occurs while synchronizing the clock on Cisco Unified Contact Center Express (UCCX) (formerly IPCC Express) server with an internal network time server.

## Prerequisites

### Requirements

You must be logged in to the Cisco Unified Contact Center Express (UCCX) server with an account that is a member of the local Administrator's group, and you must know the IP address of one or more network time servers.

### Components Used

The information in this document is based on Cisco Unified Contact Center Express 5.0.1.

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

Cisco Unified Contact Center Express (UCCX) server returns an error message when you try to synchronize the time with an internal NTP server.

**Note:** The NTP that is installed in Cisco Unified Contact Center Express (UCCX) server is a client NTP service and only synchronizes to a network time protocol (NTP) server.

## Solution

Complete these steps in order to troubleshoot the error:

1. Navigate to `\Winnt\System32\drivers\etc`.
2. Open the **ntp.conf** file in a text editor (such as Notepad).

This file contains the list of time servers with which the Cisco UCCX server becomes synchronized. You can configure Cisco UCCX server to point to specific time servers, or you can configure it to receive NTP broadcasts on the local LAN segment from the router (as long as the router is configured to do so).

3. Modify the file content to reflect the NTP server IP address.
4. Check the *ntp.conf* file on the Cisco UCCX server, and ensure that it points to the correct NTP IP address.

For example, if 192.168.8.15 is the IP address of the NTP server, the *ntp.conf* file should be modified as shown in this example:

```
server 192.168.8.15                # NTP server
driftfile C:\WINNT\system32\drivers\etc\ntp.drift    # path for drift file
```

5. Go to the **Control Panel > Services**, and stop the *NetworkTimeProtocol* service.
6. Go to **Start > Run**, open a command prompt, and change to this directory:

```
C:\>cd C:\Program Files\Cisco\Xntp
```

7. Run the **ntpdate x.x.x.x** command. (Where *x.x.x.x* is the NTP server IP address.)

```
C:\Program Files\Cisco\Xntp>ntpdate 192.168.8.15
Looking for host 192.168.8.15 and service ntp
host found : vnt-ntp.cisco.com
29 Sep 14:57:51 ntpdate[924]: step time server 192.168.8.15 offset -10719.4688
```

The NTP updates the clock and date on the server and then returns to the prompt.

8. Go to **Control Panel > Services**, and start the *NetworkTimeProtocol* service.

After you complete these steps, you can synchronize the clock on the Cisco Unified Contact Center Express (UCCX) server with the network time server.

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## Related Information

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- [Voice and Unified Communications Product Support](#)
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