

## Saving an AXL service provider configuration, under certain pre-conditions, will cause an incorrect error message.

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| <b>Problem Summary</b>    | <p>When configuring the AXL service Providers List in Administration &gt; Unified CM Configuration, a misleading error message can appear given the following pre-conditions:</p> <ol style="list-style-type: none"> <li>1. All AXL service providers are removed from the ?Selected AXL service Providers? list</li> <li>2. Click ?Save? to save the configuration with the <i>empty</i> ?Selected AXL service Providers? list</li> <li>3. Click ?OK? on the warning dialog that says "AXL Service Provider List cannot be empty"</li> <li>4. Move AXL service Providers from the available list to the selected list and Click ?Save? to save the configuration. At this point, the following incorrect error message (see below) will appear</li> </ol> |
| <b>Error Message</b>      | <p>"The AXL Service Provider credentials are incorrect. Verify your ip address, username, and password and re-submit."</p> <p>(Note: This error message is wrong. The credentials are actually correct.)</p>   |
| <b>Possible Cause</b>     | The incorrect message appears because the screen is not refreshed after the warning dialog box is closed.  |
| <b>Recommended Action</b> | Ignore the message and click the ?Reset? button to get the current configuration.  |
| <b>Release</b>            | Release 8.5(4)   |
| <b>Associated CDETS #</b> | CSCtx75179   |