

## User Attempts an HTTP Request and Receives an HTTP Response with Status Code 401 (Unauthorized)

<b>Problem Summary</b>	A user provides an invalid username or password when attempting an HTTP request, and receives an HTTP response with status code 401.
<b>Error Message</b>	HTTP response with status code 401 (Authorization Failure).
<b>Possible Cause</b>	The user credentials (username or password) are invalid. Primary and backup AWDB servers are down.
<b>Recommended Action</b>	<ul style="list-style-type: none"> <li>• Before authenticating a user with Finesse, the user needs to be created on Unified CCE.</li> <li>• Usernames and passwords must be Base64 encoded.</li> <li>• HTTP requests must use the HTTP Basic Authentication method.</li> <li>• When making requests using Poster, the Application Type must be set to XML.</li> </ul>
<b>Release</b>	Release 8.5(3), Release 9.0(1)
<b>Associated CDETS #</b>	None.