

Error when configuring AXL service provider on MediaSense

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| Problem Summary | Customer encountered errors while attempting to configure the AXL service provider as part of post installation configuration. |
| Error Message | Error reading Available Service Provider Data due to AXL Service errors. |
| Possible Cause | The AXL service is not activated (by default) after Call Manager installation. |
| Recommended Action | The AXL service must be enabled from the call manager side before it can be configured on MediaSense. |
| Release | All releases. |
| Associated CDETS # | None |