

JTAPI subsystem is in partial service

Problem Summary	The Engine Status area in the Engine web page shows that the JTAPI subsystem is in partial service.
Error Message	None.
Possible Cause	The JTAPI client was not set up properly. At least one, but not all, of the CTI ports, route points, or dialog channels (CMT or MRCP) could not initialize.
Recommended Action	<p>Complete the following steps:</p> <ol style="list-style-type: none"> 1. Refer to the Cisco Unified CCX trace files to determine what did not initialize. 2. Verify that all CTI ports and CTI route points are associated with the JTAPI user in Cisco Unified CM. 3. Verify that the Cisco Unified CM and JTAPI configuration IP addresses match. 4. Verify that the Cisco Unified CM JTAPI user has control of all the CTI ports and CTI route points. 5. Verify that the application file was uploaded to the repository using the Repository Manager.
Release	Release 7.0(1)
Associated CDETS #	None.