

**JTAPI subsystem is in partial service**

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