

Standard CTI Enabled role for JTAPI user

Problem Summary	Unified CCX CM Telephony Subsystem is out of service
Error Message	"PlatformExceptionImpl" or "Could not create provider" while creating the provider.
Possible Cause	If the JTAPI and RMCM user don't have the "Standard CTI Enabled" role assigned to them, getting the provider from the JTAPI client fails with an exception. After that the Unified CCX CM Telephony Subsystem is Out Of Service.
Recommended Action	The exception can be viewed by taking a look at SS_TEL logs. Assign the "Standard CTI Enabled" role to the JTAPI and RmCm CUCM users. Restart the Unified CCX Engine after the changes.
Release	Release 8.0(1) and Release 7.0(1)
Associated CDETS #	None