

**Standard CTI Enabled role for JTAPI user**

<b>Problem Summary</b>	Unified CCX CM Telephony Subsystem is out of service
<b>Error Message</b>	"PlatformExceptionImpl" or "Could not create provider" while creating the provider.
<b>Possible Cause</b>	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.
<b>Recommended Action</b>	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.
<b>Release</b>	Release 8.0(1) and Release 7.0(1)
<b>Associated CDETS #</b>	None