

UCM Telephony SS Out Of Service - Unable to create provider

Problem Summary	UCM Telephony SS Out Of Service - Unable to create provider
Error Message	MIVR-SS_TEL-4-EXCEPTION:com.cisco.jtapi.PlatformExceptionImpl: Unable to create provider MIVR-SS_TEL-4-EXCEPTION: at com.cisco.jtapi.CiscoJtapiPeerImpl.getProvider
Possible Cause	UCCX had issues creating provider on CUCM.
Recommended Action	There could be several different reasons: The exception can be viewed by taking a look at SS_TEL logs. Firstly, please take a look at: http://docwiki-dev.cisco.com/wiki/Standard_CTI_Enabled_role_for_JTAPI_user to ensure that Standard CTI Enabled role is assigned to JTAPI user. A reason like : <i>MIVR-SS_TEL-4-EXCEPTION:com.cisco.jtapi.PlatformExceptionImpl: Unable to create provider -- bad login or password</i> could indicate the username/password for JTAPI provider does not match in UCCX and CUCM. Please ensure that they match. For all other error descriptions, please collect the necessary logs and escalate to IPCBU JTAPI team.
Release	Release 8.0(1) and Release 7.0(1)
Associated CDETS #	None