

**UCM Telephony SS Out Of Service - Unable to create provider**

<b>Problem Summary</b>	UCM Telephony SS Out Of Service - Unable to create provider
<b>Error Message</b>	MIVR-SS_TEL-4-EXCEPTION:com.cisco.jtapi.PlatformExceptionImpl: Unable to create provider  MIVR-SS_TEL-4-EXCEPTION: at com.cisco.jtapi.CiscoJtapiPeerImpl.getProvider
<b>Possible Cause</b>	UCCX had issues creating provider on CUCM.
<b>Recommended Action</b>	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: <a href="http://docwiki-dev.cisco.com/wiki/Standard_CTI_Enabled_role_for_JTAPI_user">http://docwiki-dev.cisco.com/wiki/Standard_CTI_Enabled_role_for_JTAPI_user</a> 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</i> -- bad login or password 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.
<b>Release</b>	Release 8.0(1) and Release 7.0(1)
<b>Associated CDETS #</b>	None