

## Unable to Log In to Cisco Unified Intelligence Center

<b>Problem Summary</b>	User has Reporting capability assigned through AppAdmin, but is not able to login into Cisco Unified Intelligence Center.
<b>Error Message</b>	
<b>Possible Cause</b>	Cisco Unified Intelligence Center delegates the authentication request to Unified CCX, which uses AXL to authenticate the user. The REST API in Unified CCX that processes the authentication request might have failed.
<b>Recommended Action</b>	<ul style="list-style-type: none"> <li>• Verify MADM logs for any Authentication request API failures</li> </ul> <p><i>MADM-UCCX_WEBSERVICES-7-UNK:AuthenticateResource::doCapabilityCheckForClientApp</i></p> <ul style="list-style-type: none"> <li>• If API responds with success response xml, verify the Cisco Unified Intelligence Center logs for any errors.</li> </ul>
<b>Release</b>	Release 9.0(1)
<b>Associated CDETS #</b>	None