


## Unable to Log In to Unified CCX Administration Using the Unified CM End User

<b>Problem Summary</b>	The user is not able to log in to Unified CCX Administration using the Unified CM end user.
<b>Error Message</b>	Log on failed - Invalid User ID or Password
<b>Possible Cause</b>	The user does not exist in the Unified CM as an end user.
<b>Recommended Action</b>	<ul style="list-style-type: none"> <li>• If that user exists in the Unified CM, reset the password for the user and try logging in again.</li> <li>• If the user login still fails, log in to Unified CCX Administration as the Application user and check the User Management page to see if the user has Administrator capability. If not enable Administrator capability.</li> <li>• If the user does not exist as an end user in the Unified CM, create a new end user in the Unified CM. Log in to Appadmin as an Application user and assign the Unified CM end user as the Unified CCX Administrator.</li> </ul> <p> <b>Note:</b> Application user is the default administrator on Unified CCX and can be used to log in to any of the Unified CCX web applications.</p>
<b>Release</b>	Release 9.0(1)
<b>Associated CETS #</b>	None