Unable to connect to JTAPI provider

| Problem Summary | The JTAPI provider is unavailable. |
|--------------------|---|
| Error Message | None. |
| Possible Cause | The problem might be caused by one of the following: |
| | • Cisco Unified CM is not running. |
| | Incorrect JTAPI client version is installed on the Cisco Unified CCX server. |
| | • JTAPI user is not configured correctly. |
| | • JTAPI client cannot communicate with the Cisco Unified CM. |
| Recommended Action | Depending upon the cause, do one of the following: Troubleshoot the Cisco Unified CM (refer to Cisco Unified Communications Manager Administration Guide). Check the JTAPI version on the Cisco Unified CCX server by selecting |
| | Start > Programs > Cisco JTAPI > Readme. |
| | • From the Cisco Unified CCX Administration web page, choose |
| | Subsystems > JTAPI , click the JTAPI Provider hyperlink, and then verify that information in the User ID field matches the name of a valid user in Cisco Unified CM. Verify that information in the Password field is correct. |
| | Verify that Cisco Unified CM is running. Configure Cisco Unified CM using the IP address instead of the DNS name. |
| Release | Release 7.0(1) |
| Associated CDETS # | None. |