

Unable to connect to JTAPI provider

Problem Summary	The JTAPI provider is unavailable.
Error Message	None.
Possible Cause	<p>The problem might be caused by one of the following:</p> <ul style="list-style-type: none"> • 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	<p>Depending upon the cause, do one of the following:</p> <ul style="list-style-type: none"> • Troubleshoot the Cisco Unified CM (refer to <i>Cisco Unified Communications Manager Administration Guide</i>). • 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.