

Unified Contact Center Management Portal Installation Error - Cannot Generate SSPI Context

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| Problem Summary | While configuring Unified ICM through the Configuration Manager using the "Communication server" button on Unified CCMP, the application asks to configure the ICM Instance by selecting the correct Unified ICM to use from a drop-down list of those available on the selected server. An error occurs when clicking on the drop-down list. |
| Error Message | An Error has occurred whilst retrieving instance information from the ICM. - Cannot generate SSPI context. |
| Possible Cause | Invalid SQL credentials. |
| Recommended Action | On the Unified CCMP side, while configuring Unified ICM through the Configuration Manager using the "Communication Server" button on Unified CCMP, provide valid login credentials in the database credential parameters under SQL server authentication . |
| Release | 8.5(2) |
| Associated CDETS # | None |