

## User Authentication error during CUCM configuration

<b>Problem Summary</b>	While configuring AXL provider details in CUCM configuration page (either during setup or later in normal mode), we see a pop up that states that the AXL user could not be authenticated
<b>Error Message</b>	AXL user authentication error
<b>Possible Cause</b>	The user credentials entered are incorrect or "Change password on next login" is checked for the AXL user.
<b>Recommended Action</b>	<p>Login into CUCM admin and verify the following:</p> <ol style="list-style-type: none"> <li>1. The username /password being entered in UCCX is valid</li> <li>2. The AXL user has "AXL API Access" permission for which that user should have minimum "Standard AXL API Access" role</li> <li>3. Click "Edit Credential" button on application user configuration page and verify that option "User Must Change at Next Login" is unchecked</li> </ol>
<b>Release</b>	Release 8.0(1)
<b>Associated CDETS #</b>	