

Unity Express Error: Web Login Failed. JTAPI Login Successful

Document ID: 99377

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Introduction

This document explains the recommended workaround for the `Web login failed. JTAPI login successful` error message that appears when a user tries to login to Cisco Unity Express with an already defined, valid username and password, the same credentials used on Cisco Unified Communications Manager 5.x.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unified Communications Manager 5.x (CallManager)
- Cisco Unity Express

Components Used

The information in this document is based on Cisco Unified Communications Manager 5.x.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Problem

Typically, the `Web login failed. JTAPI login successful` error message appears if the Administrative XML Layer (AXL) service is not enabled on the Cisco Unified Communications Manager.



Cisco Unity Express Voice Mail / Auto Attendant

Configure ▾ Voice Mail ▾ Administration ▾ Defaults ▾ Reports ▾ Help ▾

Configure > CallManager

Apply Verify Reload Unity Express Help

Note: Save Unity Express configuration and reload for the changes to take effect.

Primary CallManager *: 192.168.150.2

Secondary CallManager:

Tertiary CallManager:

Web User Name *: CCMAAdministrator

Web Password *:

JTAPI User Name *: jtapiuser

JTAPI Password *:

Microsoft Internet Explorer

Web login failed.
JTAPI login successful.

OK

Solution

Complete these steps in order to enable the AXL service on Cisco Unified Communications Manager 5.x:

1. Log into Cisco Unified Communications Manager 5.x.
2. Choose **Cisco Unified Serviceability** from the drop down menu in the top right corner.
3. Choose **Tools > Service Activation** when the new page loads.
4. Choose the Cisco CallManager server.
5. Scroll down to Database+ Admin Services.
6. Check **Cisco AXL Web Service**.
7. Save/Apply changes.

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Voice & Video: Unified Communications
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Related Information

- **Voice Technology Support**
 - **Voice and Unified Communications Product Support**
 - **Recommended Reading: Troubleshooting Cisco IP Telephony**
 - **Technical Support & Documentation – Cisco Systems**
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Updated: Oct 15, 2007

Document ID: 99377
