



## Troubleshooting Secure JTAPI Connection

This section lists the possible errors along with the recommended actions to troubleshoot secure JTAPI connection.

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## Troubleshooting Secure JTAPI Connection

1. Possible errors with setup of CUCM for Secure JTAPI.
  - a. Ensure to move CUCM to Mixed mode for Secure JTAPI connection to work.
  - b. Application User on CUCM do not have “Standard CTI Secure Connection” role associated.



### Note

For non-secure connection “Standard CTI Secure Connection” role should not be present.

- c. Application User CAPF profile do not have “Certificate Operation as Install/Upgrade”.
  - d. CTI service/ Call Manager service/ CAPF service/ TFTP service is down on CUCM.
  - e. When CUCM/CAPF certificates are regenerated, make sure the CTL file is regenerated and all the required services are restarted, new CAPF Profile is created before CUCM rediscovery on Cisco Prime Collaboration Assurance.
2. Possible errors while using Cisco Prime Collaboration Assurance with Secure JTAPI in Session Monitoring.

**Issue:**

Sessions not coming up on Conference Diagnostics

**Possible Reasons:**

    - a. Access level for JTAPI may not be RO (read-only).
    - b. Endpoints may not have full visibility.
    - c. Endpoints may not be controlled by the JTAPI User.

