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 Mananger.

Solution

Complete these steps in order to enable the AXL service on Cisco Unified Communications Mananger 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.

Receive 404 error

The 404 error is received when attempting to access the CUE web interface.

Solution

In order to resolve this issue, check that all the GUI files are in the flash. Then, check that these commands are in the running configuration of the router:

```
ip http server
no ip http secure-server
ip http path flash:
```

Related Information

- **Voice Technology Support**
- **Voice and Unified Communications Product Support**
- **Troubleshooting Cisco IP Telephony** ↗
- **Technical Support & Documentation – Cisco Systems**

Updated: Oct 15, 2007   Document ID: 99377