

Troubleshooting the "Agent Needs to Login to ACD" Error in a New IPCC Installation Where the Agent Cannot Login

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Introduction

This document addresses the error message, "agent needs to login to the ACD". A Cisco IP Contact Center (IPCC) agent who cannot log into the IPCC softphone receives this error message in a Cisco Intelligent Contact Management (ICM) environment.

Prerequisites

Requirements

Readers of this document should have knowledge of these topics:

- Cisco ICM
- Cisco ICM Setup

Components Used

The information in this document is based on these software and hardware versions:

- Cisco ICM version 4.5.x and later
- Cisco CallManager version 3.x and later

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

For more information on document conventions, refer to the Cisco Technical Tips Conventions.

Identify the Problem

In a new installation of IPCC, agents report an inability to login to the IPCC softphone. The agents receive an error message on the desktop, which states, "agent needs to login to the ACD". This error is related to an incorrect configuration of the Computer Telephony Integration (CTI) server setup.

Resolution

On the Peripheral Gateway (PG) where CTI Server is installed, complete these steps:

1. Select **Start > Run**.

The Run dialog box is displayed.

2. Type **c:\icr\bin\setup**, and click **OK**.

The Cisco ICM Setup application starts.

Note: The letter c in the above command stands for the drive where you have installed the Cisco ICM software. If you have installed the ICM software on a different drive, use your drive letter when you enter the command.

3. In the Cisco ICM Setup window, highlight the CTI Instance.
4. Click **Edit**.

The CTI Server Properties window is displayed.

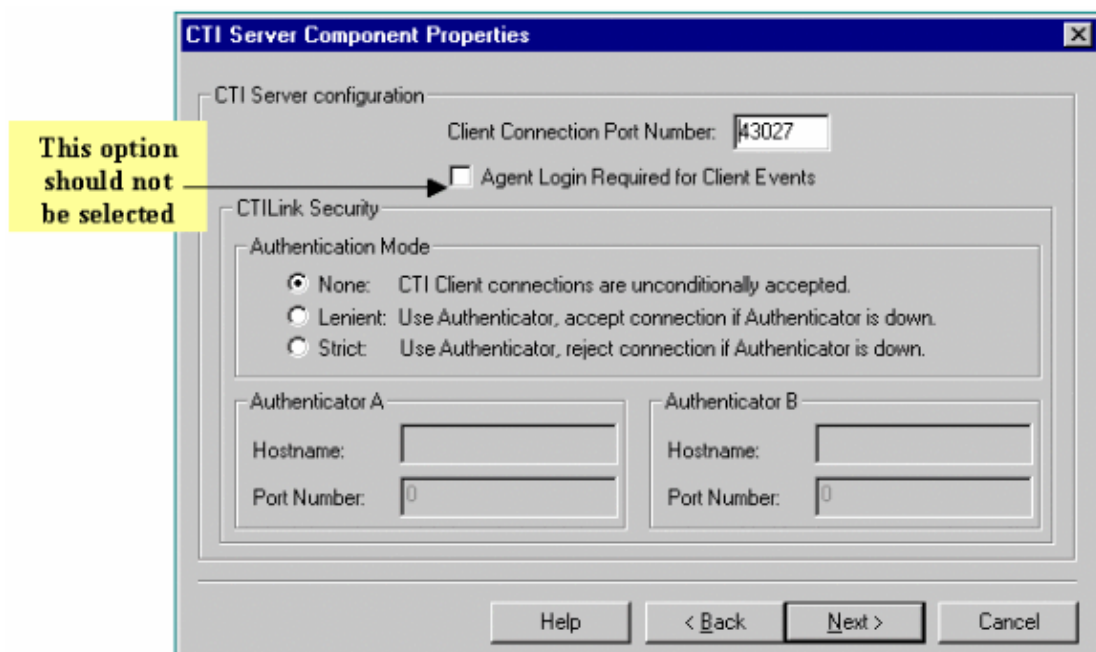
5. Click **Next**.

The CTI Server Component Properties window is displayed.

Note: If Cisco ICM services are running, you are prompted to stop ICM services. Click **YES**.

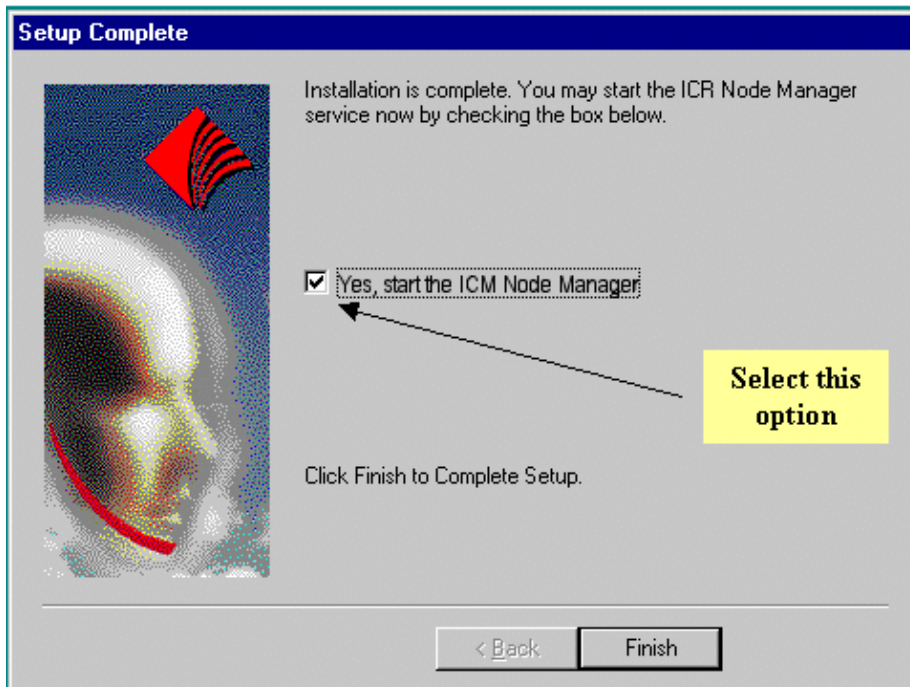
6. Clear the **Agent Login Required for Client Events** check box. If this option is selected, IPCC agents cannot log into the IPCC Softphone.

Figure 1 CTI Server Component Properties



7. Click **Next**.
8. Continue to click **Next** until the Setup Complete window is displayed.
9. Check the **Yes, start the ICM Node Manager** check box.

Figure 2 Setup Complete



10. Click **Finish** to complete the setup procedure.

Note: The Agent Login Required for Client Events is not applicable for IPCC or any third-party control application.

Related Information

- [Cisco CTI Server Setup](#)
- [Technical Support & Documentation – Cisco Systems](#)

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