

Troubleshoot IPCC Agent Login Failures : CF_Invalid_AgentID_Specified

Document ID: 23064

Introduction

Prerequisites

Requirements

Components Used

Conventions

Identify the Problem

Verify the Error

Possible Solution

Other Resources

[NetPro Discussion Forums – Featured Conversations](#)

Related Information

Introduction

This document discusses the `CF_Invalid_AgentID_Specified` error message, which is reported by the `CTITest` utility command when you troubleshoot agent login problems in a Cisco IP Contact Center (IPCC) environment. This document discusses the source of this error as well as possible solutions.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Intelligent Contact Management (ICM)
- Computer Telephony Integration (CTI)
- Cisco IPCC
- Agent Login Problems
- Using CTI Test

Components Used

The information in this document is based on Cisco ICM versions 4.6.2 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

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

Identify the Problem

In an IPCC Cisco ICM environment, agents report they cannot log in to the CTI Server. This error message is returned when you use the CTI Test Guide to troubleshoot the problem:

```
CF_Invalid_AgentID_Specified
```

Verify the Error

Use the CTI Test Guide and complete these steps on the Peripheral Gateway (PG) where the CTI Server is installed:

1. Choose **Start > Run** in order to display the Run dialog box.
2. Enter the **cmd** command in order to open a DOS command window.
3. From the command prompt, enter the **ctitest** command.

Note: Refer to Using CTITest to Troubleshoot Agent Login Problems to create the agent profile that reported the failure.

4. Enter **open**.
5. Attempt to log in to the agent using the agent ID Password and Instrument.

This is an example output of the returned error for login 1110 1111 /instrument 5002:

```
CTITest: open
CTITest: 12:26:35 Trace:
12:26:35 Trace: ... session #1 trying CTI Server on side A
      (geolab4pg1a port 44027)
12:26:35 Trace: ... session #1 connected to side A after 20 ms
12:26:35 Trace: ... session #1 opened after 80 ms CCTime:
      12:27:14 PGStatus: NORMAL
Peripheral: OnLine
12:26:35 Trace: EnterpriseAgent AgentID: State: UNKNOWN
12:26:35 Trace:
*****
login 1110 1111 /instrument 5002
CTITest: 12:26:47 Trace: *** SET_AGENT_STATE_REQ failure
      response, err:256
      (CF_INVALID_AGENT_ID_SPECIFIED), periph err:0
      after 101 ms. ***
```

Possible Solution

There are two key pieces of Cisco ICM Agent Configuration data required for a successful CTI login:

- Login ID
- Password

In the example output of the returned error for login 1110 1111 /instrument 5002 (see the Verify the Error section), the Agent logs in with a Login ID of 1110, which fails. You need to check the configuration of the Agent in order to verify the user ID.

Cisco ICM version 4.6.2 and later Use the Agent Explorer in Configure ICM in order to verify the configuration. The Peripheral number is the Agent Login ID. Notice the value of 1101.

Figure 1: Agent Configuration – Cisco ICM version 4.6.2 and later

The screenshot shows a dialog box titled "Agent Configuration" with three tabs: "Agent", "Skill group membership", and "Supervisor". The "Agent" tab is active. The fields are as follows:

- Last name: * ward
- First name: * jay
- Peripheral number*: 1101
- Peripheral name: (empty)
- Name: * pg1a_1.ward_jay
- Password: *****
- Desk setting: test (dropdown menu)
- ConfigParam: (empty)
- Description: (empty)
- Agent state trace
- Temporary agent

Cisco ICM version 4.1.x – 4.6.x Use the Agent Configuration in Configure ICR in order to verify the configuration. The Peripheral Number is the Agent Login ID. Notice the value of 1101.

Figure 2: Agent Configuration – Cisco ICM version 4.1.x – 4.6.x

The screenshot shows a dialog box titled "Agent Configuration" with a blue title bar. The fields are as follows:

- Skill Target ID: 5000
- Peripheral: CM1_PG_1 (dropdown menu)
- Peripheral Number: 1101
- Last Name: John
- First Name: Doe
- Enterprise Name: CM1_PG_1.John_F
- Desk Settings: test (dropdown menu)
- ConfigParm: (empty)
- Description: (empty)
- Agent State Trace
- Temporary Agent
- Password: *****
- Buttons: Apply, Revert, Help, Done

Other Resources

If the Agent is still unable to log in and the Agent Login ID is verified, you should complete these steps:

1. Turn up the IPCC Tracing.
2. Reproduce the Agent Login failure with CTITest.
3. Collect a text clip of the failed CTITest login.

4. Collect the JTapi, Pim, OPC and CTIServerr log files. Refer to How to Use the Dumplog Utility.

Use this package of information to open a service request with Cisco Technical Support. If you are not a registered user, go to Cisco.com Registration and then open a service request with Technical Support.

NetPro Discussion Forums – Featured Conversations

Networking Professionals Connection is a forum for networking professionals to share questions, suggestions, and information about networking solutions, products, and technologies. The featured links are some of the most recent conversations available in this technology.

NetPro Discussion Forums – Featured Conversations for Customer Contact Software
IP Communications and Video: Contact Center

Related Information

- [Using CTITest to Troubleshoot IPCC Agent Login Problems](#)
- [CTI Test Guide](#)
- [How to Use the Dumplog Utility](#)
- [Technical Support & Documentation – Cisco Systems](#)

All contents are Copyright © 2006–2007 Cisco Systems, Inc. All rights reserved. Important Notices and Privacy Statement.

Updated: Jul 14, 2007

Document ID: 23064
