

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

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
      (geolab4pgla 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

Agent		Skill group membership		Supervisor	
Last name:	* ward	First name:	* jay		
Peripheral number*	1101	Peripheral name:			
Name:	* pg1a_1.ward_jay				
Password:	****	Desk setting:	test		
ConfigParam:					
Description:					
<input type="checkbox"/> Agent state trace		<input type="checkbox"/> 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

Skill Target ID: 5000	
Peripheral:	CM1_PG_1
Peripheral Number:	1101
Last Name:	John
First Name:	Doe
Enterprise Name:	CM1_PG_1.John_F
Desk Settings:	test
ConfigParm:	
Description:	
<input type="checkbox"/> Agent State Trace	
<input type="checkbox"/> Temporary Agent	
Password:	****
<input type="button" value="Apply"/> <input type="button" value="Revert"/> <input type="button" value="Help"/> <input type="button" value="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.

Related Information

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

[Contacts & Feedback](#) | [Help](#) | [Site Map](#)

© 2009 – 2010 Cisco Systems, Inc. All rights reserved. [Terms & Conditions](#) | [Privacy Statement](#) | [Cookie Policy](#) | [Trademarks of Cisco Systems, Inc.](#)

Updated: Sep 12, 2006

Document ID: 23064
