

# Cisco Agent Desktop – Corrupt License File

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## Introduction

This document addresses corrupt license files within the Cisco Desktop Product Suite, and provides a procedure to resolve the issue.

**Note:** A Hotfix is now available for this issue. Contact Cisco Technical Support for additional information.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Desktop Product Suite
- Cisco Agent and Supervisor Desktops
- Cisco Agent Desktop License Server permissions

Refer to Cisco Agent Desktop Release 4.4 Service Information for a list of permission requirements.

- Cisco Agent Desktop License Admin Utility

### Components Used

The information in this document is based on the Cisco Desktop Product Suite versions earlier than 4.2.1 with Hot Fix 6.

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.

# Background Information

The license file named license.lf requires certain permissions to be granted to the user environment. The license.lf file is accessed during login requests from Cisco Agent and Supervisor Desktops. In the event that the license.lf file becomes corrupt, the procedure in this document aids the resolution of login failures within your Cisco Agent and Supervisor Desktop environment.

## Login Failure

The license.lf file can become corrupt, possibly due to access from multiple clients with read/write access. When the license file is corrupt, Cisco Agent Desktop is unable to successfully complete login requests. In such a situation, this error message displays:

```
Agent: Could not open license file \\FileServerx\desktop_cfg\  
license\enhanceds\LicenseFile.lf 13 : WRONG PASSWORD
```

**Note:** This error message is displayed over two lines due to space limitations.

## Delete Corrupt License Files

Before you re-license the Cisco Desktop Product Suite, you must delete the corrupt license files from the License File Server. You can perform either a Selective delete or a Full delete of corrupt license files.

### Selective Delete

Sometimes, agents experience login failure, but supervisors are able to log in. In this situation, you can selectively delete the corrupt license files from the \Agent\ directory on the License File Server. Similarly, if agents are able to log in, but supervisors encounter a login failure, you can selectively delete the corrupt license files from the \Supervisor\ directory.

Complete these steps:

1. Instruct all agents and supervisors to log out.
2. Browse to the exact folder, which can be Agent, AgentMT, EnhancedS, or Supervisor.
3. Delete the \*.net and license.lf files.

These are the paths to the license files:

- ◆ Agent license files are located in \\FileServerx\Desktop\_cfg\License\Agent\
  - ◆ Media Termination Agent license files are located in \\FileServerx\Desktop\_cfg\License\AgentMT\
  - ◆ Supervisor license files are located in \\FileServerx\Desktop\_cfg\License\Supervisor\
  - ◆ Enhanced Supervisor license files are located in \\FileServerx\Desktop\_cfg\License\EnhancedS\
4. Run the **LicenseReset.bat** file.

The **LicenseReset.bat** file is located in the C:\Program Files\Cisco\Desktop\Bin directory. The **LicenseReset.bat** file detects the sub-directories within the \\FileServerx\Desktop\_cfg\License\ directory, which do not contain license files. The **LicenseReset.bat** file then regenerates and copies the relevant license files into the respective directory.

## Full Delete

If the login failure occurs for all agents and supervisors within the Cisco Agent and Supervisor Desktop environment, you can delete and re-license all the license files from the License File Server.

Complete these steps:

1. Instruct all agents and supervisors to log out.
2. Navigate to the \\FileServer\Desktop\_cfg\License\ directory.
3. Delete all the \*.net and license.lf files from each sub-folder.
4. Run the **LicenseReset.bat** file.

The **LicenseReset.bat** file detects that none of the sub-directories within the \\FileServer\Desktop\_cfg\License\ directory contains license files. The **LicenseReset.bat** file then regenerates and copies the license files into the respective directories.

## Re-License Cisco Desktop Product Suite

Use Microsoft Internet Explorer for the licensing process. Refer to Cisco Desktop Product Suite 4.4 Installation Guide for Licensing Cisco Desktop Product Suite for more information.

**Note:** The installation guide states, "Only a Cisco channel partner or Cisco Professional Services can complete the licensing of your software."

### How to Re-License Cisco Desktop Product Suite

Complete these steps:

1. Run **LicenseAdmin.exe** from the desktop Admin Workstation (AW).
2. Choose **License URL**, and complete the instructions.
3. Log in to the Licensing web site with your credentials.
4. Copy the customer code to the Licensing web site, which populates a license code and verification number.
5. Click **Refresh** in your web browser if the web page returns a blank screen.
6. Copy the license codes and verification numbers to the License Administration tool in the designated fields.
7. Close Cisco Agent Desktop.
8. Restart Cisco Agent Desktop, and log in.

## 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
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IP Communications and Video: Contact Center
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## Related Information

- **Cisco Agent Desktop and Cisco Supervisor Desktop**
  - **Cisco Desktop Product Suite 4.4 (IPCC) (Refer to page 67 for Licensing Cisco Desktop Product Suite)**
  - **Fail to Login to the Agent Desktop – Device Association Issue**
  - **Technical Support & Documentation – Cisco Systems**
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