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# Logging into Cisco Supervisor Desktop Fails – Supervisor Desktop ID without a Team

Document ID: 45201

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- Introduction**
- Prerequisites**
  - Requirements
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- Problem**
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## Introduction

This document describes why the Supervisor Desktop ID fails to log into Supervisor Desktop in a Cisco IP Contact Center (IPCC) Express environment. It also provides the correct configuration to resolve the issue.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco CallManager
- Cisco IPCC Express

### Components Used

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

- Cisco CallManager version 3.3(2) with Service Pack B (SPB) or later
- Cisco IPCC Express version 3.0(3a) or 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.

## Problem

When you log into the Supervisor Desktop, the login fails with two different error messages.

- The Supervisor Desktop ID has **administrator** rights, login fails with the error message:

This ID does not have a Supervisor's rights.

**Figure 1: No Supervisor's Rights**



- If the Supervisor Desktop ID has supervisor rights, login fails with the error message:

Unable to find this User ID in LDAP.

**Figure 2: Missing User ID**



## Solution

This is a configuration issue. In order to log in to a Supervisor Desktop, the ID must belong to a team of agents. It is necessary to run the Cisco Desktop Administrator to complete two tasks:

Cisco – Logging into Cisco Supervisor Desktop Fails – Supervisor Desktop ID without a Team

- Add the Supervisor Desktop ID to the supervisor group
- Add the Associate Supervisor Desktop ID to the team

The Supervisor window (Figure 3) displays a list of the supervisors available to a team. These supervisors are chosen from the list of agents set up in the Integrated Contact Distribution (ICD) server. It is possible to add or remove a supervisor and to view supervisor properties from this window.

**Figure 3: Supervisor Window**

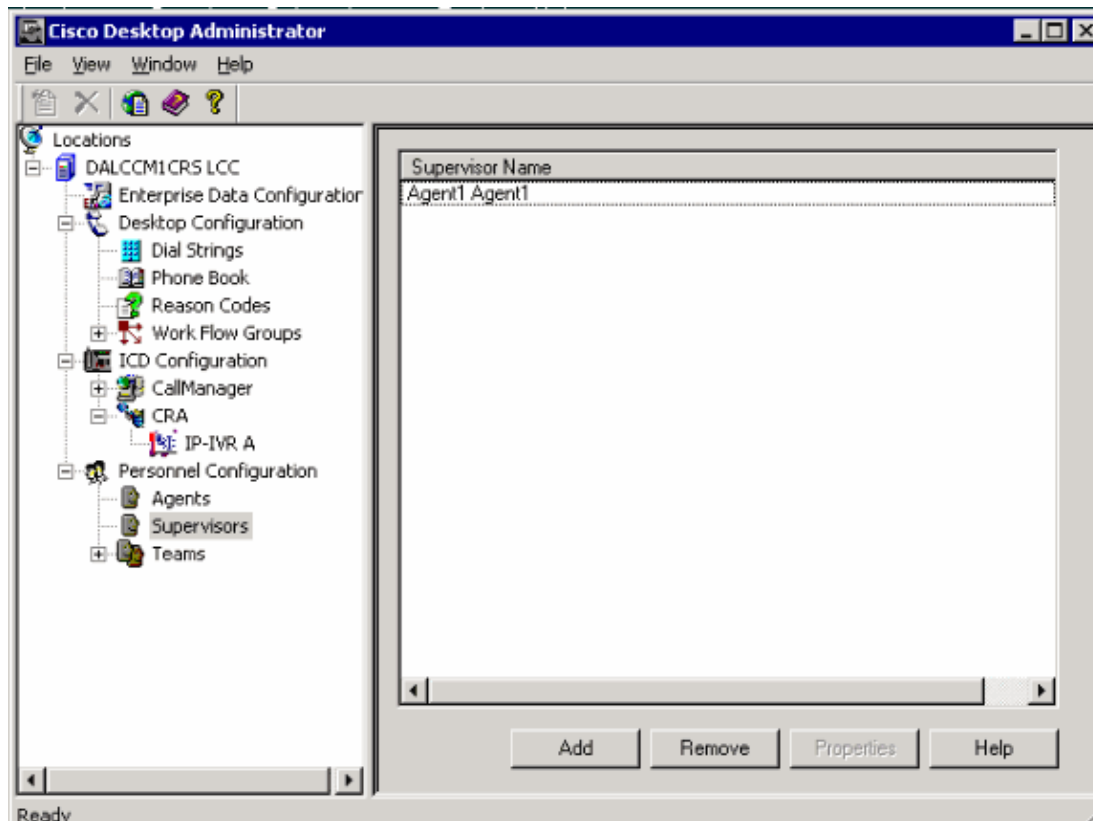
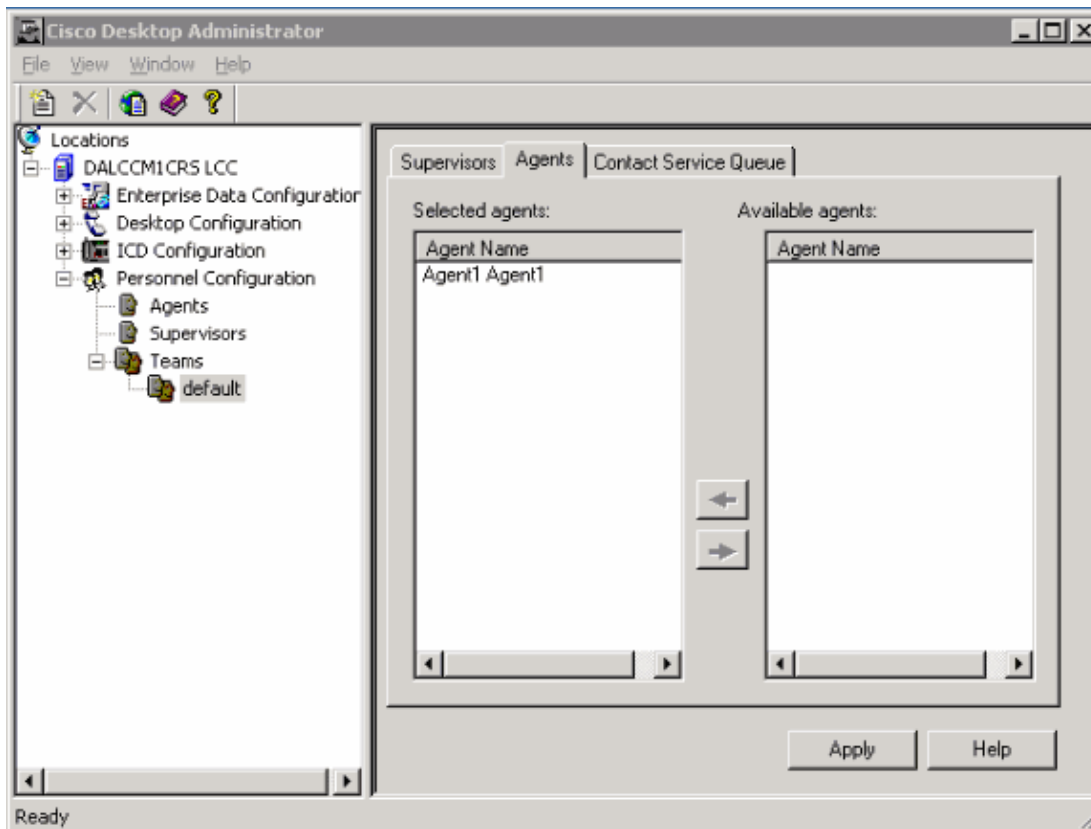


Figure 4 shows the setup of agents for a particular team.

- Agents selected for the team
- Agents available to be assigned to the team

The list of available agents includes agents who have not yet been assigned to a team. An agent can belong to only one team at a time.

**Figure 4: Team – Agent Window**

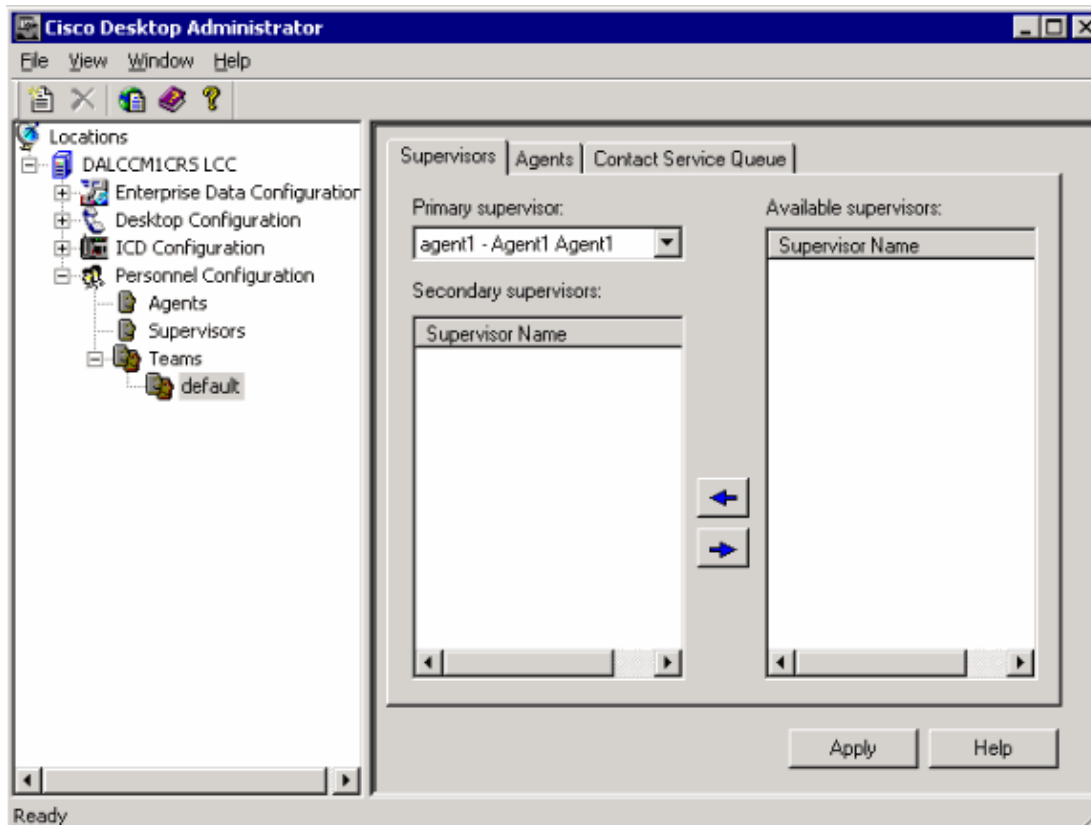


In Figure 5, the setup of supervisors for a particular team is displayed.

- Primary supervisor
- Secondary supervisors
- Available supervisors

The list of available supervisors includes any agent tagged as a supervisor. Supervisors can be assigned to multiple teams.

**Figure 5: Team Window – Supervisor**

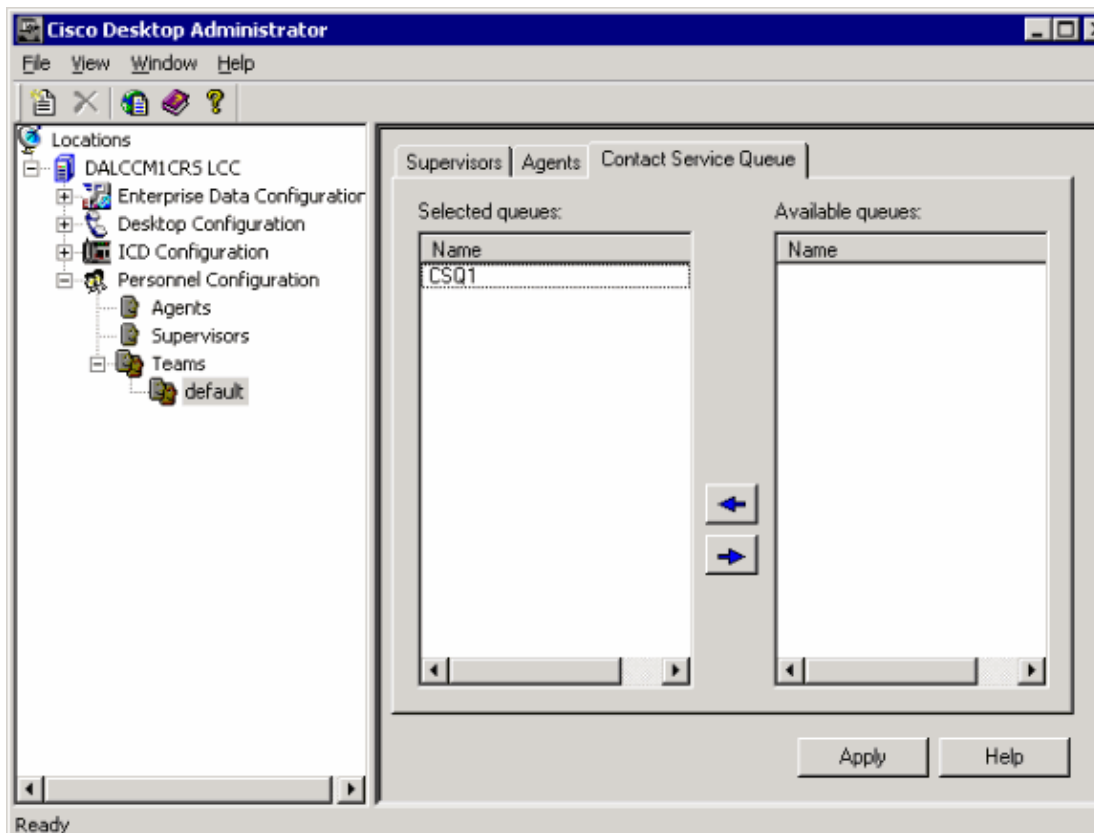


The Teams – Contact Service Queue window (Figure 6) allows the setup of a contact service queue for a particular team. These are the setup options displayed:

- Queues assigned to the team
- All available queues

The list of available queues includes every queue set up on the ICD server. Queues can be assigned to multiple teams.

**Figure 6: Team – Contact Service Queue**



After you assign a Supervisor Desktop ID to a team, the Supervisor Desktop ID successfully logs in to the Supervisor Desktop.

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## Related Information

- [Cisco Desktop Administrator User Guide](#)
- [Technical Support – Cisco Systems](#)

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