

Why Does Installing Cisco Agent Desktop through Cisco PIX Firewall Fail?

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Introduction

This document discusses why the installation of Cisco Agent Desktop or Cisco Desktop Supervisor through a Cisco PIX Firewall fails in a Cisco IP Contact Center (IPCC) Express environment.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics before you attempt this configuration:

- Cisco CallManager
- Cisco IPCC Express

Components Used

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

- Cisco CallManager 3.0.x and later
- Cisco IPCC Express 2.0.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

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

Problem

The problem happens in the topology setup, as shown in Figure 1. When Cisco Agent Desktop or Cisco Desktop Supervisor is installed on the agent desktop in the outside network, a pop-up window error appears. This error is shown in Figure 2.

Figure 1: Topology

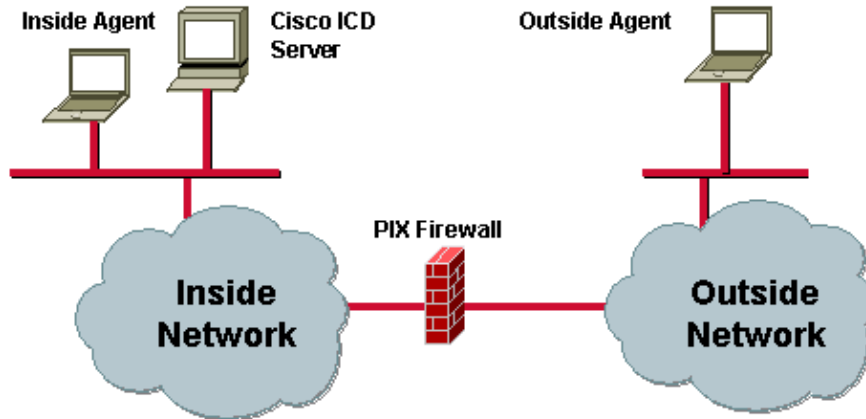
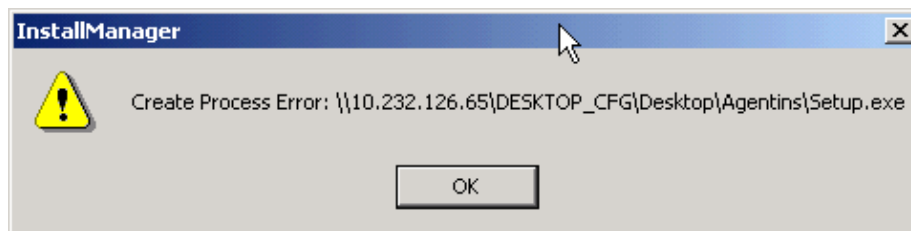


Figure 2: InstallManager Error



Solution

This problem is caused because the outside agent cannot communicate with the Cisco Integrated Contact Distribution (ICD) server because the PIX Firewall blocks the traffic from the outside agent to Cisco ICD server. The communication is unidirectional. The Cisco ICD server can send traffic to the outside agent, but the returned traffic from the outside agent to Cisco ICD server is discarded by the PIX Firewall.

After the firewall is removed, Cisco Desktop Supervisor and CiscoAgent Desktop are successfully installed on the outside agent desktop. The alternative is to open the related ports for the firewall, so the Cisco Agent Desktop can communicate with Cisco ICD server.

Note: Officially, Cisco does not support the installation of Cisco Desktop Supervisor or Cisco Agent Desktop through any kind of firewalls.

Related Information

- [Technical Support – Cisco Systems](#)

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