

Cisco IPCC Express Fails to Log in to Agent Desktop

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Introduction

This document describes the Cisco Agent Desktop login failure after the installation of Cisco IP Contact Center (IPCC) Express 3.0(3), as well as the workaround for this login failure.

Note: The problem described in this document is resolved in IPCC Express version 3.0(4).

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 IPCC Express 3.0(3)
- Cisco CallManager 3.2(2c) with Service Pack F and later

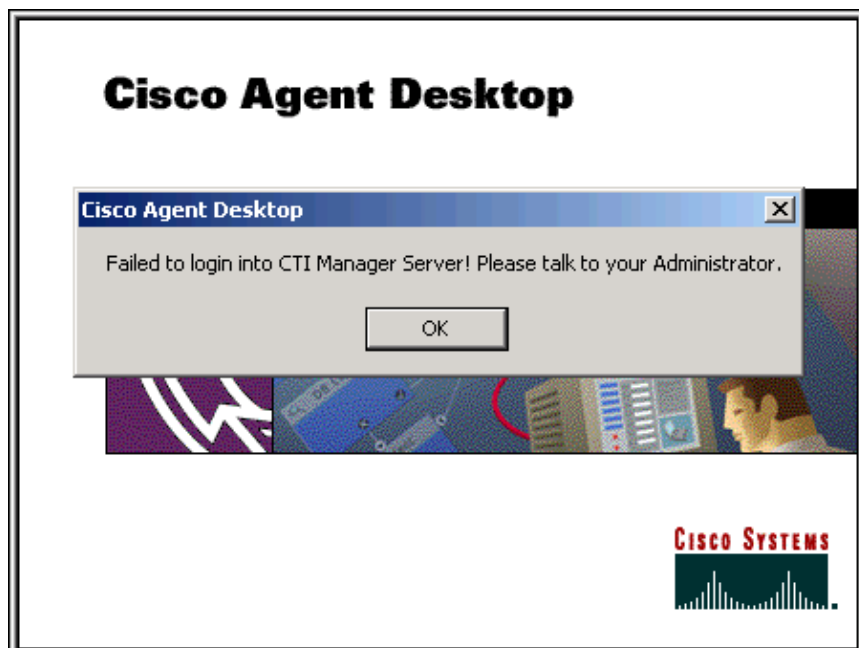
The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

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

Problem

When you log in to Cisco Agent Desktop in an IPCC Express environment, a JTAPI error occurs with this error message:



Solution

The IPCC Express agent desktop must access the `jtapi.tar` file that is located on the IPCC Express server when the application starts:

```
\\Program Files\Cisco\Desktop_Config\Desktop\Agentins\JTAPI\jtapi.jar
```

If the agent desktop detects there is a mismatch between its `jtapi.tar` version and the `jtapi.jar` version on the Cisco IPCC Express server, the agent desktop must copy `jtapi.jar` on the Cisco IPCC server to itself. The problem described in this document occurs when the agent desktop fails to perform this function, and the `jtapi.jar` version on the agent desktop needs to be manually updated.

To manually update the file, copy the `jtapi.jar` file from the IPCC Express server to the agent desktop JTAPI client folder:

```
\\Program Files\Cisco\Desktop\bin\CiscoJTAPIClient\Lib\jtapi.jar
```

Related Information

- [Fail to Login to the Agent Desktop – Device Association Issue](#)
- [Agent Unable to Log Into Cisco Agent Desktop](#)
- [Unable to Logon to Cisco Agent Desktop Using a Novell Client](#)
- [Cisco Agent Desktop – Corrupt License File](#)
- [Technical Support – Cisco Systems](#)

