

Unable to Log On to Cisco Agent Desktop Using a Novell Client

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Introduction

This document provides information on how to resolve a Novell Client login problem. An Agent that uses Novell Client Software version 4.83 SP1 is unable to log in to the Cisco Agent Desktop after an upgrade of the Agent desktop operating system to Windows XP in a Cisco IP Contact Center (IPCC) environment.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Customer Response Solution (CRS) administration
- Agent Desktop configuration
- Microsoft operating system

Components Used

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

- Cisco CallManager 3.2(2c)
- IPCC Express Edition 3.03a 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

Agents are initially able to log in to Agent Desktop with Novell Client version 4.83 SP1 with Windows 98.

After an upgrade of the Agent Desktop software from Windows 98 to Windows XP, a login fails for all agents. The Agent Desktop logs in this section provide the errors.

This is the output of Agent .dbg log:

```
INFO    FHooker  VERSION:[Release 4.3.2.9] PLATFORM:[XP Service Pack 1] DBGLEVEL:[1-204]
INFO    PhoneDev VERSION:[Release 4.3.2.9] PLATFORM:[XP Service Pack 1] DBGLEVEL:[1-204]
INFO    FastCall VERSION:[Release 4.3.2.9] PLATFORM:[XP Service Pack 1] DBGLEVEL:[1-204]
INFO    FastCall FC0162  FastCall Starting Up
DEBUG10 FastCall CC1246      Local Path: C:\Program Files\Cisco\Desktop
DEBUG10 FastCall FC0266      Desktop ID: 1992
DEBUG10 FastCall FC0267      Agent ACD ID: 1992
DEBUG10 FastCall FC0268      Agent CTI ID:
DEBUG10 FastCall FC0269      Agent work flow group: ag_default
DEBUG10 FastCall FC0270      Agent team: RESPA
DEBUG10 FastCall FC0271      Agent supervisor: No
DEBUG10 FastCall CC1246      Local Path: C:\Program Files\Cisco\Desktop
DEBUG10 FastCall CC0325      Group Path: \\172.16.101.5\DESKTOP_CFG\config\ag_default
DEBUG10 FastCall CC1050      ICD Host A: 172.16.101.5
DEBUG10 FastCall CC1051      ICD Port A: 42027
DEBUG10 FastCall CC1052      ICD Host B:
DEBUG10 FastCall CC1053      ICD Port B:
DEBUG10 FastCall CC1054      ICD Peripheral ID: 0
DEBUG10 FastCall CC1055      Heartbeat Interval: 90
DEBUG10 FastCall CC1056      New Jtapi Path: \\172.16.101.5\DESKTOP_CFG\Desktop\
Agentins\JTAPI
DEBUG10 FastCall CC1078      CTI Manager Host A: (Ics-367af0a30a4)
DEBUG10 FastCall CC1079      CTI Manager Host B: (Pntn-ccml-sub)
DEBUG10 FastCall CC1661      Bin CLASSPATH variable is: C:\Program Files\Cisco\
Desktop\bin\CiscoJtapiClient\Lib\jtapi.jar

DEBUG10 FastCall CC1675 The jtapi.jar file found under bin CLASSPATH.
DEBUG10 FastCall CC1874 Output from running java CiscoJtapiVersion: Cisco JTAPI version
DEBUG10 FastCall CC1683 Jtapi version under bin/ciscojtapiclient/lib: Cisco JTAPI version
DEBUG10 FastCall CC1693 New CLASSPATH variable is: \\172.16.101.5\DESKTOP_CFG\Desktop\
Agentins\JTAPI\jtapi.jar

DEBUG10 FastCall CC1699 jtapi.jar file under new CLASSPATH not exist
INFO    LA0003 SLicense::OpenLcnsFile: Could not open license file \\172.16.101.5\
desktop_cfg\license\agent\LicenseFile.lf 15 : FILE MISSING

MAJOR  FastCall FC0344 Unable to verify licence. License Error: Could not open license
file \\172.16.101.5\desktop_cfg\license\agent\LicenseFile.lf 15 : FILE MISSING

INFO    FastCall FC0376 Releasing license...
INFO    LA0003 SLicense::OpenLcnsFile: Could not open license file \\172.16.101.5\
desktop_cfg\license\agent\LicenseFile.lf 15 : FILE MISSING

INFO    FastCall FC0383 Error releasing license: Could not open license file \\
172.16.101.5\desktop_cfg\license\agent\LicenseFile.lf 15 : FILE MISSING

INFO    FastCall FC0405 FastCall Shutting Down
```

Note: Some lines in this log display over two lines due to space limitations.

This is the output of Agent .log:

```
INFO    FHooker  VERSION:[Release 4.3.2.9] PLATFORM:[XP Service Pack 1] DBGLEVEL:[1-204]
INFO    PhoneDev VERSION:[Release 4.3.2.9] PLATFORM:[XP Service Pack 1] DBGLEVEL:[1-204]
INFO    FastCall VERSION:[Release 4.3.2.9] PLATFORM:[XP Service Pack 1] DBGLEVEL:[1-204]
INFO    FastCall FC0162  FastCall Starting Up
INFO    LA0003  Could not open license file \\172.16.101.5\desktop_cfg\license\agent\
LicenseFile.lf 15 : FILE MISSING
MAJOR  FastCall FC0344 Unable to verify licence. License Error: Could not open license
```

```
file \\172.16.101.5\desktop_cfg\license\agent\LicenseFile.lf 15 : FILE MISSING

INFO FastCall FC0376 Releasing license...
INFO LA0003 Could not open license file \\172.16.101.5\desktop_cfg\license\agent\
LicenseFile.lf 15 : FILE MISSING
INFO FastCall FC0383 Error releasing license: Could not open license file \\
172.16.101.5\desktop_cfg\license\agent\LicenseFile.lf 15 : FILE MISSING

INFO FastCall FC0405 FastCall Shutting Down
```

Note: Some lines in this log display over two lines due to space limitations.

Solution

Complete these steps to solve the problem:

1. Verify this information:

- ◆ Agents are able to map to the share drive on the CRS server.
- ◆ All Agents have read and write access rights to the share drive from the individual desktops.
- ◆ The license file is in the Agent folder on the CRS share drive.

2. Verify that Novell Client version 4.8.3 SP2 is installed.

With Agent and Supervisor software installed on Windows XP machines that have a Netware Client, Novell Client version 4.8.3 SP2 is necessary for problem resolution.

After the installation of Novell Client version 4.8.3 SP2, the agent can successfully log in to Agent Desktop.

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NetPro Discussion Forums – Featured Conversations for Customer Contact Software

IP Communications and Video: Contact Center

Related Information

- [Fail to Login to the Agent Desktop – Device Association Issue](#)
- [Cisco Agent Desktop – Corrupt License File](#)
- [Agent Unable to Log Into Cisco Agent Desktop](#)
- [Cisco IPCC Express Fails to Log in to Agent Desktop](#)
- [Cisco IPCC Express Support Checklist](#)
- [Technical Support & Documentation – Cisco Systems](#)

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