

Cisco Agent Desktop Enterprise Data Window Fails to Open

Document ID: 47684

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Introduction

This document describes why the Cisco Agent Desktop enterprise data window fails to open in a Cisco IP Contact Center (IPCC) Enterprise Edition environment.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco IPCC Enterprise Edition
- Cisco Agent Desktop

Components Used

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

- Cisco IPCC Enterprise Edition version 4.6.2 and later
- Cisco Agent Desktop version 4.6

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

By default, the Cisco Agent Desktop window is open when a call is active, and becomes minimized when idle. This is called the **Normal** mode.

If your system administrator has configured the Cisco Agent Desktop such that local administration is enabled, you can change this window behavior from the **Options** menu. Other available modes include:

- **Keep Open** mode The window remains open even when idle.
- **Always on Top** mode The window remains open when idle and on top of all other open applications.
- **Stealth** mode The window appears as an icon in the system tray (lower right corner of your desktop) and opens when you double-click the icon.

Problem

Cisco Agent Desktop fails to open the Enterprise data window. The window remains minimized in the system tray. When a call arrives, the data window is highlighted, but does not open.

Cause

Cisco Agent Desktop stores the size and position of the window from the last time it is run. For this, Cisco Agent Desktop uses the values in the **WindowLeft**, **WindowTop**, **WindowWidth**, and **WindowHeight** options under the **Enterprise Interface** in the **fastcallocal.ini** file. By default, the **fastcallocal.ini** file resides in the `C:\Program Files\Cisco\Desktop\config` directory.

The root cause for this problem is the large negative values in the **WindowLeft**, **WindowTop**, **WindowWidth**, and **WindowHeight** options in the **fastcallocal.ini** file (see Figure 1).

Figure 1 WindowLeft, WindowTop, WindowWidth, and WindowHeight Values in the fastcallocal.ini File

```
[Program Log]
Path=..\log\agent.log
size=300000
[Debug Log]
Path=..\log\agent.dbg
size=3000000
Level=10
[Paths]
AdminGroupPath=\\JCDCAW1\DESKTOP_CFG\config\ag_default
[Enterprise Interface]
windowLeft=-32000
windowTop=-32000
windowRight=-31840
windowBottom=-31973
[Data View]
windowWidth=200
windowHeight=487
[Call Activity View]
windowWidth=549
windowHeight=487
[Interface]
windowLeft=161
windowTop=237
windowWidth=674
windowHeight=93
Column1=58
Column2=56
Column3=62
Column4=94
Column5=96
Column6=60
Column7=-1
Column8=-1
Column9=-1
Column10=-1
Column11=-1
Column12=-1
Column13=-1
Column14=-1
Column15=-1
Column16=-1
[Logview]
SortColumn=0
ColumnCount=11
Column0=0, 90, 2
Column1=0, 90, 2
Column2=0, 90, 2
Column3=0, 90, 2
Column4=0, 90, 2
Column5=0, 90, 2
Column6=0, 90, 2
Column7=0, 90, 2
Column8=0, 90, 2
Column9=0, 90, 2
Column10=0, 90, 2
```

Solution

Complete these steps to resolve this problem:

1. Edit the **fastcalllocal.ini** file with any text editor (for example, Notepad) to replace the large negative values in the **WindowLeft**, **WindowTop**, **WindowWidth**, and **WindowHeight** with blank in the **fastcalllocal.ini** file.
 2. Make the **fastcalllocal.ini** file read only.
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Related Information

- **Technical Support & Documentation – Cisco Systems**
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Updated: Mar 08, 2005

Document ID: 47684
