

Fail to Login to the Agent Desktop – Device Association Issue

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Introduction

This document describes one of the reasons why an agent fails to login to the Cisco Agent Desktop in a Cisco IP Contact Center (IPCC) Express environment.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco CallManager
- Cisco IPCC Express Edition
- Cisco Desktop Product Suite

Components Used

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

- Cisco CallManager
- Cisco IPCC Express Edition
- Cisco Desktop Product Suite

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

After you add a new agent, the new agent fails to login to the Cisco Agent Desktop. This error message is

displayed:

Unable to log agent in



In the corresponding agent.log file, this message appears:

```
INFO ASL10008 Agent 7149 could not be found in agent list map.
```

Another symptom is that the corresponding MIVR log contains this message:

```
%MIVR-SS_RM-3-RIMGR_METHOD_INVOC_ERROR:RIMgr has  
had a problem invoking a method: Module=RM component,The name of the method that  
invoked another method=shutdownAddr,The name of the method  
invoked=getAddress,The error message resulting from a method invocation=throws  
exception com.cisco.jtapi.InvalidArgumentExceptionImpl: Address 7149 is not in  
provider's domain.
```

Another possible symptom of this issue is that when the agent tries to log in, this error message is received:

```
Login failed due to a configuration error.  
Please ask your system administrator to associate your phone with the  
RM JTAPI Provider user ID according to the instructions in  
the Administrator Guide.
```

Note: Date and time have been stripped from the trace file.

Solution

This is a configuration problem where the error message points to a device association issue. The Cisco IP Interactive Call Distribution (ICD) Resource Manager (RM) uses a JTAPI user configured in Cisco CallManager to monitor agent phones, control agent states, and route and queue calls. You must create a Cisco CallManager user for the Resource Manager subsystem. You can use any name. However, if you name the user `RMUser`, it is meaningful and easy to remember.

In this case, the agent phone device in trouble is not associated with the `RMUser`. Complete these steps:

Note: If the error occurs even with the agent phone device associated with the RMUser, un-associate and re-associate the device with the RMUser to resolve the issue. Also make sure that none of the Agent DNs are shared and that all the DNs are set so that Max Calls = 2 and Busy trigger = 1.

1. Connect to Cisco CallManager Administration.
2. Choose **User > Global Directory**.
3. In the Basic Search screen, type **RMUser** in the User Search empty box.
4. Click **Search**.
5. Click **User ID RMUser** in the Find and List Users window.
6. Click **Associate Devices**.
7. Check the check boxes associated with the agent phone devices in the Device Association window.
8. Click the **No Primary Extension** button.
9. Click **Update Selected**.

Note: If this solution does not solve the issue, restart the CTIManager Service in order to resolve the issue. Also check whether the agent phone is associated with the Resource Manager-Contact Manager (RMCM) user in CallManager. If not, associate the agent phone with the RMCM user.

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Related Information

- [Agent Unable to Log Into Cisco Agent Desktop](#)
- [Cisco Agent Desktop – Corrupt License File](#)
- [Cisco IPCC Express Fails to Log in to Agent Desktop](#)
- [Unable to Logon to Cisco Agent Desktop Using a Novell Client](#)
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