

Desktop Administrator Default Work Flow Groups Fails

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Introduction

This document describes one reason why the Administrator user fails to access the default Work Flow Groups in the Cisco Desktop Administrator in a Cisco IP Contact Center (IPCC) environment.

Prerequisites

Requirements

Cisco recommends 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.

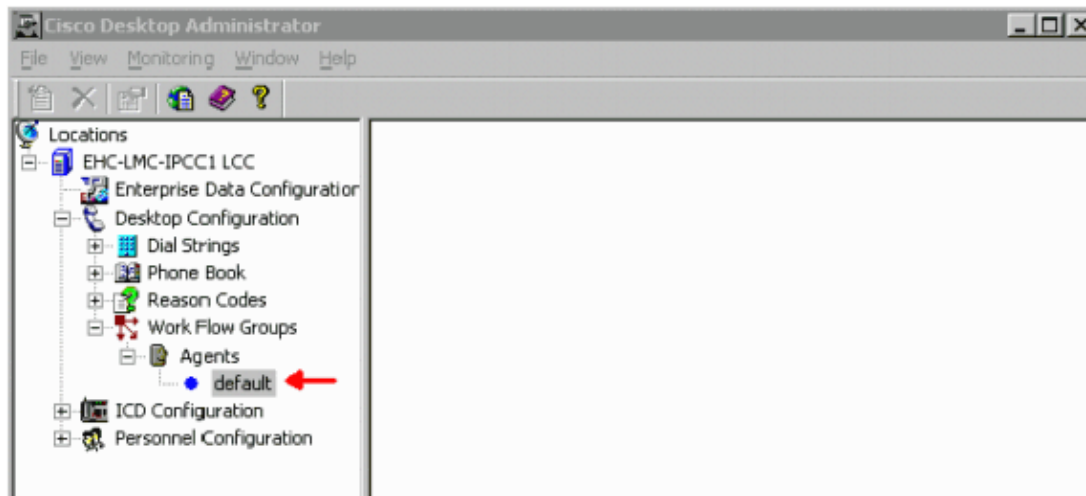
Conventions

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

Problem

When you access the default Work Flow Groups in the Cisco Desktop Administrator (see Figure 1), an error message is displayed.

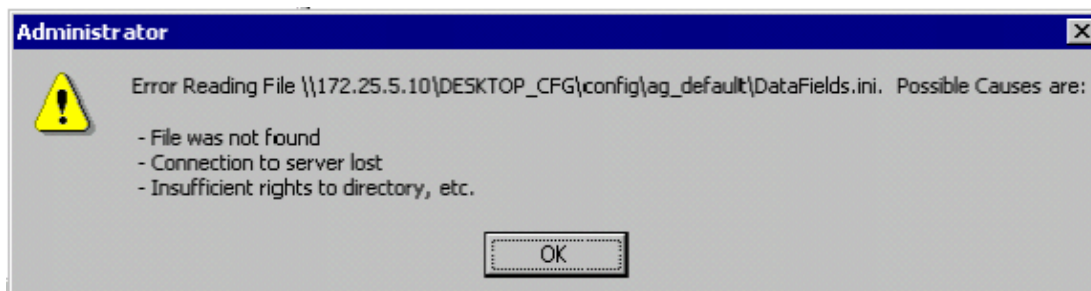
Figure 1 Default Work Flow Groups in the Cisco Desktop Administrator



The error message reads:

```
Error Reading File \\172.25.5.10\DESKTOP_CFG\config\ag_default\DataFields.ini.  
Possible Causes are:  
- File was not found  
- Connection to server lost  
- Insufficient rights to directory, etc.
```

Figure 2 Error Message



Solution

The DataFields.ini file does exist and the connection to server works. Therefore, when you check the permission to the file, you find that the Administrator user is not allowed to share the C:\Program Files\Cisco\Desktop_Config\config\ag_default directory where the DataFields.ini file is located.

Add the Administrator user to the share list for the C:\Program Files\Cisco\Desktop_Config\config\ag_default directory in order to solve this problem. Complete these steps:

1. Navigate to the C:\Program Files\Cisco\Desktop_Config\config\ag_default directory.
2. Right-click the **ag_default**.
3. Select **Properties**.
4. Click **Sharing**.

The ag_default Properties dialog box is displayed.

5. Select **Share this folder**.
6. Click **Permissions**.

The Permissions for ag_default dialog box is displayed.

7. Click **Add**.
8. Select the Administrator user from the name list.
9. Click **Add**.
10. Click **OK**, in the Select Users or Groups dialog box.
11. Click **Apply**
12. Click **OK**.
13. Click **Apply**.
14. Click **OK**.

Note: C:\Program Files\Cisco\Desktop_Config\config\ag_default is the default directory where the DataFields.ini file is located.

Related Information

- [Service Information for Cisco Desktop Product Suite 4.5 \(ICD\)](#)
 - [Technical Support & Documentation – Cisco Systems](#)
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