

Table of Contents

<u>Push Mode Failure in Cisco E-Mail Manager Option</u>	1
<u>Document ID: 64157</u>	1
<u>Introduction</u>	1
<u>Prerequisites</u>	1
<u>Requirements</u>	1
<u>Components Used</u>	1
<u>Conventions</u>	1
<u>Background Information</u>	2
<u>Problem</u>	2
<u>Expected Behavior</u>	2
<u>Solution</u>	3
<u>NetPro Discussion Forums – Featured Conversations</u>	3
<u>Related Information</u>	3

Push Mode Failure in Cisco E-Mail Manager Option

Document ID: 64157

Introduction

Prerequisites

Requirements

Components Used

Conventions

Background Information

Problem

Expected Behavior

Solution

NetPro Discussion Forums – Featured Conversations

Related Information

Introduction

This document describes why Cisco E-Mail Manager does not open newly arrived messages automatically through a popup window in a Cisco E-Mail Manager Option environment.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco E-Mail Manager Option

Components Used

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

- Cisco E-Mail Manager Option version 5
- Sun Java Virtual Machine version 1.4.2

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

Administrators can designate agents for the push mode. When new messages enter the system, E-Mail Manager pushes the messages to agents who are in the push mode. This eliminates the need for agents to access a queue to select messages. Additionally, E-Mail Manager displays each new message through a popup window on the screen of the agent.

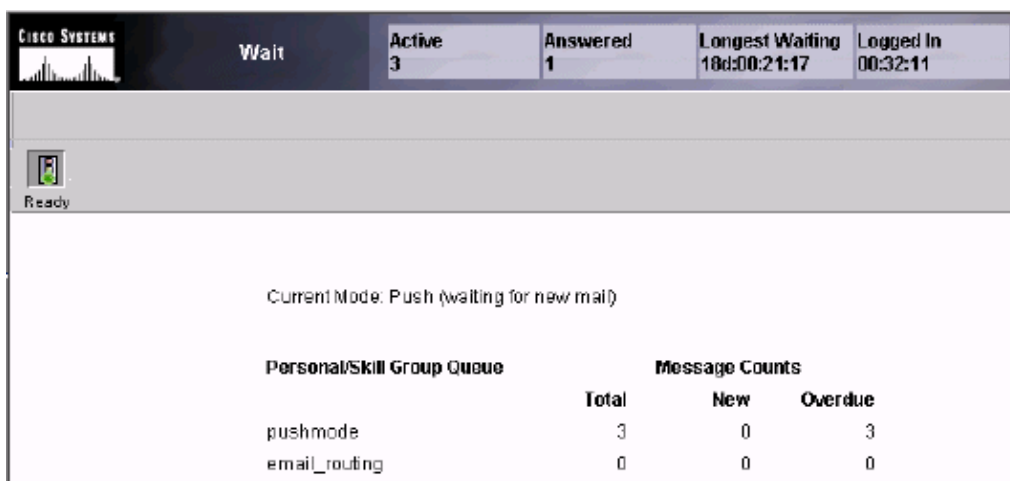
A push agent must select **Process Messages > Ready for Push** to enter the push mode after login.

Problem

This section provides a step-by-step description of the problem.

1. A push agent logs into Cisco E-Mail Manager Option.
2. The agent selects **Process Messages > Ready for Push** to enter the push mode (see Figure 1).

Figure 1 Push Agent in Push Mode



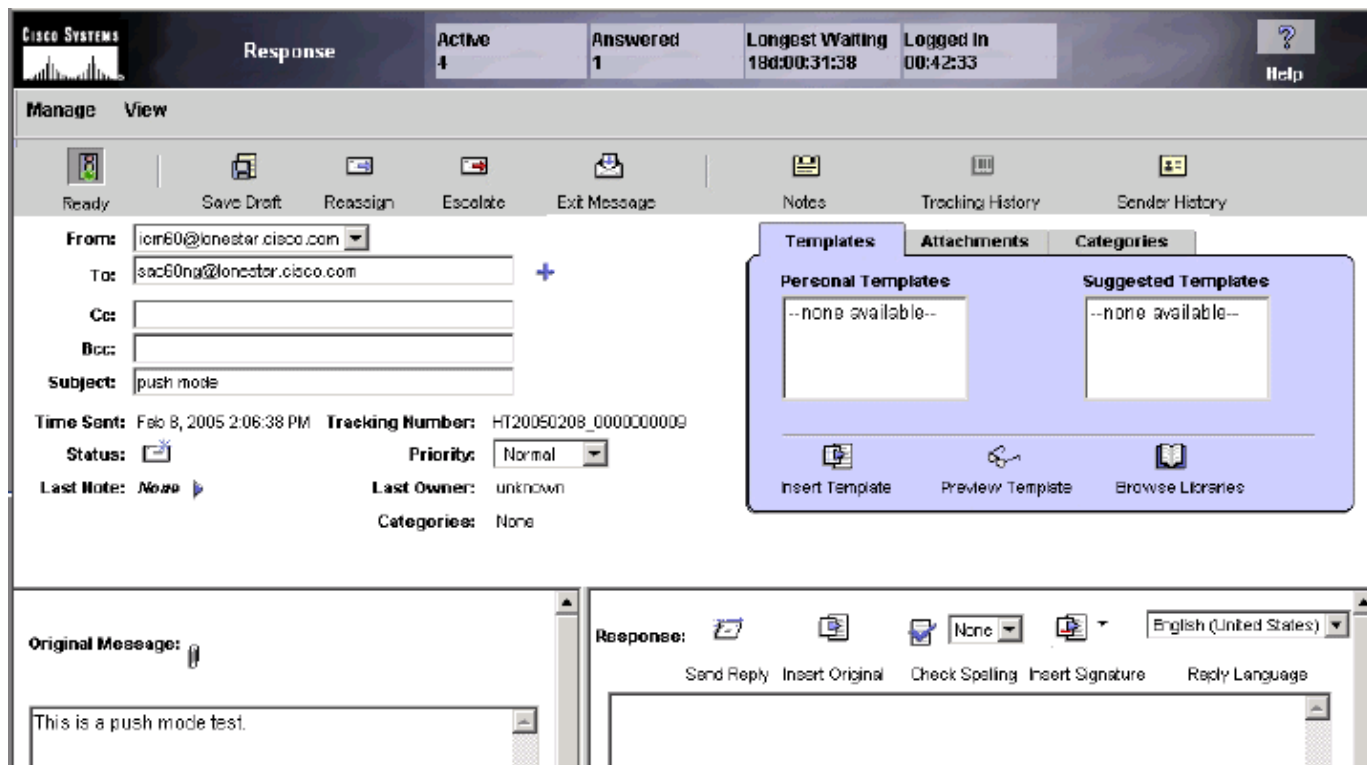
3. A new message arrives, and enters the personal queue of the agent.

However, E-Mail Manager does not open the message automatically through a popup window. The push agent has to go to the queue and manually open the message.

Expected Behavior

In push mode, when a message enters the system, a popup window must open on the screen of the agent to display the message automatically (see Figure 2).

Figure 2 Popup Window That Displays a New Message Automatically



Solution

This problem occurs because of a configuration issue. Complete these steps to solve this problem:

1. Run Sun Java Virtual Machine (JVM) 1.4.2 on the Cisco E-Mail Manager Agent Desktop.
2. Open a conduit for TCP port 8600 in case the Cisco E-Mail Manager Agent Desktop is outside the firewall.

NetPro Discussion Forums – Featured Conversations

Networking Professionals Connection is a forum for networking professionals to share questions, suggestions, and information about networking solutions, products, and technologies. The featured links are some of the most recent conversations available in this technology.

NetPro Discussion Forums – Featured Conversations for Customer Contact Software

IP Communications and Video: Contact Center

Related Information

- [Technical Support & Documentation – Cisco Systems](#)

All contents are Copyright © 1992–2006 Cisco Systems, Inc. All rights reserved. Important Notices and Privacy Statement.

Updated: Jan 27, 2006

Document ID: 64157