

# Resolve the Create Process Error with the Installation of Cisco Agent Desktop

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## Introduction

This document describes four possible reasons for the occurrence of the "Create Process Error" message with the installation of Cisco Agent Desktop (CAD) in the Cisco IP Contact Center (IPCC) Express environment.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco CallManager
- Cisco Customer Response Solutions (CRS)
- Cisco Agent Desktop

### Components Used

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

- Cisco CallManager Version 3.x and later
- Cisco CRS Version 3.x and later
- Cisco Agent Desktop Version 4.x.x 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

When you try to install Cisco Agent Desktop, this error message appears:

```
Create process error:  
\\<IP Address of CRS Server>\Desktop_cfg\Desktop\common\base\setup.exe
```

## Solution

This section provides four possible solutions to the problem, based on the cause.

### When the Error Occurs on a Workstation with the Novell Netware Client

The Create Process Error occurs when you try to install Cisco Agent Desktop on a workstation with the Novell Netware Client installed. You can use one of these two options to solve the problem:

#### Option 1

Complete these steps:

1. Check the version of Novell Netware Client on the workstation.
2. Upgrade the Novell Netware Client to Version 4.9.

#### Option 2

If an upgrade is not possible, complete these steps:

1. Uninstall the Novell Netware Client.
2. Install Cisco Agent Desktop.
3. Now, reinstall the Novell Netware Client.

**Note:** Installation of a Novell Netware Client on a device that runs Cisco Agent Desktop is not recommended and is not supported.

### When the Error Occurs Due to Improper Installation of Cisco Agent Desktop

Cisco Agent Desktop must be installed from the DOS window based on the instructions on the CRS plug-in page. If the installation has not been performed correctly, the Create Process Error can occur.

Use the IP address of the CRS server to install Cisco Agent Desktop. Complete these steps:

1. Click **Start > Run**.

The Run dialog box is displayed.

2. Type `\\<IP Address of CRS Server>\DESKTOP_CFG\desktop\InstallManager`.
3. Click **OK**.
4. Now, follow the instructions on the CRS plug-in page to install Cisco Agent Desktop.

## When the Error Occurs Due to Insufficient User Privileges

Check whether the Microsoft Windows user who logs into the client PC has sufficient file privileges to access the DESKTOP\_CFG on the CRS server. If not, you must grant the relevant privileges to the user.

For information about the relevant user privileges, refer to the Permission Requirements section (Page 3–3 to 3–13) in the Service Information for Cisco Desktop Product Suite 4.5.5 (ICD) document.

Complete these steps to modify user privileges:

1. Right-click DESKTOP\_CFG on the CRS server, and choose **Properties** from the shortcut menu.

The DESKTOP\_CFG Properties dialog box is displayed.

2. Click the **Security** tab.
3. Choose the user name, and check the relevant check boxes in the Permissions section, based on the Permission Requirements specified in the Service Information for Cisco Desktop Product Suite 4.5.5 (ICD) document.
4. Click **Apply**.
5. Click **OK**.

## When the Error Occurs Due to ICF

If you try to install CAD on a computer with the Windows XP OS, the Create Process Error occurs if Internet Connection Firewall (ICF) is enabled. In order to solve the problem, you must disable ICF.

For information on how to disable ICF, see Use the Internet Connection Firewall .

## When the Error Message "Cannot open process token" Occurs at Install

At the installation of the Cisco Agent Desktop, an error message "Cannot open process token" pops up, and the installation fails.

With the installation of CAD in a Supervisor PC, make sure that you log in with the local Administrator account of the machine so that the message will not pop up.

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## Related Information

- [Can Cisco Agent Desktop Coexist with the Novell Netware Client in a Microsoft Windows OS?](#)
- [Service Information for Cisco Desktop Product Suite 4.5.5 \(ICD\)](#)
- [Use the Internet Connection Firewall](#)
- [Technical Support & Documentation – Cisco Systems](#)

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