

Cisco E-mail Manager Login Failure After Password Change and for New Agents

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Introduction

This document describes one reason for the login failure of agents who use Cisco E-mail Manager, and provides a solution in a Cisco Intelligent Contact Management (ICM) Enterprise environment.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco ICM
- Cisco E-mail Manager

Components Used

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

- Cisco ICM version 5.x
- Cisco E-mail Manager Option version 5.x

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

ICM and E-mail Manager enable you to create agent profiles that contain personal information of agents and

information on agents who handle customer contacts. When you create an agent profile in E-mail Manager, the agent becomes available in ICM. However, when you create an agent profile in ICM, the agent does not become available in ICM until E-mail Manager enables the agent.

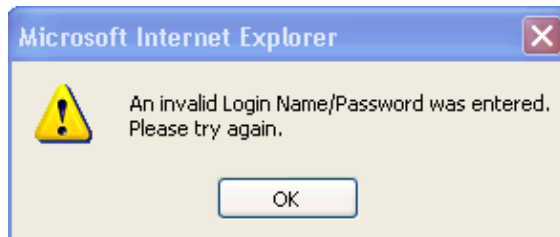
Problem

Agents are unable to log into E-mail Manager in these two scenarios:

- Scenario 1: The agent is new, and you have just created the agent profile.
- Scenario 2: The agent has changed the password.

When the agent tries to log in, an error message appears (see Figure 1).

Figure 1 Error Message When Agent Tries to Log In



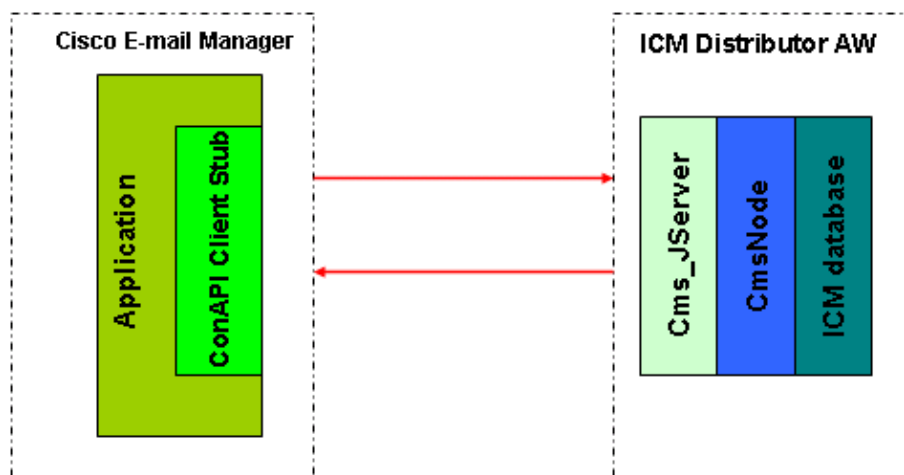
Cause

This problem occurs due to an issue with the Cms_JServer process on the Distributor Admin Workstation (AW).

Cms_JServer is a component of Configuration Management Service (CMS) and ICM Configuration API (ConAPI), which provides a Java API for non-ICM applications to configure ICM. E-mail Manager is one of the non-ICM applications. Here is the sequence of operations for the Cms_JServer process:

1. The Cms_JServer process establishes connections to E-mail Manager.
2. Next, the Cms_JServer process manages and passes requests from E-mail Manager to CmsNode process on the ICM Distributor AW.
3. Finally, the Cms_JServer process delivers results back to E-mail Manager.

Figure 2 Communication Between Cisco E-mail Manager and Cisco ICM



Agent login failure occurs when the Cms_JServer process does not function, and interrupts the communication between ICM and E-mail Manager.

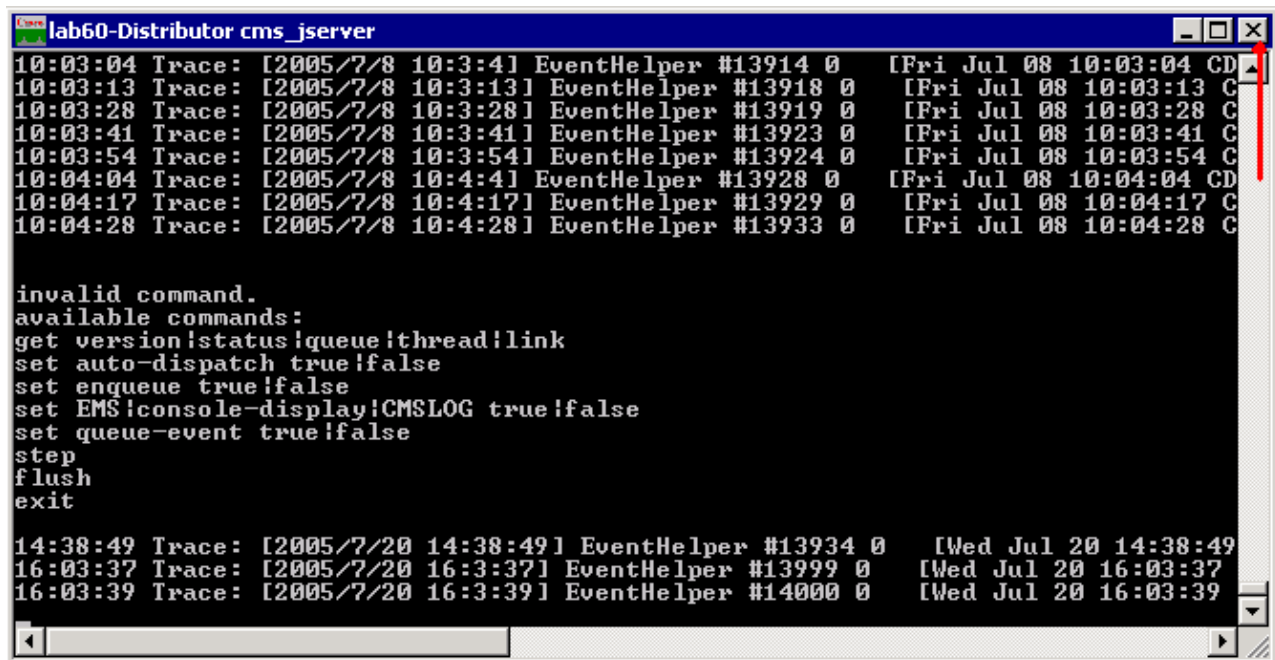
Solution

Cycle the Cms_JServer process in order to solve the problem.

Complete these steps:

1. Log into the Distributor AW.
2. Bring up the Cms_JServer process.
3. Click the close button in order to end the Cms_JServer process (see the red arrow in Figure 3).

Figure 3 The Cms_JServer process



```
lab60-Distributor cms_jserver
10:03:04 Trace: [2005/7/8 10:3:4] EventHelper #13914 0 [Fri Jul 08 10:03:04 CD
10:03:13 Trace: [2005/7/8 10:3:13] EventHelper #13918 0 [Fri Jul 08 10:03:13 C
10:03:28 Trace: [2005/7/8 10:3:28] EventHelper #13919 0 [Fri Jul 08 10:03:28 C
10:03:41 Trace: [2005/7/8 10:3:41] EventHelper #13923 0 [Fri Jul 08 10:03:41 C
10:03:54 Trace: [2005/7/8 10:3:54] EventHelper #13924 0 [Fri Jul 08 10:03:54 C
10:04:04 Trace: [2005/7/8 10:4:4] EventHelper #13928 0 [Fri Jul 08 10:04:04 CD
10:04:17 Trace: [2005/7/8 10:4:17] EventHelper #13929 0 [Fri Jul 08 10:04:17 C
10:04:28 Trace: [2005/7/8 10:4:28] EventHelper #13933 0 [Fri Jul 08 10:04:28 C

invalid command.
available commands:
get version!status!queue!thread!link
set auto-dispatch true!false
set enqueue true!false
set EMS!console-display!CMSLOG true!false
set queue-event true!false
step
flush
exit

14:38:49 Trace: [2005/7/20 14:38:49] EventHelper #13934 0 [Wed Jul 20 14:38:49
16:03:37 Trace: [2005/7/20 16:3:37] EventHelper #13999 0 [Wed Jul 20 16:03:37
16:03:39 Trace: [2005/7/20 16:3:39] EventHelper #14000 0 [Wed Jul 20 16:03:39
```

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