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# CTI Data Fails to Reach Cisco Agent Desktop

Document ID: 66278

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**Introduction**

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Requirements

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**Problem**

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## Introduction

This document describes one reason why Computer Telephony Integration (CTI) data does not populate the Cisco Agent Desktop in a Cisco Intelligent Contact Management (ICM) Enterprise environment. This document also provides a possible workaround.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco ICM Enterprise
- Cisco IP Contact Center (IPCC) Enterprise
- Cisco CTI Server

### Components Used

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

- Cisco ICM version 5.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.

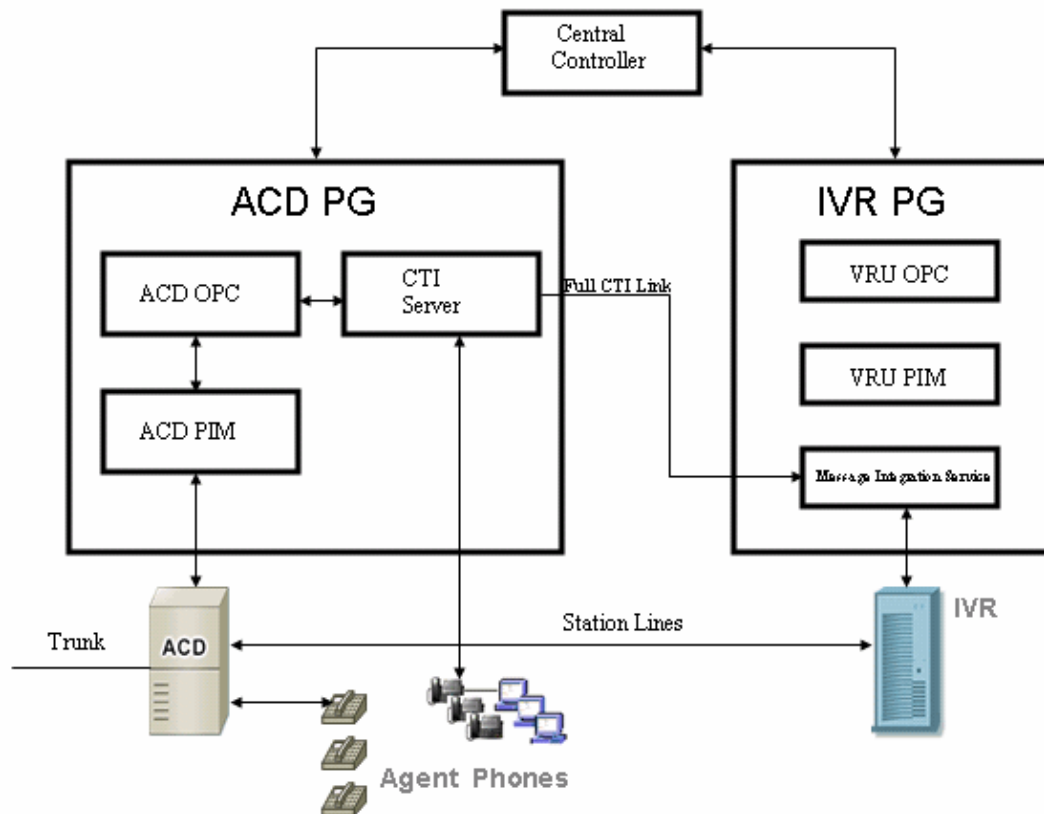
### Conventions

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

# Topology

Figure 1 represents a sample CTI configuration to demonstrate the high-level data flow. This data flow enables you to understand the problem and develop a diagnostic approach.

**Figure 1 A Sample CTI Configuration**



## Problem

CTI data fails to reach the Cisco Agent Desktop. Through a screen pop, agents do not receive the information that callers enter at the Interactive Voice Response (IVR) prompt.

**Note:** This problem occurs only when you upgrade ICM version 4.5.x or earlier to ICM version 5 and later.

## Cause

This problem occurs due to two registry settings on the peripheral gateway (PG).

## Solution

Complete these steps in order to solve this problem:

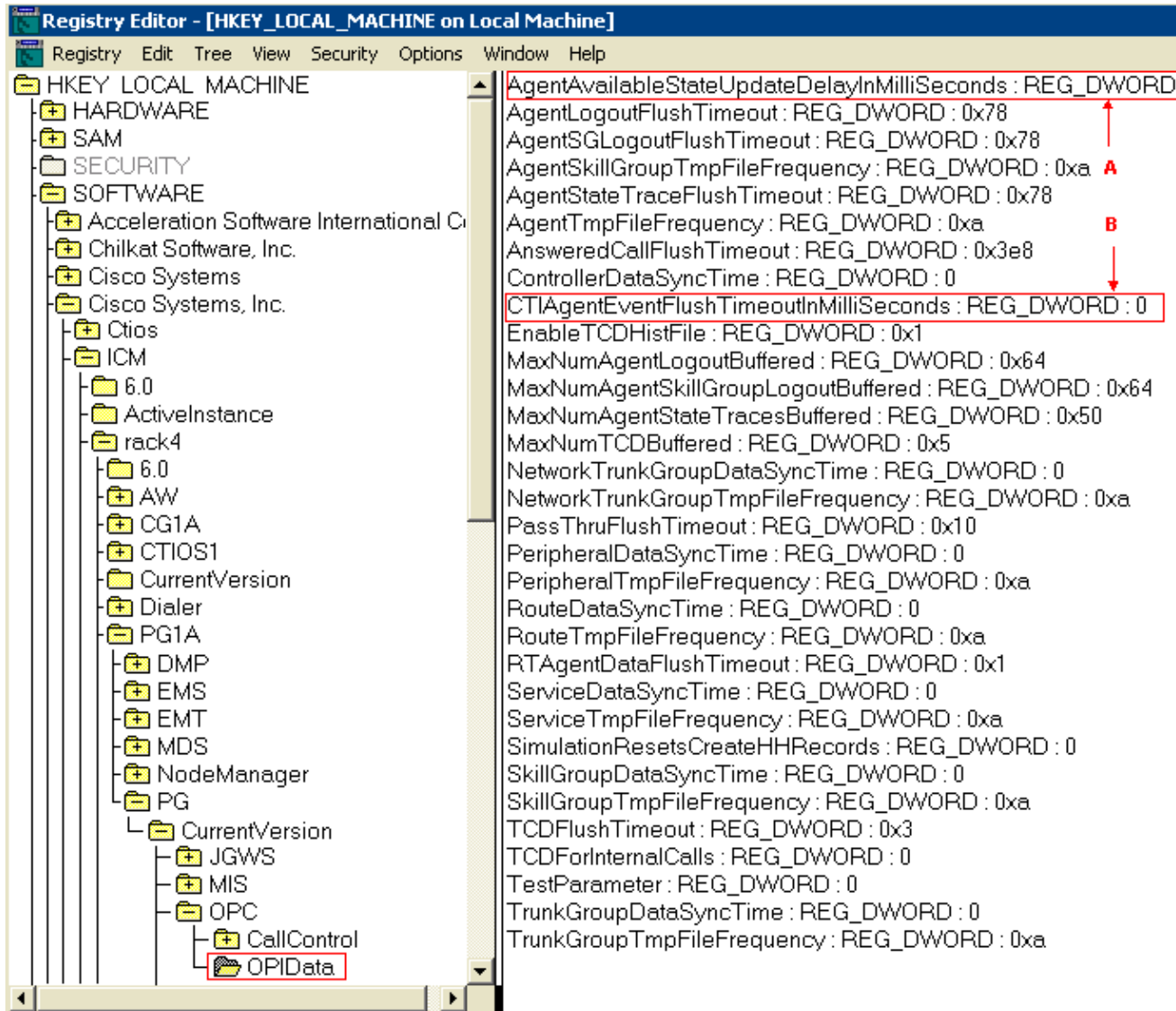
1. Shut down both PGs in a duplexed environment.
2. Navigate to this registry path:

```
HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, INC.\ICM\<Cust_Inst>\
PG<xxA/B>\PG\CurrentVersion\OPC\OPIData
```

3. Set the DWORD value of **AgentAvailableStateUpdateDelayInMilliseconds** to 0 (see arrow A in Figure 2).
4. Set the DWORD value of **CTIAgentEventFlushTimeoutInMilliseconds** to 0 (see arrow B in Figure 2).
5. Restart both PGs.
6. This message appears in the OPC log on the active PG side:

```
CTIAgentEventFlushTimeoutInMilliseconds to 0 disables agent-event buffering
```

**Figure 2 Registry Key**



## 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.

## Related Information

- **Technical Support & Documentation – Cisco Systems**
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