

Agent Unable to Log Into Cisco Agent Desktop

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Introduction

When the Cisco Interactive Call Distribution (ICD) agent attempts to login to the Cisco Agent Desktop, the login fails with an error message, in a Cisco Computer Telephony Integration (CTI) environment. This document discusses various error messages, possible causes and recommended actions.

Verify these items before you proceed:

1. The user ID and password of the agent are case sensitive, so make sure that you enter these items correctly.
2. The **Enable CTI Application Use** checkbox in the User Information page under **User > Global Directory** is checked.
3. The CTI Manager service runs on the CTI server.
4. The CRS Engine is enabled in Serviceability Utility.

Prerequisites

Requirements

The Cisco Customer Response Solution (CRS) server must be installed and configured for ICD as well as Cisco CallManager.

Components Used

The information in this document is based on CRS version 3.0.2 and Cisco Unified Contact Center Express 7.x/8.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 the Cisco Technical Tips Conventions for more information on document conventions.

Problem: Failed to login into CTI Manager Server! Please talk to your administrator

An agent unable to log into the Cisco Agent Desktop receives this error message:

```
Failed to login into CTI Manager Server! Please talk to your administrator.
```

Checklist

Does it affect all users or a single user? If it affects all users, proceed to the Edit DSBrowser.exe section.

If this issue affects a single user, verify the user can **ping** the CTI Manager server by host name. If it cannot, then the issue can be due to the DNS error. Edit the Hosts file to add the host name and IP address of the CTI Manager, which resolves the issue.

Solutions

The solutions to this problem are explained in detail in these sections.

Gather the Cisco Agent Desktop Logs

Complete these steps in order to enable debug tracing:

1. Set the trace level to equal **204** in the file **c:\Program Files\Cisco\Desktop\config\fastcalllocal.ini**.
2. Set the trace size to equal **30000000** (default is 300000).

```
[Program Log]
Path=..\log\agent.log
Size=300000
[Debug Log]
Path=..\log\agent.dbg
Size=300000000
```

Level=204

The changes take affect when the Agent Desktop logs back on.

The trace file can be found in the c:\Program Files\Cisco\Desktop\log folder. If the maximum file size is exceeded, the old log files are copied to the c:\Program Files\Cisco\Desktop\log\old\ folder.

3. Open the agent log file and scroll to the bottom of the page.

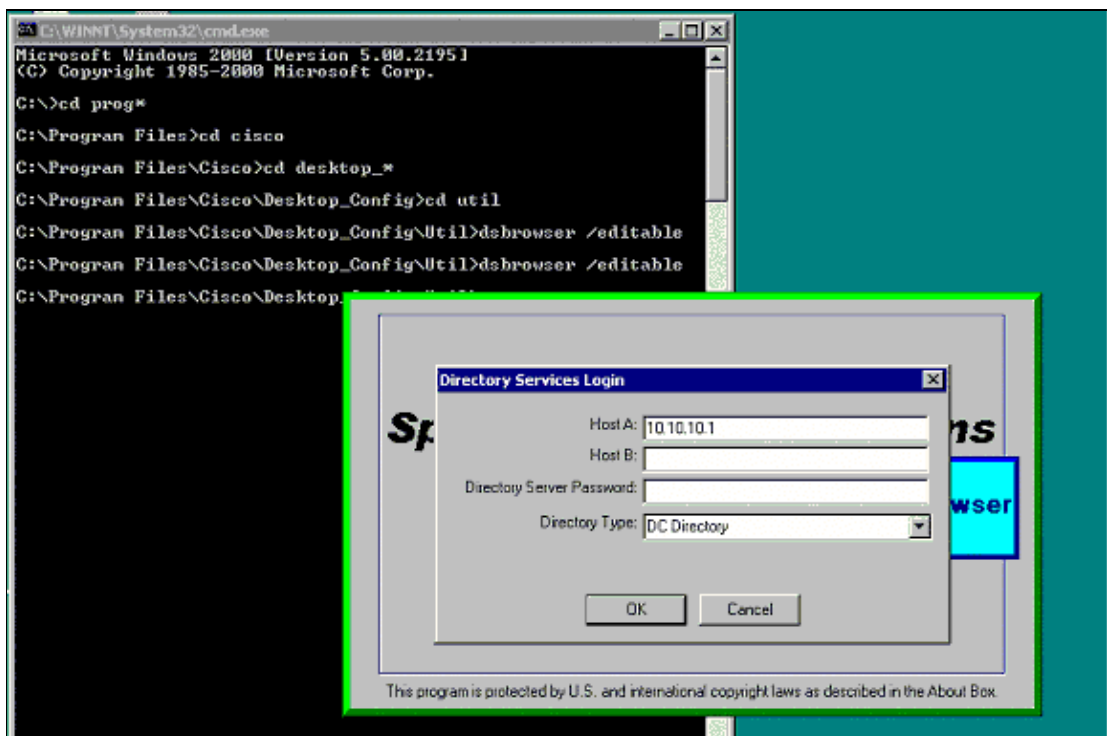
You see the IP address of the CTI Manager instead of the host name. If you see the host name of the CTI Manager, complete the rest of the procedure in order to change it to the IP address. This is an example log file:

```
074906 02/24/2003 MAJOR FCCTI_1000 splkJtapiServerstartServerSession
jtapi provider login return false 074906 02/24/2003 MAJOR FCCTI_1000
Error Return (2!error in invoking Java Method) startServerSession
074906 02/24/2003 MAJOR PhoneDev PD2377 CTIServerLogin Failed
to establish connection to CTI Manager Host A (CS-PUB)
074906 02/24/2003 MAJOR FCCTI_1000 splkJtapiServerstartServerSession
jtapi provider login return false
074906 02/24/2003 MAJOR FCCTI_1000 Error Return
(2!error in invoking Java Method) startServerSession
074906 02/24/2003 MAJOR PhoneDev PD2384 CTIServerLogin Failed to
establish connection to CTI Manager Host B (CS-SUB)
074906 02/24/2003 INFO PhoneDev PD1787 PhoneDevShutDown CTI Shutdown
075206 02/24/2003 INFO FastCall FC0376 Releasing license...
075206 02/24/2003 INFO FastCall FC0405 FastCall Shutting Down
075206 02/24/2003 INFO PhoneDev PD1787 PhoneDevShutDown CTI Shutdown
```

Edit DSBrowser.exe

Complete these steps in order to edit DSBrowser.exe on the CTI Manager server:

1. Choose **Start > Run > cmd.**
2. Type the command **c:\program files\cisco\desktop_config\util\dsbrowser /editable.**



3. Enter the password of the Directory Server and click **OK.**

- The *DESKTOP_CFG* configuration file is not read/write accessible to Cisco Agent Desktop (CAD) users.
- The IP connection to the Cisco Customer Response Applications (CRA) server is lost.

Solution

Complete these steps in order to resolve this issue:

1. Make sure that the shared location and read/write file access is properly established for the **DESKTOP_CFG** configuration file. If the share is opened correctly, verify from the client PC that you can create a file (have read/write access) in the **Desktop_cfg\Desktop\License** folder on the Customer Response Solutions (CRS) server.

Refer to Automating DESKTOP_CFG Share Drive Mapping in Cisco Agent Desktop for IPCC Express for more information.

2. Make sure that the IP connection to the CRA server is established.

Problem: The ID You Entered was not Found

An agent receives this error message during the attempt to log into the Cisco Agent Desktop and the RMCM subsystem is stuck in initializing:

```
The ID you entered was not found
```

Or

```
Specified ID is invalid
```

This issue is also documented in Cisco bug ID CSCsv98008 (registered customers only) .

Solution

Complete these steps in order to resolve this issue:

1. Make sure that you type the user ID correctly. User IDs are case sensitive.
2. Verify that you use the correct Cisco CallManager password.
3. Make sure that the RM JTAPI user ID is configured as a member of the Standard CTI Enabled user group.
4. If the problem is still not resolved, try to stop and restart the Cisco Desktop Sync Server service.

Note: If the agent gets the error message You cannot change to Ready state while the phone is out of service. Other agent states are available after logging in or if the agent gets logged out many times, restart the CTI manager service in order to resolve the issue.

Note: If the agents cannot login and the MIVR logs marks db_cra as suspect, then the issue is due to the corrupted database. In this situation, you need to re-install CRS to replace the corrupted database that does not start.

Error: Resources off the agent ext is out of service

The Cisco Agent Desktop login is successful and goes to *ready*, but then the *resources off the agent ext is out of service* error message appears. When you click ok, it changes to *not ready* then goes to phone. You hear the dial-tone and hang up, and this makes the Cisco Agent Desktop work.

Solution

This issue occurs when you try to link the IPCC Express with the Cisco CallManager Express.

This issue occurs due to the incoming presence requests, which are blocked by default.

Enter these commands on the Cisco CallManager Express in order to resolve this issue.

These commands allow the router to accept incoming presence requests (SUBSCRIBE messages) from internal watchers and SIP trunks. It does not impact outgoing presence requests.

1. Router(config)# **sip-ua**
2. Router(config-sip-ua)# **presence enable**

Error: Agent has no workgroup specified

When you try to log the agent in from the phone, this error message is received:

```
Agent has no workgroup specified.
```

Solution

Restart the CRS Node Manager in order to resolve the issue.

Error: You cannot login because the phone is JAL-enabled

After upgrading Cisco Unified Communications Manager from 6.x to 7.x, the login to the Cisco Agent Desktop is not possible. This error message is received:

```
You cannot login because the phone is JAL-enabled.  
JAL-enabled phones are not compatible with CAD.
```

Solution

The CCX 7.0 SR4 release notes describe this as an expected behavior with CUCM 7.1.3 in two cases.

"Preventing agent login if JAL or DTAL is enabled on the agent phone with Unified CCM 7.1(3) Agent cannot log in to CAD/CAD-BE/IPPA service, if JAL (Join Across Lines) or DTAL (Direct Transfer Across Line) is enabled on the agent phone, with Unified CM 7.1(3) or later."

The root cause is that UCCX 7 currently does not support JAL phones. You need to turn off the JAL parameter in Cisco Unified Communication Manager to make the agents work again. Complete these steps:

1. Navigate to the Phone Configuration window by choosing **Device > Phone** from the Cisco Unified Communications Manager Administration page.
2. For the Join Across Lines option (also in the Device Information portion of the window), choose **Off**.

Error: Invalid Password

When trying to login to the Cisco Agent Desktop, this error message is received:

```
Invalid Password
```

Solution

The reason for this error can be that the SQL agent service is down. In order to restart the service, complete these steps:

1. Go to **Start > Run** and type **Services.msc**.
2. Click **OK**.
3. From the **Services** window, locate the **SQL Server Agent service**.
4. Make sure that the value of the Status column for the SQL Server Agent service is **Running**. If it is not running, start it.

Error: You cannot log in because your phone is ipv6 enabled

Cisco Agent Desktop login fails with the You cannot log in because your phone is ipv6 enabled error message.

Solution

From the Cisco Unified Communications Manager Administration page, go to **Device > Device Settings > Common Device Config**. Then, click **Find** and click the profile that the phone is part of. Then, change the IP Addressing Mode from **IPv4 & IPv6** to **IPv4 only**.

Problem: Misleading IPv6 error message on CAD login

Agents attempting to login to CAD receive this error: CAD cannot login user due that IPV6 is not supported on Cisco Agent Desktop.

Note: This occurs when CAD logs in after a fresh install or W1 upgrade.

Solution

The workaround for this issue is to **re-start UCCX engine**. This is documented in Cisco bug ID CSCtk00173 (registered customers only) .

This workaround is equivalent to reassociating the phone to the RmCm user. For this you need to ensure the following:

1. Access the CUCM end user configuration page.
2. Ensure that under controlled devices, the **MAC address of the IP phone** is associated with the **end user**.
3. Ensure that the end user is added to the **Standard CTI enabled user** group, and the phone in **rmcm user**.

Complete these steps in order to resolve the issue:

1. Choose **CUCM Administration > Device > Phone**, then click the IP phone where the issue occurs.
2. Choose **Device > Device Settings > Common Device Configuration**.
3. Under the common device configuration, change the **IP Addressing Mode to IPv4 only**.
4. From the CUCM phone configuration page, **Reset the IP phone**.
5. Reset the **TFTP and CTIManager** services.

Related Information

- **Fail to Login to the Agent Desktop – Device Association Issue**
 - **Unable to Logon to Cisco Agent Desktop Using a Novell Client**
 - **Cisco IPCC Express Fails to Log in to Agent Desktop**
 - **Cisco Agent Desktop – Corrupt License File**
 - **Voice Technology Support**
 - **Voice and Unified Communications Product Support**
 - **Troubleshooting Cisco IP Telephony**
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