

ICM PG Agent Login Issues

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Introduction

This document describes the procedure required to troubleshoot Cisco Intelligent Contact Management (ICM) Peripheral Gateway (PG) Agent login issues.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on the Cisco Intelligent Contact Management (ICM) version 7.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 information on document conventions.

Problem

With Cisco ICM Peripheral Gateway (PG), agents are unable to log in.

Solution

Complete these steps in order to resolve the issue:

1. Verify that one side of the PG4A/PG4B is idle and that the other side is active.
2. Open a command prompt, type **procmon exp PGXX jgw1**, and then type **JLI**.

The results should appear similar to this example:

| Addr: | ActiveLines | RegistrationState | DeviceStatus |
|-------|-------------|-------------------|-------------------|
| 1600 | 0 | OUT_OF_SERVICE | UnmonitoredDevice |
| 4183 | 0 | IN_SERVICE | UnmonitoredDevice |

- ◆ Complete these steps if the system does not list an address under the JLI:
 - a. Shut down one side of the PG, and restart the active side.
 - b. Once the PG is cycled, power up the A/B side that was shut down.
 - c. Go to **CUCM > users**, check the PG user, and ensure that the agents are all associated to the PG.

Note: If you are unsure of the PG user value, you can find it on the PGXX under this registry key: HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc.\ICM\exp\PGXX\PG\CurrentVersion\JGWS\jgw1\JGWData\Config\jtapiLoginString

- ◆ Complete these steps if OUT_OF_SERVICE is listed under the Registration State column for phone devices that are registered:
 - a. Restart the PG.
 - b. Check the CUCM, and ensure that the phone is registered.
 - c. If the phone is registered, check the status on each CUCM; it should appear as registered on both CUCMs. If the Subscriber web page shows registered but the Publisher web page does not, restart the Subscriber to ensure SDI communication is working.
 - d. If the phone shows registered on the Subscriber and Publisher, shut down the CTI Manager on both the Publisher and Subscriber, wait 10 seconds, and start the CTI Manager on the Publisher and then the Subscriber.
3. Open the Java Control Panel, and make sure that the Java Plug-in is disabled.

Related Information

- [AW Configuration Manager Setting for Contact Center](#)
- [Troubleshooting Tips for Unified ICM/CCE & Hosted](#)
- [Troubleshoot IPCC Agent Login Failures: CF_Invalid_AgentID_Specified](#)
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