

# Unified Mobile Agent Troubleshooting Login Issues

Document ID: 113335

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## Introduction

Cisco Unified Mobile Agent (Unified MA) enables an agent that uses any PSTN phone and a broadband VPN connection (for agent desktop communications) to function just like a Unified CCE agent that is located in a formal call center and that uses a Cisco IP Phone monitored and controlled by Cisco Unified Communications Manager (Unified CM) JTAPI.

Unified MA login is very similar to a standard agent login with the exception of the Instrument ID and the additional Phone Number field. The agent is given a standard username and password, but they need to be assigned a unique LCP (Local Connection Port) number. Also refer Mobile Agent Guide for Cisco Unified Contact Center Enterprise & Hosted.

This document describes how to troubleshoot some Cisco Unified Mobile 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 Unified Contact Center Enterprise & Hosted Release 7.5(1).

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.

## IPCC Error (10120)

### Problem

This error is received when a Unified MA attempts to log in:

```
IPCC Error (10120) Invalid username or password.
```



### Solution

This warning is a standard invalid username or password error. Validate the agent's credentials in order to resolve this issue.

## IPCC Error (10154)

### Problem

This error message is received when a Unified MA attempts to log in to the CTI OS toolkit:

```
IPCC Error [10154]An attempt has been made to log in to a CTI PORT device for a non-mobile agent or an invalid CTI PORT for a mobile agent.Agent login is not allowed due to an incorrect device.
```



## Solution

This issue can occur if the Unified MA has entered an invalid Instrument ID. For example, the issue can occur when the Instrument ID of a valid IP Phone (Non-LCP) was entered. You must verify that the agent uses the correct LCP.

If the Unified MA does not check the Mobile Agent checkbox and attempts to log in with their agent credentials and LCP Instrument ID, then this error is received. Ensure that Unified MAs have the Mobile Agent check box checked.

## IPCC Error (10116)

### Problem

This error is received when a Unified MA attempts to log in:

IPCC Error [10116]The specified instrument is already in use by another agent. Login Denied.



## Solution

This issue can occur when the Unified MA attempts to log in with an LCP that is already in use. Validate the Unified MA's LCP or check the other active Unified MAs to verify that they use correct LCPs. A unique LCP must be assigned to each MA.

## IPCC Error (12005)

## Problem

This error is received when a Unified MA attempts to log in:

```
IPCC Error[12005] Login could not be performed.  
Possible causes are Invalid Instrument; Media Termination Problem or other CM issue"
```



## Solution

This error indicates that the LCP is not associated with the PGUser (JTAPI) account. Therefore, you must verify that the LCP is associated with the PGUser account. This error can also indicate a problem with the Unified MA phone number. If the line is busy, the CTI desktop reports a 12005 error.

## Related Information

- [Mobile Agent Guide for Cisco Unified Contact Center Enterprise & Hosted](#)
- [Technical Support & Documentation – Cisco Systems](#)

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Updated: Nov 28, 2011

Document ID: 113335

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