

# Troubleshoot IP Phone Agent Login Issues

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## Introduction

This document describes some of the IP phone agent login failures that occur after you install Cisco Customer Response Solution (CRS) 3.1 in a Cisco IP Contact Center (IPCC) Express environment. The document also provides the workarounds.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco CallManager
- CRS

### Components Used

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

- Cisco CallManager version 3.3(3) and later
- CRS 3.1(1) Service Release 2

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.

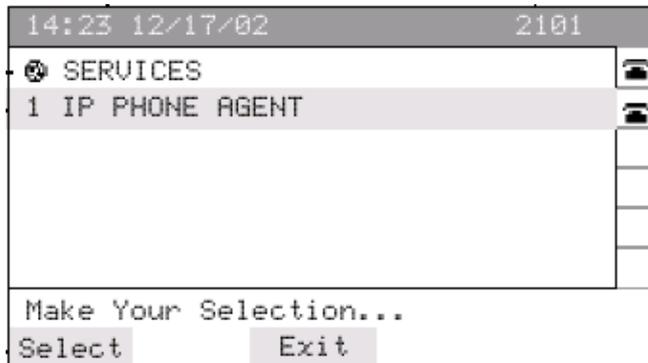
# Error: Connection to CTI Server is down

If the agent desktop is in a different subnet than the CRS and Cisco CallManager, the IP phone agent fails to log in. This section shows the procedure that results in the failure.

1. Press the **Services** button on Cisco IP Phone 7940 or 7960.

Figure 1 appears.

**Figure 1 IP Phone Agent Initial Menu**

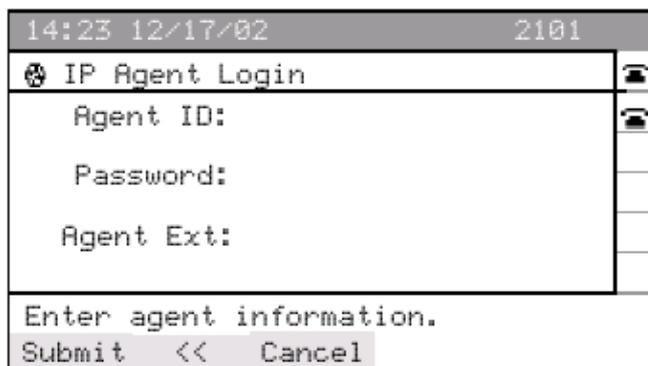


**Note:** Your display can differ, which depends on how your system administrator set up your IP phone.

2. Choose **IP Phone Agent** from the menu.

Figure 2 appears.

**Figure 2 IP Agent Login Screen**



3. Enter the agent identification (ID), password, and agent extension.
4. Press the **Submit** softkey.

This error appears on the screen:

Connection to CTI Server is down

In the same subnet, the agent desktop associated with the same agent can log in successfully.

## Solution

Apply Cisco Customer Response Applications 3.1(1) Service Release 2 in order to resolve the IP phone agent

login failure. If you install Service Release 2, you do not need to install Service Release 1.

## Error: Invalid entry(s) re-enter

After you increase the license count for the IP Phone Agent from 20 to 30 agents, you can still only log in 20 agents at a time. When the agent fails to log in to the IP Phone Agent, this message is displayed on the IP phone:

```
Invalid entry(s) re-enter
```

This error message is displayed in the `AgtStateSvr.log`, which is located in the `c:\Program Files\Cisco\Desktop\IP Phone Agent Interface\log` directory:

```
Have Reached Maximum license allowed
```

**Note:** Another possible symptom of this issue can be agents are unable to log in, and one of these error messages is received:

- could not load page
- Your requested operation failed. Try again

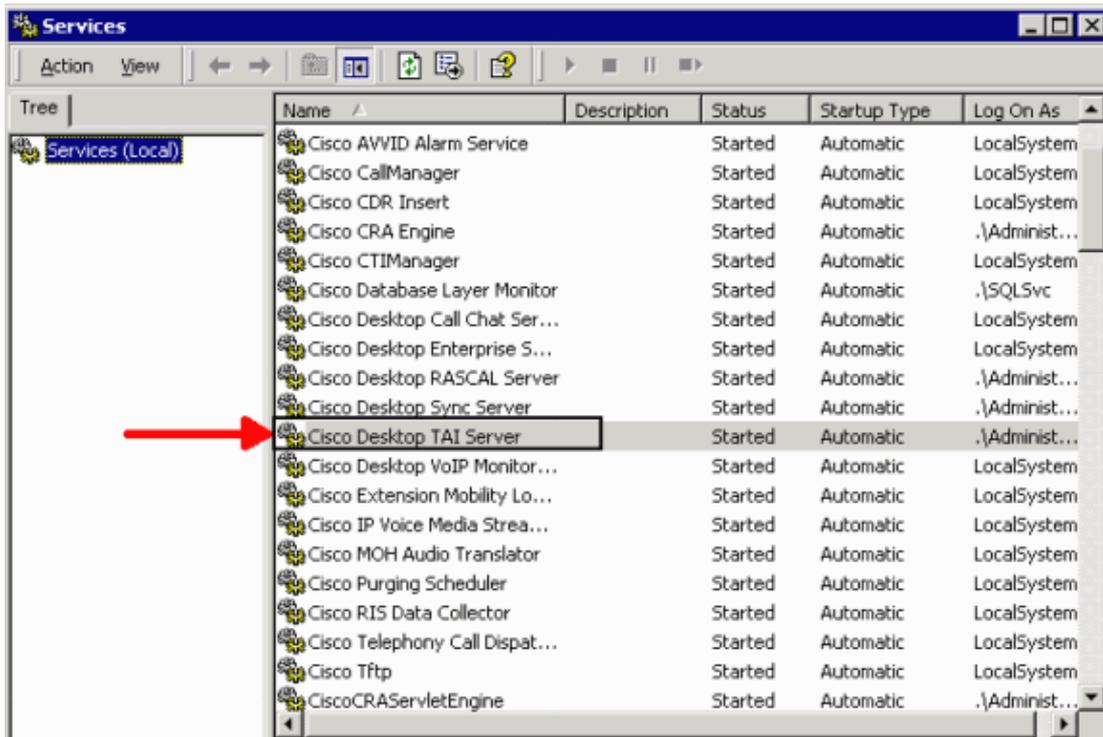
**Note:** In order to increase the license count, you must purchase new licenses from Cisco. When you have the new license file and it has been moved to the server, click **Start > Programs > Cisco CRA Administration > License Update Utility**.

**Note:** In order to reset the licenses, you can run the **LicenseReset.bat** file. The **LicenseReset.bat** file is located in the `C:\Program Files\Cisco\Desktop\Bin` directory. The **LicenseReset.bat** file detects the sub-directories within the `\\FileServerx\Desktop_cfg\License\` directory, which do not contain license files. The **LicenseReset.bat** file then regenerates and copies the relevant license files into the respective directory.

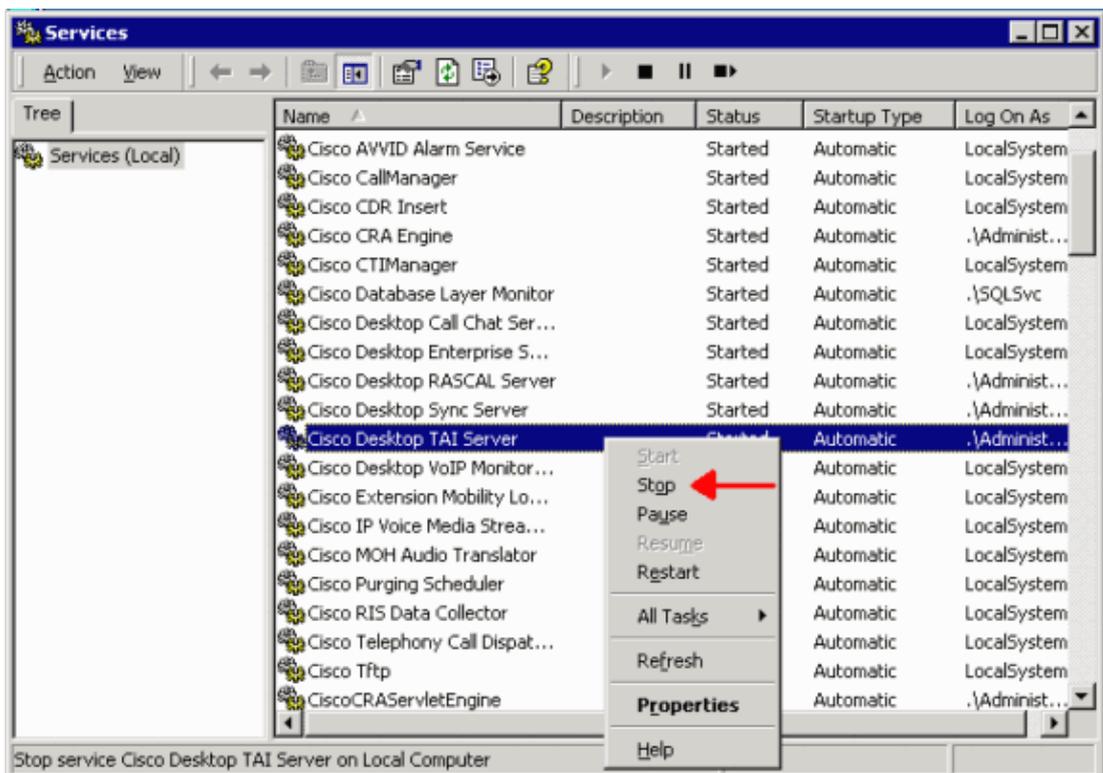
## Solution

After you increase the license count, you must cycle the Cisco Desktop TAI Server. Perform these steps in order to cycle the Cisco Desktop TAI Server:

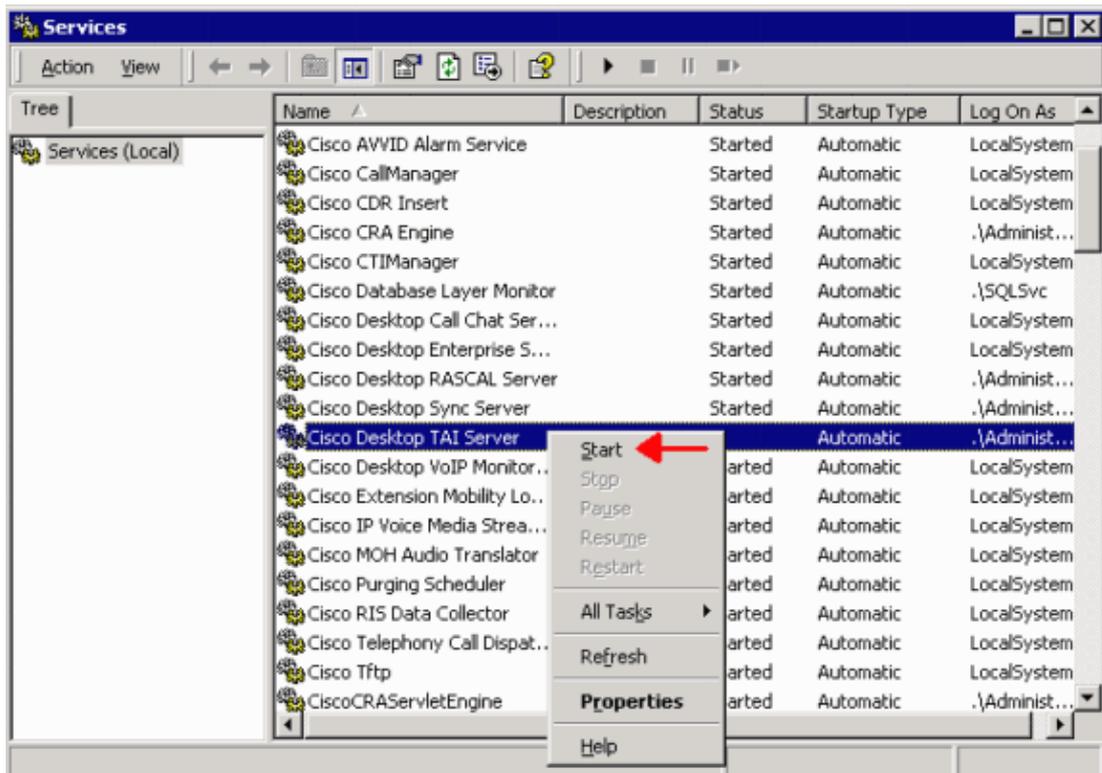
1. Choose **Start > Programs > Administrative Tools > Services**. The Services window is displayed:



2. Navigate to the Cisco Desktop TAI Server.
3. Right-click **Cisco Desktop TAI Server**.



4. Click **Stop**.
5. After the Cisco Desktop TAI Server stops, right-click **Cisco Desktop TAI Server**.



6. Click **Start**.

After you cycle the Cisco Desktop TAI Server, the number of IP Phone Agents supported reaches the license count purchased.

**Note:** The Invalid entry(s) re-enter error message can also appear in some cases where the licensing is not the issue. In these cases, you need to delete and recreate the agent in order to resolve the issue.

## Related Information

- **What steps are involved in the IP phone agent login process?**
- **Cisco Customer Response Applications 3.1(1) Service Release 2**
- **Technical Support & Documentation – Cisco Systems**

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