Cisco CRS Agent/Supervisor Cannot Login

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Introduction

This document provides several steps for troubleshooting the following problem:

```
Cisco Agent Desktop or Supervisor can't login
```

This message appears quite often on new installs of the Cisco Customer Response Solution (CRS) application. In most cases, the problem is a configuration step that is overlooked.

Before You Begin

Conventions

For more information on document conventions, see the Cisco Technical Tips Conventions.

Prerequisites

Before using the information in this document, please ensure that you meet the following prerequisites:

- Cisco CRS configuration
- Cisco CallManager configuration
- Enable trace and capture Agent logs

Components Used

The information in this document is based on the software and hardware versions below.

- Cisco IP Contact Center (IPCC) Express 3.0 and later
- Cisco CallManager 3.0 and later

The information presented in this document was created from devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If you are working in a live network, ensure that you understand the potential impact of any command before using it.

Problem

This message often appears on new installs of the Cisco CRS application. In most cases, the problem is a configuration step overlooked during the install.

```
Cisco Agent Desktop or Supervisor can't login.
```

Solution

The first step is to get a clear definition of the problem and, if possible, a screen shot of the agent desktop error message along with agent logs the indicate the problem or error message. Here are some questions to ask to help isolate the problem:

1. Does this affect only one agent or all agents?

2. If only one agent, could the agent log on before the problem occurred?

3. Is the agent desktop operating system Windows 2000 or Windows XP?

4. Is the agent(s) Caps Lock on when entering the user ID or password?

5. Test another known good agent user name and password to attempt to isolate problem to a specific machine.

6. Verify the agent user name and password by going to the Cisco CallManager. From the browser, go to `http://CallMgrIP/ccmuser`.

   If the user name and password are correct, check the next steps to help troubleshoot the problem:

   a. Try to map a drive from the Agent Desktop to the `Desktop_cfg` share dir on the CRS Server and verify that it is successful.
   b. Verify that you can create a file from the Agent PC (have read/write access) in the `Desktop_cfg\Desktop\License` folder on the CRS Server.
   c. If failed, add the Everyone user to the permission list and test (user should be able to write to the License Directory and the Agent should then login).
   d. If this does not work, set the trace and gather logs for the Cisco Technical Assistance Center (TAC) to review.

Agent Desktop Trace Settings

If the steps above do not solve the problem, set the trace and gather logs for Cisco TAC to review.

1. Set the trace level to **204** in this file:

   ```
   c:\Program Files\Cisco\Desktop\config\fastcalllocal.ini
   ```
2. Set the agent.dbg trace Size=**30000000** (default is 300000):

   ```
   [Program Log]
   Path=..\log\agent.log
   Size=300000
   [Debug Log]
   Path=..\log\agent.dbg
   Size=30000000
   Level=204
   ```

The changes take affect when the Agent Desktop logs on. The log files are in the `c:\Program Files\Cisco\Desktop\log` folder. The log files are also copied to `c:\Program Files\Cisco\Desktop\log\old\` folder when the max file size is reached. Capture both the `agent.dbg` and agent.log files.

Related Information

- **Cisco IPCC Express Support Checklist**
- **Cisco IPCC Express Edition – Technical Documentation**
- **Cisco IPCC Express Edition – Troubleshooting Guides**
- **Technical Support – Cisco Systems**

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