UCCX: Failure to Login to the Agent Desktop

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Contents

Introduction

This document describes reasons why an agent fails to login to the Cisco Agent Desktop in a Cisco IP Contact Center (IPCC) Express environment.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco CallManager
- Cisco IPCC Express Edition
- Cisco Desktop Product Suite

Components Used

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

- Cisco CallManager

- Cisco IPCC Express Edition 4.x/7.x/8.x
- Cisco Desktop Product Suite

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: Unable to log agent in

After you add a new agent, the new agent fails to login to the Cisco Agent Desktop. This error message is displayed:

```
Unable to log agent in
```

In the corresponding agent.log file, this message appears:

```
INFO   ASL10008   Agent 7149 could not be found in agent list map.
```

Another symptom is that the corresponding MIVR log contains this message:

```
%MIVR-SS_RM-3-RIMGR_METHOD_INVOC_ERROR:RIMgr has
had a problem invoking a method: Module=RM component,The name of the method that
invoked another method=shutdownAddr,The name of the method
invoked=getAddress,The error message resulting from a method invocation=throws
exception com.cisco.jtapi.InvalidArgumentExceptionImpl: Address 7149 is not in
provider's domain.
```

Another possible symptom of this issue is that when the agent tries to log in, this error message is received:

```
Login failed due to a configuration error.
Please ask your system administrator to associate your phone with the
RM JTAPI Provider user ID according to the instructions in
the Administrator Guide.
```

Note: Date and time have been stripped from the trace file.

Solution

This is a configuration problem where the error message points to a device association issue. The Cisco IP Interactive Call Distribution (ICD) Resource Manager (RM) uses a JTAPI user configured in Cisco CallManager to monitor agent phones, control agent states, and route and queue calls. You must create a Cisco CallManager user for the Resource Manager subsystem. You can use any name. However, if you name the user RMUser, it is meaningful and easy to remember.

In this case, the agent phone device in trouble is not associated with the RMUser. Complete these steps:

Note: If the error occurs even with the agent phone device associated with the RMUser, un−associate and re−associate the device with the RMUser to resolve the issue. Also, make sure none of the Agent DNs are shared and that all the DNs are set so that Max Calls = 2 and Busy trigger = 1.

1. Connect to Cisco CallManager Administration.
2. Choose **User** > **Global Directory**.
3. In the Basic Search screen, type **RMUser** in the User Search empty box.
4. Click **Search**.
5. Click **User ID RMUser** in the Find and List Users window.
6. Click **Associate Devices**.
7. Check the check boxes associated with the agent phone devices in the Device Association window.
8. Click the **No Primary Extension** button.
9. Click **Update Selected**.

Note: If this solution does not solve the issue, restart the CTIManager Service in order to resolve the issue. Also, check whether the agent phone is associated with the Resource Manager–Contact Manager (RMCM) user in CallManager. If not, associate the agent phone with the RMCM user.

Cannot Log Resource to CSQ with Correct Credentials

When a new IP Phone Agent (IPPA) tries to log in, this error is received: `Either the agent ID or the password you entered is invalid.`

Solution

This issue can be fixed by restarting the **Desktop Sync service**.

Error: The request to log into the Cisco Unified CCX application server timed out

With Cisco Unified Contact Center Express 7.x/8.x, agents cannot login to Cisco Agent Desktop. When logging into Cisco Agent Desktop, this error message is received: `The request to log into the Cisco Unified CCX application server timed out.`

Solution

This issue can occur if any of the Cisco CallManager Subscribers were shut down due to a power outage, in which case the DB replication is broken between all the CallManager servers in the cluster. This in turn can create a delay in the SOAP request response from Cisco CallManager. Ensure that you have a good power backup since a power outage generally causes the DB replication issues, which leads to other issues. Also, make sure that the option to authenticate from the active directory is unchecked.

This issue can also occur when LDAP Authentication is delayed. As a workaround, open the AppAdmin on the CRS server and go to **System** > **Unified CM Configuration** > **AXL Service Provider Configuration**. Then, change the order of the Cisco Unified Communications Manager (CUCM) servers to send the AXL requests to a different server. For more information, refer to Cisco bug ID CSCth74824 (registered customers only) .

Error: CAD 8.0 agent cannot login to UCCX 8.x

The agent can login to a fresh system on UCCX 8.0. If the agent logs out for any reason, then the agent cannot log back in to the UCCX system. This affects only those agent phones that have non−ACD extension shared with other phone devices.

Some agents cannot log in from the same PC where another agent can log in succesfully. Login fails with this

error message: `The Cisco Unified CCX application may be offline. Please verify your system is online and try again.`

Solution

Restart the CCX Engine in order to log back in.

CDAUI2082 Error

You cannot login to Cisco Agent Desktop. When trying to manually synchronize directory services, this error is received:

```
CDAUI2082 At least one error has occurred during the manual synchronization of directory
        services. Contact technical support.
```

Solution

This issue occurs when a user ID is updated either through CUCM or Active Directory when the agent might have forgot to logged out of Cisco Agent Desktop. In this case, the CRS Engine holds the update in the memory and causes a sync issue. In order to resolve this issue, delete the inactive agents after ensuring they have logged out of Cisco Agent Desktop. Then, restart the Desktop Sync Service.

Note: This is documented in Cisco bug ID CSCtg58421 (registered customers only) .

Solution 2

Complete these steps in order to resolve this issue:

1. Run this command on Cisco Unified Contact Center Express CLI:

   ```
   admin: set uccx cad prefs SiteSetup LDAPRequestTimeout 60
   ```
2. Restart the **Cisco Desktop Call/Chat Service**.

Agent Runtime Error

Cisco Agent Desktop login fails with an Agent runtime error.

Solution

Complete these steps in order to resolve this issue:

1. Open the Internet Explorer browser, click **Tools** and choose **Internet Options**.
2. Click the **Advanced** tab.
3. Check the **Disable script debugging (Internet Explorer)** and **Disable script debugging (Other)** check boxes.

   Now the agent should be able to login to Cisco Agent Desktop without any error.

Error: Failed to Connect to LDAP

Cisco Agent Desktop login fails with this error message:

```
Error: "failed to connect to ldap://IP, check the server ip address or the network connect
```

The logs show a timeout error and this error also appears: `APPNAME -- CTI RP does not match Cisco UCCX.`

Solution

This issue can occur if the default gateway in the LDAP server is entered wrong. In order to resolve the issue, use the correct default gateway in the LDAP Server configuration.

Unable to Login to CAD

The user cannot login to CAD. This error message is received:

```
Login failed due to a configuration error with your phone
and JTAPI or Unified CM. Contact your administrator.
```

Solution

In order to resolve this issue, logs need to be collected.

```
Caught Exception = com.cisco.jtapi.DeviceOpenFailedException: SEP6C504DDBD71B:
Device Restricted
271: Apr 04 09:52:57.255 EST
%JTAPI-JTAPI-7-UNK:(P2-RmCm)[MIVR_SS_RM_RmMsgProcessor-349-0-RmMsgProcessor]
[SEP6C504DDBD71B] getIPAddressingMode= 0
272: Apr 04 09:52:57.255 EST %JTAPI-JTAPI-7-UNK:[SEP6C504DDBD71B]InvalidStateExceptionImpl
caught: Terminal is restricted
273: Apr 04 09:52:57.255 EST %JTAPI-JTAPI-7-UNK:[80414]InvalidStateExceptionImpl caught:
SEP6C504DDBD71B is Restricted
```

This can occur if the IP phone does not have the **Allow CTI control device** checked. In order to resolve this issue, associate the Jtapi_rmcm user to the phone mac and complete these steps:

1. Navigate to Device > Phone menu on the Cisco Unified CM Administration page.
2. Check the **Allow Control of Device from CTI** check box.

Related Information

- **UCCX: Cisco Agent Desktop Error "unable to download file"**
- **Agent Unable to Log Into Cisco Agent Desktop**
- **Cisco Agent Desktop – Corrupt License File**
- **Cisco IPCC Express Fails to Log in to Agent Desktop**
- **Unable to Logon to Cisco Agent Desktop Using a Novell Client**
- **Technical Support & Documentation – Cisco Systems**