

Contents

- 1 Scenario Setup
- 2 Problem Statement
- 3 Isolation
 - ◆ 3.1 Are the Listener Process and Instance both running?
 - ◆ 3.2 Is the Listener's link to the Agent PG up?
 - ◆ 3.3 Are other integrated agents able to log in successfully?
- 4 Problematic Agent
 - ◆ 4.1 Exception in updating MRD data
- 5 Resolution

Scenario Setup

Log all agents out

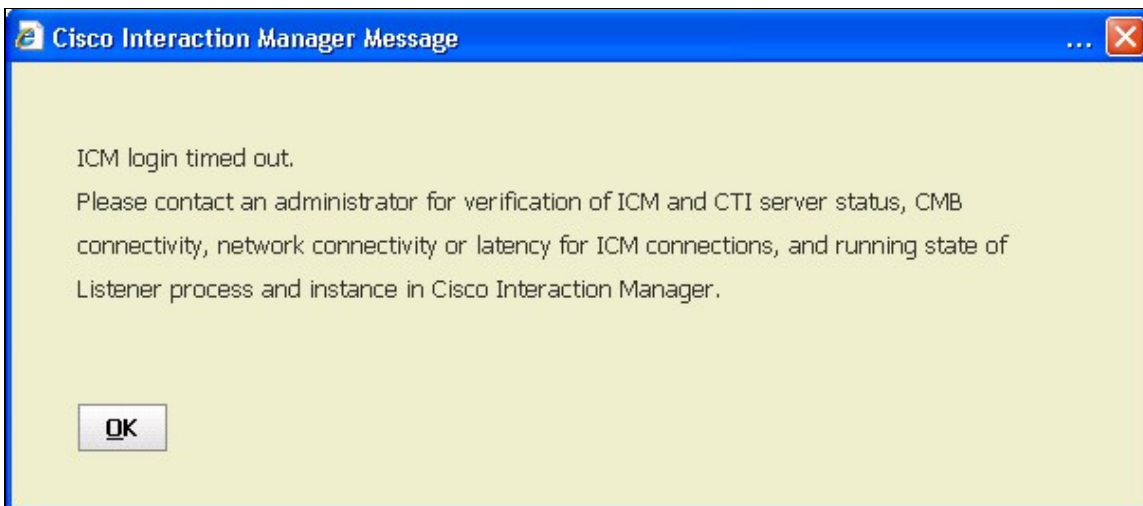
UCCE

1. Remove IPTA Outbound SG from integrated agent
2. Add nIPTA Outbound SG to integrated agent

Use "goofy" as your integrated agent.

Problem Statement

You've resolved all issues with getting to the login pages, but receive the following error when trying to log in your Integrated agent.

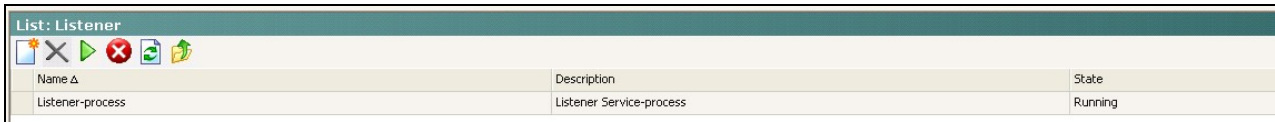


Isolation

There are three easy first steps for this type of problem.

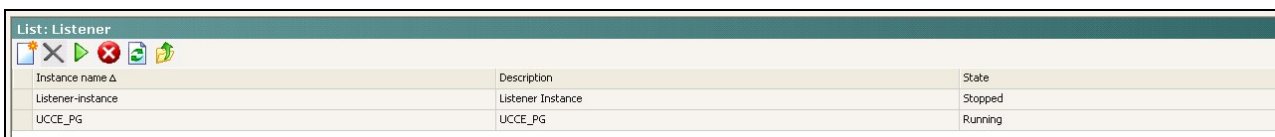
Are the Listener Process and Instance both running?

Log in to the System console and ensure that the Listener's Process and Instance are running.



Name	Description	State
Listener-process	Listener Service-process	Running

Note that the Listener will typically have at least two instances. Ensure that the one for your Agent PG is running:

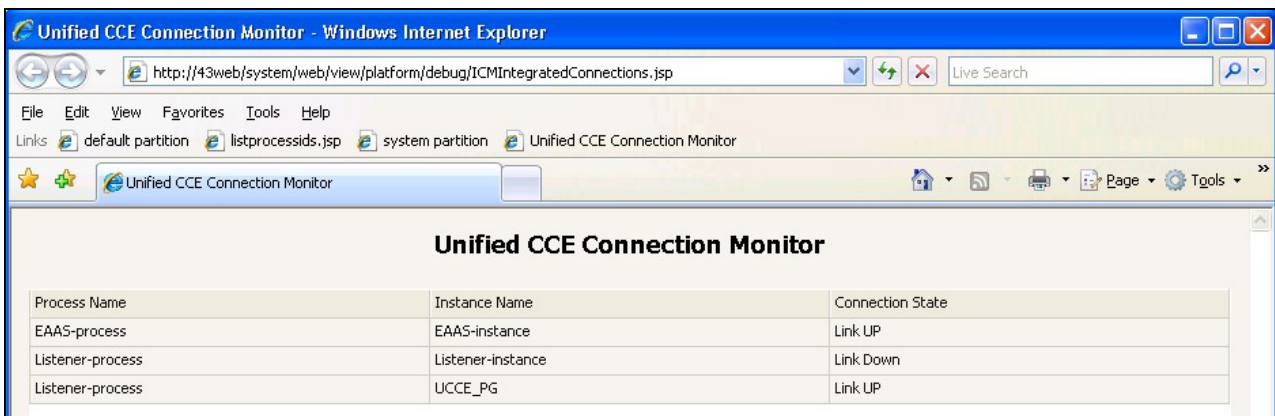


Instance name	Description	State
Listener-instance	Listener Instance	Stopped
UCCE_PG	UCCE_PG	Running

Is the Listener's link to the Agent PG up?

Recall that a running Listener instance does not guarantee an active connection to CTI Server. For this you could dump the CTI Server logs and try to determine the correct SessionID to look for agent activity, or you could use one of the debug JSP's available on the File Server.

<http://<webserver>/system/web/view/platform/debug/ICMIntegratedConnections.jsp>



Process Name	Instance Name	Connection State
EAA5-process	EAA5-instance	Link UP
Listener-process	Listener-instance	Link Down
Listener-process	UCCE_PG	Link UP

Are other integrated agents able to log in successfully?

Is the problem limited to just one agent, or across the board? For the purpose of this scenario, we will state that the issue is **isolated to one agent**.

Problematic Agent

Do you see anything in the CTI Server logs when the agent tries to log in? In this case, no:

```
18:25:00:350 cg1A-ctisvr Trace: CTIApplication::ProcessTimeNotificationEvent - Time=22:25:00 UTC N
18:30:00:354 cg1A-ctisvr Trace: CTIApplication::ProcessTimeNotificationEvent - Time=22:30:00 UTC N
```

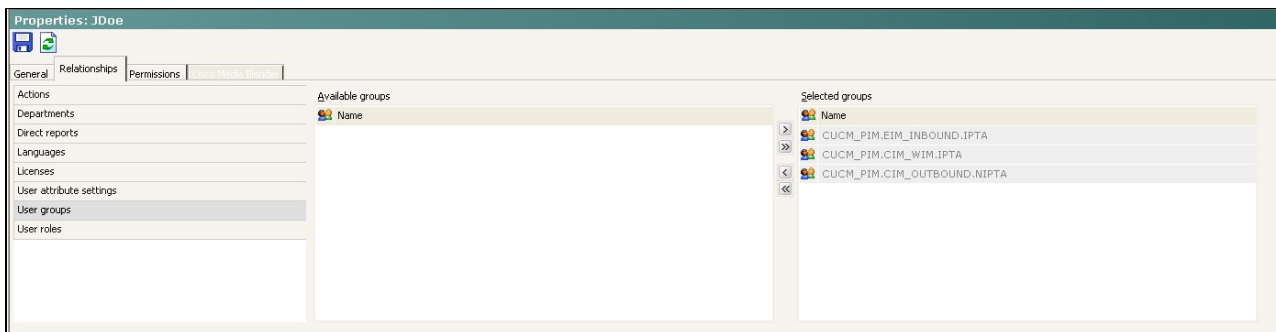
What about the Listener Logs?

```
2011-05-30 18:27:20.402 GMT-0400 <@> INFO <@> [144960:RMI TCP Connection(7522)-10.77.30.31] <@> Pr
user_name = JDoe : Type = java.lang.String
cmb_password = {enc:2}Y2lzY28= : Type = java.lang.String
department_id = 999 : Type = java.lang.Long
app_server_id = 10.77.30.31 : Type = java.lang.String
terminal_id = null : Type = java.lang.String
fetch_from_database = true : Type = java.lang.Boolean
peripheral_id = 5000 : Type = java.lang.String
peripheral_number = 20 : Type = java.lang.String
<@>
2011-05-30 18:27:20.480 GMT-0400 <@> INFO <@> [144960:RMI TCP Connection(7522)-10.77.30.31] <@> Pr
2011-05-30 18:27:20.808 GMT-0400 <@> ERROR <@> [144960:RMI TCP Connection(7522)-10.77.30.31] <@> F
2011-05-30 18:27:20.808 GMT-0400 <@> ERROR <@> [144960:RMI TCP Connection(7522)-10.77.30.31] <@> F
```

We can see exceptions in the login of the agent. Something is failing in the Listener when it is trying to populate the login request to send to CTI Server.

Exception in updating MRD data

Let's look at this agent in the EIM/WIM Administration Console > Users section to see what could be wrong.

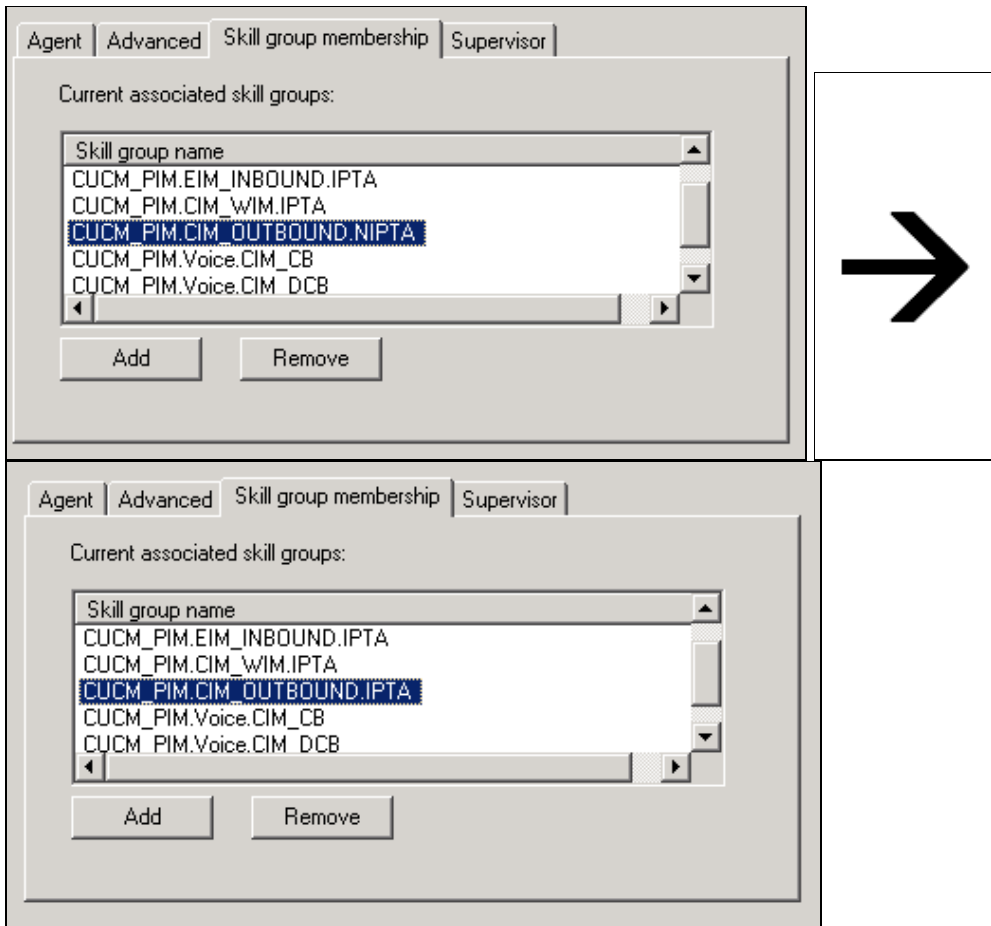


While we can't modify this integrated user's group membership from the Administration Console, we can check it to be sure it is correct. EIM/WIM has a read-only JDBC connection to the UCCE AW and keeps track of Skill Group memberships. In this case, someone has added the agent to IPTA inbound groups, but a NIPTA outbound group. This conflict in routing engines has caused the failure in the login process.

Resolution

To resolve the conflict, switch over to your AW and correct the Skill Group Memberships from the Agent Explorer. This is an IPTA agent, so we will remove the NIPTA outbound group and replace with the IPTA outbound group.

Agent_Fully-Skilled,_But_Login_Times_Out



A later scenario will explain nIPTA in more detail.