Contents

Scenario A Setup

Log all agents out

Administration Console

1. Remove licenses from standalone agent
2. Remove roles from standalone agent

UCCE

1. Disable Person login for integrated agent

For StandaloneAgent steps, use "bob". For Integrated Agent steps, use "goofy"

Problem Statement

Agents are unable to login to EIM/WIM, receiving a variety of errors depending on the user used.

Isolation: Is the user a Standalone or Integrated user?

This can be verified from two places:
1. Log in to default partition as pa > Administration Console > Departments > *(Department_Name)* > User >
Users. See the "Unified CCE User" column. Integrated users have "Yes" here; Standalone have "No".

List: Users

User name △	First name	Last name	Email address	Department	Unified CCE User	Manager	User status
DMarino	Dan	Marino		Home	Yes		Not logged in
JDoe	John	Doe		Home	Yes		Not logged in
nIPTAgent	nIPTA	Agent		Home	Yes		Not logged in
OakwoodAgent	Oakwood	Agent		Home	No		Not logged in
OWright	Orville	Wright		Home	Yes		Not logged in
StandaloneAgent	Standalone	Agent		Home	No		Not logged in
testtest	test			Foreign	No		Not logged in

2. Query the eGActiveDB with the following. Integrated agents will have a value other than NULL for SKILL_TARGET_ID. Standalone agents will show NULL.

```
select * from egicm_user RIGHT OUTER JOIN egpl_user on egpl_user.user_id = egicm_user.user_id
```

Results | **Messages**

	USER_ID	SKILL_TARGET_ID	AGENT_CHANGE_TERMINAL	TERMINAL_ID	TERMINAL_PASSWORD	USER_ID	SALUTATION	FIRST_NAME
1	NULL	NULL	NULL	NULL	NULL	1	NULL	Partition
2	NULL	NULL	NULL	NULL	NULL	12	NULL	System
3	NULL	NULL	NULL	NULL	NULL	17	NULL	SS Customer
4	NULL	NULL	NULL	NULL	NULL	18	NULL	SS Anonymous Customer
5	NULL	NULL	NULL	NULL	NULL	1000		Standalone
6	1002	5005	-1	NULL	NULL	1002		John
7	1003	5003	-1	NULL	NULL	1003		Dan
8	1004	5004	-1	NULL	NULL	1004		Orville
9	1013	5053	-1	NULL	NULL	1013		nIPTA
10	NULL	NULL	NULL	NULL	NULL	1019		test
11	NULL	NULL	NULL	NULL	NULL	1020		Oakwood

The Application Server logs will also show which routing client is being used when an agent logs in to EIM/WIM. "null" means Standalone, "EAAS" means Integrated.
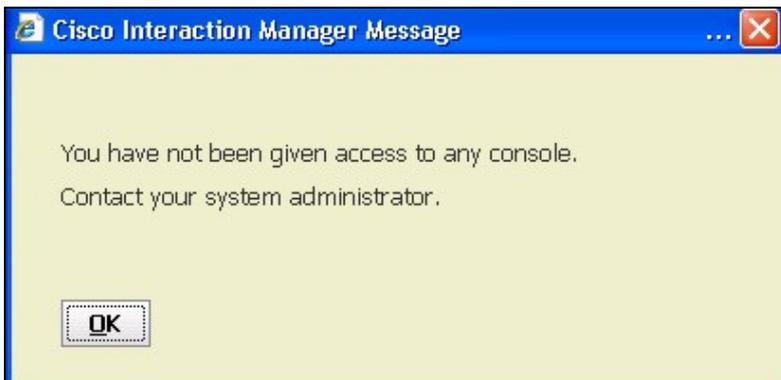
```
2011-05-10 11:55:37.474 GMT-0400 <@> INFO <@> [75837:ajp-43app.ucce75%2F10.77.30.31-15008-1] <@> F
2011-05-10 11:56:21.881 GMT-0400 <@> INFO <@> [75837:1$1000#ajp-43app.ucce75%2F10.77.30.31-15008-1
```

Standalone AND Integrated User Login issues

These types of errors can be seen by both Standalone AND Integrated users.

Log in to the default partition as StandaloneAgent

You should receive an error:

Since this is a standalone user we know that Listener and CTI Server are not used. Let's first find the **eGAgentID** of this standalone user from the eGActiveDB database.

```
select * from egpl_user where "USER_NAME" = 'StandaloneAgent'
```

Look in the Application Server logs. CTRL-F for the **user_id** found above in Isolation.

```
2011-05-09 14:37:34.742 GMT-0400 <@> INFO <@> [277:ajp-43app.ucce75%2F10.77.30.31-15006-1] <@> Prc
2011-05-09 14:37:34.742 GMT-0400 <@> ERROR <@> [277:ajp-43app.ucce75%2F10.77.30.31-15006-1] <@> Pr
```

Note the last line: "I18N_EGPL_LICENSE-CIH_NOT_ASSIGNED_TO_USER, userId **1000**". This signifies that userID 1000 does not have the necessary license(s) for Agent Console login.

To provide the necessary licenses to the user:

1. Log in to default partition as pa > Administration Console > Departments > *(Department_Name)* > User > Users
2. Select StandaloneAgent > Relationships tab > Licenses
3. Ctrl-Click CIH Platform - Advanced, Unified EIM, and Unified WIM. Click the single (top) arrow to move Licenses over to the "Selected Licenses" bucket.
4. Click save and attempt to log in again.

## Log in to the default partition as StandaloneAgent
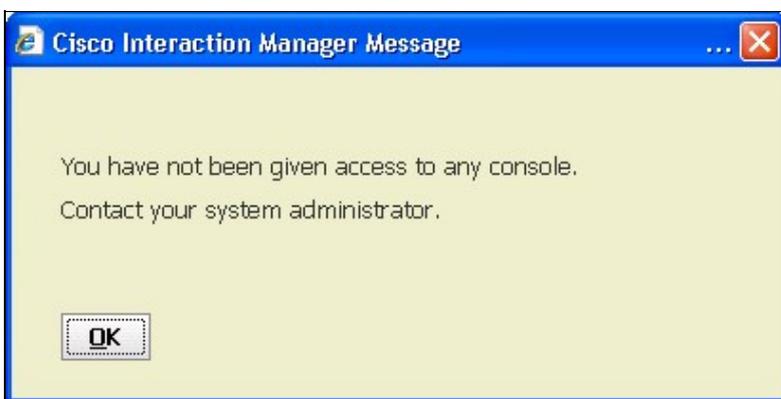
Not quite there yet. If there was a recent change made in the Administration Console to the agent's roles, you would see in the Application Server logs:

```
2011-05-10 12:32:36.499 GMT-0400 <@> INFO <@> [277:ajp-43app.ucce75%2F10.77.30.31-15006-1] <@> Pro
```

But if the change was made prior to what the available logs cover, you will not see anything else. At this point, the next step is to log in to the UI as a partition administrator to confirm the roles assigned (or not assigned) to the agent.
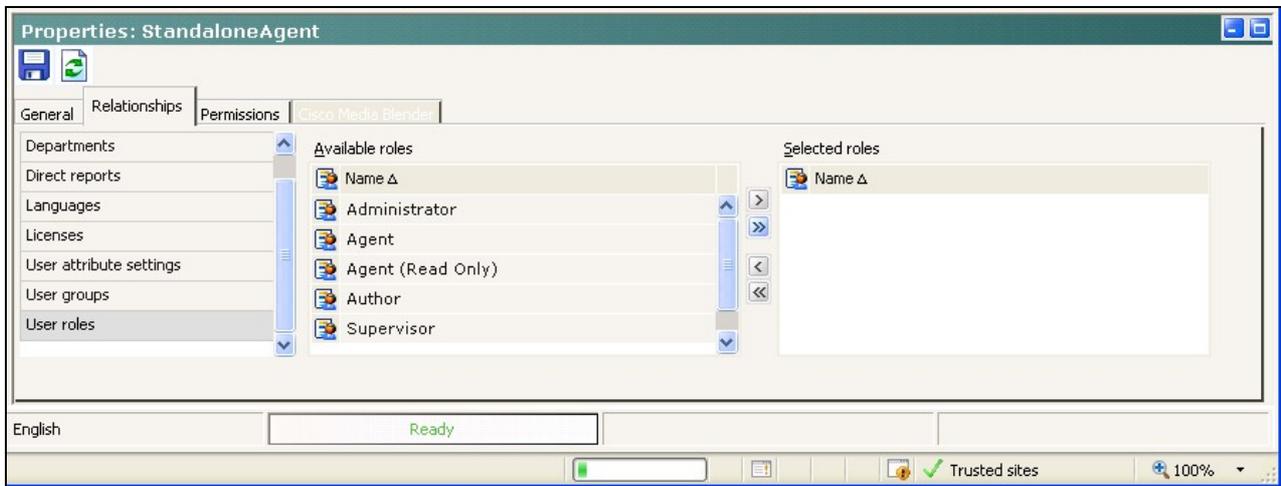
Integrated User Login issues

Integrated users are also unable to log in.
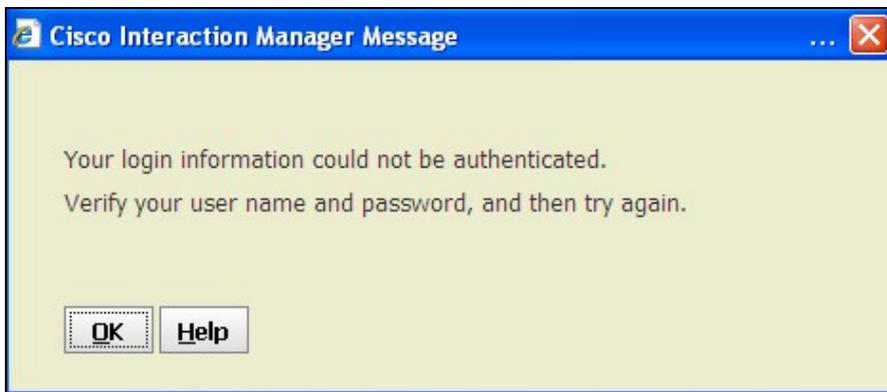
Since this is UCCE integration, check the Listener logs first. In this scenario, you find nothing useful. What about the Application Server logs?

- Agent Disabled:

```
2011-05-10 18:05:03.545 GMT-0400 <@> ERROR <@> [78077:ajp-43app.ucce75%2F10.77.30.31-15006-3] <@>
```

- From the UCCE Agent Explorer, we can confirm that this agent/person is disabled:

     • We would see a very similar error in the Application Server logs if the agent was deleted in UCCE.

```
2011-05-10 18:15:27.342 GMT-0400 <@> ERROR <@> [78077:ajp-43app.ucce75%2F10.77.30.31-15006-3] <@>
```

How does it know?

EIM/WIM has a read-only connection to the AWDB. While the change of deleting or setting an agent inactive will not be reflected in the user on EIM/WIM's administration menus, they will be unable to log in.

Scenario B Setup

System Console

    1. Stop Listener process

UCCE

    1. Remove all multimedia skill groups from integrated agent "goofy"

ICM Login Timed Out?

Try to log in as an Integrated Agent. You should be greeted by a pop-up error.

Do you see any recent activity in the Listener logs? What about the Application Server logs? In this case, nothing useful.

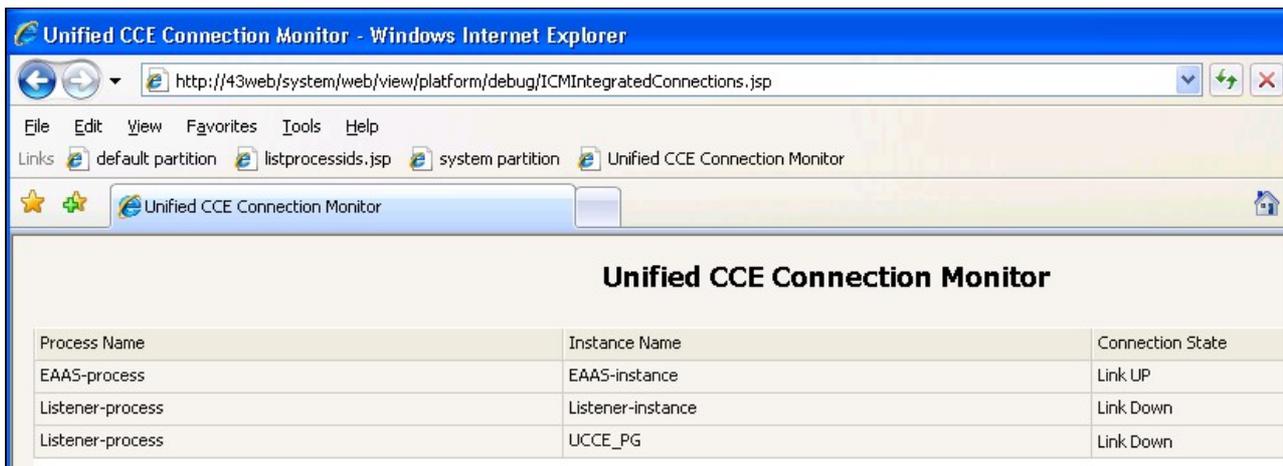## Use the listprocessids.JSP to make sure all processes are running.

Notice that the JSP says that the Listener is running as process ID 5412, but no java or javaw exists with that PID. You can confirm the Listener link being down with the ICMIntegratedConnections JSP.
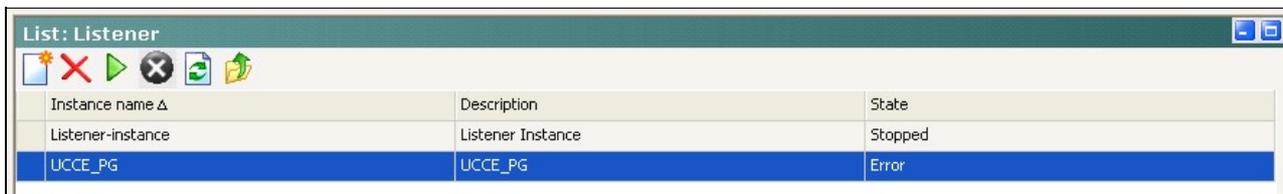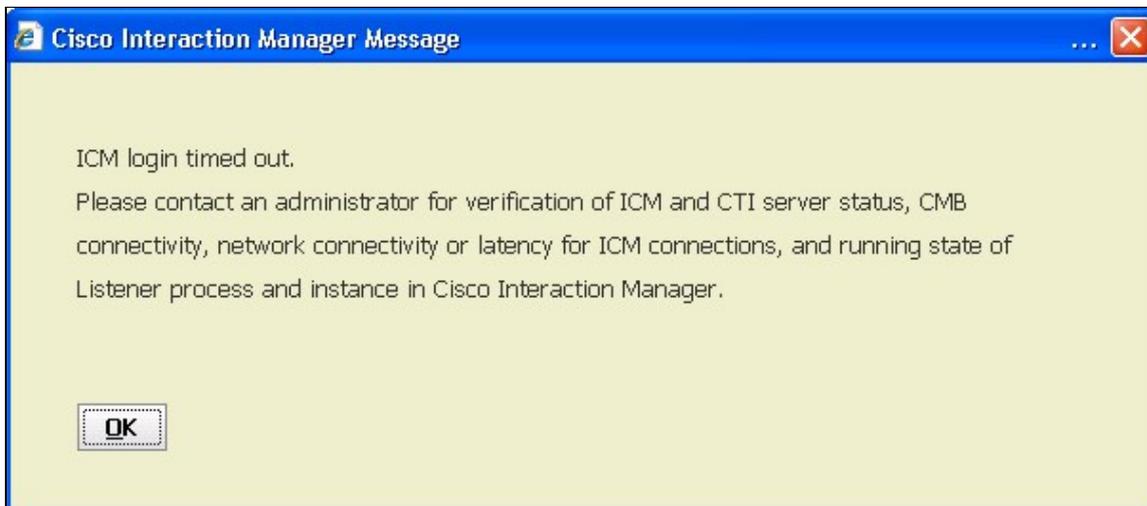
The listprocessids.JSP, while very useful, does not always reflect the current process state - just that it has started and once had a particular PID.

Log in to partition 0 as the sa user and observe that the Listener process is stopped. Start it. Your Listener instance may also be in an "Error" state. Start it once the process has started.

But login still fails.

Listener Link active but Login still fails

Take a look at the Listener logs for your agent's username. You should see an error about NO_PARENT_GROUP after the Login agent request.

```
2011-06-13 18:11:10.004 GMT-0400 <@> INFO <@> [13126:RMI TCP Connection(516)-10.77.30.31] <@> Proc
user_name = JDoe : Type = java.lang.String
```

Use the listprocessids.JSP to make sure all processes are running.   7

```
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
 <@>
2011-06-13 18:11:10.004 GMT-0400 <@> INFO <@> [13126:RMI TCP Connection(516)-10.77.30.31] <@> Proc
```

Check the Skill Group memberships!

Since this is an IPTA agent, check the user's skill group memberships in UCCE Configuration Manager.
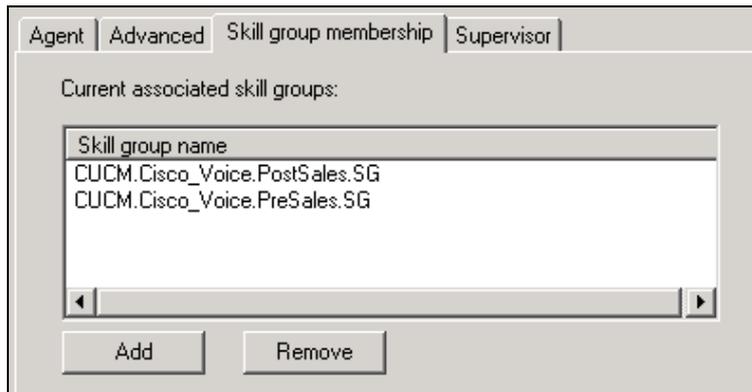
If an agent is not a member of any EIM/WIM skill groups, they will not be allowed to log in to the agent console.

Resolution

This scenario covered various reasons why an agent, integrated or standalone, would be unable to log in.

- Missing Licenses
- Missing Roles
- Disabled accounts
- Deleted accounts
- Listener not running
- Missing EIM/WIM skill group membership