# Agent using Windows XP can start Agent Desktop, but cannot enter an active state

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| **Problem Summary** | An agent using Windows XP is able to start Agent Desktop, but cannot enter an active state. |
| **Error Message** | None. |
| **Possible Cause** | Windows XP can be configured so that the Internet Connection Firewall (ICF) is active. ICF acts by keeping track of all traffic to and from the computer. It will allow only information through that has originated from that particular computer. If a message originates from outside the computer, it will be discarded. |
| **Recommended Action** | Turn off ICF (requires administrator privileges) or override the defaults to include known ?good? connections such as the CAD servers. |
| **Release** | CAD Unified CCX 8.5 |
| **Associated CDETS #** | None. |