



## Login problems

<p><b>Problem Summary</b></p>	<p> <b>Note:</b> This behavior may be sporadic between system restarts.</p> <ol style="list-style-type: none"> <li>1. The softphone starts correctly but when I attempt to login (that is, click the Login button, enter login information, and click OK) the Status fields are blank and the rightmost fields display Disconnected and Offline.</li> <li>2. The softphone starts correctly but when I attempt to login (that is, click the Login button, enter login information, and click OK) the Status fields are filled in correctly, the rightmost field says Online, and the field next to it displays the server with the correct name.</li> <li>3. The softphone starts correctly but when I attempt to login (that is, click the Login button, enter login information, and click OK) When I look on the PG and on the CTI OS server, I can see that everything in the system is online.</li> <li>4. Duplicate Login: The softphone starts correctly but when I attempt to login (that is, click the Login button, enter login information, and click OK) Agent ID &lt;xx&gt; please logout first or contact an Administrator for help.</li> <li>5. (Spectrum specific): When attempting a login (that is, click the Login button, enter login information, and click OK) the softphone hangs.</li> <li>6. When logging in via the CTI OS Agent or Supervisor Desktop, the Login request fails with the "Agent already logged in" error.</li> </ol>
<p><b>Error Message</b></p>	<p>None.</p>
<p><b>Possible Cause</b></p>	<ol style="list-style-type: none"> <li>1. This symptom is caused by the softphone's inability to connect to the CTI OS Server(s) specified in the connection profile.</li> <li>2. This symptom is most likely caused by an incorrect configuration of the Peripheral ID or Peripheral Name.</li> <li>3. This symptom is most likely caused by an incorrect configuration of the Peripheral ID or Peripheral Name.</li> <li>4. This error message indicates that the Agent with this ID is already logged into a session and the user does not want this preventive mechanism, then set the following registry key to 0: <p>HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc.\CTIOS \CTIOS_&lt;InstanceName&gt;\</p> <p> <b>Note:</b> In the default Installation, this key is disabled and therefore will not prevent duplicate logins.</p> </li> <li>5. On Spectrum, Login parameters required from the user are AgentID, AgentInstrument (which could be blank if the AgentInstrument entered are correct, but the AgentInstrument entered is invalid it causes the phone to freeze. Restart the softphone (if the AgentID entered is expected) but otherwise, the Login will have completed normally. The registry key: <p>HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc.\CTIOS \CTIOS_&lt;InstanceName&gt;\</p> <p>can be set to a timeout interval appropriate for your Spectrum configuration and this will pop up if the AgentInstrument entered is invalid. The following registry key is disabled (set to 0) at the same time: <p>HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc.\CTIOS \CTIOS_&lt;InstanceName&gt;\</p> </p></li> <li>6. If this is not user error or a typo, you may be trying to Login with AgentID when your desktop has the appropriate argument in the first edit field. As of CTI OS 7.x, support for Login by Login Name or AgentID is available. If the peripheral type is selected where the user can pick the Login style for the CTI OS Agent/Supervisor Desktop, the Login request with either option</li> </ol>
<p><b>Recommended Action</b></p>	<p>See the tips listed under <i>Incorrect Configuration</i> for more information on how to resolve this problem.</p>
<p><b>Release</b></p>	<p>Release 7.5(x)</p>
<p><b>Associated CDETS #</b></p>	<p>None.</p>