

<Tip Title>

Problem Summary	<p>The softphone starts correctly and the login request is successful. However, thereafter one (or more) of the following behaviors is observed (sporadic between logins):</p> <ul style="list-style-type: none"> • Message boxes display stating that parameters are incorrect (for example, the request specified an invalid AgentID). • Message boxes display stating that arguments are missing (for example, SetAgentState: Missing required argument PositionID. Discarding request). • Incorrect buttons are enabled.
Error Message	None.
Possible Cause	This symptom is most likely caused by an incorrect configuration of the Peripheral Type during server install.
Recommended Action	See the tips listed under <i>Incorrect Configuration</i> for more information on how to resolve this problem.
Release	Release 7.5(x)
Associated CDETS #	None.