

## &lt;Tip Title&gt;

<b>Problem Summary</b>	<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"> <li>• Message boxes display stating that parameters are incorrect (for example, the request specified an invalid AgentID).</li> <li>• Message boxes display stating that arguments are missing (for example, SetAgentState: Missing required argument PositionID. Discarding request).</li> <li>• Incorrect buttons are enabled.</li> </ul>
<b>Error Message</b>	None.
<b>Possible Cause</b>	This symptom is most likely caused by an incorrect configuration of the Peripheral Type during server install.
<b>Recommended Action</b>	See the tips listed under <i>Incorrect Configuration</i> for more information on how to resolve this problem.
<b>Release</b>	Release 7.5(x)
<b>Associated CDETS #</b>	None.