

## Unified CCX agent is unable to log in

<b>Problem Summary</b>	Unified CCX agent is unable to log in using CAD/CAD-BE.
<b>Error Message</b>	Depending on the type of failure, various error pop ups can be seen on CAD.
<b>Possible Cause</b>	<p>There can be many causes for agent log in failure. Some of the causes are:</p> <ol style="list-style-type: none"> <li>1. The given ID of agent is wrong.</li> <li>2. The IPCC extension given by agent is wrong.</li> <li>3. Network connectivity issue between CAD and Unified CCX.</li> <li>4. The password given by Agent is wrong.</li> <li>5. Agent's Phone is not associated with RM JTAPI provider (RM Appuser) is CUCM.</li> <li>6. Agent's Phone has more than 4 lines.</li> <li>7. Agent's Phone has a shared line (IPCC extension) which is shared amongst more than 4 lines.</li> <li>8. An extension on agent's phone is not unique. The same extension is configured on more than one phone.</li> <li>9. Agent is using a phone which is using IPv6 addressing.</li> </ol>
<b>Recommended Action</b>	<p><b>Step 1.</b> Check whether agentID and IPCC extension associated with that resource is showing up of <b>Resources</b> page.</p> <p><b>Step 2.</b> If the agent is shown on <b>Resources</b> page and still agent is unable to log in, then Open CDA and check the agent details.</p> <p><b>Step 3.</b> Enable log facilities in following log levels</p> <ol style="list-style-type: none"> <li>1. SS_RM DEBUG</li> <li>2. ICD_CTI DEBUG</li> <li>3. Enable debug logging on CAD</li> </ol> <p><b>Step 4.</b> Try to login agent from CAD which will fail</p> <p><b>Step 5.</b> Download MIVR logs from Unified CCX for the time frame when Agent tried to log in using the agent ID.</p> <p><b>Step 6.</b> Try to find the login request coming from CAD to Unified CCX. For this Search for "<b>SET_AGENT_LOGIN</b>" in logs.</p> <p>938197: Dec 01 11:41:52.484 IST %MIVR-ICD_CTI-7-UNK:ClientConnMgr: Processing msg on</p> <p>If you do not see log in request coming in logs, then check whether agent is using the agent ID in correct format.</p> <p><b>Step 7.</b> Try to find the response which Unified CCX is sending for this log in request,For this Search for "<b>SET_AGENT_LOGIN</b>" in logs.</p> <p>938208: Dec 01 11:41:52.929 IST %MIVR-ICD_CTI-7-UNK:OutboundMessageprocessor : sendi</p>

**Step 8.** Note the failureCode field. This specifies the cause of log in failure. Following is the list of common failure codes:

- **CF\_INVALID\_PASSWORD\_SPECIFIED** : Agent specified the wrong password.
- **CF\_SPECIFIED\_AGENT\_ALREADY\_SIGNED\_ON** : Agent is already logged on. CAD will not allow another agent to log on the same extension.
- **CF\_SPECIFIED\_EXTENSION\_ALREADY\_IN\_USE** : Some other agent is logged on the same extension.
- **CRS\_JTAPI\_CCM\_PROBLEM** : Cannot log in due to problem in CUCM. Check whether agent is registered in CUCM.
- **CF\_MAXIMUM\_LINE\_LIMIT\_EXCEEDED** : Agent phone has more than 4 lines. Reduce the number of lines.
- **CF\_SHARED\_LINES\_NOT\_SUPPORTED** : One or more lines associated with the agent's device are shared lines.
- **CF\_EXTENSION\_NOT\_UNIQUE** : One or more lines associated with the agent's device is not unique.
- **CRS\_AGENT\_DEVICE\_IPv6** : Agent's device is using IPV6 addressing. These devices are not supported.
- **CRS\_LINE\_RESTRICTED** : Cannot log in due to problem in CUCM. Please collect JTAPI client logs.
- **CRS\_DEVICE\_RESTRICTED** : Cannot log in due to problem in CUCM. Please collect JTAPI client logs.

**Step 9.** If the problem is still not solved then collect logs in following log levels and raise a support case.

1. SS\_RM DEBUG
2. ICD\_CTI DEBUG
3. Enable debug logging on CAD
4. JTAPI client logs in all debug levels

<b>Release</b>	8.0(1)
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<b>Associated CDETS #</b>	None.
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