

Unified CCX agent is unable to log in

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

Release	8.0(1)
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Unified_CCX_agent_is_unable_to_log_in

Associated CDETS #	None.
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