Mobile Agent Login Failed

Problem Summary	Mobile agent login failed with an error message.
Error Message	See the table below.
Possible Cause	Mobile agent login failures can result from a number of causes. Login failure messages are described in the table below.

Message	Cause	Action
IPCC Error [10151] - PERERR_ TELDRIVE_ MOBILEAGENT_ INCORRECT_LCP	There is an incorrect LCP configuration in Unified CM.	Check the Phone Configuration page in Unified CM and be sure the device name of the LCP Port begins with the string LCP.
IPCC Error [10152] - PERERR_TELDRIVE_ MOBILEAGENT_ INCORRECT_RCP	There is an incorrect RCP configuration in Unified CM.	Check the Phone Configuration page in Unified CM to be sure that the device name of the RCP Port starts with the string RCP. Also check the device name of the corresponding LCP Port.
IPCC Error [10153] - PERERR_TELDRIVE_ MOBILEAGENT_MODE_ NOT_ALLOWED	The Unified ICM Agent Desk Settings are not configured properly. Either the Cisco Unified Mobile Agent checkbox is not selected, or the Mobile agent mode setting does not correspond to the agent call mode selected in the Login dialog.	Enable the Mobile Agent checkbox in the Unified ICM Agent Desk Settings and verify that the agent mode configured in Unified ICM is the same as the agent call mode selected in the Login dialog. See alsoCall Mode Unavailable in Agent Desktop Login Dialog
IPCC Error [10154] - PERERR_TELDRIVE_	This error is generated when one of the	Do one of the following:

	AGENT_INVALID_ LOGIN_CTIPORT	following conditions exists: • A non-mobile agent tries to login to a CTI port. • A mobile agent tries to login to an invalid CTI port.	• If you are not configured as a mobile agent, enter your IP Phone extension in the Instrument field of the CTI Login dialog box. • If you are configured as a mobile agent, check the CTI Port configuration.
	RESOURCE_NOT_AVAILABLE appears in JTAPI Gateway Log	The codec settings on the PG and Voice Gateway do not match. **Note:** This issue occurs for attempted Nailed connection login, only.	Change the codec configuration on either the PG or Voice Gateway.
	A licensing error has occurred. Please see your administrator.	Agent Desktop is running. All of the Agent Desktop software licenses are in use.	Close the Agent Desktop completely when you are finished using it. Simply logging off can cause the Agent Desktop to continue running.
Recommended Action	See possible actions listed in the table above.		
Release	Release 7.5(1) and 8.0		
Associated CDETS #	None.		