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# Agents Not Displayed on Cisco Supervisor Desktop

Document ID: 63307

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## Introduction

### Prerequisites

Requirements

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### Problem

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Examples of Debugs

**NetPro Discussion Forums – Featured Conversations**

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## Introduction

This document describes the steps to take when one of these problems occurs with agents in a Cisco IP Contact Center (IPCC) Express environment:

- specific agents do not display on a Cisco Supervisor Desktop,
- agents disappear from the Cisco Supervisor Desktop, or
- the Supervisor Desktop does not display any agents.

## Prerequisites

### Requirements

Readers of this document should have knowledge of these topics:

- Cisco Customer Response Solutions (CRS)
- Cisco Agent Desktop
- Cisco Supervisor Desktop

### Components Used

The information in this document is based on these software and hardware versions:

- Cisco CRS version 3.x and later

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

### Conventions

For more information on document conventions, refer to the Cisco Technical Tips Conventions.

# Problem

One of these problems occurs with agents in a Cisco IP Contact Center (IPCC) Express environment:

- specific agents do not display on a Cisco Supervisor Desktop,
- agents disappear from the Cisco Supervisor Desktop, or
- the Supervisor Desktop does not display any agents.

# Solution

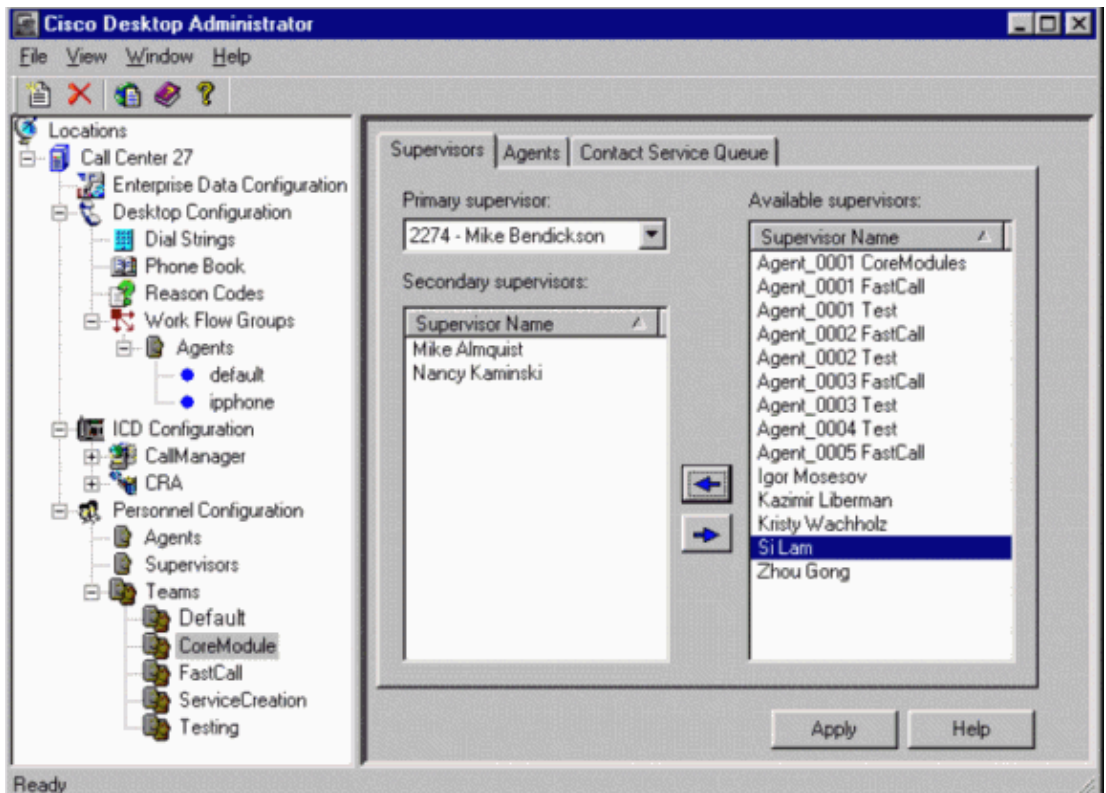
Complete these steps to resolve this problem:

## Step One

Verify the agent belongs to the "teams" that the supervisor is monitoring. This can be verified by looking at the Cisco Desktop Administrator.

1. Launch Desktop Administrator.
2. Drill-down to **Personnel Configuration**.
3. Select the **Supervisors** tab.
4. Verify which "teams" the supervisor is monitoring, drill-down to the **Teams** node, as shown in Figure 1 below.
5. Click to highlight a specific team.
6. The following fields populate:
  - ◆ Primary supervisor
  - ◆ Secondary supervisors
  - ◆ Available supervisors

**Figure 1: Cisco Desktop Administrator -- Supervisors**



7. Select the **Agents** tab.
8. Verify the agents are associated to the same "teams" the supervisor is monitoring.

For additional information on "teams" configuration, refer to the Cisco Desktop Administrator User Guide.

## Step Two

Verify all Cisco Agent Desktops and Cisco Supervisor Desktops have been upgraded to the same version as the **Desktop Services** running on the IPCC Express server. To verify the versions for each application, select **Help > About**.

## Step Three

Verify the agent does not close the Chat Window. The Chat window is a piece of the Agent Desktop software that sends information to the Chat server that provides the agent status. The Chat server then relays these messages to the Supervisor for display. If the agent is closing the Chat window, the agent status disappears or does not display.

## Step Four

Does the the Supervisor or Agent PC have multiple NIC Cards? Call/Chat and Supervisor Desktop does not work properly on PCs with multiple IP addresses. For further details refer to the Troubleshooting section of the Service Information Cisco Desktop Product Suite 4.5 (ICD).

## Step Five

Verify there are no ports in the 59000–59030 range that are being closed off by a firewall. See Step Seven for testing ports.

## Step Six

If either the Supervisor or Agent PCs are running Windows XP, verify the the Internet Connection Firewall is disabled. Refer to Cisco Supervisor Desktop Issues with Internet Connection Firewall on Windows XP.

## Step Seven

Test for blocked ports using telnet from a command line as follows with the agent and supervisor logged in.

```
From Chat server to the agent:      telnet <agent PC IP address> 59020
From Chat server to the supervisor:  telnet <Supervisor IP address> 59201
From the agent to Chat server:      telnet <CRS server IP address> 59000
From the supervisor to Chat server:  telnet <CRS server IP address> 59000
```

If there is a failed connect error, determine why the port is blocked. Here is an example of a failed connection:

```
c:\telnet 192.168.xxx.xxx 59000
Connecting to 192.168.xxx.xxx Could not open a connection to host on port 59000
:Connect failed
```

## Step Eight

If a second NIC is being used for Voice over IP (VoIP) monitoring/recording on the CRS Server, verify it is configured with non-routable IP addresses and no Default Gateway as per the Installation Guide Cisco Desktop Product Suite 4.5.5 (ICD). This needs to be done to ensure that packets from the chat server are not sent to the Supervisor through the second NIC card.

## Step Nine

Gather the following details and create a new Cisco Technical Assistance Center (TAC) Service Request.

1. Note the time the agent disappears from the Supervisor Desktop.
2. Gather the Agent, Chat Server, and Supervisor logs.
3. Verify the clocks on all of the PCs from where the traces are taken are synchronized.

## Examples of Debugs

This section shows portions of messages to show the debugs.

### Example One

For this message, the login ID is 2272 and the extension is 2891. The Agent starts up and connects with the Chat server:

```
11:36:02 10/01/2004 DEBUG10 FCCClient::setAgentAcdState Begin. Ext: 2891,
agentState: Not Ready, stateTransitionMask: 589923
```

Here, the debug prints at level 10 in agent .dbg.

### Example Two

The Chat server receives the message from the agent:

```
11:36:02 10/01/2004 DEBUG1 CChatServer::setAgentAcdState Begin.
```

agentExtension: 2891, agentAcidState: Not Ready, stateTransitionMask: 589923.

The debug prints at level 1 on the Chat server `fccserver.dbg`.

### Example Three

The Supervisor receives the message from the Chat server:

```
11:36:02 10/01/2004 DEBUG10 FCC_Client_impl::agentAcidState Begin.

destID:2891, extension: 2891, acidState: Not Ready, stateTransitionMask: 589923.
11:36:02 10/01/2004 DEBUG10 FCCClientAPI::insertEvent Begin. 11/36/02
10/01/2004 DEBUG10 FCCClientAPI::PrintEvent Begin. eventType: Agent ACD State,
destType: Unknown user type, destID: 2891, srcType: Unknown user type, srcID:
2891, srcName: . 11:36:02 10/01/2004 DEBUG10 FCCClientAPI::PrintEvent acidState:
Not Ready, stateTransitionMask: 589923, duration: 0. 11:36:02 10/01/2004 DEBUG10
FCCClientAPI::PrintEventEnd. 11:36:02 10/01/2004 DEBUG10 FCCClientAPI::InsertEvent
Inserting the event. 11:36:02 10/01/2004 DEBUG10 FCCClientAPI::insertEvent Calling
PostMessage. 11:36:02 10/01/2004 DEBUG10 FCCClientAPI::insertEvent End. 11:36:02
10/01/2004 DEBUG10 FCCClientAPI::getEvent Begin. 11:36:02 10/01/2004 DEBUG10
FCCClientAPI::getEvent Getting the next event. 11:36:02 10/01/2004 DEBUG10
FCCClientAPI::PrintEvent Begin. eventType: Agent ACD State.

destType: Unknown user type, destID: 2891, srcType: Unknown user type, srcID:2891,
srcName:. 11:36:02 10/01/2004 DEBUG10 FCCClientAPI::PrintEvent acidState: Not
Ready, stateTransitionMask: 589923, duration: 0. 11:36:02 10/01/2004 DEBUG10
FCCClientAPI::PrintEvent End. 11:36:02 10/01/2004 DEBUG10 FCCClientAPI::getEvent
End. return_code:0. 11:36:02 10/01/2004 DEBUG12 Supervisor SE0288 Receiving event:

FCC_ET_ACD_STATE Type: User: Ext: 2891

State: Not Ready
```

Debug prints at level 10 and 12 in Supervisor debug.

Set the agent and supervisor debug to level 204 and increase the trace file size.

## NetPro Discussion Forums – Featured Conversations

Networking Professionals Connection is a forum for networking professionals to share questions, suggestions, and information about networking solutions, products, and technologies. The featured links are some of the most recent conversations available in this technology.

NetPro Discussion Forums – Featured Conversations for Customer Contact Software
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IP Communications and Video: Contact Center
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### Related Information

- [Cisco Desktop Administrator User Guide](#)
- [Service Information Cisco Desktop Product Suite 4.5 \(ICD\)](#)
- [Cisco Supervisor Desktop Issues with Internet Connection Firewall on Windows XP](#)
- [Installation Guide Cisco Desktop Product Suite 4.5.5 \(ICD\)](#)
- [Technical Support – Cisco Systems](#)

