

Use CTITest to Troubleshoot IPCC Agent Login Problems

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Introduction

This document outlines a process that uses **CTITest** as a tool to troubleshoot agent login problems. **CTITest** is a utility that connects to the Computer Telephony Integration (CTI) Server and allows you to mimic the actions of an agent. The **CTITest** utility and documentation reside on your Cisco Intelligent Contact Management (ICM) Peripheral Gateway (PG) in the `c:\icr\tools` directory.

Note: The letter `c` is the drive where Cisco ICM is installed. If ICM is installed on a different drive in your configuration, use your drive letter.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Basic knowledge of Cisco ICM
- Knowledge of CTI
- Knowledge of the IP Contact Center (IPCC) environment
- Agent Login Problems
- IPCC Tracing

Components Used

The information in this document is based on Cisco ICM version 4.6.2 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

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Configure CTITest

These steps should be done on the PG where CTI Server is installed.

1. From the Task bar, choose **Start > Run** in order to display the Run dialog box.
2. Type **cmd** in order to open a DOS command prompt.
3. Type **ctitest**, a default profile appears, as shown in Figure 1.

Figure 1: CTITest

```
C:\WINNT\System32\cmd.exe - ctitest
CTITest:
C:\icr\tools>ctitest
12:08:41 Trace: CTITest Release 4.6 SP1, Build 08639

PROFILE      default
Agent display format: SHORT
Call display format: SHORT
Session display format: SHORT
Sound: OFF
AutoAnswer: OFF
Autowrap: OFF
AutoLogin: OFF
CallStack: OFF
Registered Variables: ALL_CALL_VARIABLES
Trace:
Timeout: open=3000 ms heartbeat=2000 ms other=15000 ms

CONFIG       CTIServer A:"geoCUSTpgNa" port 42027 B:"" port 43027
Origin: ""
Protocol Version: 8 Heartbeat Interval: 5 secs
Service Mask: 0x00000010 <ALL_EVENTS>
CallEventsMask: 0x00ffffff <ALL_CALL_EVENTS>
AgentStatesMask: 0x000003ff <ALL_AGENT_STATES>

CLIENT      ID:"Administrator" Signature:"administrator@GEOLAB4PG1A"

AGENT       PeripheralID:-1 Extension:"" ID:"" Instrument:""
Skill: WorkMode:

CTITest:
```

4. Use the **config** command in order to configure these:

- ◆ Hostnames/IP addresses of the **ctiserver** machines
- ◆ Port numbers for the **ctiserver** machines
- ◆ Service mask this client uses:
 - ◇ /service 7 for client control
- ◆ Protocol version of CTI Server
 - ◇ Cisco ICM version 4.6.x – /version 8
 - ◇ Cisco ICM version 5.x – /version 9
 - ◇ Cisco ICM version 6.x – /version 9
- ◆ **Config /?** for help and further information on the command

Figure 2: Config

```
C:\WINNT\System32\cmd.exe - ctitest
CTITest: config /hosta geolab4pg1a /porta 42027 /hostb 10.84.102.27 /portb 43027
/service 7 /version 8
CONFIG       CTIServer A:"geolab4pg1a" port 42027 B:"10.84.102.27" port 43027
Origin: ""
Protocol Version: 8 Heartbeat Interval: 5 secs
Service Mask: 0x00000007 <CALL_DATA_UPDATE+CLIENT_CONTROL+CLIENT_EVENTS>
CallEventsMask: 0x00ffffff <ALL_CALL_EVENTS>
AgentStatesMask: 0x000003ff <ALL_AGENT_STATES>

CTITest:
```

5. Use the **agent** command in order to configure these:

- ◆ Agent ID
- ◆ Agent Extension
- ◆ Agent Instrument
- ◆ Peripheral ID
- ◆ **Agent /?** for help and further information on the command

Figure 3: Agent

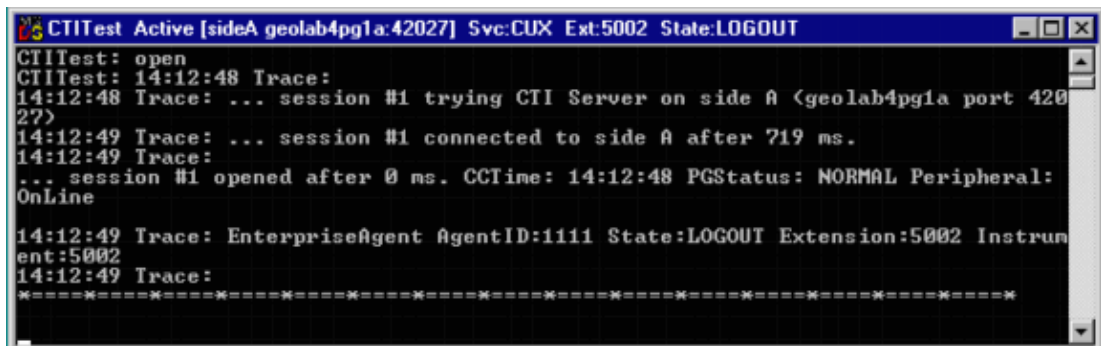


Test the Agent Login

Once **ctitest** has been configured, you can test the agent login.

1. From the Task bar, choose **Start > Run** in order to display the Run dialog box.
2. Type **cmd** in order to open a DOS command window.
3. Type **ctitest**, a default profile opens.
4. Type **open**.

Figure 4: CTITest --- Open

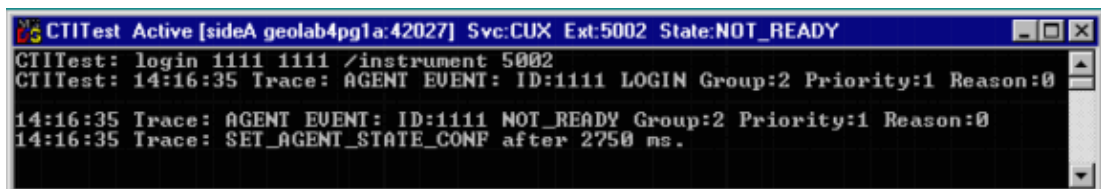


The session to CTI Server is opened and the current agent state is returned.

5. Use these in order to log in:

```
login (agentid)(password) /instrument (instrument)
```

Figure 5: CTITest --- Login



The previous image is an example of a successful login attempt.

Note: The agent is logged in and the current state is returned (NOT_READY).

Troubleshoot

In the event there is a failure, complete these steps. The results should be packaged to open a Cisco Technical Assistance Center case.

1. Turn up IPCC Tracing.
2. Reproduce the agent login failure with **CTITest**
3. Use the Dumplog Utility and gather these files:

- ◆ Jtapi
- ◆ PIM
- ◆ OPC
- ◆ Ctiserver

4. Collect the text clip of the failed **ctitest** login.

Registered users can use the TAC Service Request Tool (registered customers only) in order to open a case with Cisco Technical Support.

Related Information

- **Recommended Tracing Levels for Troubleshooting IPCC Issues**
- **Troubleshoot IPCC Agent Login Failures: CF_Invalid_AgentID_Specified**
- **CTI Test Guide**
- **How to Use the Dumplog Utility**
- **CTI Test Utility Program**
- **Technical Support & Documentation – Cisco Systems**

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