Troubleshooting IPCC Login Failure: CF_Generic_Unspecified_Rejection

Document ID: 22846

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Introduction

This document discusses the "`CF_Generic_Unspecified_Rejection`" error message that CTI Test reports when you troubleshoot agent login problems in an IP Contact Center (IPCC) environment. This document focuses on the source of the error and possible solutions.

Prerequisites

Requirements

Cisco recommends you have knowledge of these topics:

- Cisco Intelligent Contact Management (ICM)
- Computer Telephony Integration (CTI)
- Cisco IPCC
- Agent Login Problems
- IPCC Tracing
- How to Use CTI Test

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.

Identify the Problem

In a Cisco IPCC ICM environment, agents report an inability to log into the CTI Server. When you use CTI Test to troubleshoot the problem, this error message appears:

```
CF_Generic_Unspecified_Rejection
  Or using dumplog utility to dump the JTapi log file, the following
          error message is identified:
Address xxxx is not in provider's domain
```

You can use one of these two methods in order to verify the problem:

Method One

On the Peripheral Gateway (PG) where CTI Server resides, use the **dumplog** utility to dump the JTapi log file, and verify this error.

Note: The log information appears over multiple lines in this document due to space limitations.

```
c:\icr\<cust_inst>\PGXY\logfiles\>dumplog
  /cust <cust_inst> /node jgw<jtapi_instance>
15:32:40 PG1A-jgw1 Trace: performAddCallObserver: Provider
  hit exception in getAddress for address:
 5002com.cisco.jtapi.InvalidArgumentExceptionImpl:
  Address 5002 is not in provider's domain
```

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

Method Two

Complete these steps on the PG where the CTI Server resides:

1. Choose **Start** > **Run**.

   The Run dialog box appears.
2. Type **cmd** in order to open a DOS command prompt.
3. Type **ctitest** in the command prompt, and press **Enter**.

   Note: Refer to Use CTI Test to Troubleshoot Agent Login Problems to create the agent profile that has reported the failure.
4. Type **open**.
5. Attempt to log in with the agent ID password and instrument.

   Here is an example of the error that appears for login 1111 1111 /instrument 5002:

   Note: The information in this example appears over multiple lines due to space limitations.

```
CTITest: open
CTITest: 15:32:30 Trace:
15:32:30 Trace: ... session #1 trying CTI Server on side A
  (geolab4pg1a port 44027)
15:32:30 Trace: ... session #1 connected to side A after 10 ms.
15:32:30 Trace: ... session #1 opened after 101 ms. CCTime:
  15:33:09 PGStatus: NORMAL Peripheral: OnLine
15:32:30 Trace: EnterpriseAgent AgentID:1111 State:LOGOUT
  Extension:5002 Instrument:5002
```

```
*====*====*====*====*====*====*====*====*====*====*====*====*

login 1111 1111 /instrument 5002
CTITest: 15:32:40 Trace: *** SET_AGENT_STATE_REQ failure
  response, err:70
(CF_GENERIC_UNSPECIFIED_REJECTION), periph
  err:10114 after 491 ms. ***
```

Possible Solution

Complete these steps for a successful CTI login in an IPCC environment:

1. Ensure that each Cisco IPCC Agent has a Device Target record configured within the ICM configuration. The Device Target record contains a Config Param field, as shown here:

Enterprise Name	Global Address	ConfigParm
Agent5002	Agent5002	/devtype CiscoPhone /dn 5002

In this sample configuration, the Agent Extension Length for all configured Agents on this IPCC site is the 4 digits of the /dn parameter as defined for all Device Targets. Therefore, the agent must login with a four–digit Agent ID.

The extension for the sample device is the four digits of the /dn parameter, for example 5002. When you run the Cisco ICM Setup for the PG, you specify an Agent Extension Length of x .

Figure 1   Enterprise Agent Configuration (PIM 1)

2. Confirm that the Agent Extension Length (see Figure 1) equals the number of digits with which you attempt to log in on the Agent Desktop application.

3. Verify whether you have configured the User ID and User Password for the JTAPI User in the Cisco ICM PIM configuration (see the IPCC Parameters section in Figure 1). In this example, the User ID is **pguser**.

   Note: Enter the same User ID and User Password for the PG on the Cisco CallManager Administrator web page when you add the PG as a new user.
4. Open Cisco CallManager.
5. Verify whether you have configured the User ID and User Password for the JTAPI User in the Cisco CallManager (see Figure 2). These values must match the User ID and User Password entered in the ICM PIM configuration.

Figure 2   User Information

6. Verify the association between the phone and the JTAPI User. Associate **pguser (JTAPI User)** with a specific phone in order to build the association. Complete these steps:

   a. Click **Device Association**. The list of Available Devices appears (see Figure 3).
   b. Check the **extension 5002** check box.
   c. Clear the selection of **Primary Ext.** in the same row.
   d. Click **Update** in order to add the phone number to the user device association list.

Figure 3   User Information

Other Resources

If the Agent is still unable to log in, and the Agent Login ID is verified, complete these steps:

1. Turn up IPCC tracing.
2. Reproduce the Agent Login failure through CTI Test.
3. Collect a text clip of the failed CTI Test login.
4. Collect the JTapi, PIM, OPC, and CTIServer log files. Refer to How to Use the Dumplog Utility for more information.

Use this information to open a service request (registered customers only) with the Cisco Technical Assistance Center (TAC). If you are not a registered user, please go to User Registration, and then open a service request with TAC.

Related Information

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