

# Decoded the password is null

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[Trip Gilman](#) 1 posts since Feb 20, 2014

**Decoded the password is null** Oct 27, 2014 2:05 PM

I'm using CTI Protocol v14 to UCCX 8.5. It appears that I need to encrypt the agent password that is sent with my set\_agent\_state\_req message. However, I'm not sure what algorithm and key I'm supposed to use to do so. I've tried to send the password as clear text and also base64 encoded, but receive a failure with the message "Decoded the password is null". Any help would be appreciated.



[gcheria](#) 836 posts since Feb 20, 2009

**Re: Decoded the password is null** Oct 30, 2014 4:42 AM

Hi Trip,

Can you please try to turn up tracing on the MIVR log you should be able to see the actual message you are sending.

Reference - [Forced Login](#)

[Tech Tip: Collecting MIVR Logs in UCCX / IP IVR 8.x & later | Contact Center | Cisco Support Community | 5926 | 61856](#)

Thanks and Regards,  
Geevarghese