

UCCX CTI : QUERY_AGENT_STATE_REQ fails...



[Abhishek Malhotra](#) 6 posts since Dec 27, 2013

UCCX CTI : QUERY_AGENT_STATE_REQ fails with status 7 (Invalid field, PeripheralID: 0) Aug 8, 2015 2:00 AM

Hi,

I am trying to write a simple UCCX CTI Application to query agent status using agentLoginID but I am getting a failure_conf with status 7 and Text: " com.cisco.Ged188.CRACTIInvalidMessageException: Invalid field, PeripheralID: 0"

As far as I Understand, there is no request Parameter for PeripheralID for UCCX.

DeveloperGuide says: At least one of AgentExtension, AgentID, or AgentInstrument must be provided.

I have tried sending AgentExtension and AgentID but both result in the same error.

PS - Our application is connecting to UCCX in bridge mode.

I have also looked at the as-is provide sample cti app but it doesn't have query_agent_state_req

Please let me know what am I missing. I am happy to share exact Request/Response message.

Regards,
Abhishek

Tags: [cti](#), [uccx](#), [crs](#), [uccxcti](#), [contactcenterexpresscti\(uccxcti\)](#), [unifiedcontactcenterexpresscti\(uccxcti\)](#), [uccx_cti_protocol](#), [crs_cti](#)



[Venkata Raghavan](#) 19 posts since Jul 10, 2011

Re: UCCX CTI : QUERY_AGENT_STATE_REQ fails with status 7 (Invalid field, PeripheralID: 0) Aug 12, 2015 5:31 AM

Can you try setting PeripheralId as 1?



[Abhishek Malhotra](#) 6 posts since Dec 27, 2013

Re: UCCX CTI : QUERY_AGENT_STATE_REQ fails with status 7 (Invalid field, PeripheralID: 0) Aug 18, 2015 5:22 PM

in response to [Venkata Raghavan](#)

Thanks Setting it to 1 worked.