

# CCX CTI Protocol - SET\_AGENT\_STATE\_REQ...



Maxim Tumanov 1 posts since Jan 20, 2017

**CCX CTI Protocol - SET\_AGENT\_STATE\_REQ login crash** Jan 27, 2017 1:20 AM

Hi,

System version: 11.5.1.10000-61

I'm developing a client that uses the UCCX CTI Protocol 15 and won't use Finesse. The CTI client application can successfully connect to UCCX in **bridge mode** and correctly receive all call and state events if first login from Finesse.

When i am trying to login from my client, I didnt receive event back to client. However, in MIVR log I always see java error:

```
3954: Jan 20 11:21:25.912 EET %MIVR-ICD_CTI-7-UNK:Received message SET_AGENT_STATE_REQ
```

```
Message dump, excluding msg header (Length = 46 bytes):
```

```
0 0 0 3 0 0 0 1 0 0 0 0 0 0 0 2 0 0 0 1 6 5 1 0 0 1 0 c 2 7 a g e n t 1 0 1 7 a g e n t 1 0
```

```
3955: Jan 20 11:21:25.915 EET %MIVR-ICD_CTI-7-UNK:ClientConnMgr: Processing
```

```
msg on socket:Socket[addr=192.168.2.48,port=50540,localport=12028] Msg is {length=46
```

```
type=SET_AGENT_STATE_REQ,invokeId=3,agentState=LOGIN,eventReasonCode=0,forcedFlag=True,agentID=agent1,ag
```

```
3956: Jan 20 11:21:25.915 EET %MIVR-ICD_CTI-7-UNK:InboundMsgProcessor : Processing msg: { msg:
```

```
length=46
```

```
type=SET_AGENT_STATE_REQ,invokeId=3,agentState=LOGIN,eventReasonCode=0,forcedFlag=True,agentID=agent1,ag
```

```
socket: Socket[addr=192.168.2.48,port=50540,localport=12028]
```

```
3957: Jan 20 11:21:25.915 EET %MIVR-ICD_CTI-7-UNK:using agent password from login message
```

```
3958: Jan 20 11:21:25.915 EET %MIVR-ICD_CTI-7-UNK:InboundMsgProcessor : posting msg:
```

```
{ CTISetAgentStateReqMsg (Rsrc:agent1 InvokeID:3 State:LOGIN Forced:False) } to rm MsgQ
```

```
3959: Jan 20 11:21:25.916 EET %MIVR-SS_RM-7-UNK:Processing msg: CTISetAgentStateReqMsg
```

```
(Rsrc:agent1 InvokeID:3 State:LOGIN Forced:False)
```

```
3960: Jan 20 11:21:25.921 EET %MIVR-SS_RM-7-
```

```
UNK:UserAuthJob::isRequestFromLocalOrRemoteCCXNode Received Client IP-Address:192.168.2.48
```

```
3961: Jan 20 11:21:25.923 EET %MIVR-SS_RM-3-ENCOUNTERS_THROWABLE:This thread has
```

```
encountered a Throwable exception: Module Name=RM component,The name of the class that this thread  
belongs to=RsrcMgrMsgProcessor,Exception=java.lang.NoClassDefFoundError: com/cisco/wf/subsystems/  
rmcm/util/RmCmUtils
```

```
3962: Jan 20 11:21:25.924 EET %MIVR-SS_RM-3-EXCEPTION:java.lang.NoClassDefFoundError: com/cisco/  
wf/subsystems/rmcm/util/RmCmUtils
```

```
3963: Jan 20 11:21:25.925 EET %MIVR-SS_RM-3-EXCEPTION: at com.cisco.wf.subsystems.rmcm.Agent  
$UserAuthJob.isRequestFromLocalOrRemoteCCXNode(Agent.java:14011)
```

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```
3964: Jan 20 11:21:25.925 EET %MIVR-SS_RM-3-EXCEPTION: at com.cisco.wf.subsystems.rmcm.Agent
$UserAuthJob.<init>(Agent.java:13865)
3965: Jan 20 11:21:25.925 EET %MIVR-SS_RM-3-EXCEPTION: at com.cisco.wf.subsystems.rmcm.Agent
$UserAuthJob.<init>(Agent.java:13856)
3966: Jan 20 11:21:25.925 EET %MIVR-SS_RM-3-EXCEPTION: at
com.cisco.wf.subsystems.rmcm.Agent.processCTISetAgentStateReqMsg(Agent.java:1105)
3967: Jan 20 11:21:25.925 EET %MIVR-SS_RM-3-EXCEPTION: at
com.cisco.wf.subsystems.rmcm.Agent.processMsg(Agent.java:967)
3968: Jan 20 11:21:25.925 EET %MIVR-SS_RM-3-EXCEPTION: at
com.cisco.wf.subsystems.rmcm.RsrcMgrMsgProcessor.processRsrcMgrMsg(RsrcMgrMsgProcessor.java:1001)
3969: Jan 20 11:21:25.925 EET %MIVR-SS_RM-3-EXCEPTION: at
com.cisco.wf.subsystems.rmcm.RsrcMgrMsgProcessor.run(RsrcMgrMsgProcessor.java:252)
3970: Jan 20 11:21:25.925 EET %MIVR-SS_RM-3-EXCEPTION: at
com.cisco.executor.Thread.run(Thread.java:539)
3971: Jan 20 11:21:25.925 EET %MIVR-SS_RM-3-EXCEPTION: at com.cisco.executor.impl.ExecutorStubImpl
$RequestImpl.runCommand(ExecutorStubImpl.java:690)
3972: Jan 20 11:21:25.925 EET %MIVR-SS_RM-3-EXCEPTION: at com.cisco.executor.impl.ExecutorStubImpl
$RequestImpl.run(ExecutorStubImpl.java:486)
3973: Jan 20 11:21:25.925 EET %MIVR-SS_RM-3-EXCEPTION: at com.cisco.executor.impl.ExecutorStubImpl
$RequestImpl.run(ExecutorStubImpl.java:762)
3974: Jan 20 11:21:25.925 EET %MIVR-SS_RM-3-EXCEPTION: at com.cisco.executor.impl.ThreadStubImpl
$RequestImpl.run(ThreadStubImpl.java:570)
3975: Jan 20 11:21:25.925 EET %MIVR-SS_RM-3-EXCEPTION: at com.cisco.util.ThreadPoolFactory
$ThreadImpl.run(ThreadPoolFactory.java:853)
```

When logging with Finesse, the client sends the same message, but login is successful.

```
11381: Jan 20 11:29:34.431 EET %MIVR-ICD_CTI-7-UNK:Received message SET_AGENT_STATE_REQ
Message dump, excluding msg header (Length = 46 bytes):
0 0 0 c 0 0 0 1 0 0 0 0 0 0 0 1 0 0 0 1 6 5 1 0 0 1 0 c 2 7 a g e n t 1 0 1 7 a g e n t 1 0
11382: Jan 20 11:29:34.432 EET %MIVR-ICD_CTI-7-UNK:ClientConnMgr: Processing
msg on socket:Socket[addr=127.0.0.1,port=51460,localport=12028] Msg is {length=46
type=SET_AGENT_STATE_REQ,invokeId=12,agentState=LOGIN,eventReasonCode=0,forcedFlag=True,agentID=agent1,ag
11383: Jan 20 11:29:34.432 EET %MIVR-ICD_CTI-7-UNK:InboundMsgProcessor : Processing msg: { msg:
length=46
type=SET_AGENT_STATE_REQ,invokeId=12,agentState=LOGIN,eventReasonCode=0,forcedFlag=True,agentID=agent1,ag
socket: Socket[addr=127.0.0.1,port=51460,localport=12028]
11384: Jan 20 11:29:34.432 EET %MIVR-ICD_CTI-7-UNK:using agent password from login message
11385: Jan 20 11:29:34.432 EET %MIVR-ICD_CTI-7-UNK:InboundMsgProcessor : posting msg:
{ CTISetAgentStateReqMsg (Rsrc:agent1 InvokeID:12 State:LOGIN Forced:True) } to rm MsgQ
11386: Jan 20 11:29:34.433 EET %MIVR-SS_RM-7-UNK:Processing msg: CTISetAgentStateReqMsg
(Rsrc:agent1 InvokeID:12 State:LOGIN Forced:True)
11387: Jan 20 11:29:34.434 EET %MIVR-SS_RM-7-UNK:Agent agent1 is outbound capable.)
```

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11388: Jan 20 11:29:34.435 EET %MIVR-SS\_RM-7-

UNK:UserAuthJob::isRequestFromLocalOrRemoteCCXNode Received Client IP-Address:127.0.0.1

11389: Jan 20 11:29:34.439 EET %MIVR-SS\_RM-7-UNK:Rsrc: agent1 Contacts:

11390: Jan 20 11:29:34.439 EET %MIVR-SS\_RM-7-UNK:Rsrc: agent1 PrevState: UNKNOWN

PrevStateSet:false

11391: Jan 20 11:29:34.445 EET %MIVR-SS\_RM-7-UNK:Rsrcs in ARL of ESD SG1:

11392: Jan 20 11:29:34.611 EET %MIVR-SOCKET\_MGR-7-REQUEST\_SOCKET:Requesting a socket:

Facility=MIVR,Sub-Facility=LIB\_AXL,Socket allocator

id=AXL\_SOCKET\_POOL,Mnemonic=AXL\_SOCKET\_POOL,Thread=MIVR\_LIB\_AXL\_CMD\_EXECUTOR-89-2-com.cisco.config.axl.CCMEecuteSQLQuerySOAPAdmin

The only difference in both cases, that Finesse logged from localhost and my client logged from other IP address.

What is wrong?



[Denise Kwan](#) 1,289 posts since Jun 2, 2015

**Re: CCX CTI Protocol - SET\_AGENT\_STATE\_REQ login crash** Jan 27, 2017 9:56 AM

Hi Maxim,

I moved your thread post to the UCCX CTI forum (I know it isn't obvious that the other one is for UCCE).


Thanx,

Denise



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

**Re: CCX CTI Protocol - SET\_AGENT\_STATE\_REQ login crash** Jan 31, 2017 8:15 AM

 in response to [Denise Kwan](#)

Hi Maxim

You are hitting a known defect in 11.5(1) which is CSCvb21549. Agent login from a third party application fails in 11.5(1) due to this defect. Please try upgrading to ES01 and see if the issue is resolved.

The defect is fixed in 11.5(1) ES01

<https://software.cisco.com/download/special/release.html?config=c69418180cd72d28bf953750f356e062>

Regards,

Venkat