

Home
PBXware
SERVERware
TELCOware
SIPmon
SIPProt
Desktop & Mobile
BRM
UADs
Appliances
EOL

From Bicom Systems Wiki

HOWTO Agent login stuck

To get the information on agent's status in Agentpool you first have to enter Agentpool CLI using this command:

```
| chroot /opt/pbxware/pw/ agentpool -r
```

Once in there, you can check the status of all agents using:

```
| agentmanager show
```

In order to check specific agent, you will have to use API request below, while replacing 1000 with the number of agent you are experiencing issues with:

```
| api request GET /agent/info '{"agent_id": "Agent/1000"}'
```

Reply should look something like this:

```
| {"requestid": "94912916-17cf-43c7-8-  
| 13-291b68a33148", "method": "GET", "resource": "/agent/info", "code": 200, "data": {"id": "Agent/1000",  
| "name": "TestAgent", "number": 1000, "endpoint": "", "status": 1  
|, "pause_reason": "2", "device_state": "", "hint_state": "",  
| "state": "", "login_time": 1607035859, "logged_as_type": "", "pause_time": 1607114520, "start_call_time": 0, "  
| connect_call_time": 0, "ended_call_time": 0, "channelid": "",  
| "direction": "", "accountcode": "100", "wrapuptime": 15}}
```

You will notice the status portion which is in bold, this is what gives us information on what is the current status of this agent in Agentpool.

Status values:

0 - LoggedOut

1 - LoggedIn

2 - Paused

Now, as this agent is not supposed to be logged in, we need to log him out of the Agentpool, and we can do that using command:

```
api request DELETE /agent/login '{"agent_id": "Agent/1000"}'
```

Once done, please log in to this agent and confirm if issue has been resolved or additionally re-check current status with above command

```
api request GET /agent/info '{"agent_id": "Agent/1000"}'
```

Reply should look something like this:

```
-----  
| {"requestid": "94912916-17cf-43c7-8-  
| 13-291b68a33148", "method": "GET", "resource": "/agent/info", "code": 200, "data": {"id": "Agent/1000",  
| "name": "TestAgent", "number": 1000, "endpoint": "", "status": 0,  
| "pause_reason": "2", "device_state": "", "hint_state": "",  
| "state": "", "login_time": 1607035859, "logged_as_type": "", "pause_time": 1607114520, "start_call_time": 0, "  
| connect_call_time": 0,  
| "ended_call_time": 0, "channelid": "", "direction": "", "accountcode": "100", "wrapuptime": 15}}  
|-----
```

Retrieved from "http://wiki.bicomsystems.com/HOWTO_Agent_login_stuck"