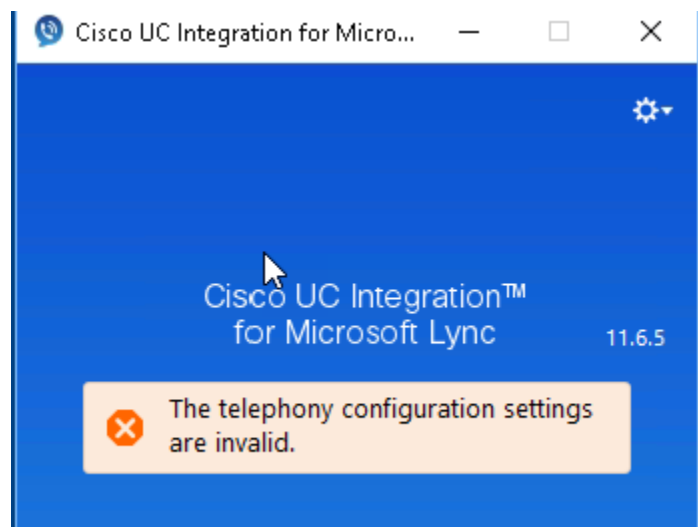
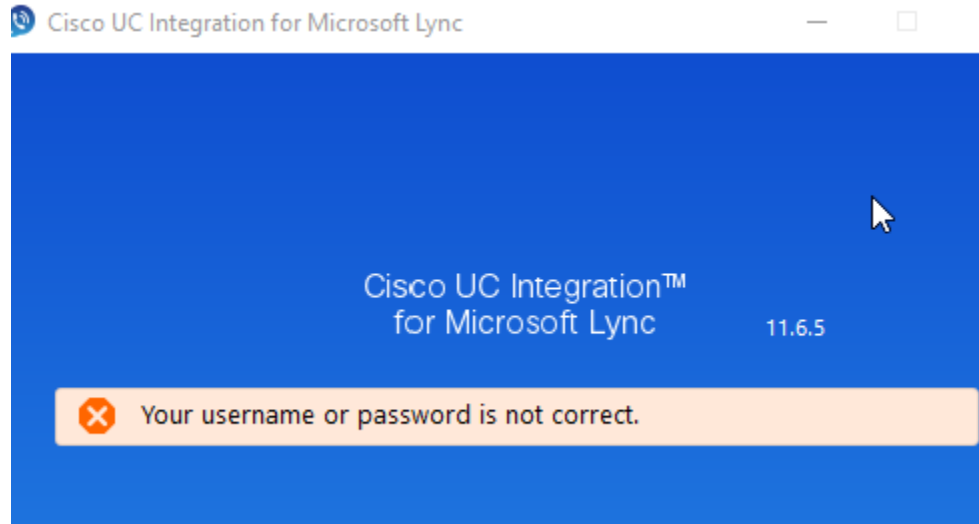


## 10/31/19 – CISCO UC INTEGRATION FOR MICROSOFT LYNC (CUCILYNC) LOGIN CREDENTIAL PROMPT

Cisco CuciLync Phone: Login credential prompt upon login to the workstation

If CUCILync is prompting for and not taking credentials upon login (the errors are below that are being received), follow the below steps to resolve this issue.

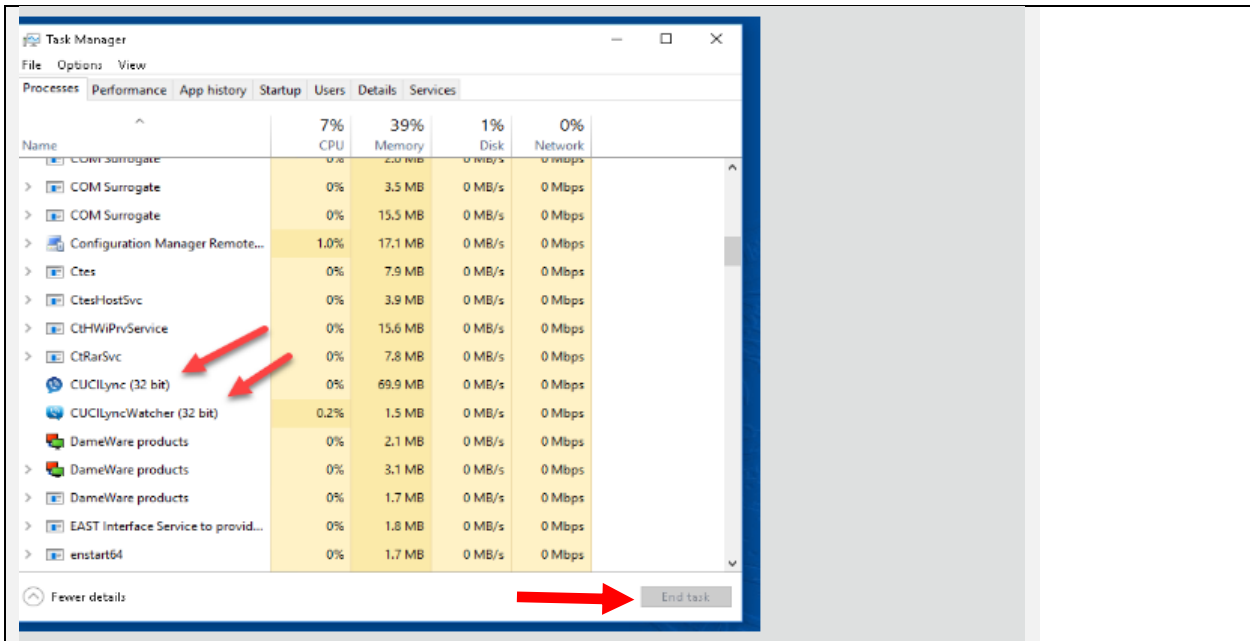


1. Press CTRL ALT DEL and Select Task Manager

2. Find and end the two processes for CUCILync in Task Manager and then restart the application

1. Press CTRL ALT DEL and Select Task Manager
2. Once these processes are located in task manager highlight each one by clicking on each of them.
3. Select End Task from the bottom right of the task manager window.

# 10/31/19 – CISCO UC INTEGRATION FOR MICROSOFT LYNC (CUCILYNC) LOGIN CREDENTIAL PROMPT



4. From the Start Menu, select Cisco UC Integration for Microsoft Lync and the application should start normally. If this doesn't resolve your issue, please contact the OCIO ServiceDesk at 571-272-9000 or [servicedesk@uspto.gov](mailto:servicedesk@uspto.gov).

