

## Agent cannot go Ready after logging in

<b>Problem Summary</b>	Agent cannot go Ready after logging in.
<b>Error Message</b>	The Cisco Agent Desktop says that the resource's device is off and the agent extension is out of service.
<b>Possible Cause</b>	The agent's device is off
<b>Recommended Action</b>	Make sure the configuration of agent's phone on Unified Call Manager side is correct.
<b>Release</b>	7.0(1), 8.0(1)
<b>Associated CDETS #</b>	None.