

**Agent cannot log in on restricted line**

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| <b>Problem Summary</b>    | Agent is unable to log in on CAD.   |
| <b>Error Message</b>      | CAD displays <i>The line is restricted.</i>   |
| <b>Possible Cause</b>     | The extension specified during login cannot be monitored.   |
| <b>Recommended Action</b> | Make sure the agent's extension is configured with "allow-watch" on Cisco Unified CME.<br><br>Version 6.1 - On the Directory Number ensure the box "Allow Control of Device from CTI" is checked. |
| <b>Release</b>            | Release 7.0(1), 6.1   |
| <b>Associated CDETS #</b> | None.   |