

Agent cannot log in on restricted line

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