

Agent cannot log in on shared line

Problem Summary	Agent is unable to log in on the Cisco Agent Desktop (CAD).
Error Message	CAD displays <i>Unable to login agent because line is shared.</i>
Possible Cause	The extension specified during login is a shared extension.
Recommended Action	Make sure the extension only exists on one device.
Release	Release 7.0(1)
Associated CDETS #	None.