

**Agent cannot log in on shared line**

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