

Agent cannot log in using a multi-NIC computer and soft IP phone

Problem Summary	The agent is using a PC with multiple network interface cards (NICs) and a soft IP phone. When the agent switches from using one NIC to the other to connect to the network, the agent cannot log in. For example, the agent is running Agent Desktop with a soft IP phone on a laptop that can connect to the network using either an Ethernet or wireless connection.
Error Message	None.
Possible Cause	Each NIC has its own MAC address. Unified CM must be able to associate a MAC address with an extension for Agent Desktop to function correctly. If the Unified CM knows about only one of the NICs, only that one will work.
Recommended Action	If the agent is going to use a computer with multiple NICs, Unified CM must be configured to recognize each NIC's MAC address.
Release	CAD Unified CCX 8.5
Associated CDETS #	None.