Agent is not able to transition to the Not Ready state

Problem Summary	While talking on a call, the agent is unable to transition to the Not Ready state. As a result, the agent keeps receiving calls from the ACD, even after closing Agent Desktop.
Error Message	None.
Possible Cause	The agent?s phone is not correctly associated with the correct JTAPI user in Unified CM Administration. The agent phone should be associated with the peripheral gateway JTAPI user. The IP IVR JTAPI user should be associated with the CTI ports corresponding to the virtual ports on the IP IVR. Each of these device categories is distinct. A device cannot belong to more than one category.
Recommended Action	Associate the agent phone with the peripheral gateway JTAPI user.
Release	CAD Unified CCX 8.5
Associated CDETS #	None.