

## Agent receives an error message that a macro file is failing

<b>Problem Summary</b>	While running Agent Desktop, the agent keeps receiving a macro file failure message.
<b>Error Message</b>	Macro file failed to open.
<b>Possible Cause</b>	A virus scanner is interfering with the macro.
<b>Recommended Action</b>	Turn off any virus scanning software on the agent desktop.
<b>Release</b>	CAD Unified CCX 8.5
<b>Associated CDETS #</b>	None.