

CPU\_usage\_on\_the\_agent?s\_PC\_has\_gone\_to\_99%\_and\_the\_PC\_has\_locked\_up

## **CPU usage on the agent?s PC has gone to 99% and the PC has locked up**

<b>Problem Summary</b>	The CPU usage on the agent?s PC has gone to 99%, and the PC has locked up.
<b>Error Message</b>	None.
<b>Possible Cause</b>	This can happen when you disable the sniffing adapter through the Windows Network and Dialup Connections window while Agent Desktop is running and is being monitored and/or recorded by the supervisor or recorded by the agent using Desktop Monitoring.
<b>Recommended Action</b>	Stop Agent Desktop, re-enable the sniffer adapter, and then restart Agent Desktop to restore normal functionality.
<b>Release</b>	CAD Unified CCX 8.5
<b>Associated CDETS #</b>	None.