

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

Problem Summary	The CPU usage on the agent?s PC has gone to 99%, and the PC has locked up.
Error Message	None.
Possible Cause	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.
Recommended Action	Stop Agent Desktop, re-enable the sniffer adapter, and then restart Agent Desktop to restore normal functionality.
Release	CAD Unified CCX 8.5
Associated CDETS #	None.