

**Call Control: Call is dropped during CG failover**

<b>Problem Summary</b>	A call is delivered to an available agent. While the call is ringing, CG failover occurs. After failover is complete, the call gets dropped.
<b>Error Message</b>	None.
<b>Possible Cause</b>	This problem occurs if the time it takes for Finesse to go back in service after the failover is greater than the RONA ring no answer timeout. As a result, RONA times out and the call is dropped.  This may occur when Finesse and CTI servers are connected over a WAN.
<b>Recommended Action</b>	N/A
<b>Release</b>	Release 8.5(3), Release 9.0(1), Release 9.1(1), Release 10.0(1), Release 10.5(1), Release 10.6(1), Release 11.0(1)
<b>Associated CDETS #</b>	None