

Call Control: Call is dropped during CG failover

Problem Summary	A call is delivered to an available agent. While the call is ringing, CG failover occurs. After failover is complete, the call gets dropped.
Error Message	None.
Possible Cause	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.
Recommended Action	N/A
Release	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)
Associated CDETS #	None