

## Only One Call Server Is Receiving Calls

<b>Problem Summary</b>	<b>Note:</b> This tip applies to full video only. When multiple Call Servers are connected to a single iCONTACT, only one of the Call Servers is receiving calls.
<b>Error Message</b>	None
<b>Possible Cause</b>	iCONTACT configuration may not be set to distribute calls to Call Servers via round-robin mechanism.
<b>Recommended Action</b>	Open the iCONTACT configuration file and verify that the notification type is set to round robin i.e <notification-type>Round-robin</notification-type>.
<b>Release</b>	Release 7.0(2)
<b>Associated CDETS #</b>	None.