

Only One Call Server Is Receiving Calls

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| Problem Summary | Note: 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. |
| Error Message | None |
| Possible Cause | iCONTACT configuration may not be set to distribute calls to Call Servers via round-robin mechanism. |
| Recommended Action | Open the iCONTACT configuration file and verify that the notification type is set to round robin i.e <notification-type>Round-robin</notification-type>. |
| Release | Release 7.0(2) |
| Associated CDETS # | None. |