

## Changing the time in Cisco Unified CCX machines results in agents getting logged off

<b>Problem Summary</b>	Agents got logged off and Cisco Agent Desktop out-of-service and wrap-up timer delay expired when the time was changed on Cisco Unified CCX.
<b>Error Message</b>	None.
<b>Possible Cause</b>	If wrap-up timers are being used on Cisco Agent Desktops, changing the Cisco Unified CCX time can cause erroneous firings of the timers.
<b>Recommended Action</b>	Do not change the system time on Cisco Unified CCX machines.
<b>Release</b>	Release 7.0(1)
<b>Associated CDETS #</b>	None.