

## **UCCX 7.0(1) Update and jal in 9971 phones**

Dear fellows, we have a customer with UCCX 7.0(1), with some 9971 agent's phones, yesterday we did a update to SR5, and when agent tried to log in CAD a message appeared informing that the phone has JAL enabled and this is not supported, I disabled this in all the phones (6921,7911), but there is not option to disable in 9971 phone configuration page, clusterwide Join across line is disable, but CAD continue informing that JAL is enable in that phones, does anybody has or had this problem? Regards Gustavo Chiarelli PD CUCM version 7.1(5)