

**Agents do not fail over to alternate CTI OS**

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|---------------------------|---|
| <b>Problem Summary</b>    | Agents do not fail over to alternate CTI OS.  |
| <b>Error Message</b>      | None.   |
| <b>Possible Cause</b>     | The alternate host and port number may not be correctly configured in the connection profile.   |
| <b>Recommended Action</b> | Ensure that the alternate host and port number are properly configured in the connection profile and that the host is reachable over the network. See the tips listed under <i>Incorrect Configuration</i> for more information on how to resolve this problem. |
| <b>Release</b>            | Release 7.5(x)  |
| <b>Associated CDETS #</b> | None.   |