

## Logout Problems

<b>Problem Summary</b>	<ol style="list-style-type: none"> <li>1. Logout button is not enabled.</li> <li>2. (IPCC specific): Agent gets logged out unexpectedly (did not intend to log out)</li> <li>3. (under all ACDs) Agents are getting intermittently logged out of their CTI applications</li> </ol>
<b>Error Message</b>	None.
<b>Possible Cause</b>	<ol style="list-style-type: none"> <li>1. Agent may not be in the appropriate state required for logout. #</li> <li>2. There are several possible causes of this symptom: <ol style="list-style-type: none"> <li>1. There is a timeout called "Logout Non-activity time" that will logout an agent after a certain period of time (maximum 7200 seconds or 2 hours). It is part of the AgentDeskSettings and can be configured using the ICM Configuration Manager.</li> <li>2. There may be another CTI Toolkit using the same agent and instrument from another location. If that client logs out, your softphone will be logged out as well.</li> <li>3. If your agent is a member of an agent team, your supervisor may have logged you out.</li> <li>4. A status of Offline means that some element in the system has failed or gone offline.</li> </ol> </li> <li>3. When the PIM is set to /LOAD 1, and two CTI OS Servers are connected to the same CTI Server, the following situation may occur: <ul style="list-style-type: none"> <li>◆ Agent mode connection for agent A established to CTI OS A</li> <li>◆ Agent mode connection for agent A established to CTI OS B</li> <li>◆ Disconnect agent mode connection from CTI OS A</li> <li>◆ At this point, the agent using the application with the connection established to CTI OS B is logged out.</li> </ul> </li> </ol>
<b>Recommended Action</b>	<ol style="list-style-type: none"> <li>1. This varies from switch to switch. For example, with IPCC the agent has to be in a Not Ready state to be able to logout.</li> <li>2. There are several workarounds depending on the issue: <ol style="list-style-type: none"> <li>1. The Logout Non-activity timeout cannot be disabled at this time.</li> <li>2. To prevent duplicate logins to the same agentID/instrument, use the registry key "RejectIfAlreadyLoggedIn" in the ConnectionProfile being used. For details, see the ?Duplicate Login? information in the <i>General Softphone: Login problems</i> section.</li> <li>3. The system will automatically recover from this situation. Wait for the status bar to indicate Online and login again.</li> <li>4. Check the status bar.</li> </ol> </li> <li>3. Under such conditions, to ensure that the agents are not logged out, configure the PIM for /LOAD 0.</li> </ol>
<b>Release</b>	Release 7.5(x)
<b>Associated CDETS #</b>	None.