

**Missing Login/Logout States OR Exceedingly Long Logged In Time**

<b>Problem Summary</b>	Agent State reports show missing LOGIN or LOGOUT events OR exceedingly long logged in times reported for agents.
<b>Error Message</b>	Faulty reports with incorrect states and logged in times.
<b>Possible Cause</b>	The agent's name or userid might have been changed while the agent was still logged in.
<b>Recommended Action</b>	Agent related modifications such as name change or userid change should only be done when the agent is logged out.
<b>Release</b>	Release 7.x, 8.x
<b>Associated CDETS #</b>	CSCtd25404