

Missing Login/Logout States OR Exceedingly Long Logged In Time

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