

**Mobile Agent: Agent not shown as a mobile agent**

<b>Problem Summary</b>	<p>In the following scenarios, any Finesse desktop user interface features for mobile agents no longer apply. For example, an incoming call to a mobile agent signed in to Call-By-Call mode does not disable the Answer button.</p> <ol style="list-style-type: none"> <li>1. While signed in to the Finesse desktop, the header information switches from Mobile Agent to show a regular agent.</li> <li>2. After a client-side failover and signing in to the other Finesse node, a mobile agent is shown as a regular agent.</li> </ol>
<b>Error Message</b>	None.
<b>Possible Cause</b>	<ol style="list-style-type: none"> <li>1. A CG/PG failover has occurred.</li> <li>2. Finesse went out of service, which redirected the agent to the secondary Finesse server (client-side failover).</li> </ol>
<b>Recommended Action</b>	To restore the mobile agent features on the Finesse desktop, have the agent sign out and sign back in as a mobile agent.
<b>Release</b>	Release 9.0(1), Release 9.1(1), Release 10.0(1), Release 10.5(1), Release 11.0(1)
<b>Associated CDETS #</b>	CSCty86896