

Duplicate email routing requests

Problem Summary	For every request Unified EIM sends to the Router, it appears to the Router as if two requests are sent. This affects reporting, system load, and counts displayed when viewing scripts in Monitor mode.
Error Message	None
Possible Cause	The script processing requests from Unified EIM contains an erroneous entry for a label and no agents are available to be assigned the new request.
Recommended Action	Ensure that labels are entered correctly in the script.
Release	Release 7.5(1) and 8.0
Associated CDETS #	None.