

Unified Mobile Agent: Calls in progress are lost if /LOAD 1 is used with Mobile Agent and CAD

Problem Summary	If on the peripheral parameter /LOAD 1 is configured with Mobile Agent and CAD and ICM services fail calls are preserved and system works fine, but if CAD services are restarted then system resets the connection to the LCP and drops the calls in progress.
Error Message	None.
Possible Cause	Setting of /LOAD parameter.
Recommended Action	<p>Remove the /LOAD entry from the configuration parameter. This parameter is being deprecated in release 10. It was sometimes used in CCE to force agents to log out on CTI failures. In release 10 and forward, agents will set the agent to NOT READY on CTI disconnect (whether desktop or server). Agents can be forced to log out by the supervisor, or by implementing an inactivity timer in the agent desk settings configuration.</p> <p>To remove the entry from the config parameter:</p> <ol style="list-style-type: none"> 1. Run the PG explorer. 2. Click "+" to open the branch for the correct PG. 3. Select the peripheral. 4. Select the PERIPHERAL tab on the right. 5. In the edit field for the Configuration Parameters, remove the /LOAD entry. 6. Cycle the PG.
Release	All releases.
Associated CDETS #	CSCUh64305